

Configure Surveys

As an administrator, you can configure surveys in **Settings**.

You must create business roles and assign business users to services for using surveys.

- Add the business service **sap.crm.service.surveyDesignService** to design surveys.
- Add the business service **sap.crm.service.surveyService** for answering surveys.

Related Information


[Create Business Roles and Assign a Business User](#)

Configure Survey Categories

As an administrator, you can configure survey categories for a specific survey type. This allows the user to create and analyze surveys for various categories.

By default, **Checklist** and **Call Script** categories are provided.

To define more categories, follow the steps below:

1. Go to your user profile, choose **Settings Survey Survey Categories**.
2. Choose the **Add** icon ()
3. Enter the **Category Code**, **Category Name**, and **Category Typecode**.
4. Choose **Create**.


Configure Question and Answer Categories

When creating survey questions and answers, you can assign a category to help classify them in a larger business context. You can then create reports based on specific categories.

Context

As an administrator, you can configure categories for questions and answers.

Procedure

1. Go to your user profile, choose **Settings Survey Question/ Answer Categories**.
2. Choose the **Add** icon ()
3. Enter the **Question/ Answer Category** and **Category Name**.
4. Choose **Create**.