Survey

Version 6.5.1

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1 Functionality

This Module enables you to create new Surveys, add questions to a created Survey, set a Survey live in order to send requests, modify existing Surveys to a certain extent, and view statistics of submitted Survey answers as well as the answers themselves.

1.1 Copyright

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2 Usage

2.1 Create new Survey

This feature lets OTRS users create new Survey by selecting the menu “SURVEY” and choosing “New”.

New Surveys require a title, an introduction text, a sender mail address, a mail subject, a mail body and an internal description of the Survey.

Additionally the new Survey can be created for just some queues, ticket types or services. If none are selected, it will be valid for every queue, ticket type annd service. As default the send condition check for ticket types or services are disabled. So the fields aren’t displayed in the mask (new and edit mask for a survey).

It is also possible to define conditions based on customer user attributes, e.g. all customer users with a specified comment would not get any survey emails. The attributes are selectable in the masks “AgentSurveyAdd” and “AgentSurveyEdit”. Each attribute could have at least one condition. A condition contains a checkbox value for negation and a value field (input type text or multiple select).

2.2 Add Questions

As soon as a new Survey is created, the user can add questions to this Survey by clicking “Edit Questions” in the displayed Survey.

A new window will pop up. In there the user can add questions.

Five types of questions are selectable. These are:

“YesNo” questions a user can answer by selecting “Yes” or “No” of a drop down select.

“Radio (List)” questions a user can answer by selecting exactly one and just one of the possible answers.

“Checkbox (List)” questions a user can answer by selecting none to all listed answers.

“Textarea” questions a user can write answers by typing regular text.

“Net Promoter Score” questions a user can answer by selecting exactly one and just one of the possible scores.

For each answer type the OTRS user can choose if he wants a customer to be required to answer this question or if a customer can ignore the question.

As soon as questions of type “Radio (List)”, “Checkbox (List)” or “Net Promoter Score” got added, the question will be shown in the “Survey Questions”-List. By clicking on the question the user can add answers, change the answer order by clicking the “UP” or “DOWN” icon, or delete the answer by clicking the “DELETE” icon.

Questions of type “Radio (List)” and “Net Promoter Score” needs to have at least two answers to be valid. Furthermore, questions of type “Checkbox (List)” needs to have at least one answer to be valid.

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2.3 Start sending Survey requests

When the OTRS user has finished adding or modifying questions and possible answers, he can leave the “Edit Questions” area by clicking “Close window”.

Back on the Survey detail page the user can select “Master” from the “- Change Status -” select.

As soon as the Survey has the state “Master” the Survey is set live.

Only one Survey can have the state “Master”.

If a Ticket got closed, the customer gets an E-Mail invitation to fill the Survey by clicking a link inside the invitation E-Mail.

2.4 Survey Results Graph

By selecting “SURVEY” from the menu, choosing “Overview”, clicking on a a Survey that customers already submitted and scrolling down, you can see the “Survey Results Graph”.

This displays the statistically a summary of questions (e.g. YesNo, Radio and Checkbox).

As soon as the Survey has the state “Master” the Survey is set live.

Questions where answers were configured as “required” will have one vote for each customer submitted Survey.

Questions where answers were not configured as “required” are optional for the customer. This means that for example 200 customers submitted the Survey but in the statistic in total only 10 or 20 answers may occur, if customers did not select any of the Radio (List), YesNo or checkbox answers or haven’t put anything in a textarea answer.

Statistics for required Checkbox (List) questions will have at least one checked value for every submitted Survey but due to it’s nature of been multiple clickable there may be more answers than the total amount of submitted Surveys. Example: 200 Surveys submitted by customers, 350 answers on one Checkbox (List) question.

Statistics for not required questions may have less votes than the total amount of submitted Surveys (answer is optional).

2.5 Statistics Details

By selecting “SURVEY” from the menu, choosing “Overview”, clicking on a Survey that customers already submitted and choosing “Stats Details” you can see a list containing the time the Survey invitation was sent to the customer, the time the customer submitted his filled Survey, the Ticket (clickable) and a magnifying glass that shows the selected votes for this customer.

In there you can find the answers the customer chose or typed in question by question.

Especially Textarea answers are of interest in here.

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2.6 Modifying Survey

As soon as a Survey had the Status “Master” the possible modifications are limited. So please make sure to have especially the amount of questions as well as the amount of answers correctly configured before changing it’s status to Master.

In a Survey of type “Master” you can not add or delete questions any more.

In a Survey of type Master you can change the general info (e.g. Title, Introduction, Sender,...), the question text, the answer text, as well as the order of the answers.

You can change the “Answer Required” part of a question too, but this may just make sense as long as there are no submitted customer Surveys.

Changing a “Answer Required” Question to answer not required makes the answer optional, so the statistic for this question may not have an answer for each submitted customer Survey any more.

Changing a “Answer not Required” Question to answer required will require future Survey customers to give a vote for this question, but will not add votes for already submitted Surveys. So statistics will render rather useless too.

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3 Technical Implementation Details

This module adds the following database tables:

- survey, survey_answer
- survey_question
- survey_queue
- survey_request
- survey_vote

The survey table holds the general information of a survey and the send condition information for a survey.

The survey_answer holds the answers for a survey questions.

The survey_question holds all question related information as well as if an answer is required or not.

The survey_queue table holds a record for each queue a survey is added.

The survey_request table holds a record for each request sent to a customer, as well as the time, a customer has submitted the survey he was invited to.

The survey_vote table holds a reference to the corresponding request and question as well as the chosen answers.

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4 Requirements

4.1 Framework

The following OTRS framework versions are supported:

- 6.5.x

4.2 Add-ons

These add-ons are required:

- None ## Operating System

These operating systems are required for this add-on:

- None

4.3 Third Party Software

These additional software is required for this package:

- None

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5 Installation

The following instructions show how to install the package. There are two possibilities. Either via the admin interface or by using a shell command.

5.1 Admin interface

With the URL http://localhost/otrs/index.pl?Action=AdminPackageManager you access the package manager where the package can be installed and updated. The user who like to perform this needs to be member of the OTRS admin group.

5.2 Shell

As an alternative you can use the OTRS command line package manager to install the package. Please execute this as the OTRS user.

```
shell> bin/otrs.PackageManager.pl -a install -p /path/to/Survey-6.5.1.opm
```

5.3 Remarks

If unexpected problems occur after the installation it is recommended to restart the web server. Using mod_perl sometimes leads to generic loading problems and does not belongs to OTRS in general.

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6 Configuration

The package can be configured via the System Configuration in the Admin Interface. The following configuration options are available:

6.1 Daemon::SchedulerCronTaskManager::Task###SurveyRequestsDelete.

Navigation: Daemon::SchedulerCronTaskManager::Task.

Trigger delete results (including vote data and requests).

6.2 Daemon::SchedulerCronTaskManager::Task###SurveyRequestsSend.

Navigation: Daemon::SchedulerCronTaskManager::Task.

Trigger sending delayed survey requests.

6.3 Frontend::Module###AgentSurveyAdd.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for survey add in the agent interface.

6.4 Frontend::Module###AgentSurveyEdit.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for survey edit in the agent interface.

6.5 Frontend::Module###AgentSurveyEditQuestions.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for survey zoom in the agent interface.

6.6 Frontend::Module###AgentSurveyOverview.

Navigation: Frontend::Agent::ModuleRegistration.

All parameters for the Survey object in the agent interface.

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6.7 Frontend::Module###AgentSurveyStats.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for survey stats in the agent interface.

6.8 Frontend::Module###AgentSurveyZoom.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for survey zoom in the agent interface.

6.9 Frontend::Navigation###AgentSurveyAdd###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

6.10 Frontend::Navigation###AgentSurveyEdit###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

6.11 Frontend::Navigation###AgentSurveyOverview###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

6.12 Frontend::Navigation###AgentSurveyStats###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

6.13 Frontend::Navigation###AgentSurveyZoom###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

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6.14 Loader::Module::AgentSurveyAdd###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.15 Loader::Module::AgentSurveyEdit###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.16 Loader::Module::AgentSurveyEditQuestions###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.17 Loader::Module::AgentSurveyOverview###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.18 Loader::Module::AgentSurveyStats###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.19 Loader::Module::AgentSurveyZoom###002-Survey.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

6.20 Loader::Module::PublicSurvey###002-Survey.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

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6.21 PreferencesGroups###SurveyOverviewSmallPageShown.

Navigation: Frontend::Agent::View::Preferences.

Parameters for the pages (in which the surveys are shown) of the small survey overview.

6.22 PublicFrontend::Module###PublicSurvey.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the PublicSurvey object in the public Survey area.

6.23 Stats::DynamicObjectRegistration###SurveyList.

Navigation: Core::Stats.

Determines if the statistics module may generate survey lists.

6.24 Survey::AmountOfSurveysPer30Days.

Navigation: Core::Survey.

Defines maximum amount of surveys that get sent to a customer per 30 days. (0 means no maximum, all survey requests will be sent).

6.25 Survey::CheckSendConditionCustomerFields.

Navigation: Core::Survey.

Defines the columns for the dropdown list for building send conditions (0 => inactive, 1 => active).

6.26 Survey::CheckSendConditionService.

Navigation: Core::Survey.

Enable or disable the send condition check for the service.

6.27 Survey::CheckSendConditionTicketType.

Navigation: Core::Survey.

Enable or disable the send condition check for the ticket type.

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6.28 Survey::DeletePeriod.

Navigation: Core::Survey.

Results older than the configured amount of days will be deleted. Note: delete results done by the OTRS Daemon, prior activation of `Task###SurveyRequestsDelete` setting.

6.29 Survey::Frontend::AgentSurveyOverview###ShowColumns.

Navigation: Frontend::Agent::View::SurveyOverview.

Defines the shown columns in the survey overview. This option has no effect on the position of the columns.

6.30 Survey::Frontend::ChangeSurveyStatusGroups.

Navigation: Frontend::Agent::View::SurveyZoom.

Defines groups which have a permission to change survey status. Array is empty by default and agents from all groups can change survey status.

6.31 Survey::Frontend::HTMLRichTextHeightDefault.

Navigation: Frontend::Agent::View::SurveyZoom.

Defines the default height for Richtext views for SurveyZoom elements.

6.32 Survey::Frontend::HTMLRichTextHeightMax.

Navigation: Frontend::Agent::View::SurveyZoom.

Defines the maximum height for Richtext views for SurveyZoom elements.

6.33 Survey::Frontend::MenuModule###000-Back.

Navigation: Frontend::Agent::View::SurveyZoom::MenuModule.

Shows a link in the menu to go back in the survey zoom view of the agent interface.

6.34 Survey::Frontend::MenuModule###010-EditGeneralInfo.

Navigation: Frontend::Agent::View::SurveyZoom::MenuModule.

Shows a link in the menu to edit a survey in its zoom view of the agent interface.

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6.35 Survey::Frontend::MenuModule###020-EditQuestions.

Navigation: Frontend::Agent::View::SurveyZoom::MenuModule.

Shows a link in the menu to edit survey questions in its zoom view of the agent interface.

6.36 Survey::Frontend::MenuModule###030-StatsDetails.

Navigation: Frontend::Agent::View::SurveyZoom::MenuModule.

Shows a link in the menu to zoom into the survey statistics details in its zoom view of the agent interface.

6.37 Survey::Frontend::Overview###Small.

Navigation: Frontend::Agent::SurveyOverview.

Defines an overview module to show the small view of a survey list.

6.38 Survey::Hook.

Navigation: Core::Survey.

The identifier for a survey, e.g. Survey#, MySurvey#. The default is Survey#.

6.39 Survey::NotificationBody.

Navigation: Core::Survey.

Default body for the notification email to customers about new survey.

6.40 Survey::NotificationRecipientBlacklist.

Navigation: Core::Survey.

Surveys will not be sent to the configured email addresses.

6.41 Survey::NotificationSender.

Navigation: Core::Survey.

Default sender for the notification email to customers about new survey.

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6.42 Survey::NotificationSubject.

Navigation: Core::Survey.

Default subject for the notification email to customers about new survey.

6.43 Survey::SendInHoursAfterClose.

Navigation: Core::Survey.

Defines the amount in hours a ticket has to be closed to trigger the sending of a survey, (0 means send immediately after close). Note: delayed survey sending is done by the OTRS Daemon, prior activation of `Daemon::SchedulerCronTaskManager::Task###SurveyRequestsSend` setting.

6.44 Survey::SendNoSurveyRegExp.

Navigation: Core::Survey.

If this regex matches, no customer survey will be sent.

6.45 Survey::SendOnlyToRealCustomer.

Navigation: Core::Survey.

Defines if survey requests will be only send to real customers.

6.46 Survey::SendPeriod.

Navigation: Core::Survey.

Amount of days after sending a survey mail in which no new survey requests are sent to the same customer. Selecting 0 will always send the survey mail.

6.47 Survey::ShowVoteData.

Navigation: Core::Survey.

Enable or disable the ShowVoteData screen in the public interface to show data of a specific survey result when the customer tries to answer a survey the second time.

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6.48 SurveyStats::ShowDelete.

Navigation: Frontend::Agent::View::SurveyStats.

Defines the groups (rw) which can delete survey stats.

6.49 Ticket::EventModulePost###99-SurveySendRequest.

Navigation: Core::Event::Survey.

Ticket event module to send automatically survey email requests to customers if a ticket is closed.

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7 Changelog

6.5.1 / 2023-02-20 14:20:40 +0100 Initial release for Znuny 6.5.

6.4.1 / 2022-07-29 11:23:09 +0200 Initial release for Znuny 6.4.

6.3.1 / 2022-03-22 22:07:57 +0100 Ported to 6.3

6.2.1 / 2021-11-09 10:49:42 +0100 Ported to 6.2

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8 Manifest

This is the list of all files from the package with the file system permissions.

- (660) doc/survey-database.png
- (660) Kernel/Config/Files/XML/Survey.xml
- (660) Kernel/Language/bg_Survey.pm
- (660) Kernel/Language/cs_Survey.pm
- (660) Kernel/Language/da_Survey.pm
- (660) Kernel/Language/de_Survey.pm
- (660) Kernel/Language/el_Survey.pm
- (660) Kernel/Language/en_GB_Survey.pm
- (660) Kernel/Language/es_MX_Survey.pm
- (660) Kernel/Language/es_Survey.pm
- (660) Kernel/Language/fa_Survey.pm
- (660) Kernel/Language/fi_Survey.pm
- (660) Kernel/Language/fr_Survey.pm
- (660) Kernel/Language/gl_Survey.pm
- (660) Kernel/Language/hr_Survey.pm
- (660) Kernel/Language/hu_Survey.pm
- (660) Kernel/Language/id_Survey.pm
- (660) Kernel/Language/it_Survey.pm
- (660) Kernel/Language/ja_Survey.pm
- (660) Kernel/Language/mk_Survey.pm
- (660) Kernel/Language/ms_Survey.pm
- (660) Kernel/Language/nb_NO_Survey.pm
- (660) Kernel/Language/nl_Survey.pm
- (660) Kernel/Language/pl_Survey.pm
- (660) Kernel/Language/pt_BR_Survey.pm
- (660) Kernel/Language/pt_Survey.pm
- (660) Kernel/Language/ro_Survey.pm

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- (660) Kernel/Language/ru_Survey.pm
- (660) Kernel/Language/sl_Survey.pm
- (660) Kernel/Language/sr_Cyrl_Survey.pm
- (660) Kernel/Language/sr_Latn_Survey.pm
- (660) Kernel/Language/sv_Survey.pm
- (660) Kernel/Language/sw_Survey.pm
- (660) Kernel/Language/th_TH_Survey.pm
- (660) Kernel/Language/uk_Survey.pm
- (660) Kernel/Language/vi_VN_Survey.pm
- (660) Kernel/Language/zh_CN_Survey.pm
- (660) Kernel/Language/zh_TW_Survey.pm
- (660) Kernel/Modules/AgentSurveyAdd.pm
- (660) Kernel/Modules/AgentSurveyEdit.pm
- (660) Kernel/Modules/AgentSurveyEditQuestions.pm
- (660) Kernel/Modules/AgentSurveyOverview.pm
- (660) Kernel/Modules/AgentSurveyStats.pm
- (660) Kernel/Modules/AgentSurveyZoom.pm
- (660) Kernel/Modules/PublicSurvey.pm
- (660) Kernel/Output/HTML/Layout/Survey.pm
- (660) Kernel/Output/HTML/SurveyMenu/Generic.pm
- (660) Kernel/Output/HTML/SurveyOverview/Small.pm
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyAdd.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyEdit.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyEditQuestions.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyOverviewNavBar.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyStats.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentSurveyZoom.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicSurvey.tt

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- (660) Kernel/System/Console/Command/Maint/Survey/RequestsDelete.pm
- (660) Kernel/System/Console/Command/Maint/Survey/RequestsSend.pm
- (660) Kernel/System/Stats/Dynamic/SurveyList.pm
- (660) Kernel/System/Survey.pm
- (660) Kernel/System/Survey/Answer.pm
- (660) Kernel/System/Survey/Question.pm
- (660) Kernel/System/Survey/Request.pm
- (660) Kernel/System/Survey/Vote.pm
- (660) Kernel/System/Ticket/Event/SurveySendRequest.pm
- (660) scripts/test/Console/Command/Maint/Survey/RequestsDelete.t
- (660) scripts/test/Console/Command/Maint/Survey/RequestsSend.t
- (660) scripts/test/Survey/Vote/VoteGetAll.t
- (660) scripts/test/Survey/GetRequestRecipient.t
- (660) scripts/test/Survey/PublicAnswerSet.t
- (660) scripts/test/Survey.t
- (660) scripts/test/Selenium/Agent/AgentSurveyAdd.t
- (660) scripts/test/Selenium/Agent/AgentSurveyEdit.t
- (660) scripts/test/Selenium/Agent/AgentSurveyOverview.t
- (660) scripts/test/Selenium/Agent/AgentSurveyZoom.t
- (660) scripts/test/Selenium/Agent/AgentSurveyEditQuestions.t
- (660) scripts/test/Selenium/Agent/AgentSurveyStats.t
- (660) scripts/test/Selenium/Output/SurveyMenu/Generic.t
- (660) scripts/test/Selenium/Output/SurveyOverview/Small.t
- (660) scripts/test/Selenium/Public/PublicSurvey.t
- (660) scripts/test/Stats/Dynamic/DynamicList.t
- (660) var/httpd/htdocs/js/Survey.Agent.CustomerUserConditions.js
- (660) var/httpd/htdocs/js/Survey.Agent.SurveyEditQuestions.js
- (660) var/httpd/htdocs/js/Survey.Agent.SurveyOverview.js
- (660) var/httpd/htdocs/js/Survey.Agent.SurveyStats.js

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- (660) var/httpd/htdocs/js/Survey.Agent.SurveyZoom.js
- (660) var/httpd/htdocs/skins/Agent/default/css/Survey.Agent.Default.css
- (660) var/httpd/htdocs/skins/Customer/default/css/Survey.Customer.Default.css
- (660) var/packagesetup/Survey.pm

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