

Create and manage surveys for live sessions

Last Modified on 08/29/2026 6:48 pm IDT

 This article is designated for moderators

About

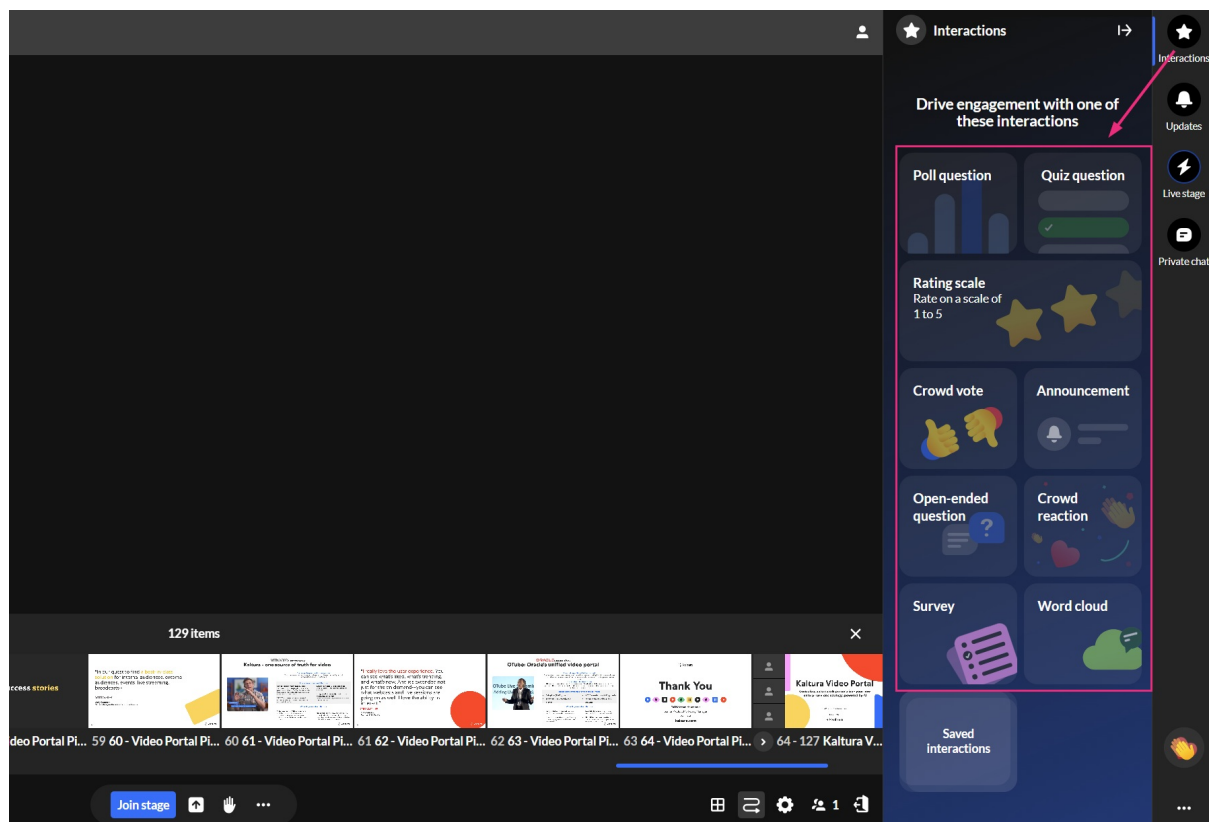
Use **surveys** to collect participant feedback through multiple-choice, icon-choice, rating-scale, and open-ended questions. A survey can include up to 10 questions.

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

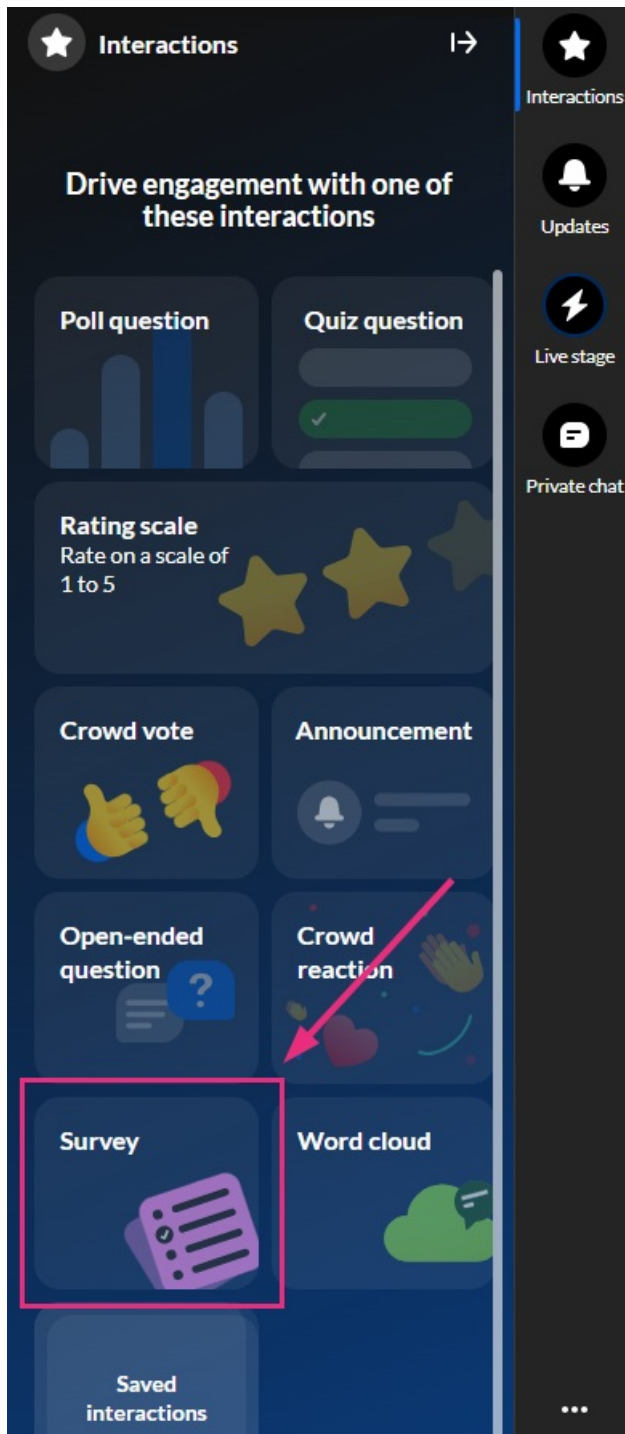
 Surveys can't be deleted after they are created.

Create a survey

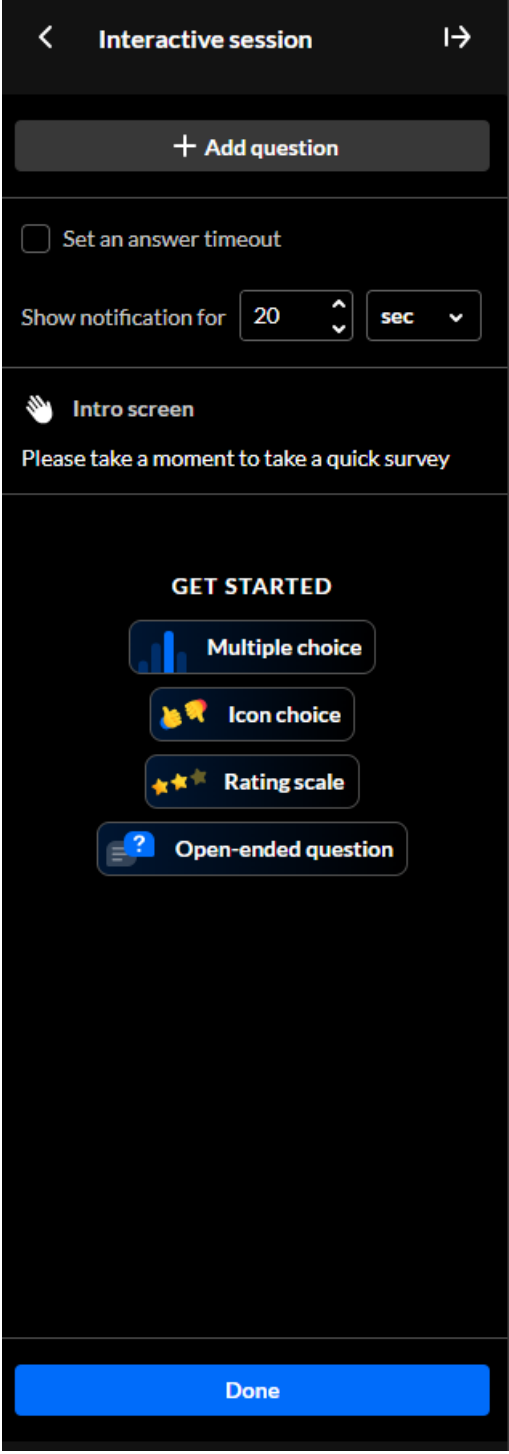
1. On the session page, click the **Interactions** tab in the upper-right corner to open the Interactions panel.



2. Select **Survey**.



The survey question form opens.

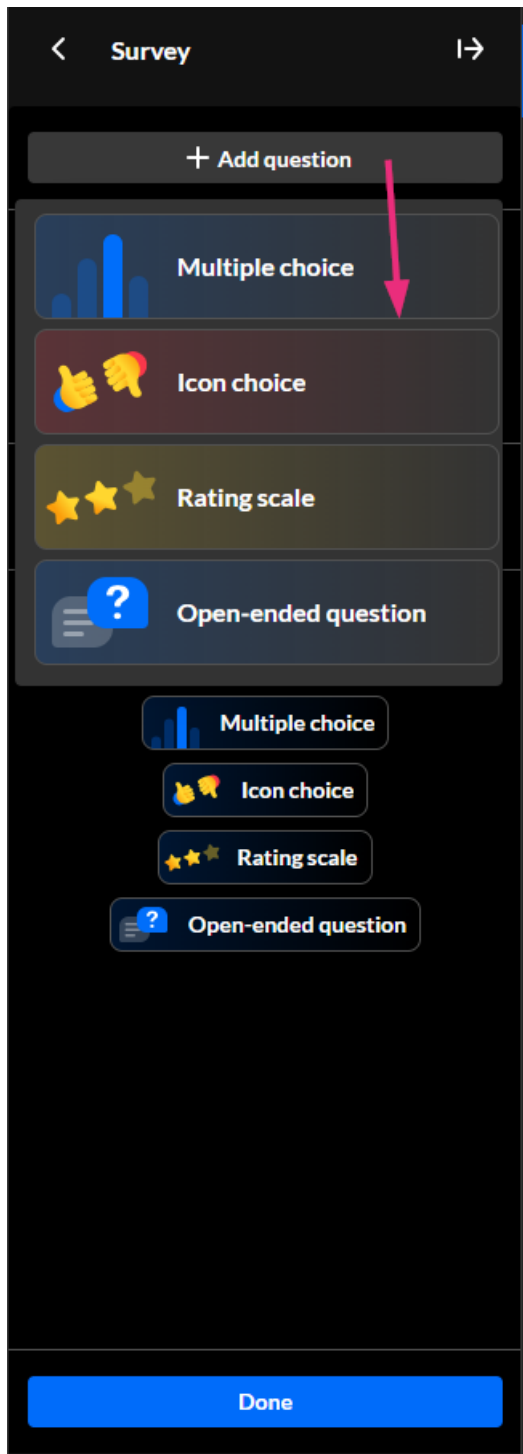


The screenshot shows the 'Interactive session' setup interface. At the top, there's a header with a back arrow, the title 'Interactive session', and a forward arrow. Below this is a dark grey button labeled '+ Add question'. Underneath is a checkbox labeled 'Set an answer timeout'. Below that is a notification setting section with the text 'Show notification for', a numeric input field containing '20', an up/down arrow, and a unit dropdown menu set to 'sec'. The next section is titled 'Intro screen' with a hand icon and the text 'Please take a moment to take a quick survey'. Below this is a 'GET STARTED' section containing four question type buttons: 'Multiple choice' (with a bar chart icon), 'Icon choice' (with a thumbs up and speech bubble icon), 'Rating scale' (with three star icons), and 'Open-ended question' (with a question mark and document icon). At the bottom is a large blue button labeled 'Done'.

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

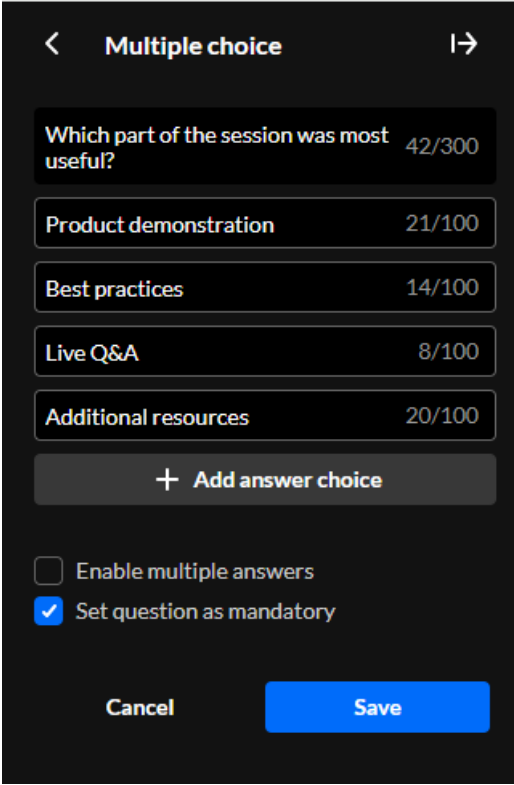
- Click **+Add question** and select a question type from the dropdown.



The question types are as follows:

Multiple choice

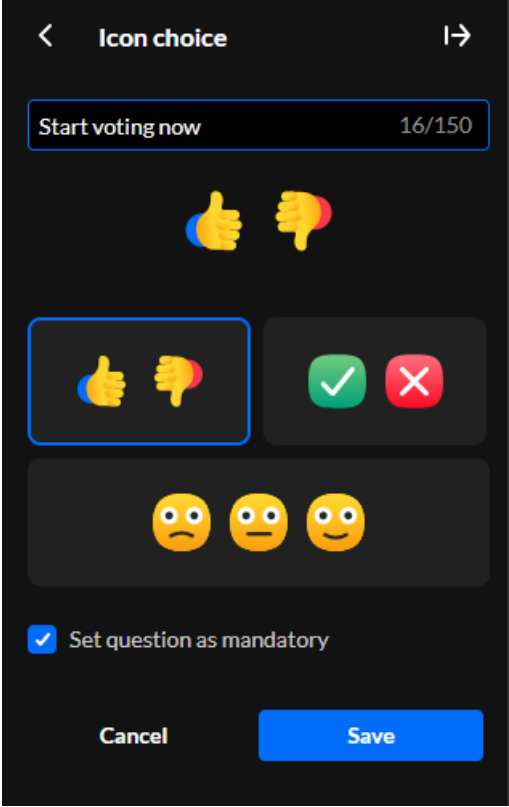
1. Select **Multiple choice**.
2. Enter a question and answers (up to 8).
3. Optionally enable **multiple answers**.
4. Optionally mark the question as **mandatory**.
5. Click **Save**.



The screenshot shows a mobile app interface for creating a multiple-choice question. At the top, there's a header with a back arrow, the text 'Multiple choice', and a forward arrow. Below this is a question text field containing 'Which part of the session was most useful?' and a character count '42/300'. Underneath the question are five answer choice buttons: 'Product demonstration' (21/100), 'Best practices' (14/100), 'Live Q&A' (8/100), and 'Additional resources' (20/100). Below these is a button with a plus icon and the text '+ Add answer choice'. At the bottom, there are two checkboxes: 'Enable multiple answers' (unchecked) and 'Set question as mandatory' (checked with a blue checkmark). At the very bottom are two buttons: 'Cancel' and 'Save'.

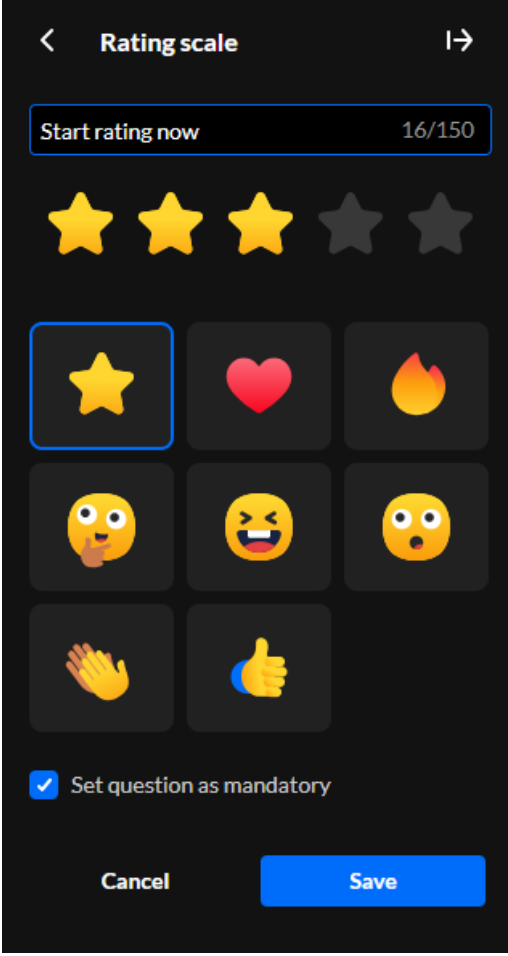
Icon choice

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**.



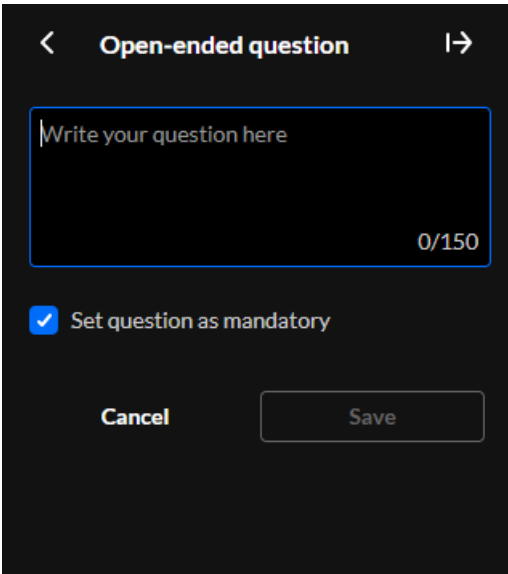
Rating Scale

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

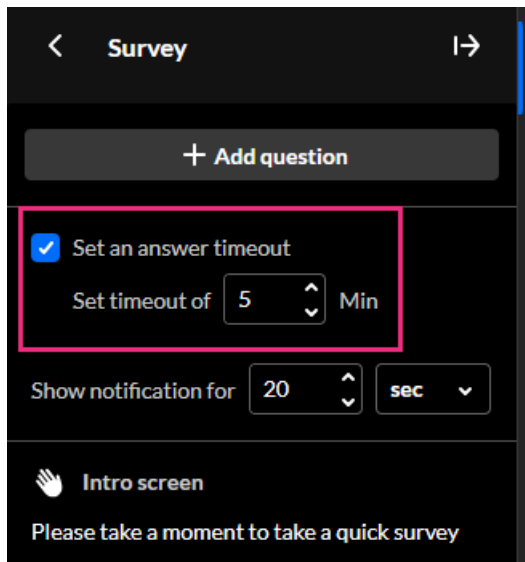


Open-ended question

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).
- 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.

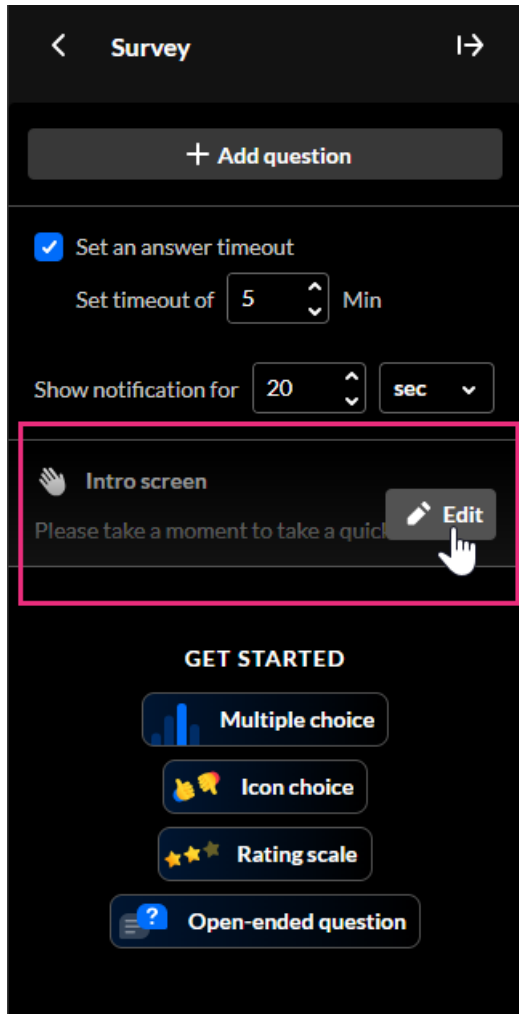
2. Set how long the survey notification remains visible to participants. Next to **Show notification for**, use the arrows to choose the duration:

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

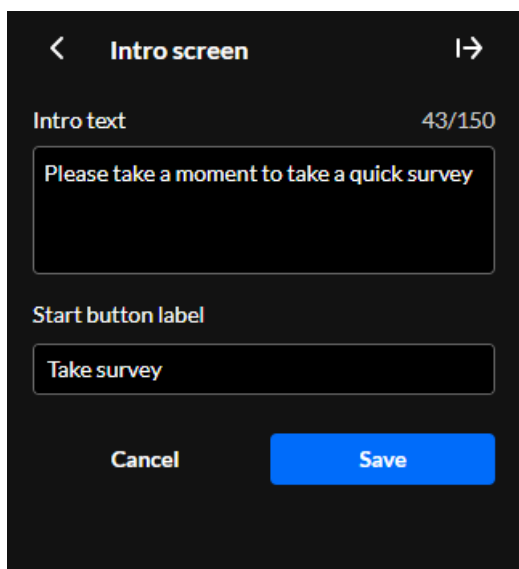
Customize the survey introduction

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**.



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**.

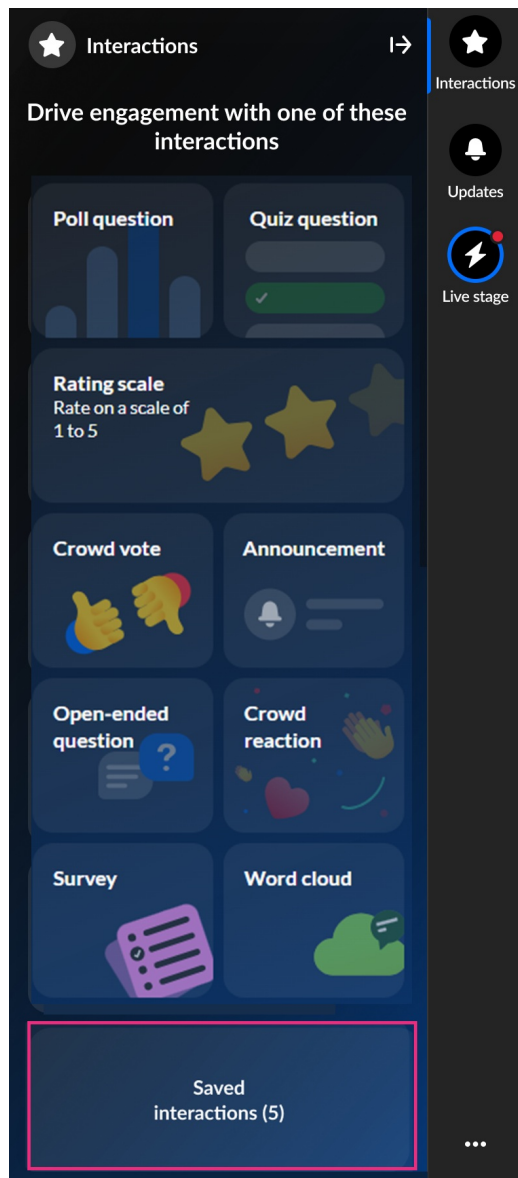
Save the survey as a draft

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

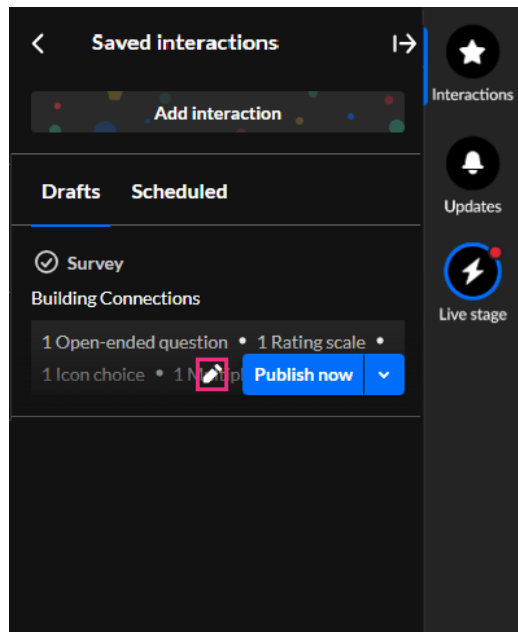
The survey is saved as a draft, and the **Drafts** tab under **Saved interactions** opens.

Edit a survey

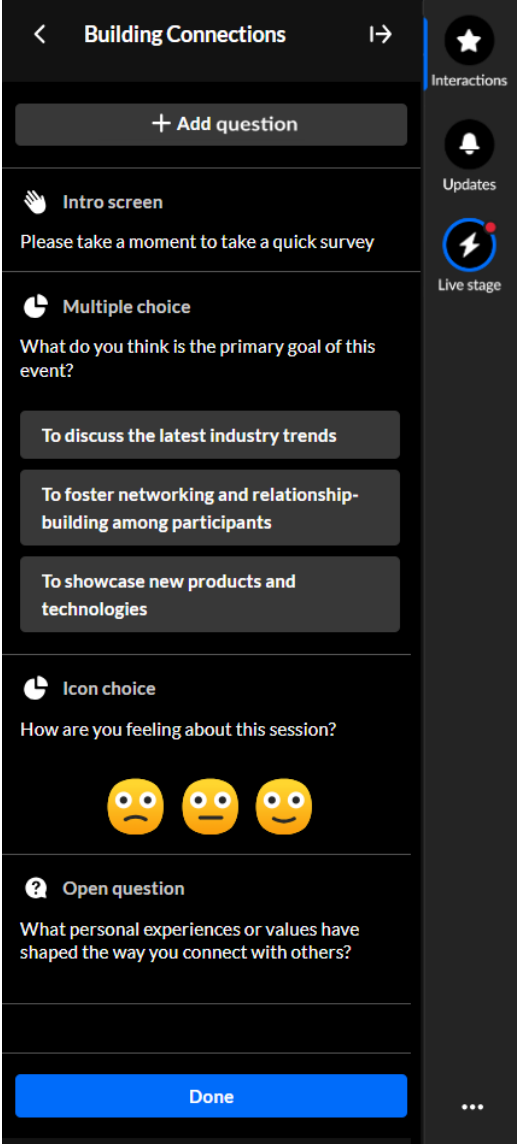
1. Click **Saved interactions** on the Interactions tab.



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



The draft survey edit screen opens.

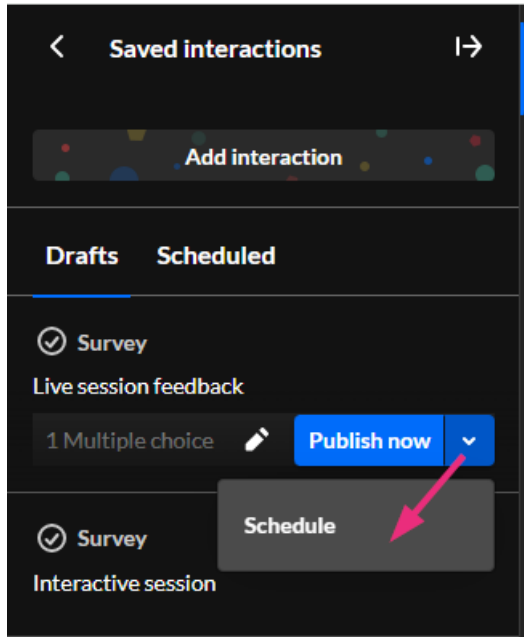


3. Make your changes and click **Done**.

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

Publish or schedule a survey

1. On the **Drafts** tab, 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](#).



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