

FRD: XA Response Viewer

Problem Statement

If a user needs to view a list of responses, they can only do this using the response viewer in QuestionPro.

Also, there is no way of filtering the responses even in QuestionPro.



User Stories

- As A XA user,
 - I want the ability to view all responses of a survey used in a dashboard
 - So that I don't need to go to QP for the response viewer.
-
- As A XA user,
 - I want the ability to view filtered responses from a widget
 - So that I get a list of a particular set of respondents whom I can analyze further.



Solution

1. Global response viewer
 - a. Segmentation applied
 - b. Dashboard filters applied
2. Widget response viewer
 - a. Segmentation applied
 - b. Dashboard filters applied
 - c. Widget filters applied
 - d. Selection filters applied
3. Search functionality within response viewer
4. Pagination
5. Export to XLS



Chart capabilities for widget response viewer

1. Pie - and all other similar charts
2. Bar
3. Bar Smiley
4. Profile Line
5. Stacked Bar
6. NPS Line
7. CES Line
8. CSAT Line
9. NPS Bar



Wireframes All Responses

Response Viewer

Click on View Responses button

The screenshot shows a web interface for viewing survey responses. At the top, there's a navigation bar with 'Page 1', 'Aug 2020', and 'Aug 2020 Heatmap'. Below this, a widget titled 'Townhall product showcase > Aug 2020' is visible, with a 'View Responses' button highlighted in a red box. The main content area features a 'Heatmap Customer Experience' widget with 'Edit Filter' and 'Delete Filter' buttons. Below the widget title are filter fields for 'Filter Name', 'Start date', and 'End date', along with 'Q3', 'Region', and 'Gender' dropdowns. A 'Set Filter' button is present. The heatmap table displays data for various statements across different regions.

Statement	Overall	EU	Freeters	Air based tech	Water tech	IND	USA
Response count	22	7	17	16	16	6	3
Please rate the Sales service you received on the following products	3.9	4.1	3.9	3.9	4.0	3.4	3.8
Please rate the After Sales service you received on the following products	3.8	3.8	3.5	3.8	3.7	3.1	4.4
Considering your complete experience with our company, how likely would you be to recommend our products to a friend or colleague?	14.3	42.9	0	6.7	6.3	-50.0	66.7

At the bottom, there are two widget footers: 'Widget | 13.08.2020 - 11:03:30' and 'Widget | 13.08.2020 - 12:43:40', each with 'Edit Filter' and 'Delete Filter' buttons.

Response Viewer

Click on View Responses button

The screenshot shows a dashboard interface with a 'Select Survey' modal window. The modal contains a table with the following data:

#	Survey ID	Survey Name	Total Responses
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150
1	1234	Survey Name	150

The dashboard background shows a sidebar with navigation icons, a top navigation bar with search and user icons, and a main content area with a 'Townh' widget and a 'Heatm' widget. The bottom of the dashboard features a footer with 'Widget | 13.08.2020 - 11:03:30' and 'Widget | 13.08.2020 - 12:43:40'.

Response Viewer

Response Viewer

Page 1 | Aug 2020 | Aug 2020 Heatmap

Townh

Heatm

Search Response ID or Email | All Responses | XLS | 1 - 100 of 662

#	Response ID	Status	Custom1	Custom1	Custom1	Question Text
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150
1	1234	Completed	150	150	150	150

Widget | 13.08.2020 - 11:03:30 | Edit Filter | Delete Filter | Widget | 13.08.2020 - 12:43:40

Wireframes Widget Responses

Widget level filtered response

Use case: I want to see list of all responses who have selected refrigerators as the answer for Question, “What products have you used?”

The dashboard displays survey results for a widget. The top table shows overall and regional response counts for various statements. Below it, a filter configuration section allows users to set filters for Region, Gender, and Product. A second table shows the filtered results for the 'Refrigerators' product. To the right, a bar chart titled 'Which products of ours have you used?' shows the total number of responses for each product category. The 'Refrigerators' bar is highlighted with a blue box, and an arrow points to a callout box that says 'Click on Refrigerators column'.

Statement	Overall	EU	Freezers	Air based tech	Water tech	IND	USA
Response count	22	7	17	16	16	6	3
Please rate the Sales service you received on the following products	3.9	4.1	3.9	3.9	4.0	3.4	3.8
Please rate the After Sales service you received on the following products	3.8	3.8	3.5	3.8	3.7	3.1	4.4
Considering your complete experience with our company, how likely would you be to recommend our products to a friend or colleague?	14.3	42.9	0	6.7	6.3	-50.0	66.7

Widget | 13.08.2020 - 11:03:30

Filter Name * Start date End date

Region Gender Product

Set Filter

Reset Filter

Statement	Overall
Response count	22
Please rate the Sales service you received on the following products	3.9
Please rate the After Sales service you received on the following products	3.8

Widget | 13.08.2020 - 12:43:40

Which products of ours have you used?

Total responses: 60

Product	Count
Refrigerators	7
Air Conditioners	10
Air Purifiers	11
Deep Freezers	12
Water Coolers	8
Water Purifier	11

Click on Refrigerators column

Widget level filtered response

Incase of grouping, user will have to select the survey

The screenshot displays a dashboard interface with a 'Select Survey' dialog box. The dialog box is titled 'Select Survey' and contains a table with the following data:

#	Survey ID	Survey Name	Total Responses
1	1234	Survey Name	150
1	1234	Survey Name	150

The background shows a dashboard with a sidebar on the left containing navigation icons. The main area displays a heatmap widget with a filter dropdown set to 'Aug 2020'. The widget title is 'Aug 2020 Heatmap'. The dashboard footer shows two widget instances: 'Widget | 13.08.2020 - 11:03:30' and 'Widget | 13.08.2020 - 12:43:40'. The 'Edit Filter' button is highlighted in blue, and the 'Delete Filter' button is highlighted in red.

Response Viewer

Response Viewer

Page 1 | Aug 2020 | Aug 2020 Heatmap

Townh

Heatm

Search Response ID or Email | All Responses | XLS | 1 - 100 of 662

#	Response ID	Status	Custom1	Custom1	Which prod have you used	Q2
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150
1	1234	Completed	150	150	Refrigerator	150

Widget | 13.08.2020 - 11:03:30 | Edit Filter | Delete Filter | Widget | 13.08.2020 - 12:43:40

Table gets filtered and responses of only the selected field is visible

Response Viewer settings

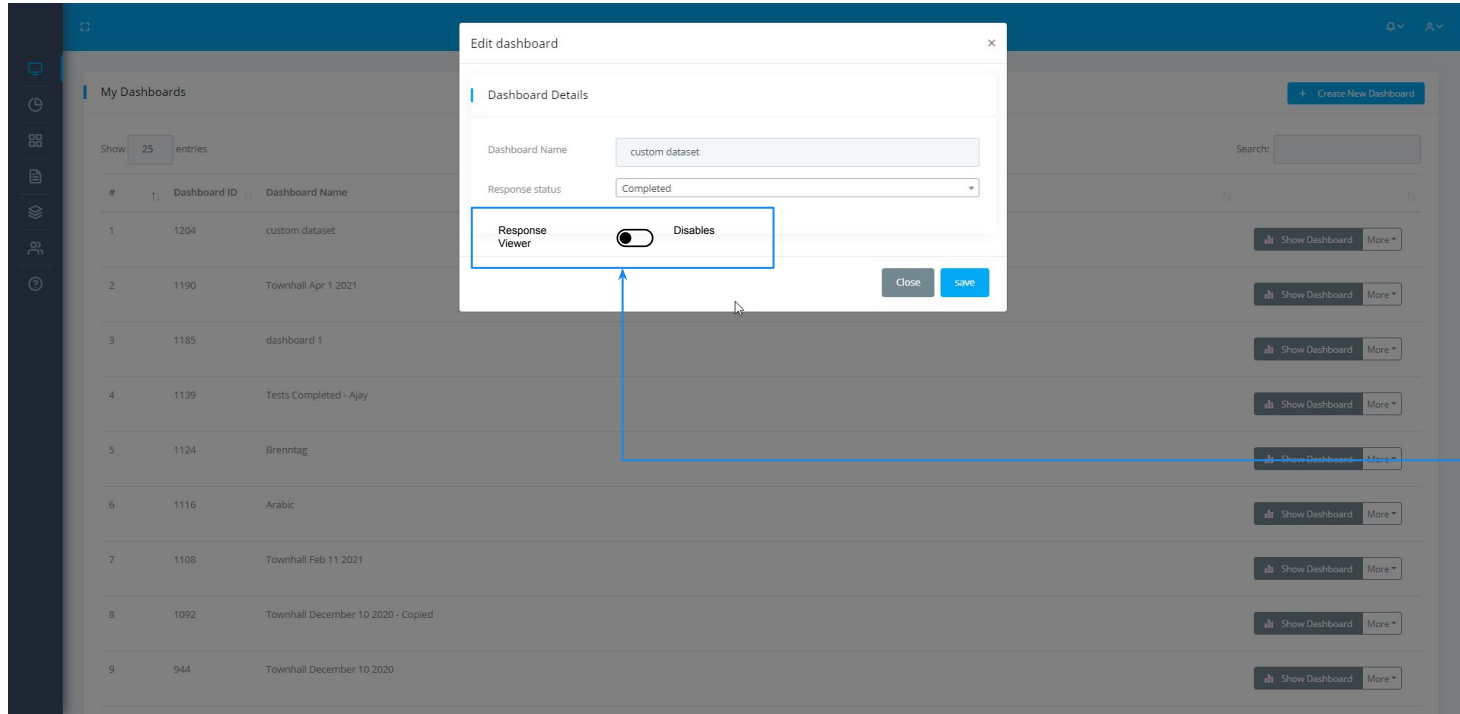
User Stories

- As A XA user,
- I want the option to view the response viewer
- So that I decide whether having a response viewer is a good idea for my dashboard.



Dashboard level setting

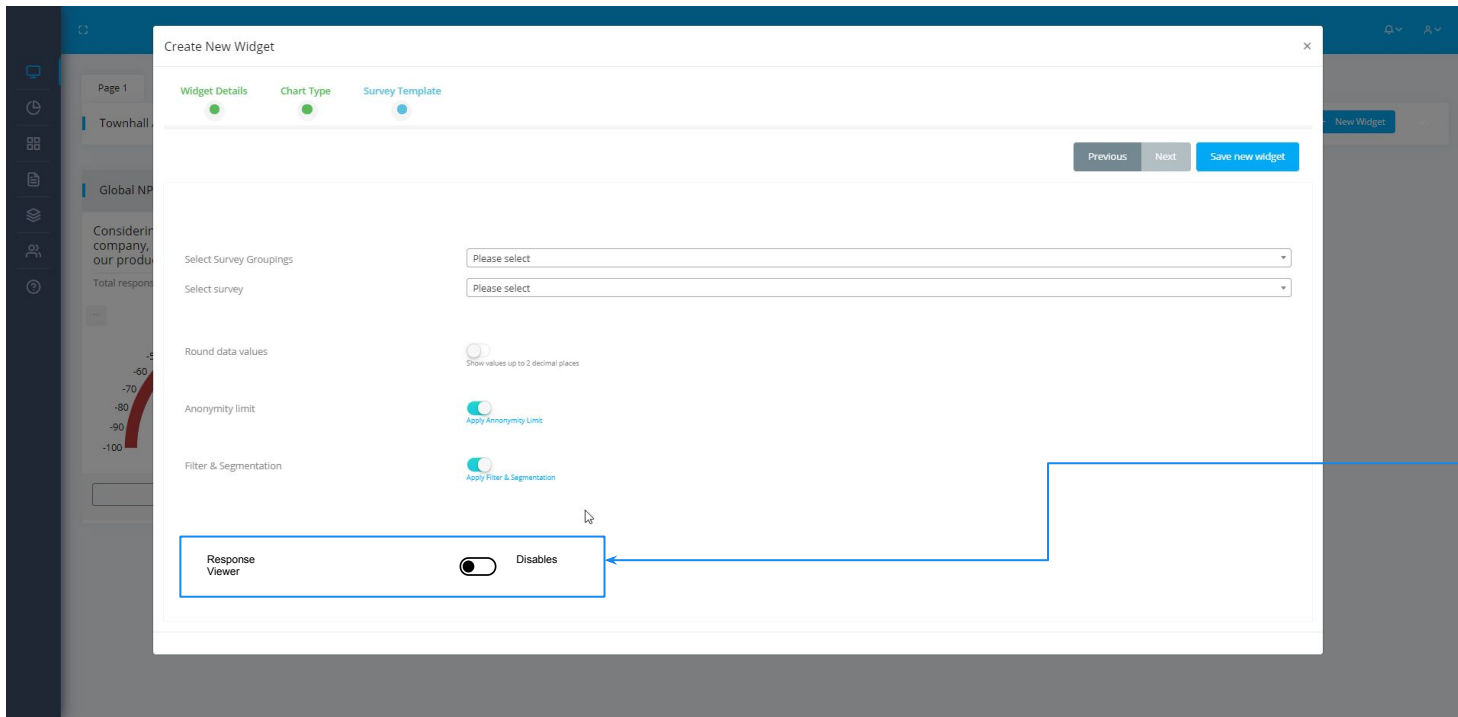
Create New Dashboard/Edit Dashboard Form



Disabled by default

Widget level setting

Widget setting will be present **ONLY IF** dashboard setting is **ENABLED**



Disabled by default

Permissions

Organization Permission

The screenshot displays the 'Edit Organization' dialog box. The 'Organization name' field contains 'Lufthansa Group'. The 'License' section has two radio buttons: 'Basic' (unselected) and 'Advanced' (selected). Below the 'Advanced' radio button, there is a 'Response Viewer' section with a green status indicator. At the bottom of the dialog are 'Close' and 'Save Changes' buttons. A blue callout box on the left contains the text 'Advanced Checkbox with options to add features' and points to the 'Advanced' radio button.

ID	Organization name	User	License	Creation Date	Action
1	ID: 1	Thomas Malwald	Basic	2020-05-13 06:47:07	Edit Delete
2	Mahle ID: 2	Manie Grohn	Basic	2020-04-30 11:07:58	Edit Delete
3	Lufthansa Group ID: 3	Mike Wilde	Advanced	2020-04-30 11:07:58	Edit Delete
4	Daikin ID: 4	Eva Mitsche	Basic	2020-04-30 11:07:58	Edit Delete
5	SG Dynamo Dresden e.V. ID: 5	Kathrin Seufert	Basic	2020-04-30 11:07:58	Edit Delete
6	ID: 6	Thomas Malwald	Basic	2020-04-30 11:07:58	Edit Delete
7	QuestionPro GmbH ID: 7	Mike Wilde	Basic	2020-04-30 11:07:58	Edit Delete
8	ID: 8	Thomas Lamprecht	Basic	2020-04-30 11:07:58	Edit Delete
9	ID: 9	Ravneet Kaur	Basic	2020-04-30 11:07:58	Edit Delete
10	ID: 10	Rahul Srivastava	Basic	2020-04-30 11:07:58	Edit Delete

Advanced
Checkbox with
options to add
features

Role permission

Edit Role Name ✕

Role Name

Access Rights Provide all dashboard level access

User Rights	Read	Write	Delete
Manage Dashboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Tab	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Widget	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anonymity limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response Viewer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

User will be able to use response viewer

OFF by default

New Row for Response Viewer

Response Viewer

Note: This row will be present ONLY if the org setting allows response viewer.

Thank You!