How to **Guide**

Send SMS Survey and Creating Survey Forms

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Introduction

Easily create surveys and get maximum responses by sending to your clients and peers. Drag and Drop form creation tool is an excellent assistant to create your awesome web survey form and get your customers participation.

Send Mobile SMS Web Surveys

Data Capturing is the utmost important when you conduct surveys. With us, you can personalise and create awesome survey form to capture the data basis on the mobile recipient and get maximum responses with great analytics. Our Survey forms are mobile optimised which is combined with your personalised SMS Campaign. **Our Survey program is absolutely Free when you compare with popular survey providers.**

Let's not waste your time and get to the point directly to learn how to create survey forms and conduct an SMS Survey.

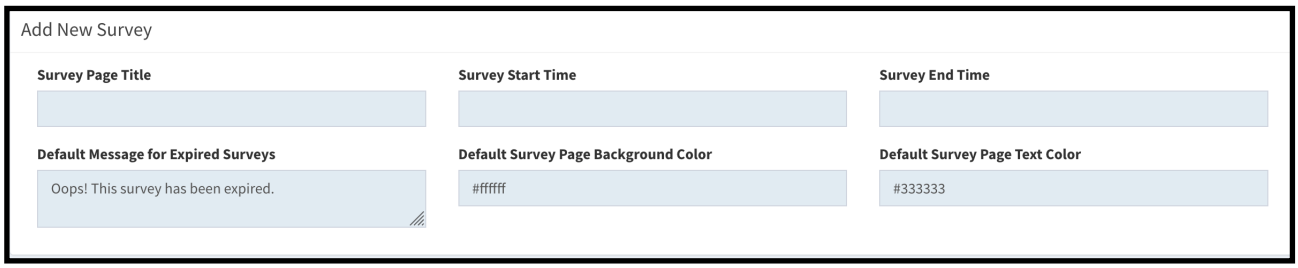
Creating a Survey Form

Step 1:

Login to your account, Go to Manage Surveys from your left sidebar menu. Click on Add New Survey button.

Step 2:

ADD BASIC INFORMATION FOR YOUR SURVEY FORM.



Survey Page Title:

Add a Page title, this will be displayed as Web Meta Title on the Survey Form Page.

Survey Start Time:

Enter the timestamp to run/start the survey when you run the campaign.

Survey End Time:

Enter the timestamp to retire/expire the survey.

Default Message for Expired Surveys:

Enter the message which you want to show it to the users when they visit your survey page after expiry.

Default Page Background Colour:

You can enter Hex Colour code for the default page background colour. Default is #FFFFFF (White colour)

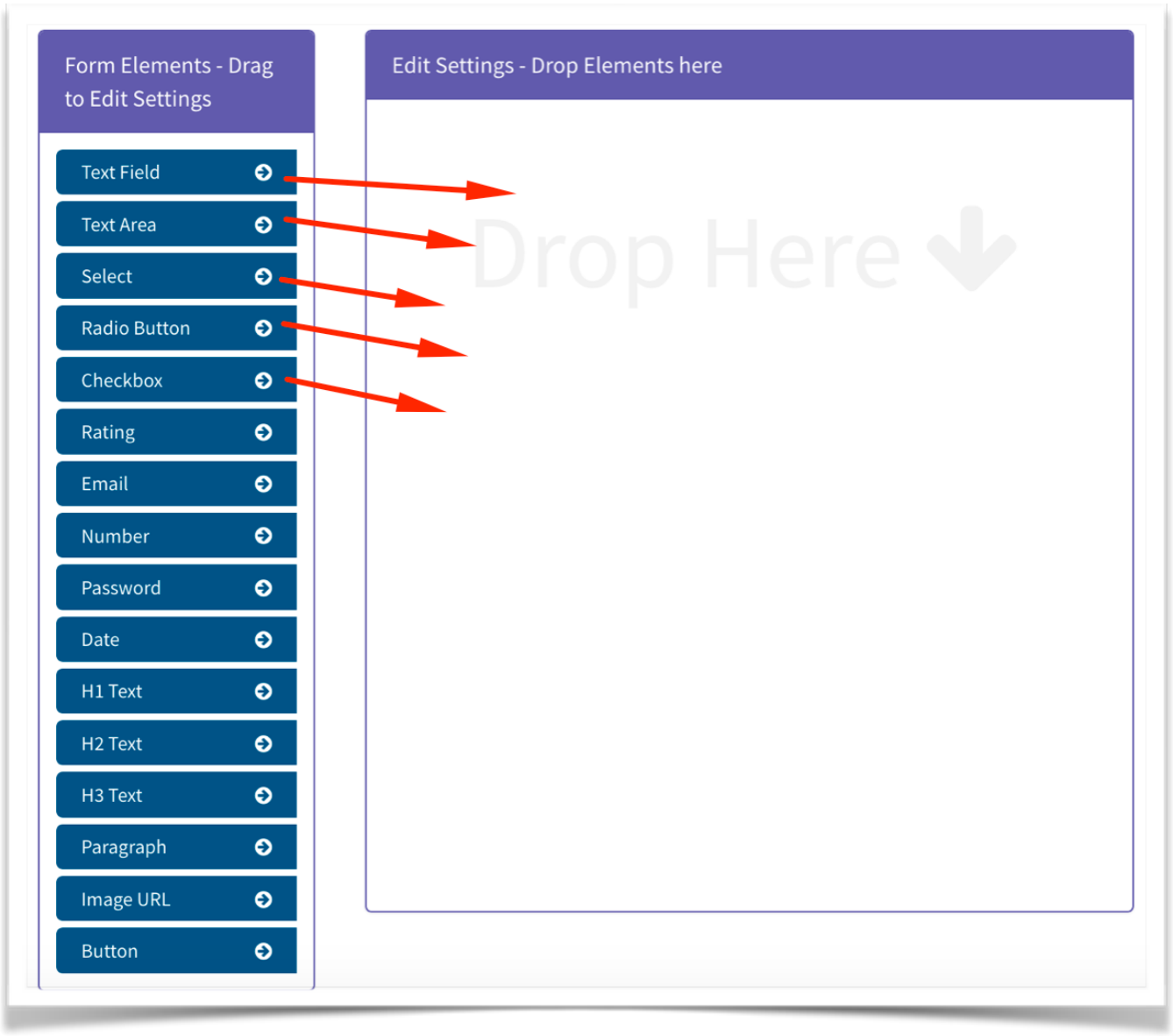
Default Page Text Colour:

You can enter Hex Colour code for the default page text colour.

Step 3:

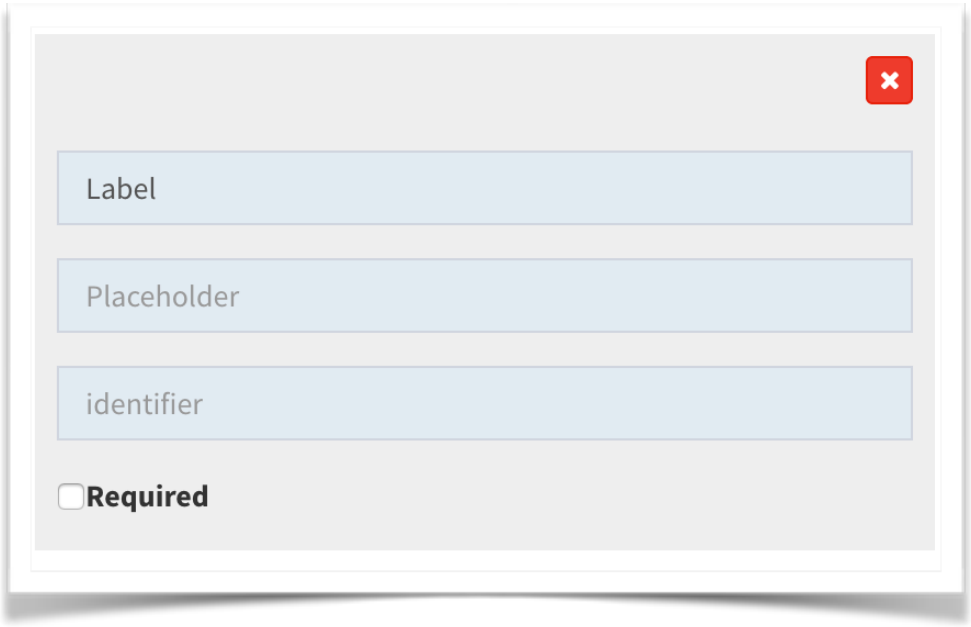
Add Form Elements to your Survey Form.

Drag each form element to create new form field. We will explain one by one below.



Text Field:

A **text field,** defines a single-line **text input field,** is placed on a web page using the <**input**> tag, with the type attribute set with a value of "**text**".



Label: Enter the Label Name, **For Example: Your Name**

Placeholder: Enter help text for user to enter into the field box. **For Example: Enter your name.**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerName (Note: Do not give space or add special characters in this field)**

Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.

Text Area Field:

A **textarea field,** defines a multi-line **textarea input field,** is placed on a web page using the <**textarea**> tag.

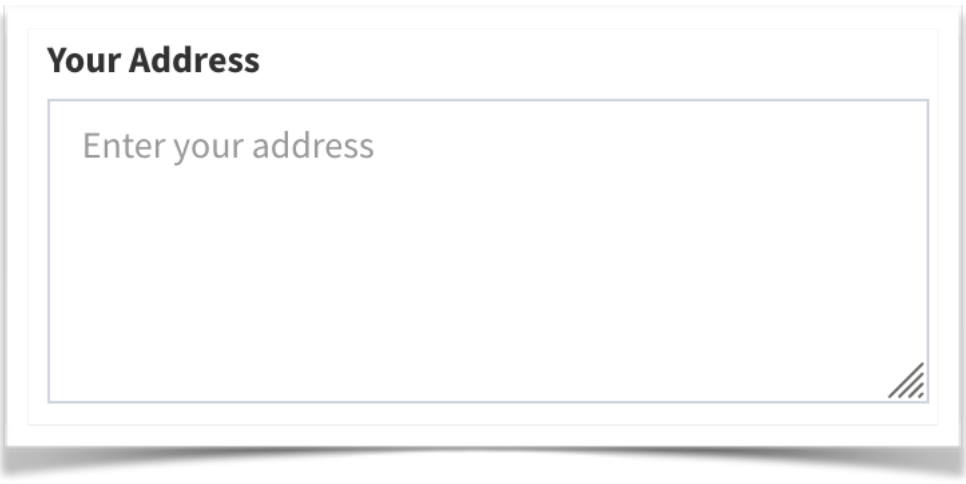
Label: Enter the Label Name, **For Example: Your Address**

Placeholder: Enter help text for user to enter into the field box. **For Example: Enter your address.**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerAddress (Note: Do not give space or add special characters in this field)**

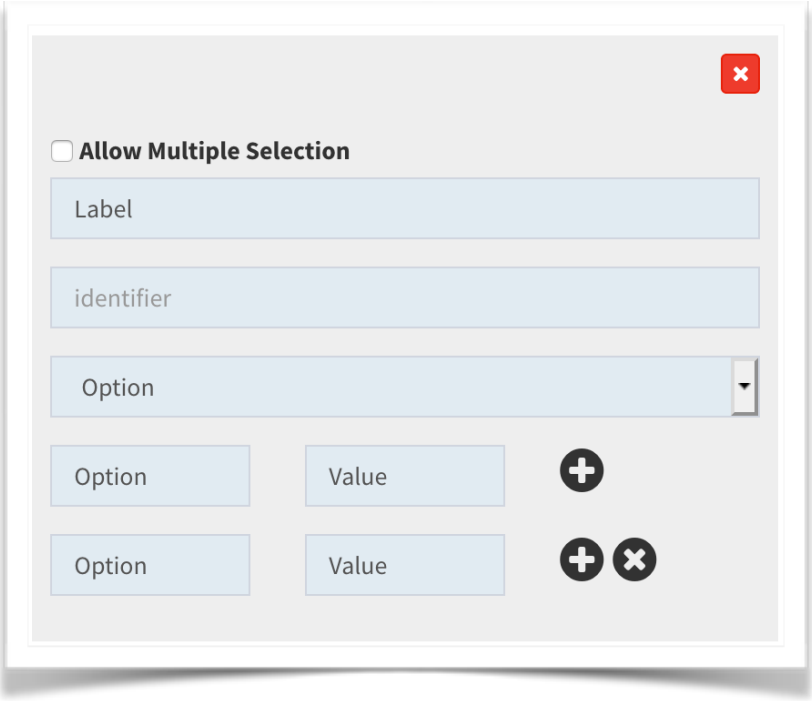
Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.



Select Field:

A <**select**> tag is used to create drop down list of options, which appears when the user clicks on form element, and it allows to choose one of the options. The <option> tag is used to define the possible options to choose from. The tag is put into the <**select**> tag.



Allow Multiple Selection: Check this if you want users to select multiple options from the given options.

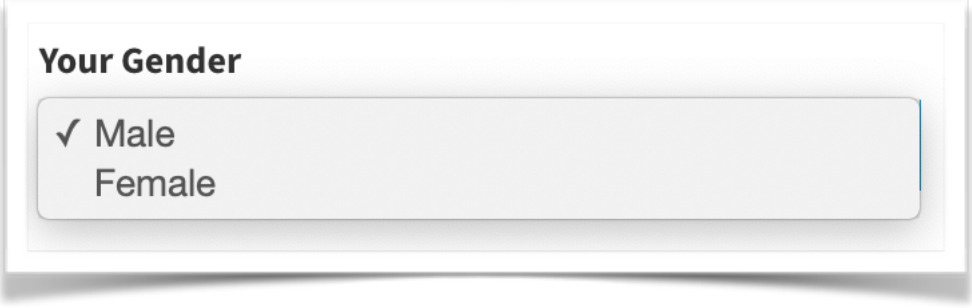
Label: Enter the Label Name, **For Example: Select Gender**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: gender (Note: Do not give space or add special characters in this field)**

Option: Enter text which user will be shown within the dropdown options.

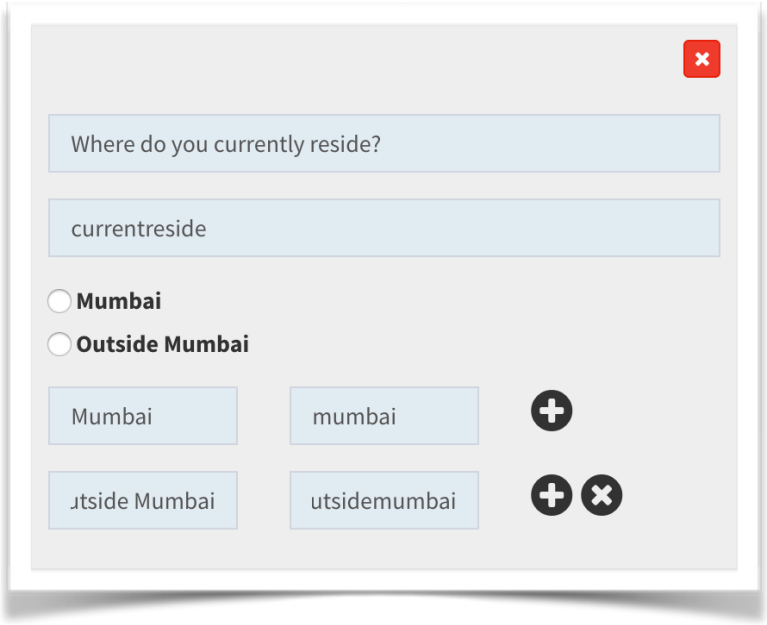
Value: Enter the option value to be identified with Identifier later. (This is hidden for users)

Once you fill as above, the final output will be as shown in the picture below.



Radio Button Field:

The <input type="**radio**"> defines a **radio** button. **Radio buttons** are normally presented in **radio** groups (a collection of **radio buttons** describing a set of related options). Only one **radio** button in a group can be selected at the same time.



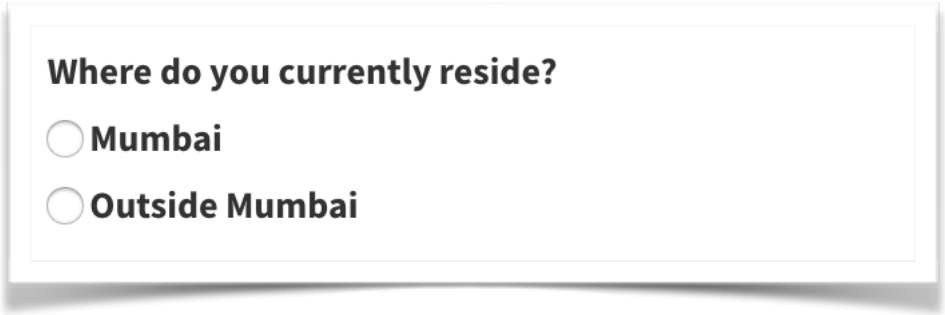
Label: Enter the Label Name, **For Example: Where do you currently reside?**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: currentreside (Note: Do not give space or add special characters in this field)**

Option: Enter text which user will be shown with the radio button options.

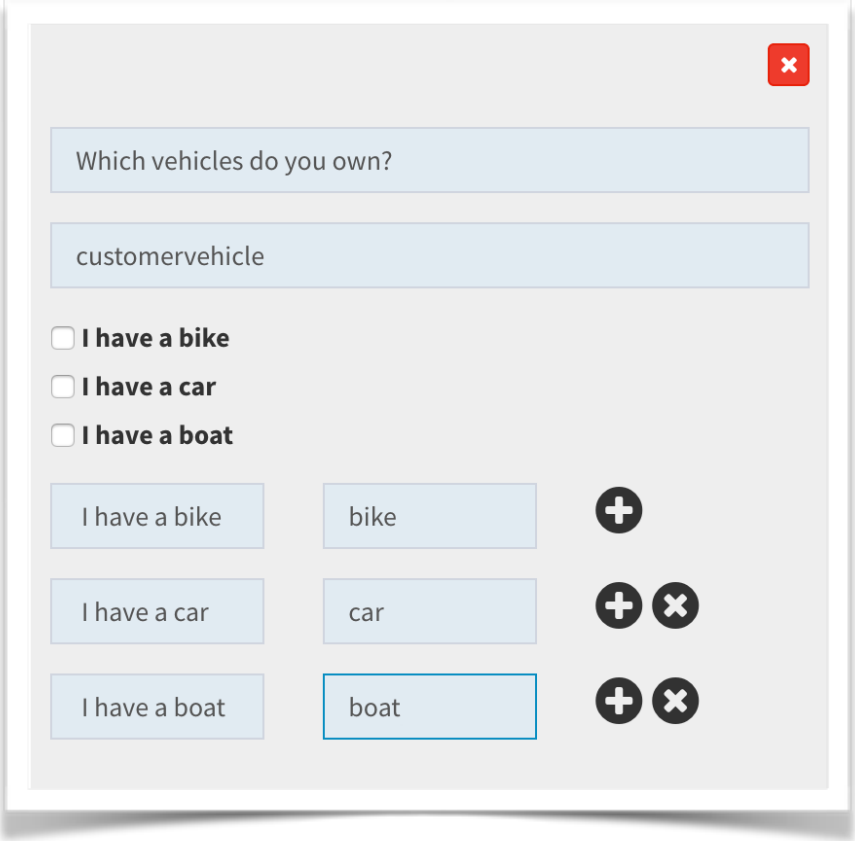
Value: Enter the option value to be identified with Identifier later. (This is hidden for users)

Once you fill as above, the final output will be as shown in the picture below.



Checkbox Button Field:

The <input type="**checkbox**"> defines a **checkbox**. The **checkbox** is shown as a square box that is ticked (checked) when activated. **Checkboxes** are used to let a user select one or more options of a limited number of choices.



Label: Enter the Label Name, **For Example: Which vehicles do you own?**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customervehicle (Note: Do not give space or add special characters in this field)**

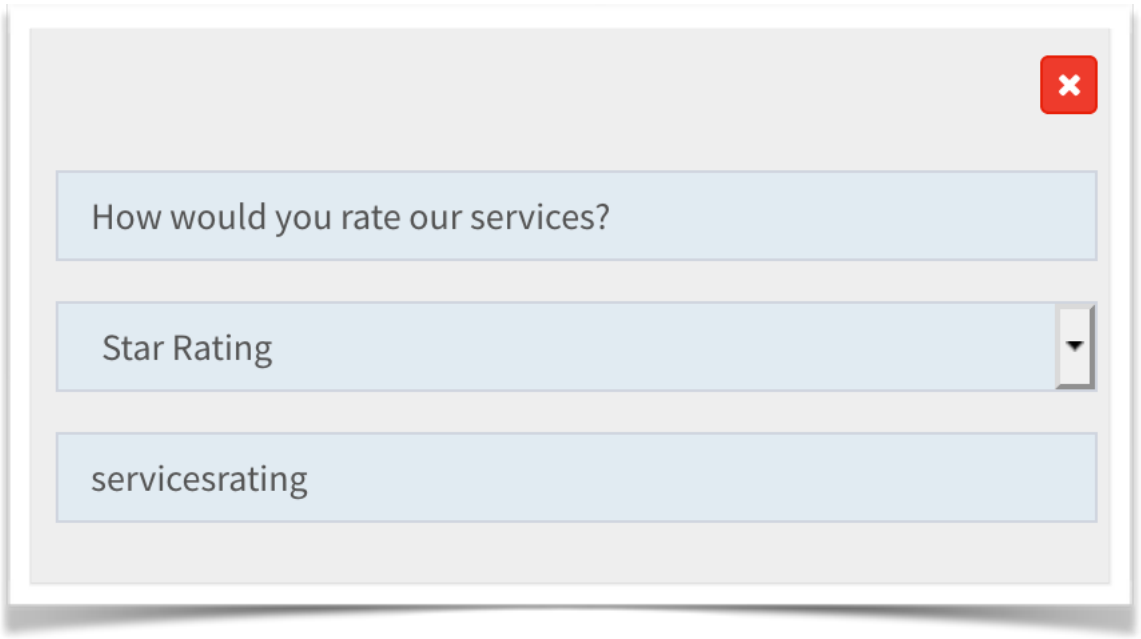
Option: Enter text which user will be shown with the checkbox to check.

Value: Enter the option value to be identified with Identifier later. (This is hidden for users)

Once you fill as above, the final output will be as shown in the picture below.

Rating Field:

A star rating is a rating question that lets people rate a product or service with a number of stars. The number of stars can vary from 5 to 10 stars. A star rating question is a type of rating question that allows users to rank attributes on a scale represented with stars, instead of radio buttons or checkboxes. A star rating can be used when asking for general opinions, emoji or smiley rating are more suitable when asking about emotions or sentiments.

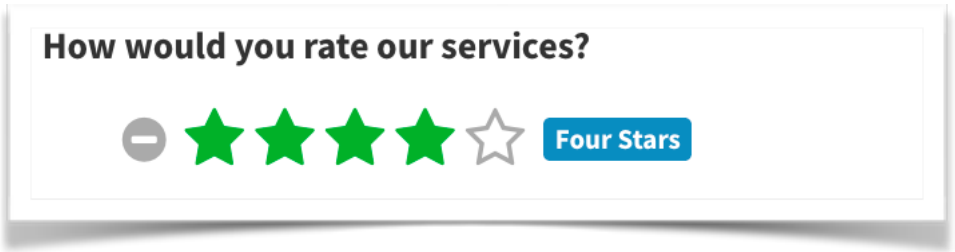


Label: Enter the Label Name, **For Example: How would you rate our services?**

Rating Type: Select the type of rating, Star or Happy Faces Rating.

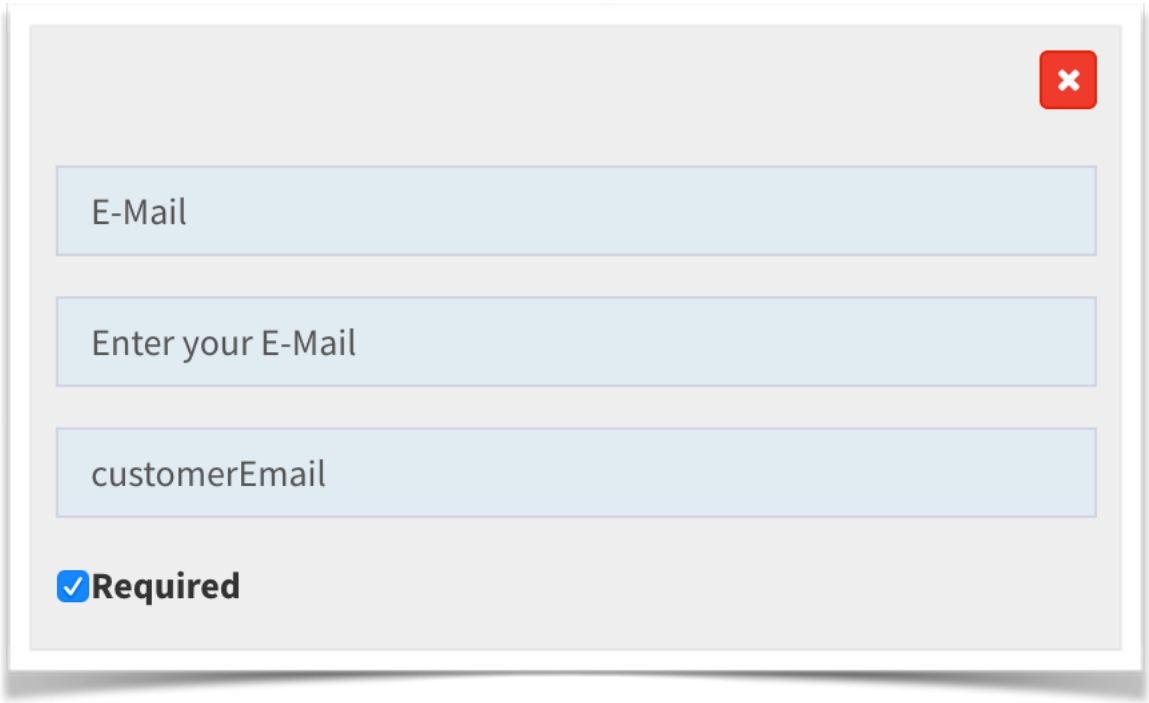
Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: servicesrating (Note: Do not give space or add special characters in this field)**

Once you fill as above, the final output will be as shown in the picture below.



E-Mail Field:

The <**input** type="**email**"> defines a **field** for an **e-mail** address. The **input** value is automatically validated to ensure it is a properly formatted **e-mail** address.



Label: Enter the Label Name, **For Example: Your E-Mail**

Placeholder: Enter help text for user to enter into the field box. **For Example: Enter your E-Mail.**

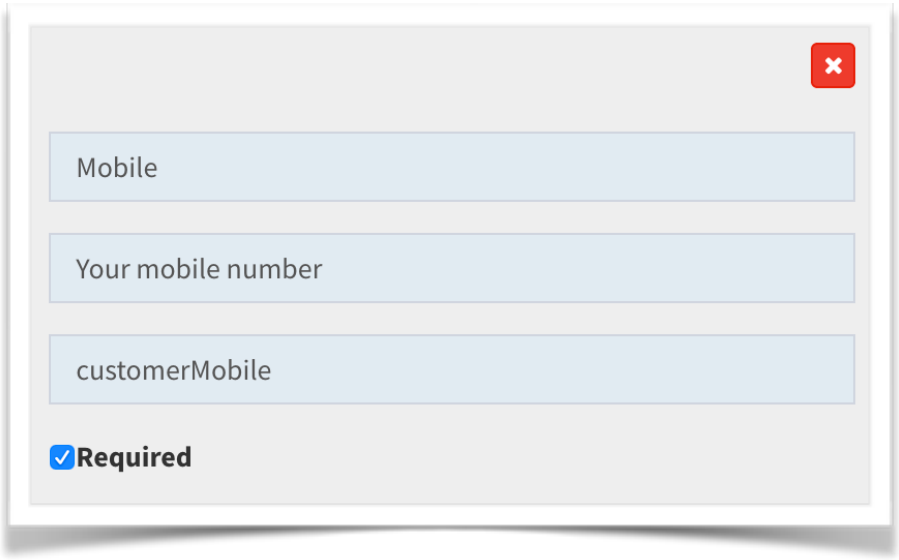
Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerEmail (Note: Do not give space or add special characters in this field)**

Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.

E-Mail Field:

The **input** element, having the "**number**" value in its type attribute, represents a **field** for a **number input**. In modern browsers **number fields** are usually represented by controls that enable users to change its value in a graphical way, instead of having to **input** it directly as a string.



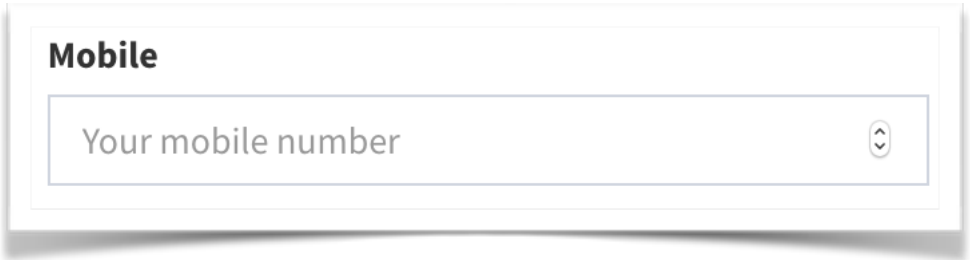
Label: Enter the Label Name, **For Example: Your Mobile**

Placeholder: Enter help text for user to enter into the field box. **For Example: Your mobile number.**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerMobile (Note: Do not give space or add special characters in this field)**

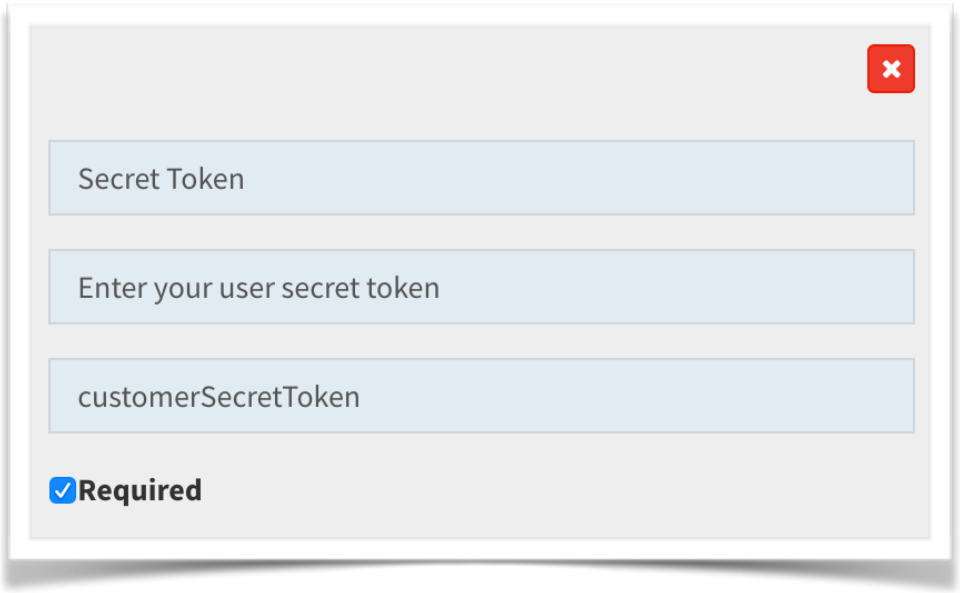
Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.



Password Field:

<**input**> elements of type **password** provide a way for the user to securely enter a **password**. The element is presented as a one-line plain text editor control in which the text is obscured so that it cannot be read, usually by replacing each character with a symbol such as the asterisk ("*") or a dot (“•").



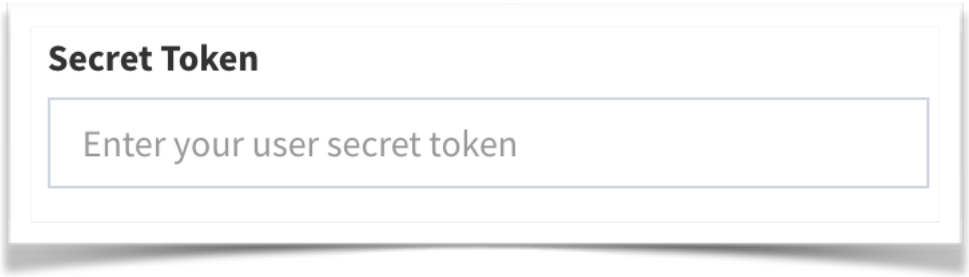
Label: Enter the Label Name, **For Example: Secret Token**

Placeholder: Enter help text for user to enter into the field box. **For Example: Enter your user secret token.**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerSecretToken (Note: Do not give space or add special characters in this field)**

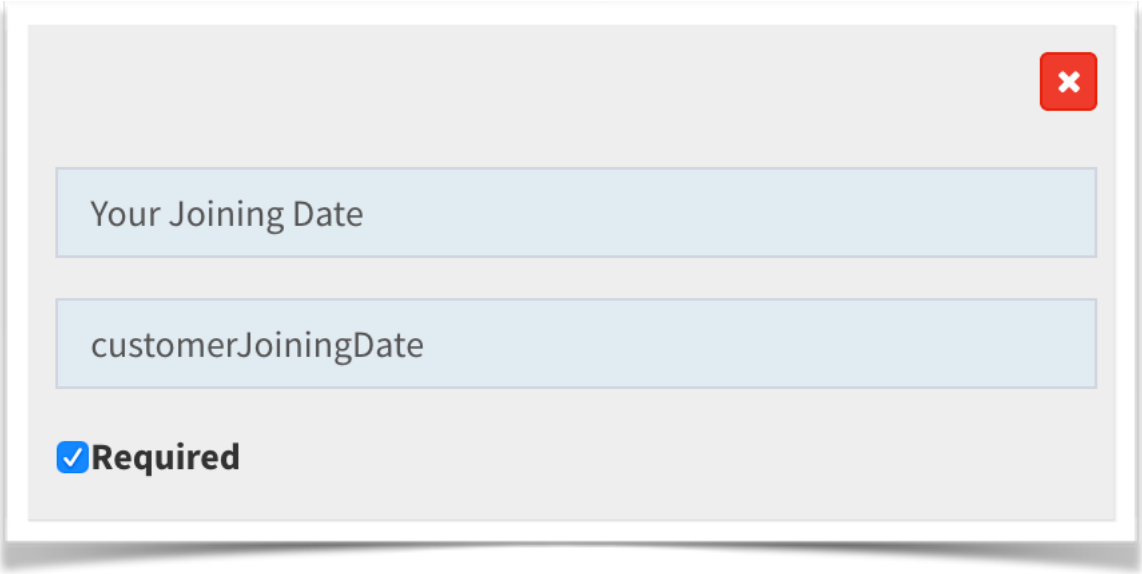
Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.



Date Field:

The input element, having the "**date**" value in its type attribute, represents a **field** for a **date** input. In modern browsers **date fields** are usually represented by controls that enable users to change its value in a graphical way (like, for example, a calendar), instead of having to input it directly as a string.



Label: Enter the Label Name, **For Example: Your Joining Date**

Identifier: Give a name for the field, so that we can identify later when the form gets submitted. **For Example: customerJoiningDate (Note: Do not give space or add special characters in this field)**

Required: Check required if you want users to fill the field compulsorily.

Once you fill as above, the final output will be as shown in the picture below.

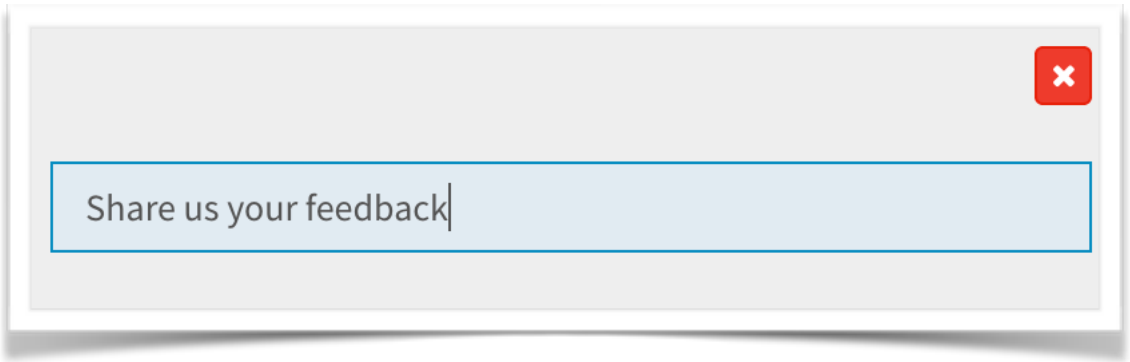
H1 Text Field:

H1 text act as big size title with in the form. You can convert any text to headline or title in bold and big texts.

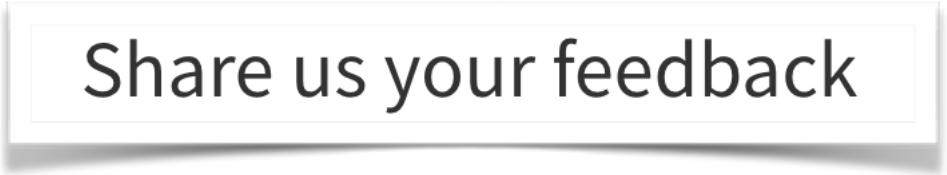
Once you fill as above, the final output will be as shown in the picture below.

H2 Text Field:

H2 text act as medium size title with in the form. You can convert any text to headline or title in medium text.

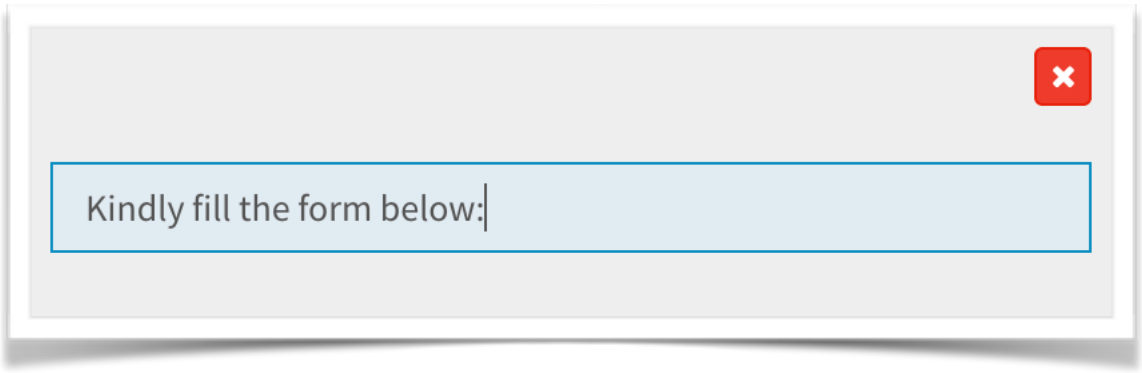


Once you fill as above, the final output will be as shown in the picture below.

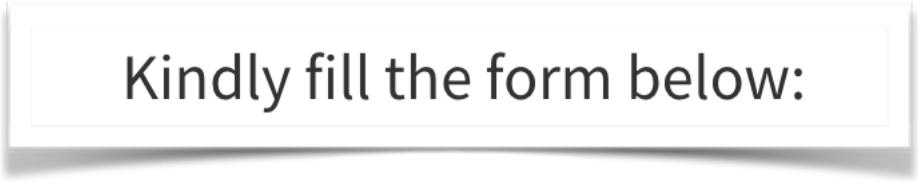


H3 Text Field:

H3 text act as small size title with in the form. You can convert any text to headline or title in small text.

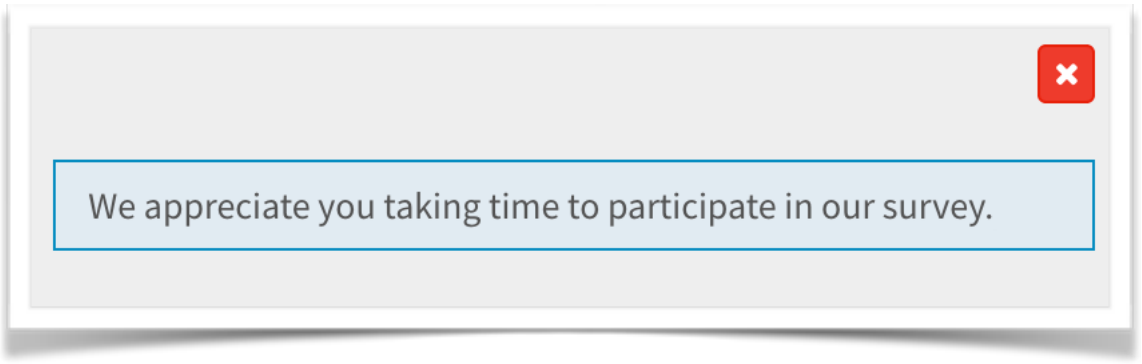


Once you fill as above, the final output will be as shown in the picture below.



Paragraph Text Field:

<p> element represents a **paragraph**. **Paragraphs** are usually represented in visual media as blocks of text separated from adjacent blocks by blank lines and/or first-line indentation.



Once you fill as above, the final output will be as shown in the picture below.

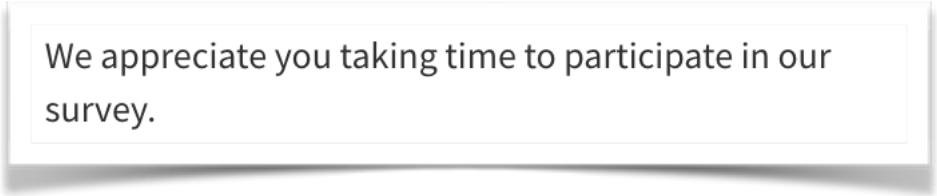


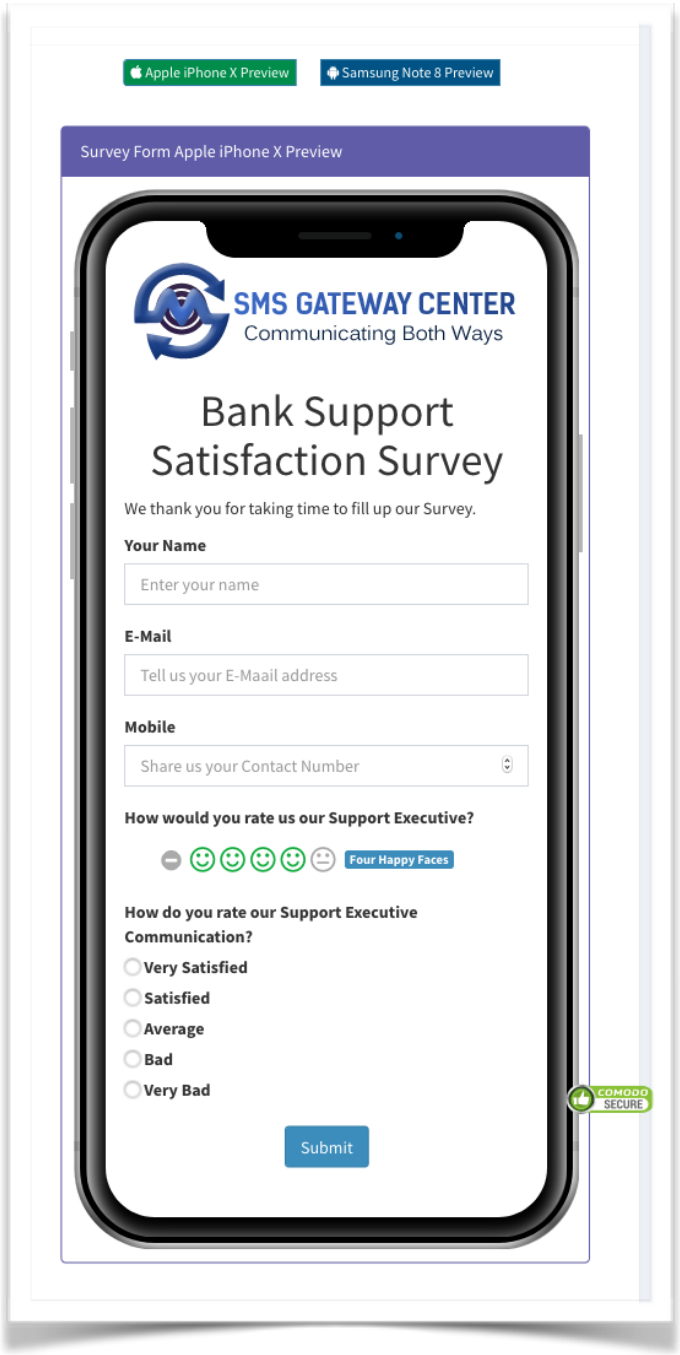
Image URL Text Field:

You can include any full path URL either uploaded on your server or any CDN servers. All you have to do us full path URL to display your images. You can use your logo and other representational images within the survey form.

Once you fill as above, the final output will be as shown in the picture below.

Preview Survey Form:

As you are generating form fields, you will be shown Live Preview in iPhone X and Note 8 device type. You can make adjustments as per the preview.



Save Survey Form:

Once all your required fields are generated, click on Save Changes. Upon submission, our moderation team will approve/reject your survey form within 24 to 48 hours.

Sending Survey SMS

Once your Survey form is approved by our moderation team, now you can go and run a SMS campaign and ask your customers or recipients to participate in the survey.

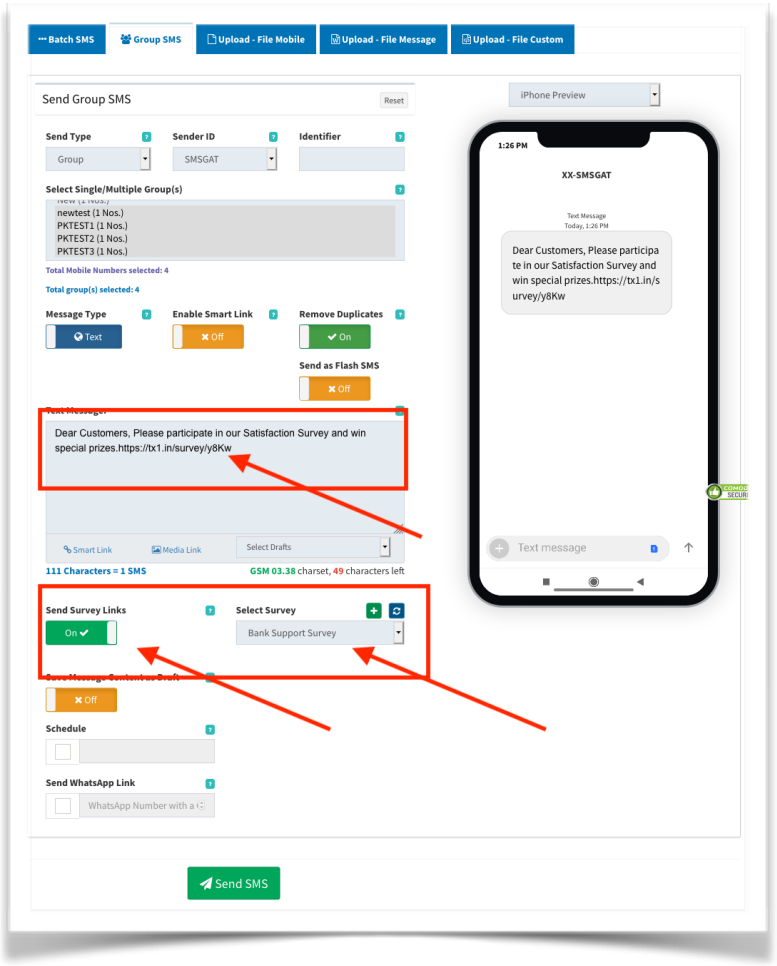
On the left sidebar Menu, Click on Send SMS.

Go to your respective tab to send out SMS campaign, such as Batch, Group, File Upload.

Enter your numbers or select your groups or upload contact file.

Enter the message content.

Now Toggle, **Send Survey Links**. All you approved forms will be shown within the dropdown as per your Survey Page Title. **Select the required Page Title**, the shareable survey link gets appended to your message content, hit on Send SMS Page.



Important Notes:

Survey form is directly NOT ACCESSIBLE with shareable survey link. To open the survey form, you need to send as Message and then the form will be opened using that link.

Survey forms are subject to approvals and SMS Gateway Center will not give reasons for rejections.

Once Survey goes live then you cannot edit the form after once you get even a single form submitted by your user.

Form Data Encryption: You could opt for form data encryption which will be stored on our server.

Maximum one shareable survey link will be converted within the SMS campaign.

Need More Help?

SMS Gateway Center
A Unit of Popular SoftTech and Marketing Private Limited
Address: 225 & 226, Ground Floor, Raghuleela Mega Mall, Boraspada Road, Kandivali West, Mumbai 400067, Maharashtra, India.
Website: https://www.smsgateway.center
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Phone: +912228657726
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WhatsApp: +919619141191
Mobile: +919930447726/+919619141191
Working Hours: Mon-Sun 24/7
Long/Lat: 19°12'47.9"N 72°50’57.5"E
Map: 6R7X+8P Mumbai, Maharashtra, India