



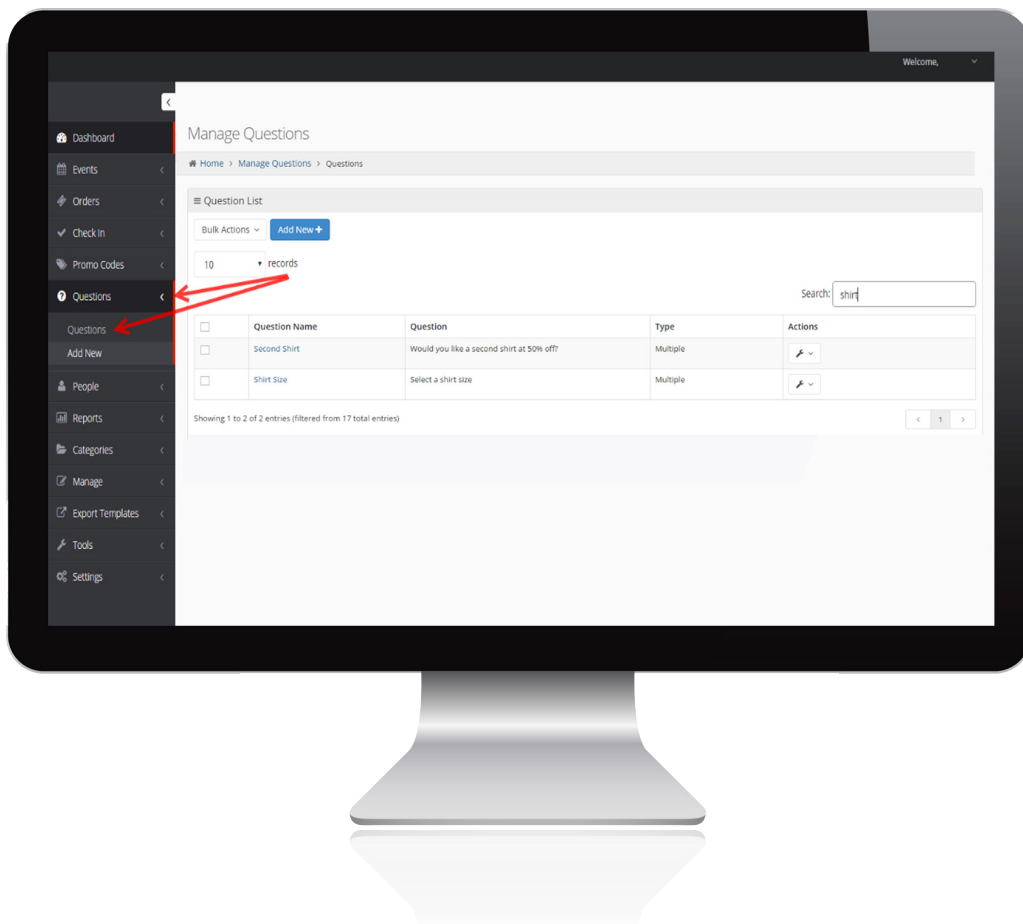
TICKETSOCKET S.O.P  
**CREATING A QUESTION**



## CREATING A QUESTION

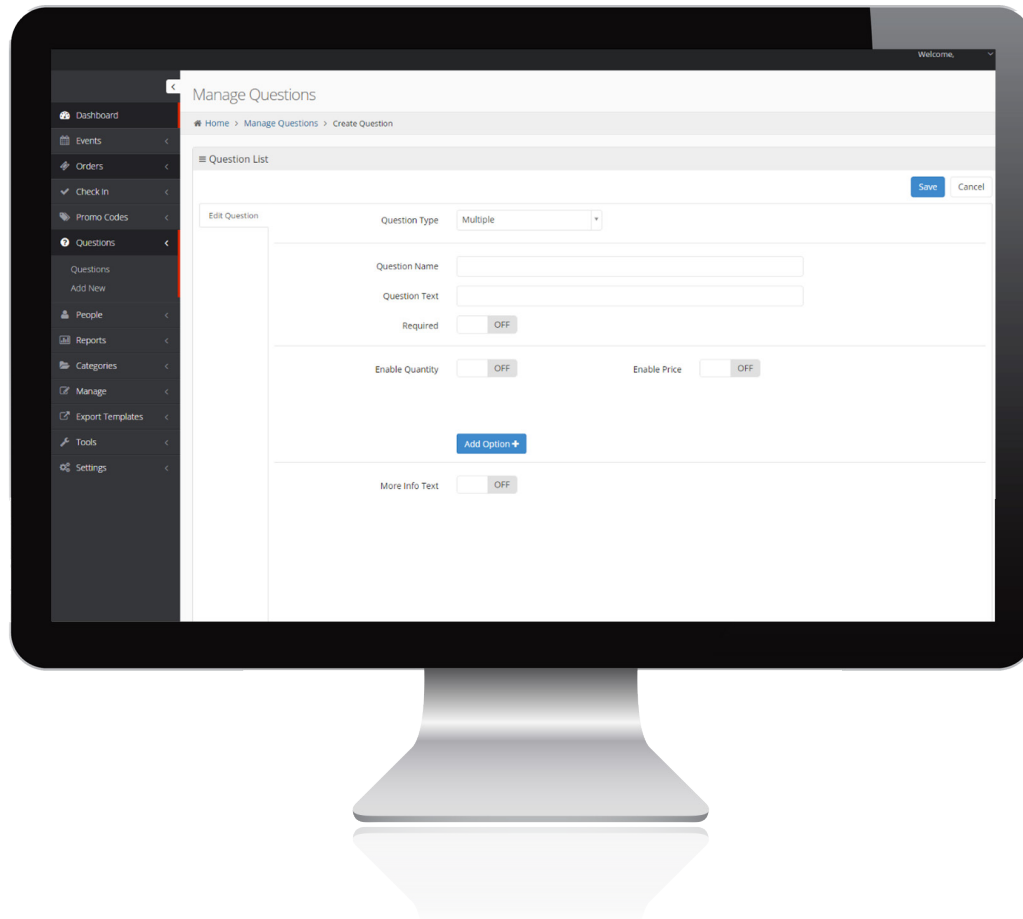
Creating a question will allow you to attach the created question to a ticket type or event. When a ticket type is purchased by a customer, they will be prompted with this question on the checkout page and in the form of a required question or a non-required question.

To create a question, first you'll want to navigate to **Questions > Questions on the left menu.**



Once you click this, you'll be taken to the Question Manager list page, where you can search, delete or add new questions.

To create a new question, click the “Add New” button, which will take you to the create/edit page with various options to control the different aspects of your question.



## SELECTING A QUESTION TYPE

Depending on that is selected from this dropdown, the form will require different fields to be filled out. I will split up each of the question types and their fields below.

### Multiple Choice Question Type

This question type will allow you to set a question with multiple options for the customer to choose from. Prices and quantity can also be selected for each of the multiple choice options individually.



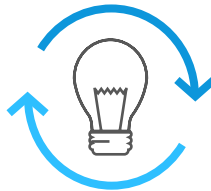
### **QUESTION NAME**

This is the name that will be displayed for admin purposes, such as searching the question list, or adding to an export profile. This should be a brief description of your question. For example, if you are asking “Please select a shirt size”, the Question Name could be “Shirt Size”.



### **QUESTION TEXT**

The text entered here is the text that will be shown to the customer on the checkout page. For example, if you enter “Please select a shirt size” the customer will see that text next to the dropdown for selecting their options.



### **REQUIRED**

If this is toggled on, customers will not be able to place their order without selecting one of the options for this question. If toggled off, customers will not need to select anything to place their order.



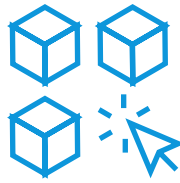
### **ENABLE QUANTITY**

When this is toggled on, a field will be displayed next to each of the multiple choice options allowing you to enter a quantity associated with that option. For example, if you were selling black hats and white hats, but you only had 100 white hats available, you would want to set your quantity to “100” for the “White hat” option. Once it was selected 100 times and purchased by customers, the option to purchase a white hat would no longer be available. Once the quantity goes under 100, the remaining quantity will be displayed to the customer on the checkout page.



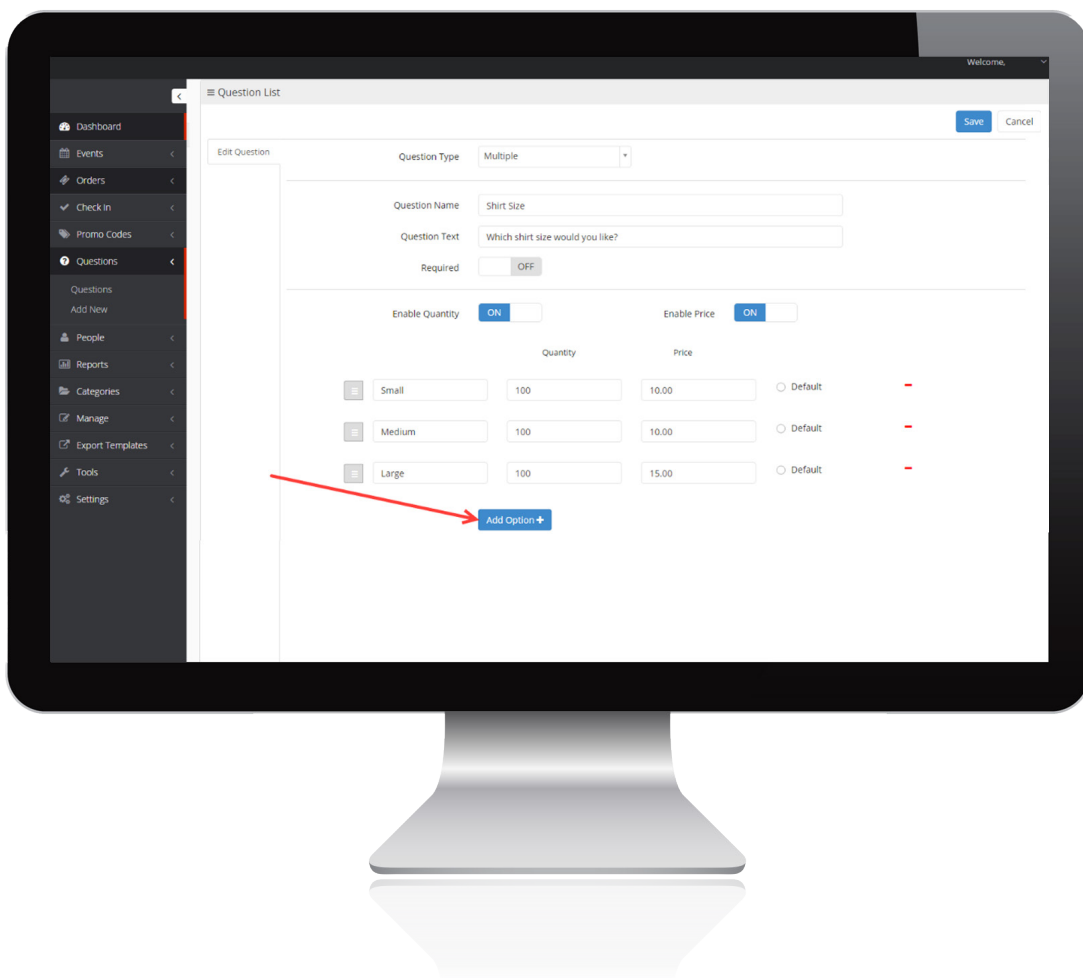
### **ENABLE PRICE**

When this is toggled on, a field will be displayed next to each of the multiple choice options allowing you to enter a price associated with that option. For example, if you wanted to charge an extra \$5.00 for an XXL shirt, you would enter “5” into that field. When the customer selected the option for XXL, they would see an additional \$5.00 next to the option, which would also be added to their cart total. Please be sure to only enter in numbers or decimals into this field or the price will not work correctly.

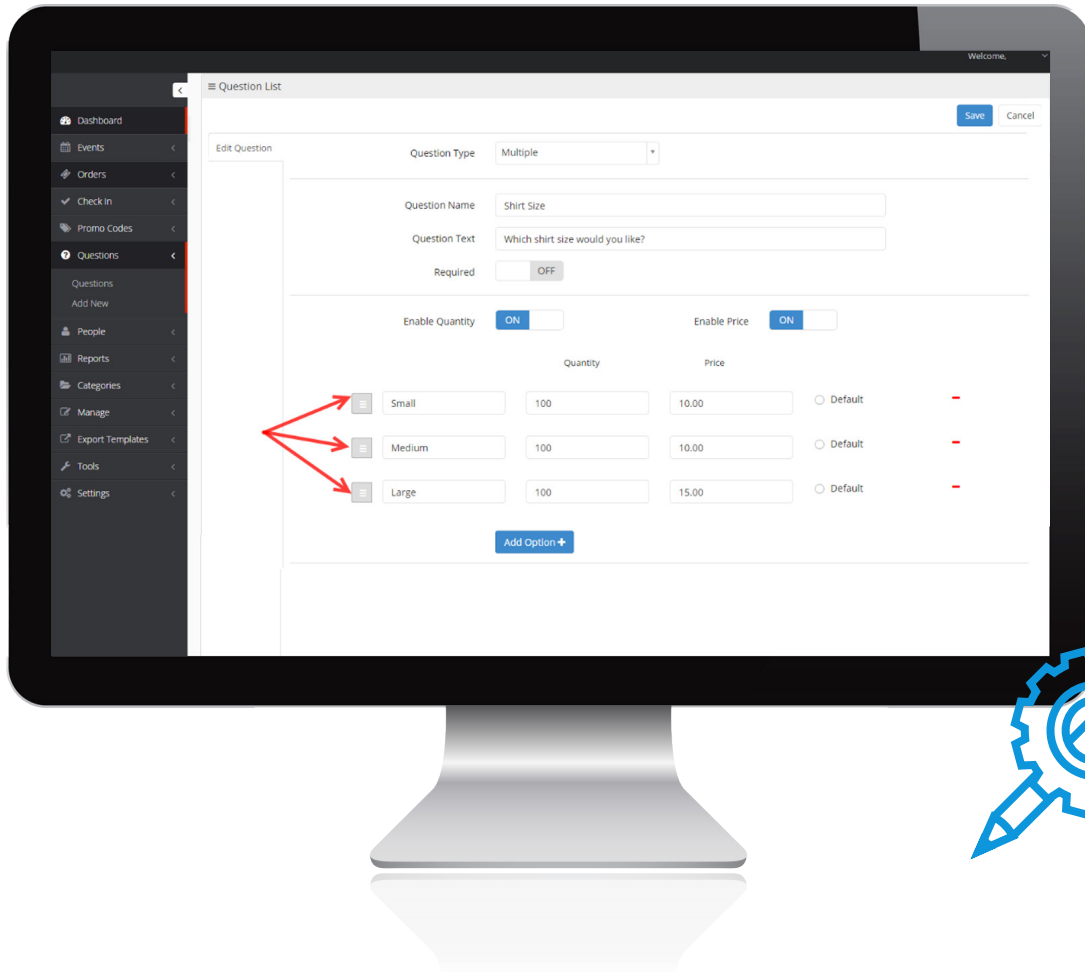


## MULTIPLE CHOICE OPTIONS

To create question options associated with your multiple choice question, you will first need to click the “Add Option” button



For each of the question options, you will be able to enter a Quantity, Price and whether or not that option will be the default selected option. The question options can also be reordered by dragging and dropping the icon to the left of each option.



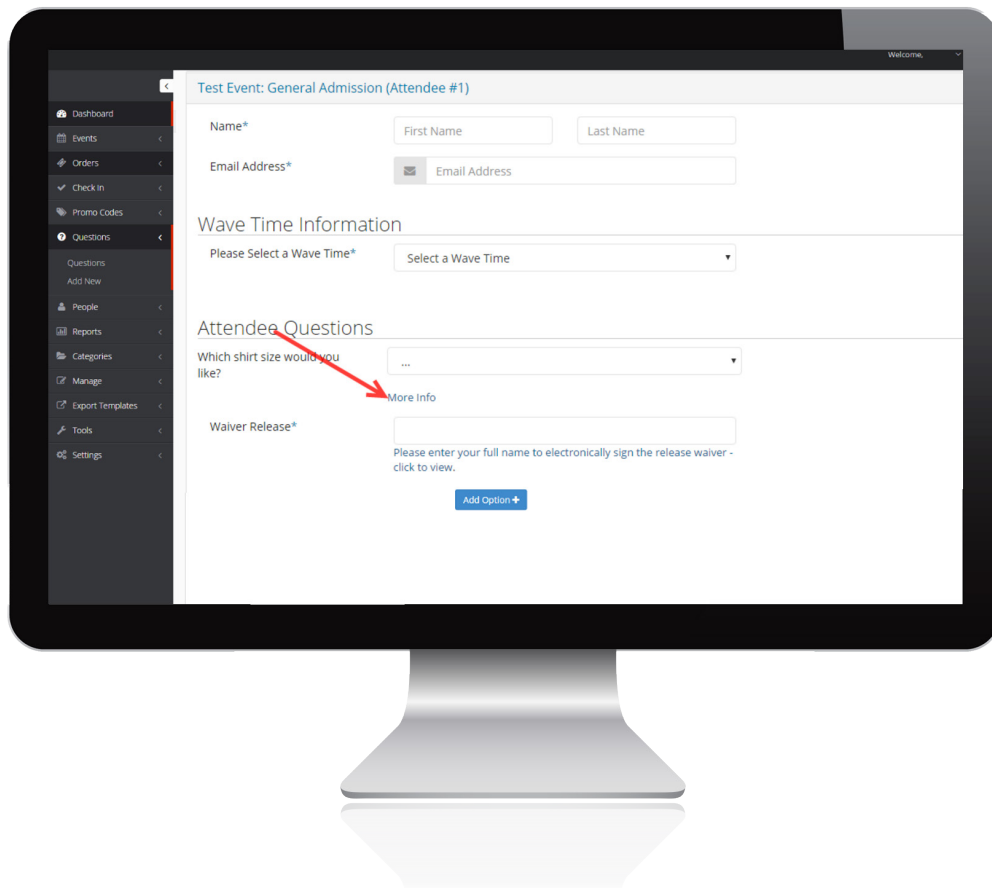
Question options can also be removed by clicking the red “-” icon to the right of each option.

### **MORE INFO TEXT**

When this setting is toggled “On” you are able to to enter additional text or images to better explain to the customer on the checkout page, and also decide if you would like this more info text to be expanded or collapsed by default by turning on/off the toggle for “Expand More Info Text by default”.



If this is not expanded by default it will show on the checkout like so:



When the “More Info” link is clicked, it will open a modal showing any text or images you’ve set for the question’s More Info Text.

If this is expanded by default, it will display on the checkout page like so, with the option of expanding or collapsing by clicking the “Show/Hide More Info” link:

Which shirt size would you like?

Show/Hide More Info  
This is the More Info Text!







## **TEXT QUESTION TYPE**

This question type will allow the customer to type in their own answer to the question being asked.

### **QUESTION NAME**

This is the name that will be displayed for admin purposes, such as searching the question list, or adding to an export profile. This should be a brief description of your question. For example, if you are asking “Where did you hear about us?”, the Question Name could be “Hear About”.

### **QUESTION TEXT**

The text entered here is the text that will be shown to the customer on the checkout page. For example, if you enter “Where did you hear about us?” the customer will see that text next to the field where they type their answer for the question.

### **REQUIRED**

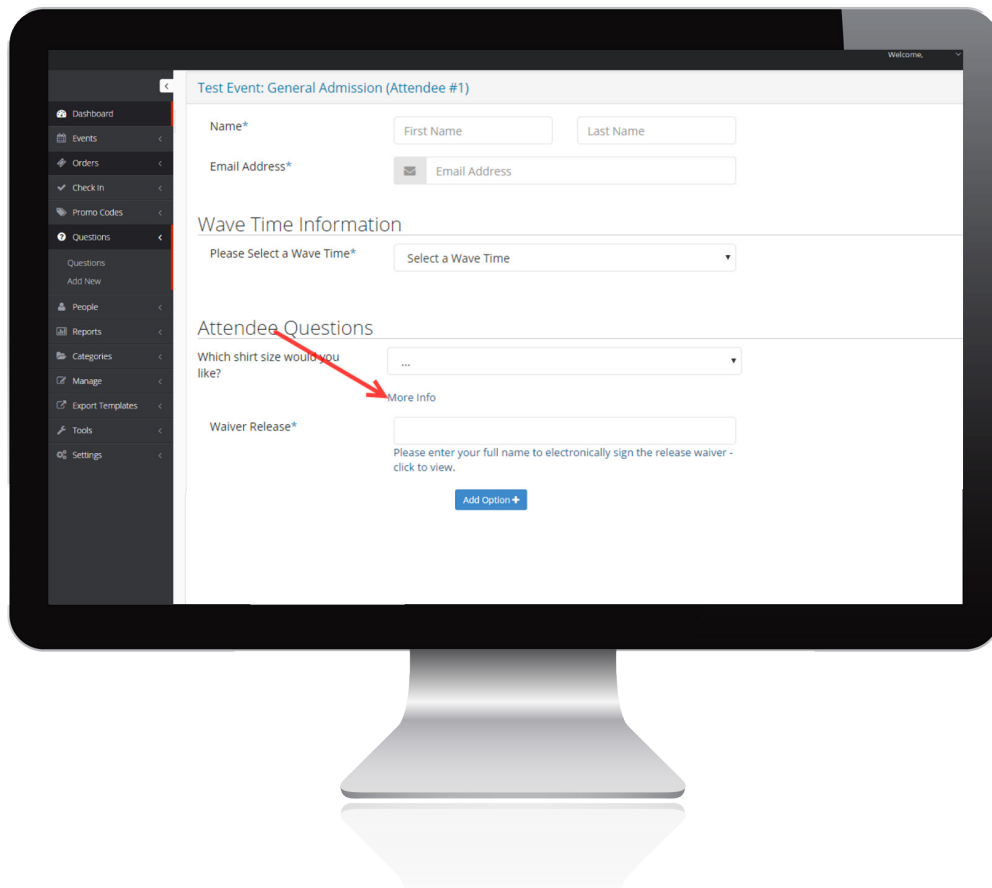
If this is toggled on, customers will not be able to place their order without entering an answer for this question on the checkout page. If toggled off, customers will not need to enter an answer to place their order.

### **MORE INFO TEXT**

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Which shirt size would you like?

Show/Hide More Info  
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## **CHECKBOX QUESTION TYPE**

This question type will allow you to ask a question with a simple checkbox for the customer to check or not check.

### **QUESTION NAME**

This is the name that will be displayed for admin purposes, such as searching the question list, or adding to an export profile. This should be a brief description of your question. For example, if you are entering “I would like to receive weekly updates about this event”, the Question Name could be “Weekly Updates”.

### **QUESTION TEXT**

The text entered here is the text that will be shown to the customer on the checkout page. For example, if you enter “I would like to receive weekly updates about this event” the customer will see that text next to the checkbox for the question.

### **REQUIRED**

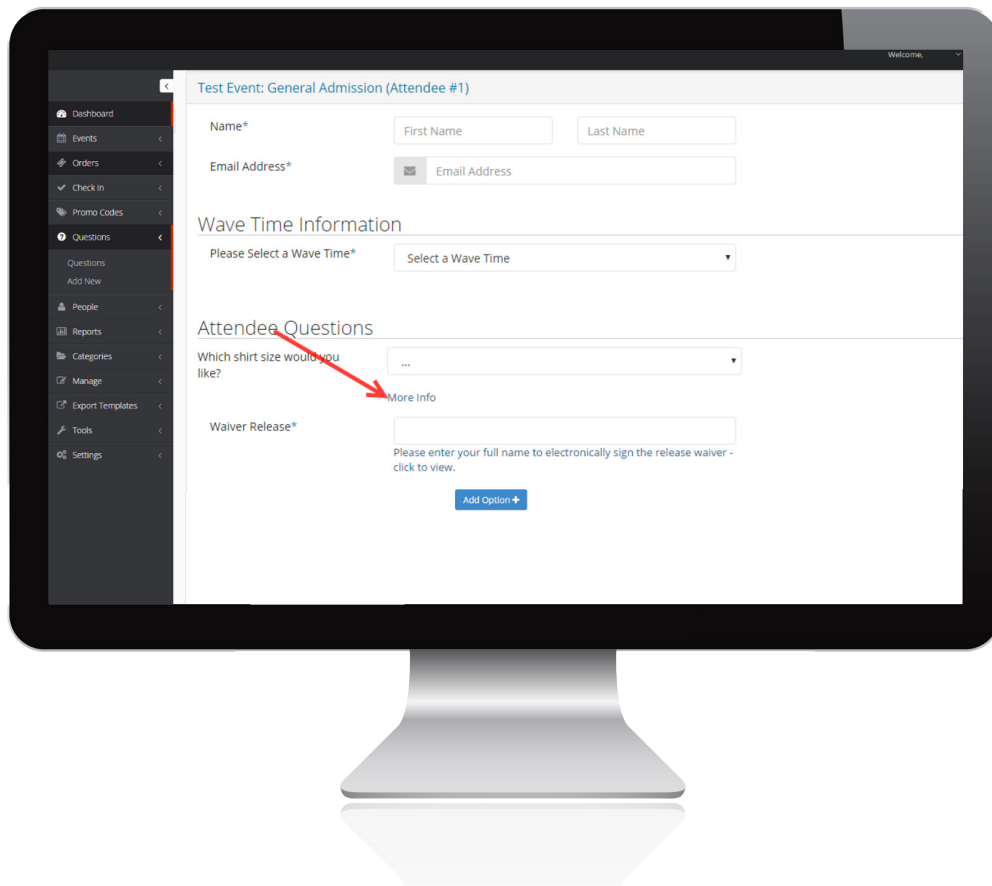
If this is toggled on, customers will not be able to place their order without checking the box for this question on the checkout page. If toggled off, customers will not need to check the box to place their order

### **MORE INFO TEXT**

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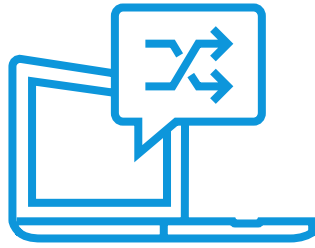
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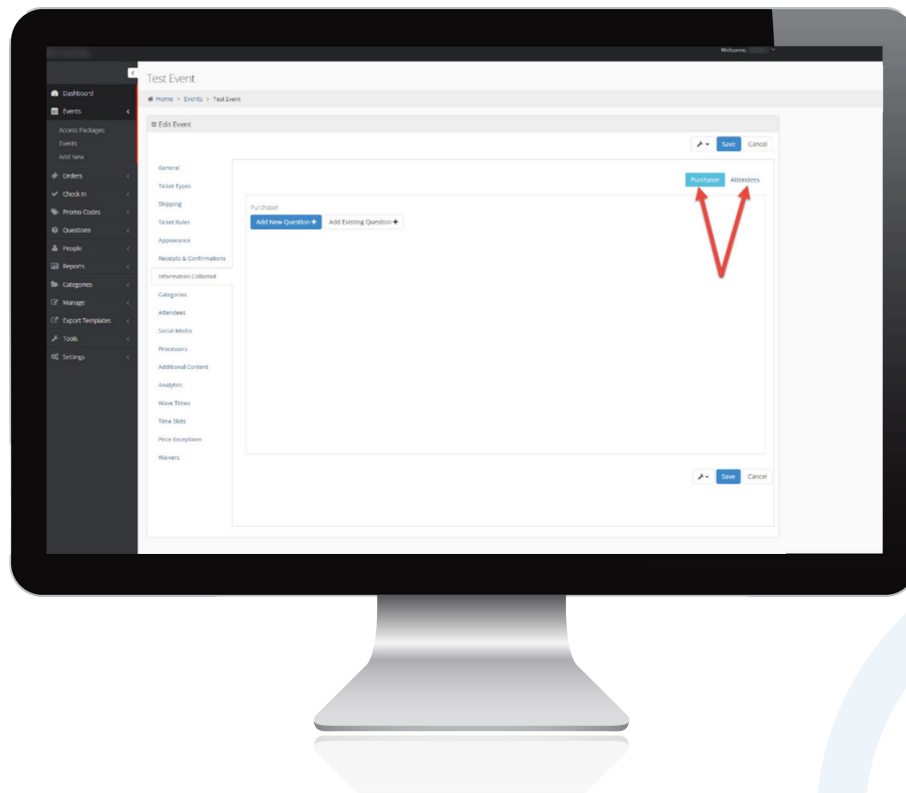




## ATTACHING QUESTIONS TO TICKET TYPES OR EVENTS

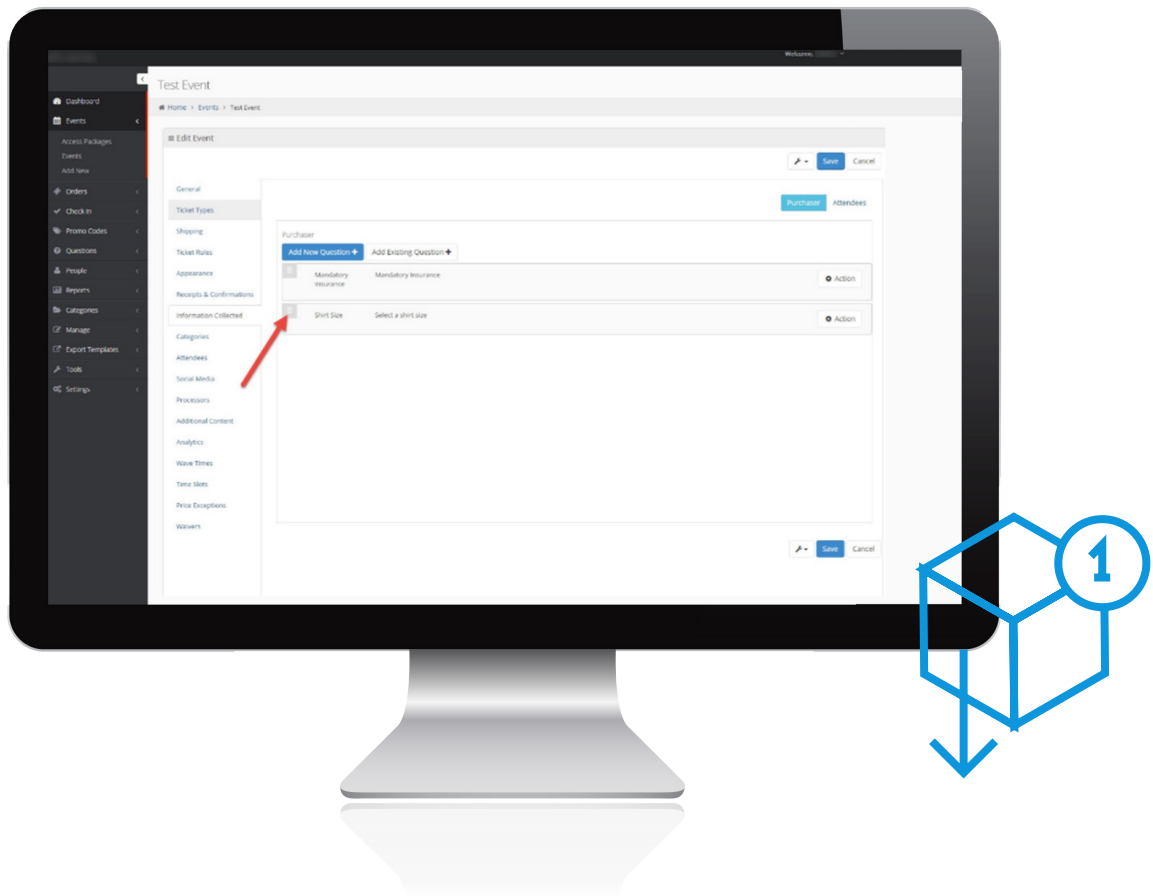
After creating your questions, they can be added to ticket types or events on the Information Collected tab of the Edit Event page.

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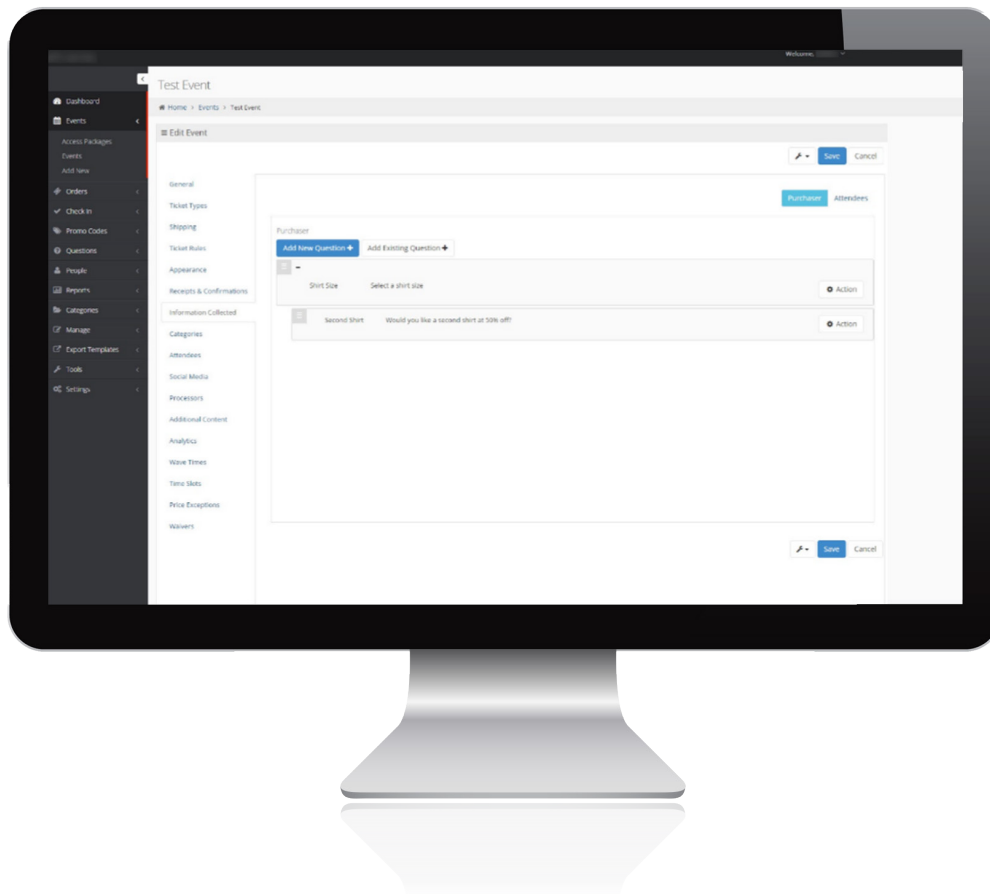




If you have added multiple questions, you can then change the order in which they appear by clicking the icon to the top left of that added question, then dragging and dropping above or below other questions.



In addition to reordering the questions, you can set Conditional Questions by dragging a question below and to the right of another question.



I will refer to the top question as the Parent Question and the bottom questions as Child Questions. (Please note that in order to set conditional questions, the Parent Question must be a Multiple Choice question type.)

After you have dragged the Child Question into the appropriate position, you can click the Action menu for that Child Question and select Set Conditionals. Upon clicking this, you will be displayed a modal where you can pick the options from your Parent Question. If an option is set as a conditional answer, if that option is selected by the customer on the checkout page, it will then display the child question.

For example, with the Shirt Size question, you could select all of the shirt sizes as conditional answers, which would then show the question “Would you like a second shirt at 50% off?”. If they selected the “No thanks!” option, it would then not display the second shirt question.

If you are adding Attendee Questions, they work the same way that I’ve explained above, except that you must first select a ticket type to attach the questions to.



If you have any additional questions, please visit [support.ticketsocket.com](https://support.ticketsocket.com). If our support knowledge-base doesn't answer your questions, you can submit a support ticket [here!](#)

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