

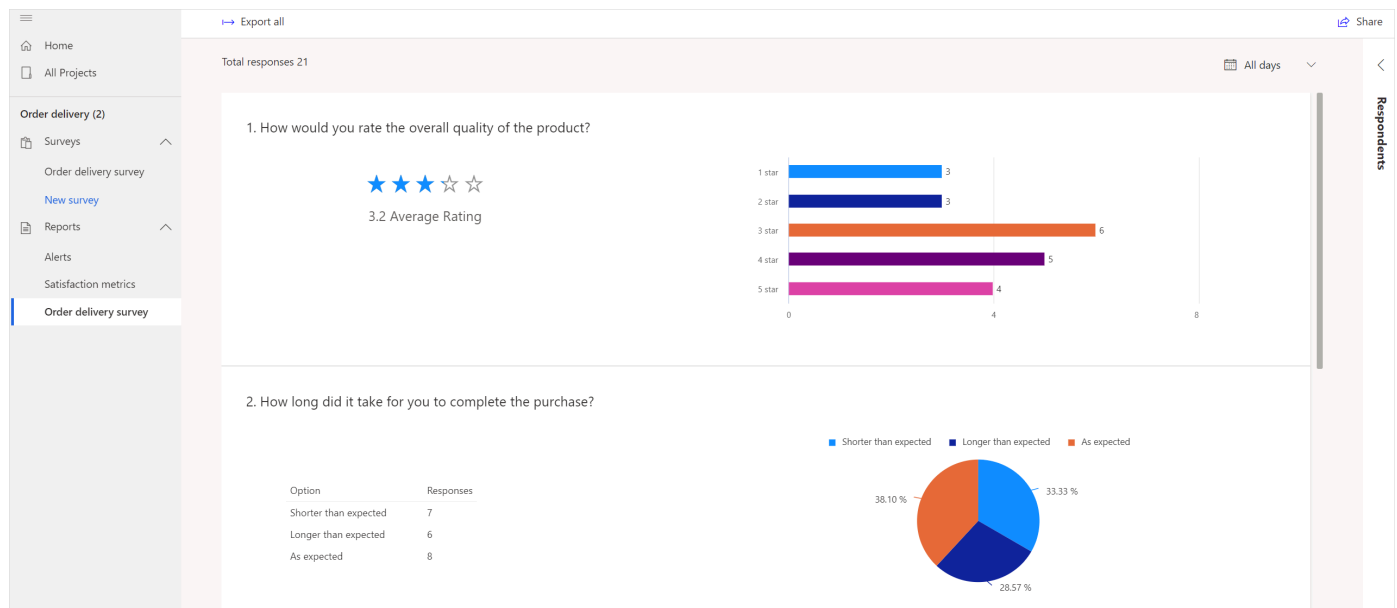
View a survey response report

12/18/2024

A survey response record is created after a respondent (tracked and anonymous) submits a survey. To see survey responses, open the project, and select the survey name in the **Reports** section in the left pane. A graphical representation of the responses is displayed. The total number of responses received is displayed at the top-left corner of the report.

! Note

- The total number of responses displayed on this report includes responses received through all mediums such as link, QR code, and email invitations. This count will be different from the value displayed on the **Responded** tile in the [survey invitations report](#).
- If you add new questions after receiving responses to a survey, the newly added questions will be visible in the response report as unanswered.




View individual responses

You can view individual responses to each question in a survey submitted by a respondent (tracked and anonymous).

To view individual responses

1. Open the project.
2. In the left pane, select the survey name in the **Reports** section.
3. Select **Respondents** at the right side of the page. The respondents are displayed in the **Respondents** panel.

| Respondents | |
|--|-----------|
|  Search | |
| Respondents | Date |
| Milton Philips | 1/25/2021 |
| Milton Philips | 1/25/2021 |
| Hannah Jarvis | 1/25/2021 |
| Corey Gray | 1/25/2021 |
| Hannah Jarvis | 1/25/2021 |
| Corey Gray | 1/25/2021 |
| Hannah Jarvis | 1/25/2021 |
| Hannah Jarvis | 1/25/2021 |
| Corey Gray | 1/25/2021 |
| Hannah Jarvis | 1/25/2021 |
| Corey Gray | 1/25/2021 |

4. Double-click a respondent's name to see their response.

You can filter data in the charts by using the **All days** filter available above the charts. Select 7 days, 28 days, 90 days, or a custom date range from the filter. Note that you can specify a custom date range for a maximum of 90 days.

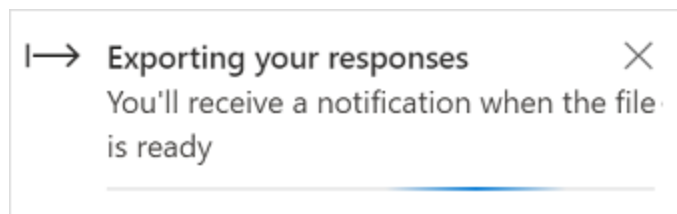
Export survey responses

You can export survey responses into an Excel file or a CSV file for further analysis and processing. Each question in your survey becomes a column, and each response becomes a row in the Excel or CSV file. If you've added variables in your survey, they are also included in the exported file.

If your survey has less than 5,000 responses, the responses are exported to an Excel (.xlsx) file by default. If your survey has more than 5,000 responses, you can choose to export the responses to an Excel file or a CSV file.

Survey with less than 5,000 responses

If there are less than 5,000 responses, the survey responses are exported to an Excel (.xlsx) file. To export survey responses, select **Export** in the upper-left corner of the report. A notification is displayed in the upper-right corner when the responses are being exported and after the export is complete.



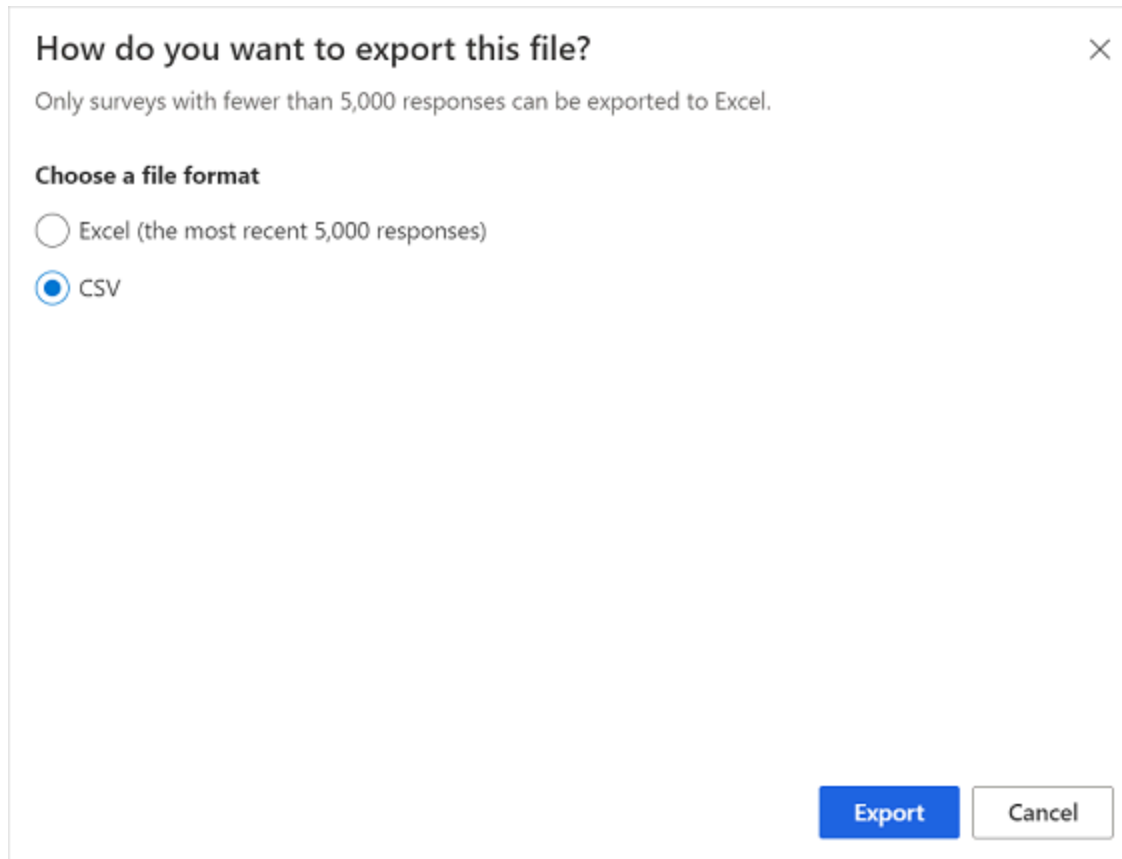
Survey with more than 5,000 responses

If there are more than 5,000 responses, you can choose to export responses to an Excel (.xlsx) file or a CSV file. If you choose to export responses to the Excel file, only the most recent 5,000 responses are exported. To export all responses, you must choose to export responses to the CSV file.

To export survey responses

1. Select **Export** in the upper-left corner of the report. The **How do you want to export this file?** screen is displayed.
2. Under **Choose a file format**, select one of the following options:

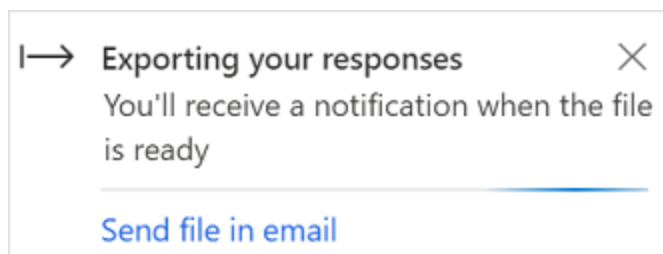
- **Excel (the most recent 5,000 responses):** Exports the most recent 5,000 survey responses to an Excel file.
- **CSV:** Exports all survey responses to a CSV file.



A dialog box titled "How do you want to export this file?" with a close button (X) in the top right corner. Below the title is a note: "Only surveys with fewer than 5,000 responses can be exported to Excel." Under the heading "Choose a file format", there are two radio button options: "Excel (the most recent 5,000 responses)" and "CSV". The "CSV" option is selected, indicated by a blue dot. At the bottom right, there are two buttons: "Export" (blue) and "Cancel" (white with a grey border).

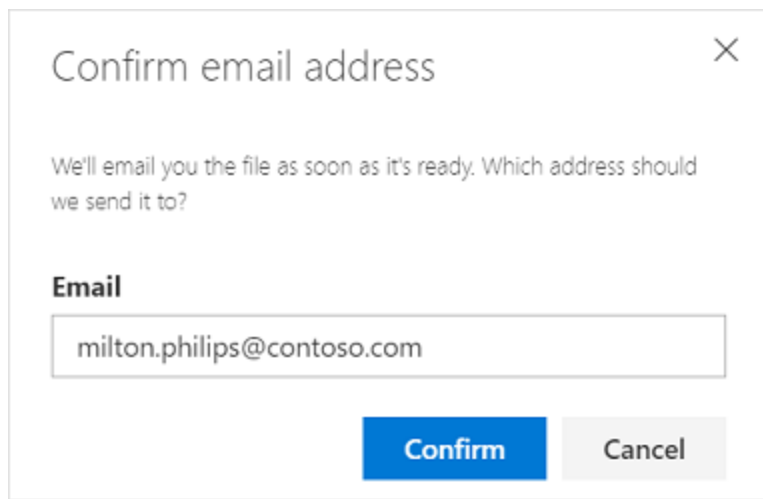
3. Select **Export**.

A notification is displayed in the upper-right corner when the responses are being exported and after the export is complete. If you choose to export to CSV, the notification contains a link that allows you to send the CSV file to your email address.



A notification box titled "Exporting your responses" with a close button (X) in the top right corner. It contains the text "You'll receive a notification when the file is ready" and a progress bar. Below the progress bar is a blue link that says "Send file in email".

Select **Send file in email**, and confirm the email address in the **Confirm email address** dialog box.

A dialog box titled "Confirm email address" with a close button (X) in the top right corner. The text inside says "We'll email you the file as soon as it's ready. Which address should we send it to?". Below this is a label "Email" and a text input field containing "milton.philips@contoso.com". At the bottom are two buttons: "Confirm" (blue) and "Cancel" (gray).

Confirm email address

We'll email you the file as soon as it's ready. Which address should we send it to?

Email

milton.philips@contoso.com

Confirm Cancel

Delete survey responses

You can delete survey responses you don't need anymore.

To delete a single survey response, open the **Respondents** panel on the right side, and perform one of the following actions:

- Select a response in the panel and then select **Delete**.
- Double-click a response to open it, and then select **Delete**.

To delete multiple survey responses, open the **Respondents** panel on the right side, select multiple responses, and then select **Delete**.

See also

[About reports](#)

[View a satisfaction metrics report](#)