Setting up Web Form Submission Emails Based on Specific Questions

Article Number: 75 | Rating: Unrated | Last Updated: Tue, Aug 26, 2014 at 3:16 PM

You can specify web form submission email recipients based on how questions are answered. This feature is called **Advanced Notification**. For example, if on a survey about customer service, a respondent answers a question that s/he was dissatisfied, the customer service manager could receive an email with that respondent's form submission. **The Advanced NotificationÂ Criteria feature has two primary purposes:**

 To allow you to generate an email to a recipient of your choice based on how a specific question is answered. Think of this as a trigger you can set.

 To allow respondents to have their web form responses emailed directly to them. This use allows responses to specific questions or sets of questions to be emailed directly to specific respondents facilitating instant notification of important information. Â **Please note that this feature can work in one of two ways with both purposes:**

 At the web form level: The specified notifications will only happen once the entire web form is submitted. Responses can be changed and the notification will not be triggered until the entire web form has been completed. **At the page level:** If someone answers the question as identified in the notification, when the respondent submits the page, the email notification will be sent to the appropriate email address. If the respondent clicks the back button or at some other point revisits this question and changes it, the email recipient will not know this fact. The notification may be triggered again (depending on whether the criteria was met for the notification). Â **Note:** Advanced notifications rely on an external email server. There are two places to setup details about your email server: **Web Server** and **Local Server**. Advanced Notification emails use the email properties for the Web Server.

To use Advanced Notifications to send emails based on how questions are answered: To setup **Advanced Notifications** at the Web Form Level, double click the top node in the tree view (Web Form â€“ YourFormName), click Email settings and then click **Advanced Notification Criteria**. To setup **Advanced Notifications** at the page level, double click any Standard page in the tree view and then click the **Advanced Notification Criteria** link to view the **Notification Criteria Builder** window.

Tip: Setting up Advanced Notification Criteria is very similar to setting up Question Branching.

You will notice that there is a **Criteria translation** box below the notification setup area that displays your branch patterns as you build them. You cannot edit the text in this window, but you may use it to double check your logic when setting up your notifications. If desired, select whether to view the questions in the **Questions** column of the notification grid by **Text** (question text) or **Field Name**. This setting resets itself each time you use the **Notification Criteria Builder** window. In the **Questions** column, select the first question on which to base the notification.

Note: You may resize the columns in this grid as you see fit. In the **OP** column, select the appropriate operator for the branch pattern (e.g.,Â Q1 = Yes or Q1 <= 5). In the **Response** column, select or enter the question's response on which to base the email notification. In the **Action** column, select the next action. If you want to add more parameters to the notification, select **And** or **Or**, depending on whether the next criterion must be true (AND) or can be true (OR) in addition to the previous criterion. If you have completed the setup and are ready to specify the recipient's email address, select **Email**. If you have selected Email in the **Action** column, enter the appropriate email address or addresses. If using multiple email addresses, separate each one with a semi-colon (;). If you have selected **And** or **Or** in the **Action column**, leave the **Target** column blank. If you have completed setup of the notification by entering the email addresses, click the **OK** button to save your changes. [Optional] Continue to add notification statements as needed. You will notice that based on the operators used and other criteria, the row headers in the grid update with **Rule numbers**. The **Rule numbers** provide you with a quick way to see patterns in your notification criteria. [Optional] If desired, use the **Group Statements** andÂ **Ungroup Statements** buttons to refine the notification patterns. For example, if two parts of the pattern belong together, you may select them in the grid and then click the **Group Statements** button. Click and drag the row headers to select items to group together. When statements are grouped, Remark Web Survey will evaluate them together before going on to the next notification sequence. Click the **OK** button to save your changes.

When the web form is published and respondents begin entering answers to the questions that are part of the notification setup, the emails will be generated to the appropriate recipients based on how the questions are answered.

Posted - Tue, Aug 5, 2014 at 5:47 AM. This article has been viewed 2670 times.
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