

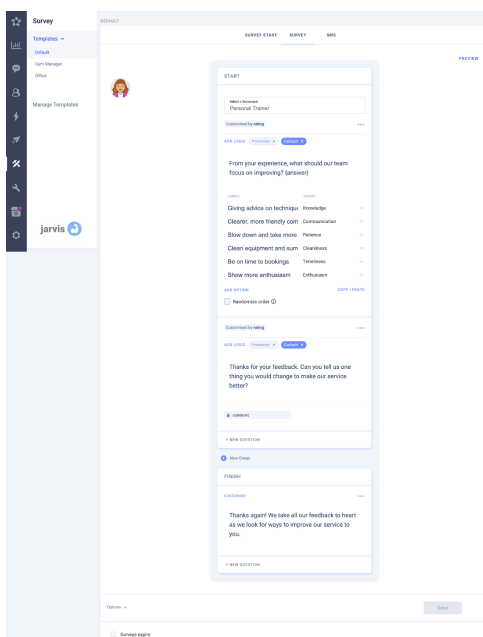
List question survey

What is a list-question survey?

A list question survey asks a question and provides a list of reply options. List question surveys are useful for categorizing which areas your team is performing well in and what areas need improvement.

List survey questions for copy and paste

1. From your experience, what should our team focus on improving on: [Select relevant options]
 - a. Knowledge
 - b. Communication
 - c. Patience
 - d. Cleanliness
 - e. Timeliness
 - f. Enthusiasm
2. [Optional] Thanks for your feedback, can you tell us one thing you would change to make our service better?



The screenshot displays the Ask Nicely survey editor interface. On the left is a sidebar with navigation options: Survey, Templates, Chat Manager, and Manage Templates. The main area shows a survey titled 'START' with a 'Preview' button. The survey content includes a 'New Question' section with a 'List Question' type. The question text is 'From your experience, what should our team focus on improving? (select)'. Below the question is a list of options: 'Giving advice on technology', 'Offering more friendly care', 'Slow down and take more time', 'Clean equipment and staff', 'Be on time to bookings', and 'Show more enthusiasm'. Each option has a checkbox and a 'Select' button. Below the list is a 'New Question' section with a 'Text Question' type. The question text is 'Thanks for your feedback, can you tell us one thing you would change to make our service better?'. Below the question is a 'Text Input' field with a 'Submit' button. At the bottom of the survey editor is a 'Survey engine' section with a 'Save' button.

How to calculate list question survey results

A list The most common answers in question one will highlight the key areas of improvement for your frontline teams.

Open-ended questions such as question 2 are harder to analyze at scale. However, using [AskNicely AI Themes](#), you can get AI to analyze every bit of feedback coming in from customer surveys and categorize it into themes, providing managers with an up-to-the-minute dashboard view of what customers care about and what's having the biggest impact on customer satisfaction.
