

QUESTBACK ESSENTIALS, RELEASE V43

UPDATED SENDER DETAILS AND EXTENDED DESIGN FEATURES



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DISTRIBUTION – Updated Email Infrastructure and Sender Details

▼ DISTRIBUTE BY E-MAIL INVITATION

When distributing the Quest by e-mail invitation, the respondents will receive an e-mail containing a link to your Quest. The e-mail invitations are distributed the moment you publish the Quest (from the Test & Publish page). If you add respondents to an already published Quest, they will receive the invitation instantly.

Distribute by e-mail invitation

Name:

From:

Reply-to:

Distribute by e-mail invitation

Name:

From: @

Reply-to:

WHY

We aim to provide a feedback solution that offers our customers safe and secure distribution for all their feedback work, with highest possible deliverer rates.

Collecting feedback and gaining insights depend on a trustworthy and seamlessly working distribution infrastructure, with state-of-the-art safety and delivery methodes in place.

WHAT

With this release v43, we have fully overhauled, upgraded and improved our infrastructure for the send-out of email invitations, reminders, receipts and follow-up dialog messages.

To ensure highest possible delivery rate, we send now all the emails in Questback Essentials from the new and dedicated email domain @questback.net, instead of @questback.com. This new domain includes state-of-the-art anti-spam mechanism and scales up automatically with large send-outs, to cater for peaks and high volumes.

At the same time: we continue to encourage all our customers to work and operate with own custom domains for their send-outs. Our dedicated support team works closely with your IT, to exchange mutually approved keys and settings to accommodate for this. Do not hesitate to reach out to use to learn more about the available options!

BENEFITS

- Safe and secure send-outs of email invitations, reminders, receipts and follow-up messages
- Highest possible delivery rate with new/dedicated domain @questback.net
- Extended and streamlined option for custom sender details, to strengthen branding and trustworthiness.



DESIGN – flexible and enhanced options

The image shows a screenshot of the Questback editor interface. On the left, there are two examples of a Likert scale question: "How satisfied are you with Questback Essentials?". The first example shows the question text and scale (1-6) positioned above the question type. The second example shows the same question with the text and scale positioned below. Red boxes and arrows indicate the "Above" and "Below" options in the editor. On the right, there is a screenshot of the "QUESTION TYPE (MULTIPLE CHOICE VERTICAL)" configuration panel. It shows the "QUESTION PROPERTIES" section with "Question Text" and "Answer Alternatives". A red box highlights the "None of the above" option, and another red box highlights the "Mutually exclusive" checkbox.

WHY

We aim to provide a feedback solution that offers our customer a wide range of flexible design options, to build a quest that meets their needs a 100%.

The design options should be intuitive to use, fully embedded in the design workflow and cover the needs of our customers

WHAT

With the release v43, we release two widely requested features and design options, that we will support many of our customers in their daily work with feedback:

- Flexible positioning of comment fields to questions**
Prior to the release v43, the extra comment field to a question has always been displayed above the question type. New is the flexibility for our customers to decided whether they would like it above or below.
- Exclude response option for multiple choice question types**
Multiple choice question often include an extra response option is mutually exclusive with all other options often, typically labeled as “none of the above”. To support such feedback scenarios, we support now a “mutually exclusive” option for “Don’t know”.

BENEFITS

- Better survey experience, with improved and streamlined “look&feel” of surveys.
- Better feedback, with the support for the logics of “none of the above”.
- More insights, based on high quality and consistent feedback data.