



Segments - Tree View

User Story

As a CX manager, I want to visualize my business segments in a tree view so that I can better understand the relationship between different segments.

Problem

Currently we display the segments in a horizontal tree view. Thus, due to space constraints we can't display more than 100 segments in a tree view

Solution

Instead of displaying the tree horizontally, we will be using a vertical layout. If the number of segments increases we can use a scroll. Thus there will be no space constraints.

Screens

Tier 1

Customer Experience | Global Surveys EMEA / APAC | Segments

Switch Back | Search surveys, folders, or tools

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Metrics Mapping Integrations Mobile Devices Promoter Detractor Responses Language

https://eadmin.questionpro.com/ia/ctx | Preview

Segments ?

Search...

- ▼ Main Segment
 - ▶ Segment 1
 - ▶ Segment 2
 - ▶ Segment 3
 - ▶ Segment 4
 - ▶ Segment 5
 - ▶ Segment 6
 - ▶ Segment 7
 - ▶ Segment 8
 - ▶ Segment 9
 - ▶ Segment 10
 - ▶ Segment 11
 - ▶ Segment 12
 - ▶ Segment 13
 - ▶ Segment 14
 - ▶ Segment 15
 - ▶ Segment 16
 - + Add

Click to create new segment under the main segment

Tier 2

The screenshot shows the 'Segments' management interface in QuestionPro. The breadcrumb trail is 'Customer Experience > Global Surveys EMEA / APAC > Segments'. The top navigation bar includes 'Survey', 'Deploy', 'Analytics', 'Action', and 'Admin'. A secondary toolbar contains icons for Workflow, Segments, Managers, Products, Push Alerts, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Languages. The main content area is titled 'Child Segments' and features a search bar. A tree view shows a 'Main Segment' expanded to reveal 'Segment 1', which contains 15 'Child Segment' items. At the bottom of the list is an 'Add' button with a plus sign. A blue callout box with an arrow points to the 'Add' button, containing the text: 'Click to create new segment under the segment 1'.

Customer Experience > Global Surveys EMEA / APAC > Segments

Switch Back Search surveys, folders, or lists

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Alerts Mapping Integrations Mobile Devices Promoter Detractor Responses Languages

https://eadmin.questionpro.com/act/ Preview

Child Segments ?

Search...

- ▼ Main Segment
 - ▶ Segment 1
 - ▶ Child Segment 1
 - ▶ Child Segment 2
 - ▶ Child Segment 3
 - ▶ Child Segment 4
 - ▶ Child Segment 5
 - ▶ Child Segment 6
 - ▶ Child Segment 7
 - ▶ Child Segment 8
 - ▶ Child Segment 9
 - ▶ Child Segment 10
 - ▶ Child Segment 11
 - ▶ Child Segment 12
 - ▶ Child Segment 13
 - ▶ Child Segment 14
 - ▶ Child Segment 15
 - + Add

Click to create new segment under the segment 1

The screenshot displays a web application interface for managing segments. At the top, there is a navigation bar with the following elements:

- Customer Experience (dropdown)
- Global Surveys EMEA / APAC > Segments
- Switch Back
- Search surveys, folders, or tools
- Help icon
- User profile icon

Below the navigation bar is a secondary menu with icons for various functions: Survey, Deploy, Analytics, Action, Admin, Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Extractor, Responses, and Languages. A URL bar on the right shows <https://euadmin.questionpro.com/a/Cst/> and a Preview button.

The main content area is titled "Child Segments" and features a search bar with the placeholder text "Search...". Below the search bar is a hierarchical tree structure:

- Main Segment
 - Segment 1
 - Child Segment 1
 - Child Segment 2
 - Child Segment 3
 - Child Segment 4
 - Child Segment 5
 - Child Segment 6
 - Child Segment 7
 - Child Segment 8
 - Child Segment 9
 - Child Segment 10
 - Child Segment 11
 - Child Segment 12
 - Child Segment 13
 - Child Segment 14
 - Child Segment 15

At the bottom of the tree structure is an "Add" button with a plus sign icon.

Customer Experience | Global Surveys EMEA / APAC | Segments

Switch Back | Search surveys, folders, or trails

Survey | Deploy | Analytics | Action | Admin

Workflow | Segments | Managers | Products | Push Metrics | Mapping | Integrations | Mobile | Devices | Promoter | Detractor | Responses | Languages

https://eadmin.questionpro.com/fa/ctrl | Preview

Child Segments ?

Search...

- ▼ Main Segment
 - ▼ Segment 1
 - ▼ Child Segment 1
 - ▼ Child Segment 2
 - ▼ Child Segment 3
 - ▼ Child Segment 4
 - ▼ Child Segment 5
 - ▼ Child Segment 1
 - ▼ Child Segment 2
 - ▼ Child Segment 3
 - ▼ Child Segment 4
 - ▼ Child Segment 5
 - ▼ Child Segment 1
 - ▼ Child Segment 2
 - ▼ Child Segment 3
 - ▼ Child Segment 4
 - ▶ Child Segment 5

- + Add

Screens - Proposal

Main segment - Tier 1

The screenshot displays the QuestionPro Customer Experience dashboard. At the top, a browser window shows the URL `questionpro.com/a/SurveyName`. The dashboard header includes a navigation menu with 'Customer Experience' and 'Default > Segments'. A secondary navigation bar lists various tools: Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. On the right, there are buttons for 'Upgrade Now', a help icon, a notification bell, and a user profile icon labeled 'GV'. Below this is a search bar containing `https://www.questionpro.com/a/cxLogin.dc` and a 'Preview' button. The main content area is titled 'Segments - 1' and features a search bar. A single segment, 'Main segment', is listed in a table.

| Segment Name |
|--------------|
| Main segment |

Edit segment - Tier 1

Survey Name

questionpro.com/a/SurveyName

Customer Experience Default > Segments

Upgrade Now

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Metrics Mapping Integrations Mobile Devices Promoter Detractor Responses Language

https://www.questionpro.com/a/cxLogin.dc Preview

Segments - 1 ?

Search

+ - Vehic

Add child - Create tier 2

The screenshot displays the QuestionPro Customer Experience Admin interface. At the top, a browser window shows the URL `questionpro.com/a/SurveyName`. The navigation bar includes "Customer Experience" with a dropdown arrow, "Default > Segments", a search icon, an "Upgrade Now" button, a help icon, a notification bell, and a "GV" icon. Below this is a secondary navigation bar with tabs for "Survey", "Deploy", "Analytics", "Action", and "Admin". A horizontal menu contains icons for Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. On the right of this menu is a URL input field containing `https://www.questionpro.com/a/cxLogin.dc` and a "Preview" button. The main content area is titled "Segments - 1" with a help icon and a search bar. A single segment named "Vehicles" is listed with a plus icon to its left.

Survey Name

questionpro.com/a/SurveyName

Customer Experience

Default > Segments

Upgrade Now

GV

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Metrics Mapping Integrations Mobile Devices Promoter Detractor Responses Language

https://www.questionpro.com/a/cxLogin.dc Preview

Segments - 1 ?

Search

+ - Vehicles

Add child - Tier 2

The screenshot displays the QuestionPro Admin interface. At the top, a browser window shows the URL `questionpro.com/a/SurveyName`. Below the browser, a navigation bar includes "Customer Experience" and "Default > Segments". A secondary navigation bar lists various tools: Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. A search bar and a "Preview" button are also present in this bar. The main content area is titled "Segments - 3" and features a search input. A dropdown menu is open for the "Vehicles" segment, showing sub-segments "Air" and "La".

Survey Name

questionpro.com/a/SurveyName

Customer Experience Default > Segments

Upgrade Now

Survey Deploy Analytics Action Admin

Workflow Segments Managers Products Push Metrics Mapping Integrations Mobile Devices Promoter Detractor Responses Language

https://www.questionpro.com/a/cxLogin.d... Preview

Segments - 3 ?

Search

+ - Vehicles

- Air
- La

Add child - Create tier 3

The screenshot shows a web browser window with the URL `questionpro.com/a/SurveyName`. The page header includes a navigation menu with 'Customer Experience' and 'Default > Segments'. A secondary navigation bar contains icons for 'Survey', 'Deploy', 'Analytics', 'Action', and 'Admin'. Below this is a toolbar with icons for 'Workflow', 'Segments', 'Managers', 'Products', 'Push Metrics', 'Mapping', 'Integrations', 'Mobile', 'Devices', 'Promoter', 'Detractor', 'Responses', and 'Language'. A search bar and a 'Preview' button are also present in the header.

The main content area is titled 'Segments - 5' and features a search bar. A tree view is displayed under the 'Vehicles' category, which is expanded to show four sub-items: 'Air', 'Land', 'Water', and 'Dimensional'. A blue plus icon and a minus icon are visible to the left of the tree view, indicating expand/collapse functionality. The 'Land' item is currently selected and highlighted with a blue border.

Add child - Create tier 4

The screenshot shows the QuestionPro interface for managing survey segments. The browser address bar displays "questionpro.com/a/SurveyName". The navigation menu includes "Customer Experience" and "Default > Segments". The main navigation bar contains icons for Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. A search bar on the right shows the URL "https://www.questionpro.com/a/cxLogin.d" and a "Preview" button.

The main content area is titled "Segments - 8" and features a search bar. A tree view displays the following hierarchy:

- Vehicles
 - Air
 - Land
 - Surface
 - Subterrain**
 - Amphibian
 - Water
 - Dimensional

The "Subterrain" segment is highlighted with a blue border, and a mouse cursor is positioned over it. To the left of the tree view are plus (+) and minus (-) icons for expanding and collapsing the categories.

Collapse Tiers 3 & 4

The screenshot displays the QuestionPro web interface. At the top, the browser address bar shows the URL `questionpro.com/a/SurveyName`. Below the browser, the navigation bar includes "Customer Experience" and "Default > Segments". A secondary navigation bar lists various survey management tools: Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. A search bar and a "Preview" button are also present in this bar.

The main content area is titled "Segments - 10" and features a search input field. A hierarchical tree structure is shown on the left, with the following levels:

- Vehicles
 - Air
 - Land
 - Surface
 - Subterrain
 - On rails
 - Perforation
 - Amphibian
 - Water
 - Dimensional

The "Land" segment is highlighted with a blue border, and a mouse cursor is positioned over it. To the left of the tree, there are expand/collapse icons (+ and -).

Display Tiers 1 and 2

The screenshot shows the QuestionPro web interface. At the top, there is a browser window with the address bar showing "questionpro.com/a/SurveyName". Below the browser, the navigation bar includes "Customer Experience" and "Default > Segments". The main navigation menu contains "Survey", "Deploy", "Analytics", "Action", and "Admin". A secondary menu below it lists various features: Workflow, Segments, Managers, Products, Push Metrics, Mapping, Integrations, Mobile, Devices, Promoter, Detractor, Responses, and Language. On the right side of the navigation bar, there are buttons for "Upgrade Now", a help icon, a notification bell, and a user profile icon labeled "GV".

The main content area is titled "Segments - 10" with a search bar on the right. A tree view is displayed on the left, showing a hierarchy of segments. The "Vehicles" category is expanded, revealing sub-segments: "Air", "Land", "Water", and "Dimensional". The "Land" segment is currently selected and highlighted with a blue border. To the left of the tree view are plus and minus icons for expanding and collapsing the categories.

Thank you!