Add Exceptions

You can use condition based validations to inform sales reps of inappropriate survey responses, or issues found during audits.

Context

Exceptions can help identify potential errors such as entering a price too low or too high for an item, which allows users to correct their entries before submitting the survey and hence create more accurate data.

Exceptions can also alert sales users of specific problems detected at survey runtime. For example, an exception can be used to remind a sales rep of talking to a store manager when the quantity is less than the minimum value.

Procedure

1. Add all the survey questions.

2. Go to the **Exceptions** tab.

3. Click **Add Exception**.

4. Enter the exception message.

The users see this message when the exception condition is met during survey runtime.

5. From the side pane, choose the questions to which you want to apply the exception.

6. Define the exception condition. Set the operators and values for your exception.

   - For multiple choice question types, select the answers that must be selected for triggering the exception.

   - For question types such as amount, date (excluding date range), numeric value, and quantity, set the operator and the value for your exception.

Note

You can create multiple validations for a rule. You can choose if any or all of the validations need to be applied during survey execution.