Create and manage surveys for live sessions

Content updated: 05/07/2026

This article is designated for moderators

About

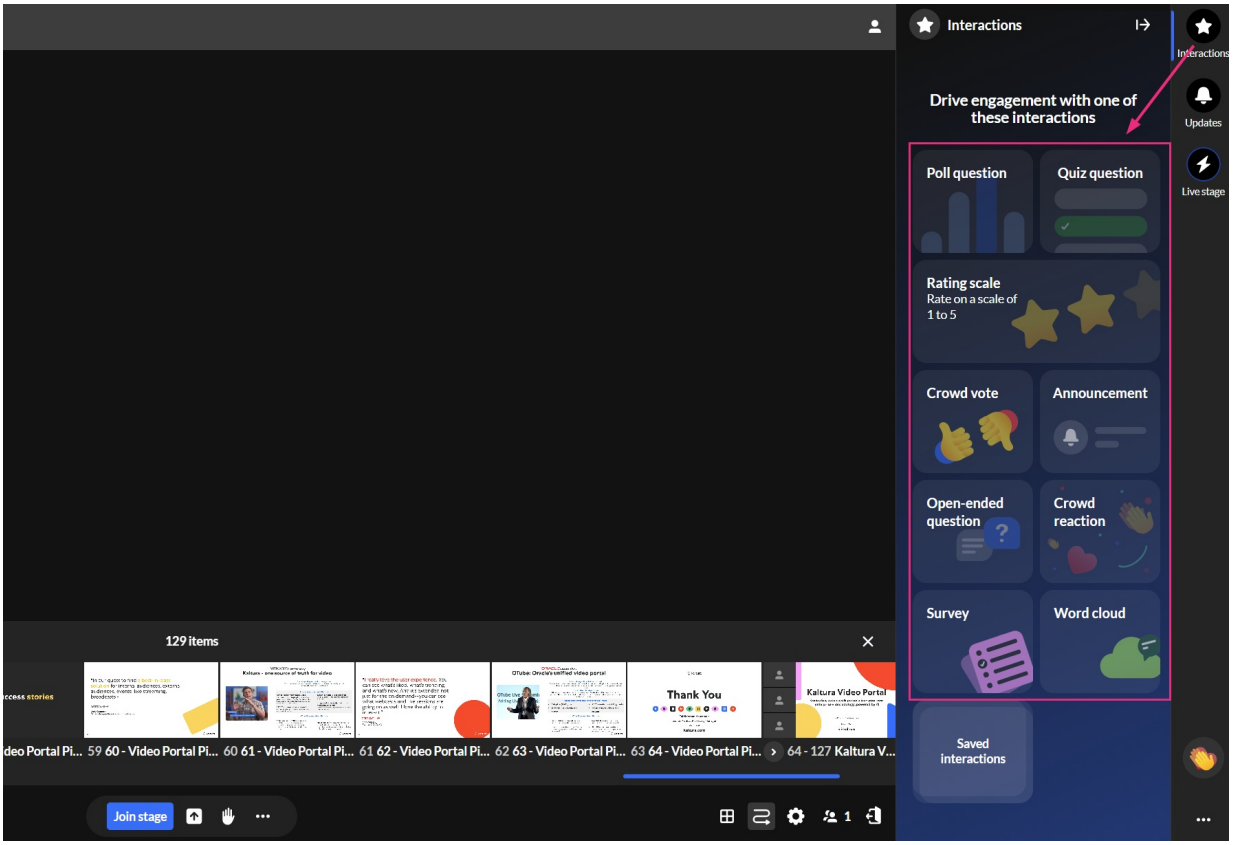
Use **surveys** to collect participant feedback through multiple-choice, icon-choice, rating-scale, and open-ended questions. A survey can include up to 10 questions.

You can prepare and edit a survey before the session, then publish or schedule it from **Saved interactions.**

Surveys can’t be deleted after they are created.

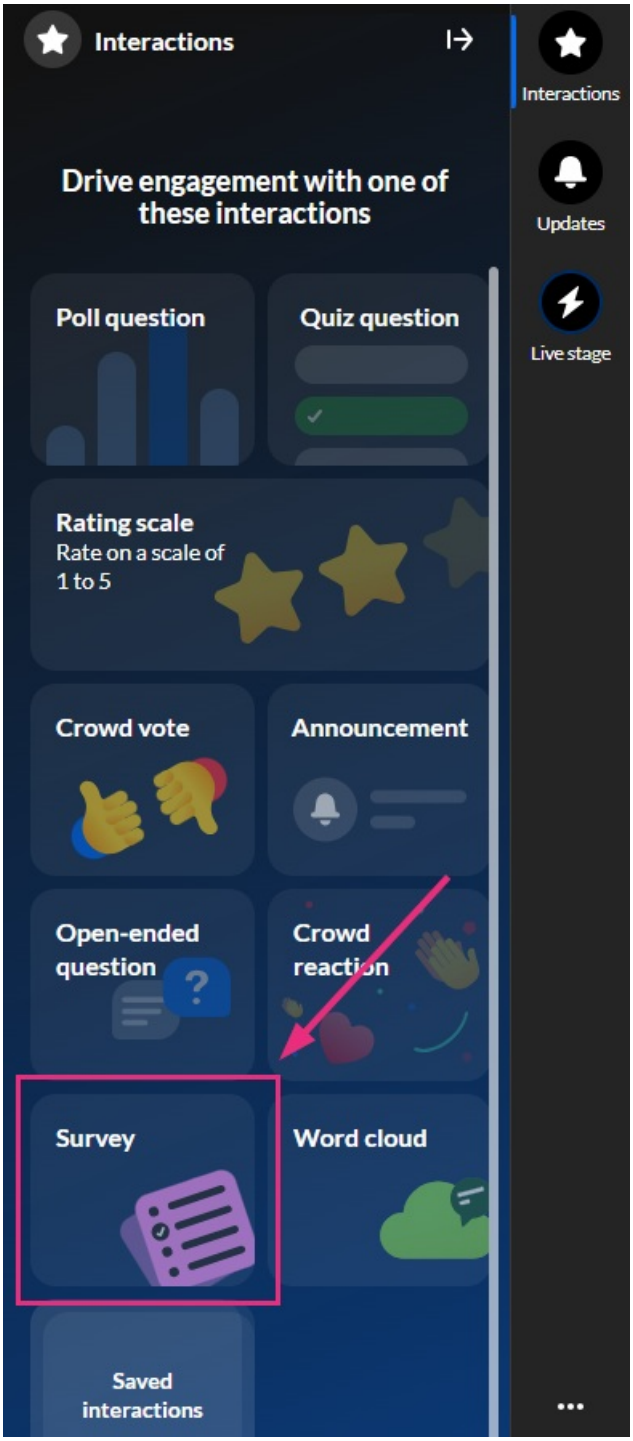
Create a survey

1. On the session page, click the **Interactions** tab in the upper-right corner to open the Interactions panel.



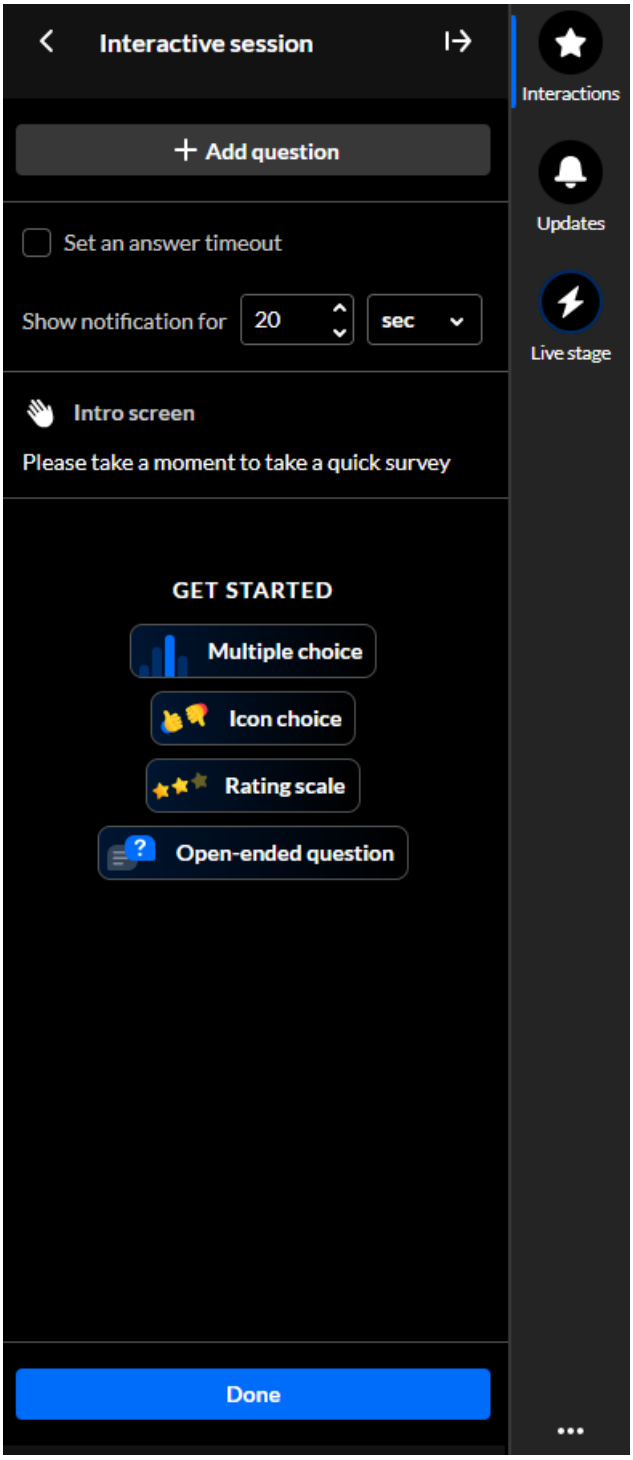
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2. Select **Survey**.



The survey question form opens.

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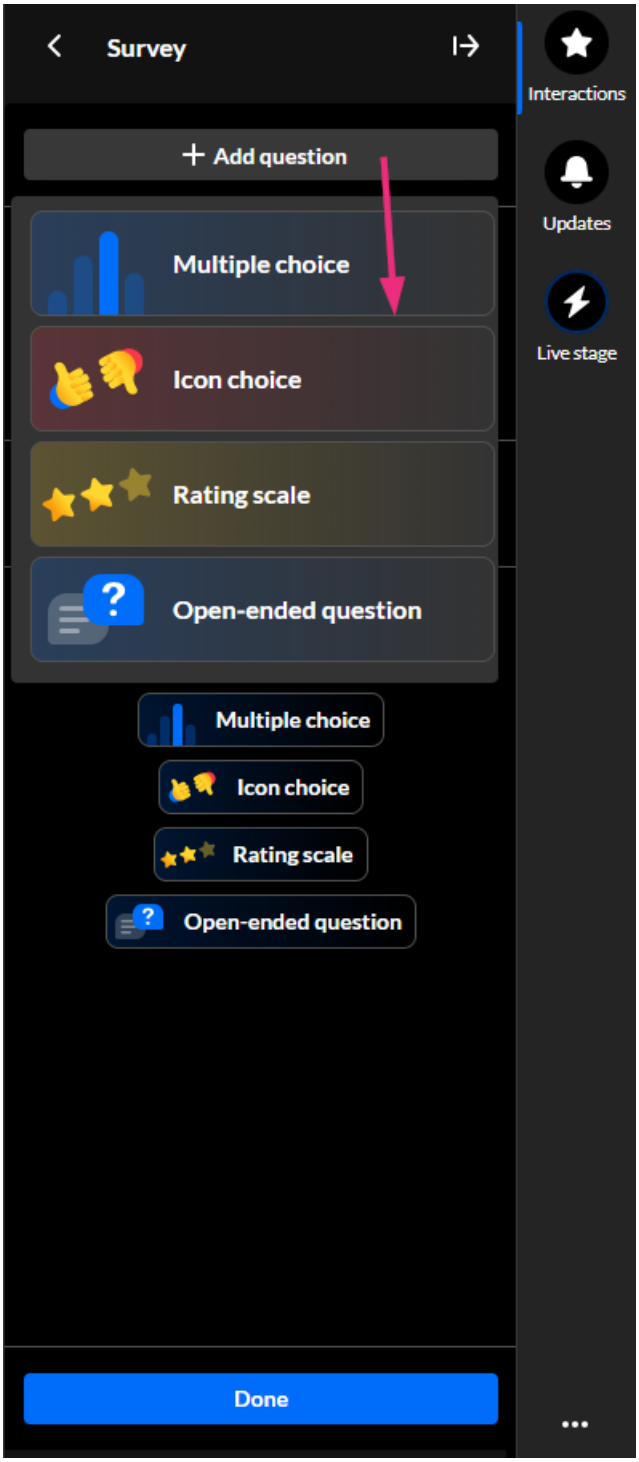


The session name is used as the survey name by default. To change it, hover over the name, click it, and enter a new name. You can enter up to 150 characters.

Add questions

- Click **+Add question** and select a question type from the dropdown.

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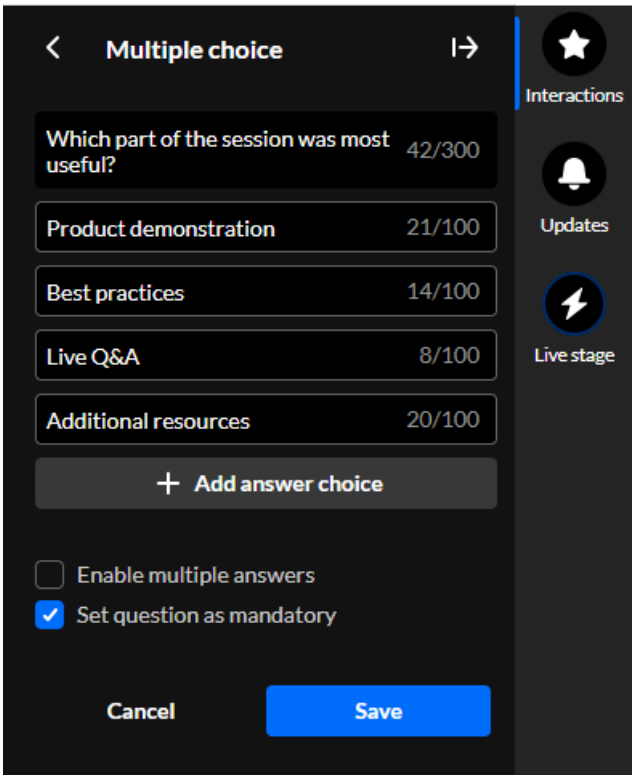


The question types are as follows:

Multiple choice

1. Select **Multiple choice**.
2. Enter a question and answers (up to 8).
3. Optionally enable **multiple answers**.
4. Optionally mark the question as **mandatory**.
5. Click **Save**.

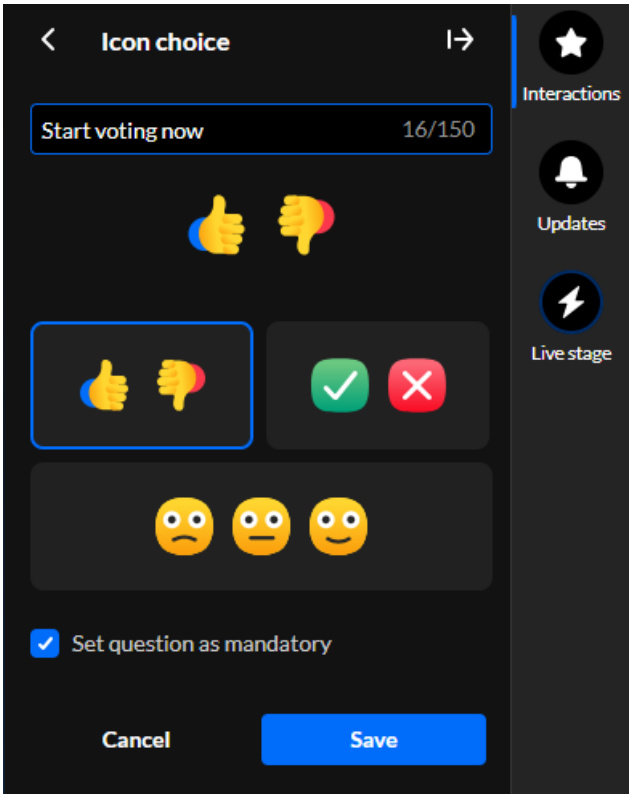
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Icon choice

1. Select **Icon Choice**.
2. Edit the call-to-action text if needed.
3. Choose icons.
4. Optionally mark the question as **mandatory**.
5. Click **Save**.

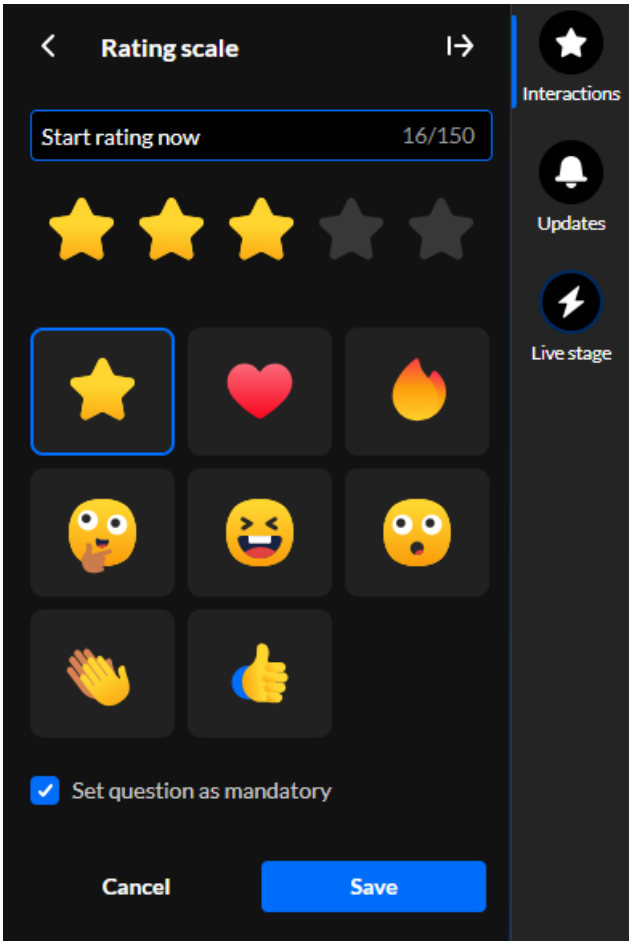
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Rating Scale

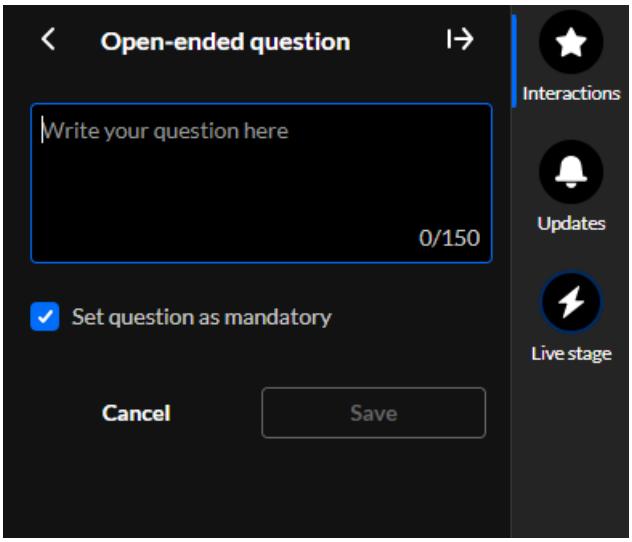
1. Select **Rating Scale**.
2. Select a rating scale emoji.
3. Optionally mark the question as **mandatory**.
4. Click **Save**.

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Open-ended question

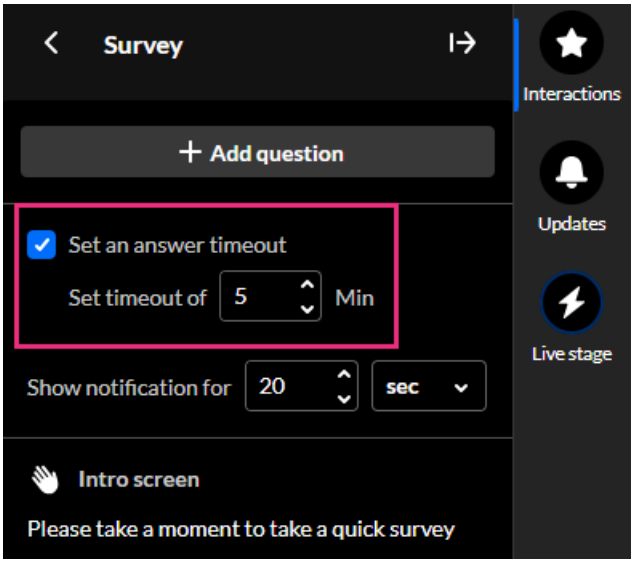
1. Select **Open-ended question**.
2. Enter your question.
3. Optionally mark it as **mandatory**.
4. Click **Save**.



- Click **+ Add question** to add more questions (up to 10).

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- Set response and notification timing
- 1. Select **Set an answer timeout** to limit how long participants can respond.
- An additional field displays.



Use the arrows to set the response window:

- Default: 5 minutes
- Minimum: 1 minute
- Maximum: 120 minutes

Participants who have not yet answered see a countdown. When the response window ends, the survey closes automatically.

2. Set how long the survey notification remains visible to participants. Next to **Show notification for**, use the arrows to choose the duration:

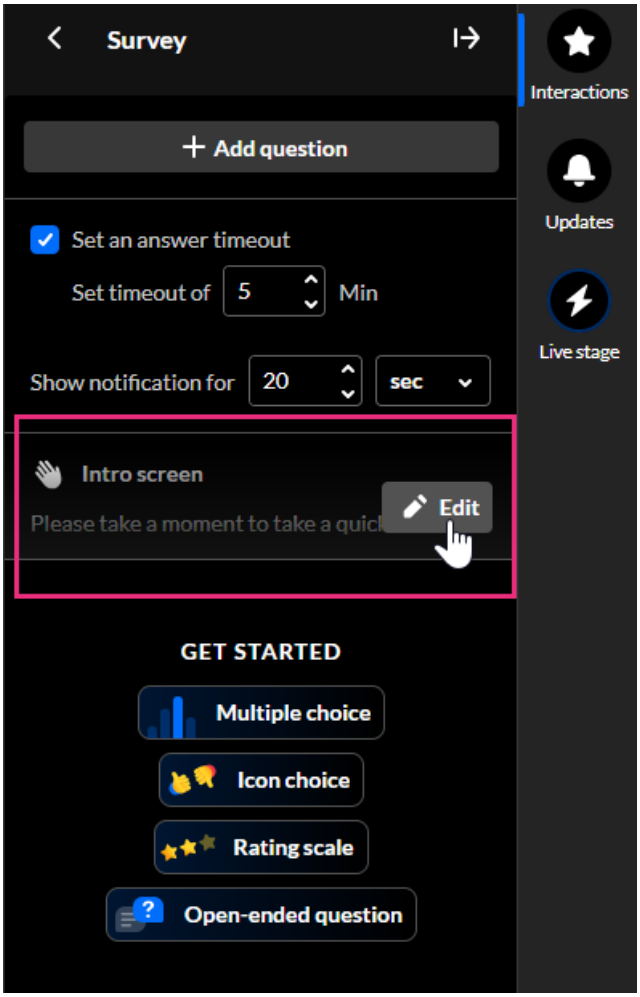
- **Seconds** – From 5 to 60 seconds
- **Minutes** – From 1 to 10 minutes

Customize the survey introduction

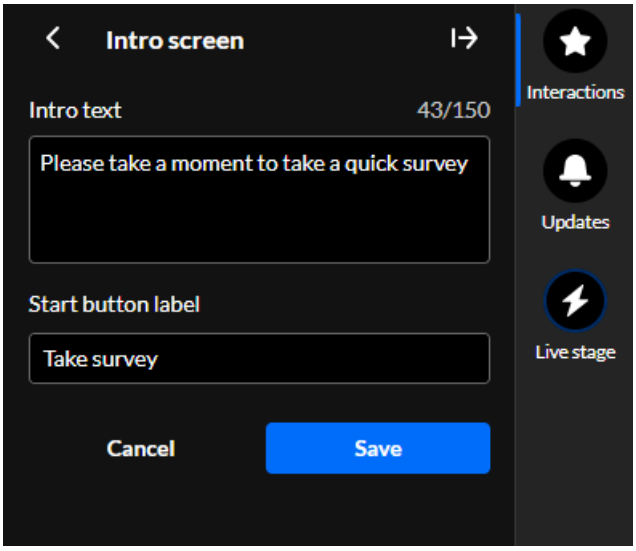
The default intro text is **Please take a moment to take a quick survey** and the start button label is **Take survey**.

1. To edit them, hover over the intro text and click **Edit**.

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The Edit Intro screen displays.



2. Edit the introduction text and button label. You can enter up to 150 characters for the introduction text.
3. When finished, click **Save**.

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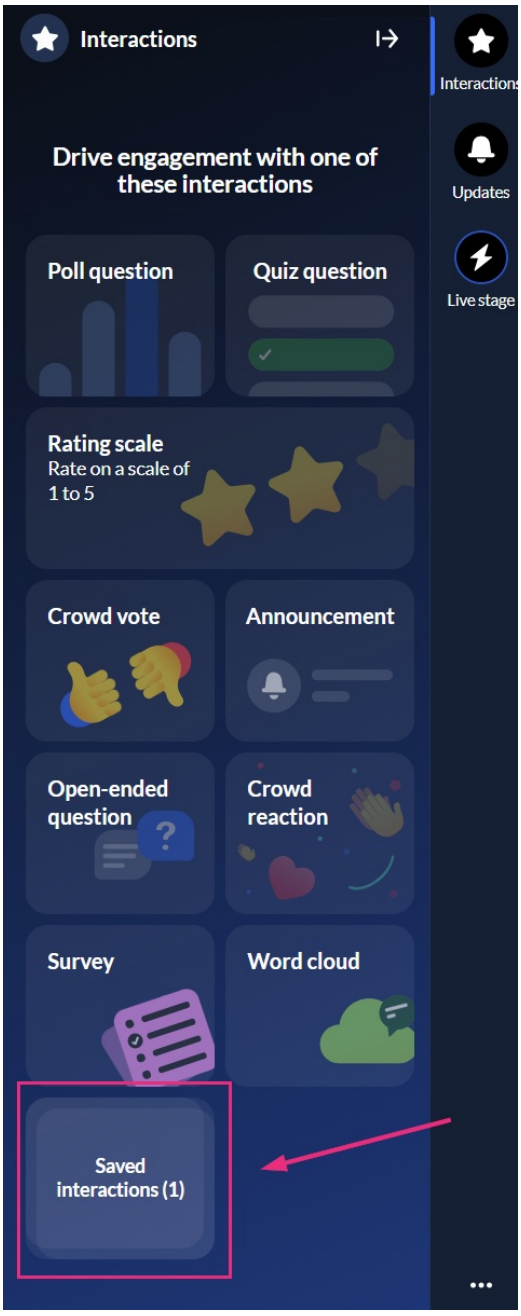
Save the survey as a draft

When you have finished configuring the survey, click **Done**.

The survey is saved as a draft, and the **Drafts** tab under **Saved interactions** opens.

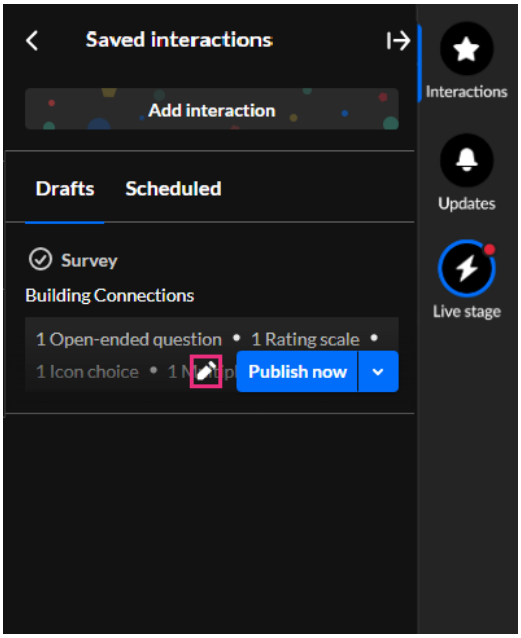
Edit a survey

1. Click **Saved interactions** on the Interactions tab.



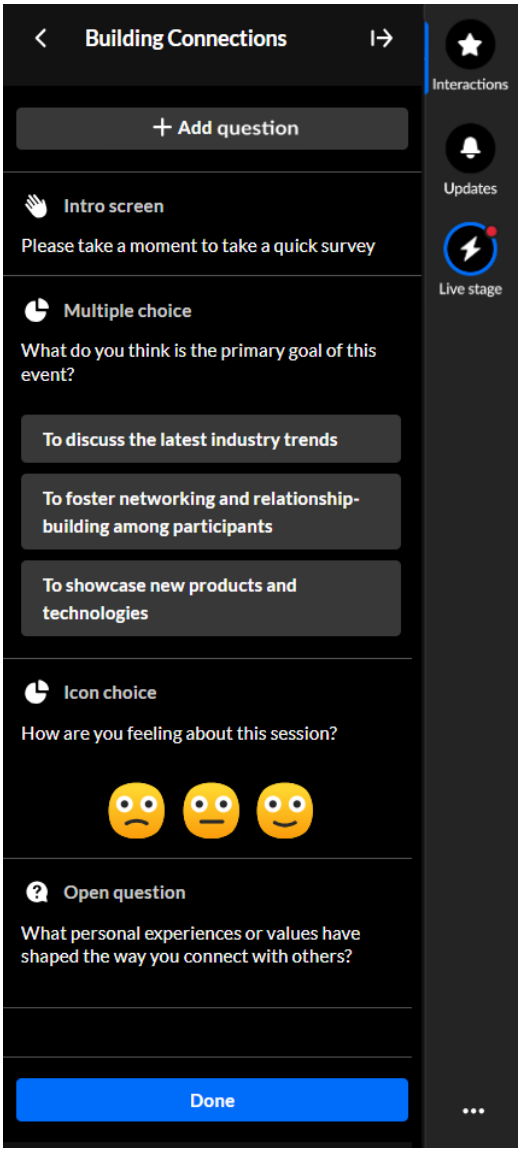
2. Hover over the survey you want to edit and click the **pencil icon.**

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The draft survey edit screen opens.

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3. Make your changes and click **Done**.

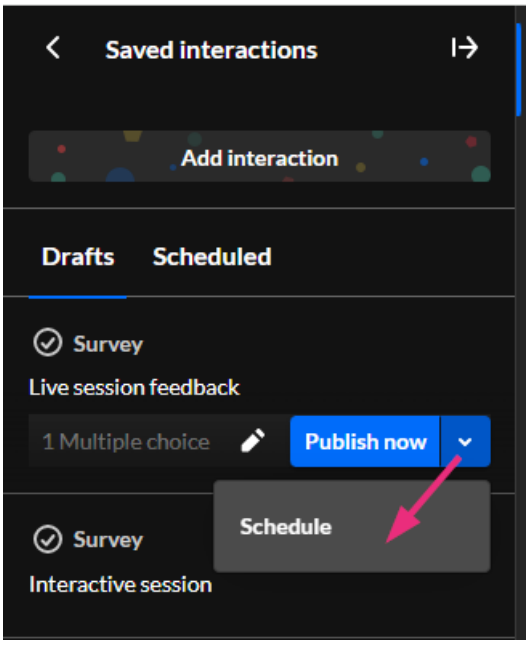
   The updated survey is saved in **Saved interactions**.

Publish or schedule a survey

1. On the **Drafts** tab of **Saved interactions**, hover over the survey you want to publish or schedule.
2. Choose one of the following:

- **Publish now** – Publish the survey immediately. Participants receive a notification when the survey is available
- **Schedule** – Click the arrow next to **Publish now** and select **Schedule**. Schedule the survey relative to the session start or for a specific future date and time. For full instructions, see Schedule interactions.

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Survey drafts can’t be deleted from **Saved interactions**.

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