How to Add Your Own Questions

So, you've sent out your first survey and now you're thinking you want to add some of your own questions so you can find out more about your customer's experience. No problem! Adding your own questions couldn't be easier. Let's find out how!

Step 1: Select the 'Questions' tab from your GroHawk dashboard



Simply log into your GroHawk dashboard. Hit the 'Questions' tab on the left - hand side.

Step 3: Add your questions



Simply select 'Add a new question' then enter your question into the pop-up box. You can add as many as you like and any type of question you like too. For example, yes/no, multiple choice etc. – it's all there for you.

Step 2: Select your branch



If you want to change the questions for a specific branch, select which one here.

Step 4: Send your survey!

GHUHAWK	Recipients	Choose Questions	Question Order
E Dashboard	Questions included in Sur	vey	
Responses	NPS		
Reports	Question		Response Type Enabled
	How likely is it that you would recommend our servic	e to a friend or colleague?	Scale 1-10 Must Include
24 Admins	Please tell us why you feel this way. You can say as It	tile or as much as you like.	Open Text Must Include
	Optometry		
n Brands	Question		Response Type Enabled
Surveys	How would you rate the value for money of the range	of spectacies available?	Multiple Choice
	Overall, how would you describe the level of customy	er service you received at the practice?	Multiple Choice
Ouestions	Any special mentions? Please leave comments for any members of our team. All feedback is appreciated.		Open Text 🐜
🔅 Settings	How would you rate the explanation of the tests and advice given by the optometrist?		Multiple Choice
	During your eye examination, how would you rate the chain-side manner of the optometrist?		Multiple Choice
	How promptly you were seen for your appointment?		Multiple Choice 🐜
	The ambience and atmosphere?		Multiple Choice
	The overall appearance from the inside?		Multiple Choice

How easy was that? Within 30 seconds you've just uploaded some amazing questions for your customers to dig their teeth into.

All you need to do now is hit send on your survey and watch those replies come rolling in!

