

Question Types

1. Yes/No

At this position

End of Form

Add question using this format

Add

Add similar question

Add

Make changes to this question:

Close

Question Order # 1450

Question ID # 145

Format: Yes - No - N/A

Text of Question

Answer Options

N/A

Answer 1: Yes

Score 1:

Answer 2: No

Score 2:

Answer 3: N/A

Score 3:

Include in these sections:

Answer not required

Answer always required

Required if answer to ID#

is

YES/first answer

NO/other

Specific answer option(s)

Include in total score

This is a BONUS question

Invisibility

Visible to all

Text Color

Black

Text Size

Normal

Background Color

White

Bold

Italics

2. Yes/No/NA

At this position

End of Form

Add question using this format

Add

Add similar question

Add

Make changes to this question:

Question Order #

1400

Question ID #

140

Format:

Yes - No

Text of Question

Answer Options

N/A

Answer 1: **Yes**

Score 1:

5

Answer 2: **No**

Score 2:

0

Include in these sections:

Answer not required

Answer always required

Required if answer to ID#

is

YES/first answer

NO/other

Specific answer option(s)

Include in total score

This is a BONUS question

Invisibility

Visible to all

Text Color

Black

Text Size

Normal

Background Color

White

Bold

Italics

3. Checkbox

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 160 Format: Checkbox ▼

Text of Question

Answer Options N/A ?

Answer 1: **Yes** Score 1: ☐

Answer 2: **No** Score 2: ☐

Display response to client as:

Text: Yes/No ▼ ?

Include in these sections:

☐ Answer not required

☒ Answer always required

☐ Required if answer to ID#

is ☒ YES/first answer

☐ NO/other

☐ Specific answer option(s) ?

☒ Include in total score

☐ This is a BONUS question

Invisibility Visible to all ▼

Text Color Black ▼

Text Size Normal ▼

Background Color White ▼

☐ Bold

☐ Italics

Note: Checkboxes are most commonly used under a black header to create multiple-choice questions where more than one answer can be chosen.

Shopper Form View		
Polite?	☐	
Shopper Review View		
Polite?	☒	
Admin Form View		
Polite?	1/1	☒
Client Form View		
Polite?	1/1	Yes
Client Master Form View		
Polite?	1/1	Yes

4. Radio Button (Multiple Choice)

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 190 Format: **Radio Button (Mult Choice)** ▼

Text of Question

Answer Options

Answer 1:	Score 1:	☐
Answer 2:	Score 2:	☐
Answer 3:	Score 3:	☐
Answer 4:	Score 4:	☐
Answer 5:	Score 5:	☐

Add 5 more answers

Include in these sections:

Options:

☐ Answer not required

☒ Answer always required

☐ Required if answer to ID#

is ☒ YES/first answer

☐ NO/other

☐ Specific answer option(s) ?

☒ Include in total score

☐ This is a BONUS question

Invisibility ▼

Text Color ▼

Text Size ▼

Background Color ▼

☐ Bold

☐ Italics

Example of Radio Button Question

Shopper Form View		
The locations was:		☐ Clean and Organized ☐ Acceptably Neat ☐ Somewhat Clean ☐ Messy and Unorganized
Shopper Review View		
The locations was:		☐ Clean and Organized ☐ Acceptably Neat ☐ Somewhat Clean ☐ Messy and Unorganized
Admin Form View		
The locations was:	4/4	☒ Clean and Organized ☐ Acceptably Neat ☐ Somewhat Clean ☐ Messy and Unorganized
Client Form View		
The locations was:	4/4	Clean and Organized
Client Master Form View		
The locations was:	4/4	Clean and Organized

5. Pull Down Menu (Multiple Choice)

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # Format: **Pull Down Menu (Mult Choice)** ▼

Text of Question

Answer Options

Answer 1: Score 1: ☐ N/A ?

Answer 2: Score 2: ☐

Answer 3: Score 3: ☐

Answer 4: Score 4: ☐

Answer 5: Score 5: ☐

[Add 5 more answers](#)

Include in these sections:

☒ Answer not required

☒ Answer always required

☐ Required if answer to ID#

is ☒ YES/first answer

☐ NO/other

☐ Specific answer option(s) ?

☒ Include in total score

☐ This is a BONUS question

Invisibility Visible to all ▼

Text Color Black ▼

Text Size Normal ▼

Background Color White ▼

☐ Bold

☐ Italics

Note: Too many pull down menu questions can cause slow loading and “drag” when dropping down the question options. Keep this in mind when creation large forms.

Shopper Form View		
The locations was:	Select One	
Shopper Review View		
The locations was:	Clean and Organized	
Admin Form View		
The locations was:	4/4	Clean and Organized
Client Form View		
The locations was:	4/4	Clean and Organized
Client Master Form View		
The locations was:	4/4	Clean and Organized

6. Scored Number

At this position **End of Form**

Add question using this format Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # Format: **Scored Number**

Text of Question
Rate your experience from 1-5.

Answer must be between and

Insert label before value:

On ☐ forms ☐ reports ☒ both

Insert label after value:

On ☐ forms ☐ reports ☒ both

Include in these sections:

☐ Ambiance ☐ ☐

☐ Answer not required
☒ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

☒ Include in total score

☐ This is a BONUS question

Invisibility

Text Color

Text Size

Background Color

☐ Bold
☐ Italics

Note: Scored number questions allow you to have the shopper enter a number in a specified number range, that will correspond directly to a point score. In the example below, we have a range of 1-5, if the shopper types in 1, the question gets 1 point, 2, 2 points, 5, 5 points and so on.

Shopper Form View		
Rate, from 1-5, your experience.		
Shopper Review View		
Rate, from 1-5, your experience.	5	
Admin Form View		
Rate, from 1-5, your experience.	5/5	5
Client Form View		
Rate, from 1-5, your experience.	5/5	5
Client Master Form View		
Rate, from 1-5, your experience.	5/5	5

7. Number

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 230 Format: Number ▼

Text of Question

Answer must be between and

Insert label before value:

On ☐ forms ☐ reports ☒ both

Insert label after value:

On ☐ forms ☐ reports ☒ both

Include in these sections:

▼
▼
▼

☐ Answer not required
☒ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

Invisibility Visible to all ▼

Text Color Black ▼

Text Size Normal ▼

Background Color White ▼

☐ Bold

☐ Italics

Example of Number Question:

Shopper Form View		
Number of Sales Associates in store?		
Shopper Review View		
Number of Sales Associates in store?	50	
Admin Form View		
Number of Sales Associates in store?		50
Client Form View		
Number of Sales Associates in store?		50
Client Master Form View		
Number of Sales Associates in store?		50

8. Currency

At this position **End of Form**

Add question using this format Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # Format: **Currency**

Text of Question
How much did you spend at this store ?

☒ Include in EXPENSES
☐ Include in SPECIAL EXPENSES

Answer must be between and

Insert label before value: \$

On ☐ forms ☐ reports ☒ both

Insert label after value:

On ☐ forms ☐ reports ☒ both

Include in these sections:

☐ Answer not required
☒ Answer always required
☐ Required if answer to ID#

is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

Invisibility:

Text Color:

Text Size:

Background Color:

☐ Bold
☐ Italics

Note!!! VERY IMPORTANT: A currency question can have many different functions. The most common function involves it being used to collect information about the money that the shopper spent during the shop. If **Include in EXPENSES** is checked, it will include the amount in the shopper billing for reimbursement, and applies the Expense limits stated in client, form, and shop scheduling settings. If **Include in SPECIAL EXPENSES** is checked, it will do the same for reimbursement if special expenses have been set for the shop.

Shopper Form View		
How much was your total purchase?	\$	
Shopper Review View		
How much was your total purchase?	\$	2.50
Admin Form View		
How much was your total purchase?		\$ 2.50
Client Form View		
Client Master Form View		

9. Measurement

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # Format: **Measurement** ▼

Text of Question
How tall was the store manager ?

Answer must be between and inches

Include in these sections:

▼
 ▼
 ▼

☒ Answer not required
☐ Answer always required
☐ Required if answer to ID#
is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

Invisibility ▼

Text Color ▼

Text Size ▼

Background Color ▼

☐ Bold
☐ Italics

Note: For European systems, units are in cm instead of feet and inches. A measurement question can have limitations set for it by filling in the **Answer must be between _ and _ inches (cm)** below the question text.

Shopper Form View		
How tall was the sales associate?	ft in	
Shopper Review View		
How tall was the sales associate?	4 ft 8 in	
Admin Form View		
How tall was the sales associate?		4 ft 8 in
Client Form View		
How tall was the sales associate?		4 ft 8 in
Client Master Form View		
How tall was the sales associate?		4 ft 8 in

10. Time Length

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 260 Format: **Time Length** ▼

Text of Question
How long was it before a staffer spoke to you?

Time Format **min sec** ▼

Answer must be between and seconds

Insert label before time:
On ☐ forms ☐ reports ☒ both

Insert label after time:
On ☐ forms ☐ reports ☒ both

Include in these sections:

- ☐ ▼
- ☐ ▼
- ☐ ▼

☒ Answer not required
☐ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

Invisibility **Visible to all** ▼
 Text Color **Black** ▼
 Text Size **Normal** ▼
 Background Color **White** ▼
☐ Bold
☐ Italics

Note: A time format can be selected here, either **hour/min/sec** or **min/sec**. Limits can be set on how much time is entered by filling in the **Answer must be between _ and _ seconds** fields, and a label can be inserted before the time by typing in the **Insert label before time: _ On forms/reports/both** or after via the **Insert label after time: _ On forms/reports/both**.

Shopper Form View		
How long were you waiting on hold?	min sec	min:sec
Shopper Review View		
How long were you waiting on hold?	3 min 58 sec	min:sec
Admin Form View		
How long were you waiting on hold?	min sec	3 min 58 sec
Client Form View		
How long were you waiting on hold?	min sec	03:58 min:sec
Client Master Form View		
How long were you waiting on hold?	min sec	03:58 min:sec

11. Time of Day

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 120 Format: **Time of Day** ▼

Text of Question

☐ Make this the OFFICIAL SHOP TIME for each shop

Time Format **am pm** ▼

Include in these sections:

▼
▼
▼

☐ Answer not required
☒ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
 ☐ NO/other
 ☐ Specific answer option(s) ?

Invisibility **Visible to all** ▼

Text Color **Black** ▼

Text Size **Normal** ▼

Background Color **White** ▼

☒ Bold
☐ Italics

Note: Below the text is a check box to make this the official shop time for questions. This stores the time in the database for use in reporting if requested. For European systems, time is on the 24-hour clock instead of the 12-hour clock. This can be set using the **Time Format** drop down below the official time check box.

Shopper Form View	
Time you entered the store.	12 : 00 ☐ AM ☐ PM
Shopper Review View	
Time you entered the store.	4 : 38 ☐ AM ☐ PM
Admin Form View	
Time you entered the store.	4 : 38 ☐ AM ☒ PM
Client Form View	
Time you entered the store.	4:38 PM
Client Master Form View	
Time you entered the store.	4:38 PM

12. Date

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # Format: Date ▼

Text of Question

☐ Make this the OFFICIAL SHOP DATE for each shop

Input Format Pull down menus ▼

Insert label after date:

On ☐ forms ☐ reports ☒ both

Include in these sections:

▼
▼
▼

☐ Answer not required
☒ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
☐ NO/other
☐ Specific answer option(s) ?

Invisibility Visible to all ▼

Text Color Black ▼

Text Size Normal ▼

Background Color White ▼

☐ Bold

☐ Italics

Note: The check box below the question text allows you to make this the official shop date question for reporting purposes. The question below is an example of how the **Shop Date** question would be set up. For European systems, the date follows a day-month-year order instead of the month-day-year order. A label can be inserted after the date in forms, reports, or both, using the field and bullet selections underneath the official date check box.

Shopper Form View	
Date shop performed:	Mon ▼ Day ▼ Year ▼
Shopper Review View	
Date shop performed:	1 ▼ 27 ▼ 2002 ▼
Admin Form View	
Date shop performed:	1 ▼ 27 ▼ 2002 ▼
Client Form View	
Date shop performed:	01/27/2002
Client Master Form View	
Date shop performed:	01/27/2002

13. Text and Narrative

At this position **End of Form** ▼

Add question using this format ▼ Add Add similar question Add

Make changes to this question: Close

Question Order # Question ID # 270 Format: Text ▼

Text of Question

What was your cashier's name

Answer must be characters long

Include in these sections:

▼
▼
▼

☒ Answer not required
☐ Answer always required
☐ Required if answer to ID#
 is ☒ YES/first answer
 ☐ NO/other
 ☐ Specific answer option(s) ?

Invisibility Visible to all ▼

Text Color Black ▼

Text Size Normal ▼

Background Color White ▼

☐ Bold
☐ Italics

Note: The Text question type is usually used for shorter, free form answers. A minimum character requirement can be made by filling in the **Answer must be __ characters long** field below the question text. Narratives are more commonly used for long, descriptive answers, and essay type questions. Narratives can also have character requirements using the same character requirement field as Text questions.

Shopper Form View		
What was the name on the employees name tag?		
Shopper Review View		
What was the name on the employees name tag?	This is text	
Admin Form View		
What was the name on the employees name tag?		This is text
Client Form View		
What was the name on the employees name tag?		This is text
Client Master Form View		
What was the name on the employees name tag?		This is text

Example of Narrative Question:

The screenshot shows a window titled "Shopper Form View". Inside, there is a text prompt "Please describe your experience." followed by a large, empty rectangular text area for user input.

14. Header (banner)

This screenshot shows the "Make changes to this question:" dialog box. At the top, it says "At this position" with a dropdown set to "End of Form". Below this are buttons for "Add question using this format" and "Add similar question". The main section is titled "Make changes to this question:" and includes fields for "Question Order # 2650", "Question ID # 265", and "Format: Big Header". A "Text of Header" field contains the word "Checkout". Below this is a dropdown menu labeled "Make this header a banner for section:". A note states: "Note: Section title will override header text". There is also a section "Include in these sections:" with three empty dropdowns. On the right side of the dialog, there are formatting options: "Invisibility" (set to "Visible to all"), "Text Color" (set to "White"), "Text Size" (set to "Extra Extra Large"), "Background Color" (set to "Navy"), and checkboxes for "Bold" (checked) and "Italics" (unchecked). A "Close" button is in the top right corner.

Note: A header can be made a banner for a section by using the **Make this header a banner for section:** drop down. Be aware that the section title you select will override the text you put in the **Text of Header** field.

What's the difference between a header and a banner?

A **header** is simply a line of large text used to separate areas of a form. A special kind of header is the **banner**, which is associated with one specific **section**. A **banner** will display the section and the sectional score.

Example:

The example shows a black rectangular banner with white text. The text reads "SERVICE AND HOSPITALITY" on the top line and "75% (3/4)" on the bottom line.

Note: The banner will always use the section name for its text, no matter what you actually type into the text box – it's a good idea to type in the section name here anyway for ease of identification when editing the form later.

13. Black and Red Remarks

Note: A remark can be used to create a left aligned banner, by using the “Make this header a banner for section:” function as it’s in the same question “family” as the header/banner.