



To record enquirer feedback, a feedback form can be created consisting of a number of questions organised into groups. After creating the form, it can be previewed.

### Creating a New Feedback Form

Menu: **Focus | Enquiries | Configure Feedback Form Enquiry**

1. Select **Focus | Enquiries | Configure Feedback Form Enquiry** to display the **Form Definition Enquiry** page.
2. Click the **New** button to display the **Feedback Form Definition** page.
3. To enter details on the **Form Details** panel:
  - a. Enter a **Title**.
  - b. If required, enter a **Subtitle**.
  - c. Enter a **Form Definition Code**.
  - d. Select an **Effective Date**.
4. Select **Create New Question** from the **Actions** drop-down to display the **Question Definition** page.
5. Enter a **Question Code**.
6. Enter a **Description**.
7. Select a **Data Type** from the drop-down.
8. To record any restrictions on the **Question Restrictions** panel:
  - a. Enter an **Answer Maximum Length**.
  - b. To spell check the answer, select the **Answer is spell checked** check box to display a tick.
  - c. If required, select the **Answer is Mandatory** check box to display a tick.
  - d. If required, select the **Answer is constrained** check box to display a tick and enter a list of constraints.
9. Click the **Save** button.
10. To create a new group on the form and add the question to it, highlight the question and select **Add Question to New Group on Form** from the **Actions** drop-down to display the **New Group** dialog.
11. Enter a **Data Group Name** and a **Number on Form**.
12. Click the **Save** button to display the **Feedback Form Definition** page.



### Amending a Feedback Form

1. Select **Focus | Enquiries | Configure Feedback Form Enquiry** to display the **Form Definition Enquiry** page.
2. If required, enter a **Form Definition Code** and **Effective Date**.
3. Click the **Search** button to display matching forms.
4. Select the required form and click the **Open In New Window** button to display the **Feedback Form Definition** page.
5. To amend the **Form Details** enter new information for:
  - **Title**
  - **Subtitle**
  - **Form Definition Code**
  - **Effective Date**.
6. To create a new question:
  - a. Click **Create New Question** from the **Actions** drop-down to display the **Question Definition** window.
  - b. Enter **Question Information** and **Question Restrictions**.
  - c. Click the **Save** button.
7. To add a question to a new group on the form:
  - a. Highlight the question in the right-hand pane of the **Question Selector** panel.
  - b. Select **Add Question To New Group on Form** from the **Actions** drop-down to display the **New Group** page.
  - c. Enter the required **Data Group Name**.
  - d. To define the position on the form for the new group, enter a **Number on Form**.
  - e. Click the **Save** button.
8. To add a question to an existing group:
  - a. Select the required question in the right-hand pane of the **Question Selector** panel.
  - b. Select **Add Question to Form** from the **Actions** drop-down to display the question in the left-hand pane.
  - c. If required, to change the order of questions in the group:
    - i. Highlight a question in the left-hand pane.
    - ii. Click either the **Up** or **Down** button.
  - e. Click the **Save** button.

Form Definition Code	Effective Date	Title
NN1	14/04/2016	New 1

Question Code	Description
Q1	Question One

Question Code	Description
Q1	Question One
NN2	Question Two
Q2	Question Two

Question Code	Description
Q1	Question One
NN2	Question Two
Q2	Question Two

Question Code	Description
Q1	Question One
NN2	Question Two
Q2	Question Two



### Amending a Question

1. Select **Focus | Enquiries | Configure Feedback Question Enquiry** to display the **Question Definition Enquiry** page.
2. If required, enter search criteria and click the **Search** button to display a list of matching questions.
3. Highlight a question in the list and click the **Open In New Window** button to display the **Question Definition** page.
4. Make the required changes and click the **Save** button.

Question Code	Description
Q1	Question One
Q2	Question Two

Question Code: Q2  
Description: Question Two  
Data Type: Text

Answer Maximum Length: 30  
Answer is Mandatory:   
Answer is spell checked:   
Answer is constrained:

### Previewing a Feedback Form

1. Select **Focus | Enquiries | Configure Feedback Form Enquiry** to display the **Form Definition Enquiry** page.
2. Enter search criteria and click the **Search** button.
3. Select the required form and click the **Open In New Window** button to display the **Feedback Form Definition**.
4. Click the **Preview Feedback** link to display the form.

Title: Feedback Form  
Subtitle: Service Selection  
Form Definition Code: SS1  
Effective Date: 2004/2016

Are you happy with the service received?   
Please tell us why you are happy or unhappy with the service you received.  
Would you recommend this service to your friends/family?



#### Related Reference Guides:

- [EY\\_Enquiries\\_Adding an Enquirer](#)
- [EY\\_Enquiries\\_Searching for an Enquirer](#)
- [EY\\_Adding a New Enquiry](#)