

# 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 nonrequired question.

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

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🛗 Events 🛛 <	# Home >	Manage Questions > Questions				
4 Orders <	≡ Questi	on List				
✔ Check In 〈	Bulk Act	tions 🗸 Add New 🕇				
Promo Codes <	10	<ul> <li>records</li> </ul>				
Questions <					Search: shirt	
Questions		Question Name	Question	Туре	Actions	
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🛔 People 🧹 🤇		Shirt Size	Select a shirt size	Multiple	¥ ~	
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𝗭 Manage <						
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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.

Dashboard     Events <	🐗 Home > Mana	ge Questions > Create Question					
Orders	≡ Question List						
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## **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

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<	Edit Question	Ouestion Type	Mult	tiple	¥			
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<		Question Name	Shir	t Size				
<		Question Text	Wh	ich shirt size would you like?				
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		Enable Quantity	ON		Enable Price	ON		
				Quantity	Price			
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	<ul> <li></li> <li><td></td><td>Coesion type Coesion Name Question Name Question Name Question Name Question Name Coesion Name Question Name Coesion Nam</td><td>Cuestion Text When Required Cuestion Text When Required Cuestion Text Cu</td><td>C Question Name Shirt Size Question Name Shirt Size Question Text Which shirt size would you like? Required OFF Enable Quantity ON Quantity Quantity C Small 100 C Medium 100 C Large 100</td><td>Question Type     miduple       Question Name     Shirt Size       Question Text     Which shirt Size would you like?       Question Text     Which shirt Size would you like?       Required     OFF       Enable Quantity     ON       Enable Quantity     ON       Enable Quantity     Price       Quantity     Price       Quantity     Price       Quantity     Itol       Itol     10.00       Itol     10.00       Itol     10.00       Itol     15.00</td><td>C Question Name Shirt Size Question Name Shirt Size Question Text Vhich shirt size would you like?  Required OFF  Enable Quantity ON Enable Price ON  Quantity Price  Small 100 10.00 O Default  Medium 100 10.00 O Default  Large 100 15.00 O Default</td><td>Question Name     Shirt Size       Question Text     Which shirt size would you like?       Required     Off       Enable Quantity     M       Enable Quantity     Price       Quantity     Price       Image     100       Image     100       Image     100       Image     100       Image     100</td></li></ul>		Coesion type Coesion Name Question Name Question Name Question Name Question Name Coesion Name Question Name Coesion Nam	Cuestion Text When Required Cuestion Text When Required Cuestion Text Cu	C Question Name Shirt Size Question Name Shirt Size Question Text Which shirt size would you like? Required OFF Enable Quantity ON Quantity Quantity C Small 100 C Medium 100 C Large 100	Question Type     miduple       Question Name     Shirt Size       Question Text     Which shirt Size would you like?       Question Text     Which shirt Size would you like?       Required     OFF       Enable Quantity     ON       Enable Quantity     ON       Enable Quantity     Price       Quantity     Price       Quantity     Price       Quantity     Itol       Itol     10.00       Itol     10.00       Itol     10.00       Itol     15.00	C Question Name Shirt Size Question Name Shirt Size Question Text Vhich shirt size would you like?  Required OFF  Enable Quantity ON Enable Price ON  Quantity Price  Small 100 10.00 O Default  Medium 100 10.00 O Default  Large 100 15.00 O Default	Question Name     Shirt Size       Question Text     Which shirt size would you like?       Required     Off       Enable Quantity     M       Enable Quantity     Price       Quantity     Price       Image     100       Image     100       Image     100       Image     100       Image     100

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.

Dashboard	≡ Question List							Save	e Cancel	
Events <	Edit Question		Question Type	Multi	iple	¥				
Check In <			Question Name	Chief	t Size				_	
Promo Codes      <										
Questions <			Question Text	Whic	ch shirt size would you like?					
Questions			Required		OFF					
Add New			Enable Quantity	ON		Enable Price	ON			
People <										
Reports < Categories <					Quantity	Price				
Manage <		s s	mall		100	10.00	O Default	-		
Export Templates <	<						O Default	_		
Tools <			1edium		100	10.00	Oberdak			
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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:

Dashboard	
Events <	First Name         Last Name
Orders < Email Address*	Email Address
Check In <	
Promo codes < Wave Time Informa	tion
Questions   Please Select a Wave Time*	
Questions Add New	Select a Wave Time
People <	
Reports < Attendee Questions	5
Categories < Which shirt size would you	· •
Manage < like?	
Export Templates <	More Info
Tools < Waiver Release*	
Settings <	Please enter your full name to electronically sign the release waiver - click to view.
	Add Option +

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!	

Г	

## **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**

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:

Dashboard	
Events <	First Name         Last Name
Orders < Email Address*	Email Address
Check In <	
Promo codes < Wave Time Informa	tion
Questions   Please Select a Wave Time*	
Questions Add New	Select a Wave Time
People <	
Reports < Attendee Questions	5
Categories < Which shirt size would you	· •
Manage < like?	
Export Templates <	More Info
Tools < Waiver Release*	
Settings <	Please enter your full name to electronically sign the release waiver - click to view.
	Add Option +

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!	



## **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

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:

Test Event: General Admiss	lon (Attendee #1)
B Dashboard Name* Events	First Name Last Name
Crders      Email Address*	Email Address
Check in <	Email Address
Promo Codes <	
Questions Vave Time Information	ation
Questions Please Select a Wave Time*	Select a Wave Time
Add New	
Reports < Attendee Question	1C
Categories < Which shirt size would you like?	···· ·
r Manage < ै Export Templates <	More Info
• Tools < Waiver Release*	
ŝ Settings	Please enter your full name to electronically sign the release waiver -
e secures (	click to view.
	Add Option +

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!



# 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.

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





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.

Cashboard	Test Event				
Events <	# Home > Events > Test Event				
Access Packages	Edit Event				
Events Add New				J+ Seve €	ancel
🕈 Orders 🧠	General				
🛩 Check in 🧹 🤇	Ticket Types			Purchaser Attende	45
Se Promo Codes 🧹	Shipping	Purchaser			
Questions	Ticket Rules	Add New Question +	Add Existing Question +		
🛔 People 🧠 🤇	Appearance	Mandatory	Mandatory Insurance	Action	
🖬 Reports 💦 c	Receipts & Confirmations	insurance		• Action	
Se Categories <	Information Collected	Shirt Size	Select a shirt size	O Action	
Cill Manage c	Categories	1		<b>G</b> Action	
C Export Templates <	Attendees				
🖋 Tools  🤆	Social Media				
06 Settings <	Processors				
	Additional Content				
	Analytics				
	Wave Times				
	Time Slots				
	Price Exceptions				
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In addition to reordering the questions, you can set Conditional Questions by dragging a question below and to the right of another question.

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<	Test Event		
Dashboard	# Home > Events > Test Even		
Events <	Edit Event		
Access Packages Events			F - Seve Cancel
Add New			
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🗸 Checkin 🧠	Ticket Types		
Promo Codes <	Shipping	Purchaser	
Questions	Ticket Rules	Add New Question + Add Existing Question +	
🛔 People 🧠 🤇	Appearance	•	
Reports c	Receipts & Confirmations	Shirt Size Select a shirt size	Action
Se Categories <	Information Collected	Second Shirt Would you like a second shirt at 50% off?	O Action
Cil Manage <	Categories		<b>V</b> Action
C Export Templates <	Attendees		
JF Tools <	Social Media		
QC Settings <	Processors		
	Additional Content		
	Analytics		
	Wave Times		
	Time Slots		
	Price Exceptions		
	Walvers		
			F- Save Cancel

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.** If our support knowledge-base doesn't answer your questions, you can submit a support ticket <u>here</u>!

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