Canvas Widget

Custom visualization widget

User Story

As a CX manager, I want to create custom visualization in the CX dashboard, so that I can effectively present and explain the different insights, patterns and trends that are represented by the collected data.

Problem

More and more CX customers are requesting to present the collected data using different types of visualizations. These visualizations are not always possible using the out of the box widgets that we offer as part of the CX Dashboard.

It wouldn't make sense to build new widget types for these requirements as they are very specific / tailored to a certain customer and won't be useful to others.

Also, there a lot of these requirements and we don't won't a 100 different widget types.

Solution

We will add a single new widget type called the Canvas widget. Using this widget the we can build custom visualizations with HTML / JS. We will expose the data using a library of JS functions.

The required data can be extracted using these functions and then used to create charts and visualizations as per the customer's requirements. The data will adhere to the dashboard level filters. Thus we can meet most custom visualizations requirements without having to create multiple widget types.

Functions

```
function getResponses(filter)

Examples:

getResponses({questionID: [1234]})
getResponses({questionID: [1234,2345]})
getResponses({customVariables["Employee Name"]:["Sam","Ron"]})
getResponses({segementCode: ["S1"]})
getResponses({product: ["TV"]})
getResponses({productGroup: ["Electronics"]})
getResponses({questionID: [1234], segementCode: ["S1"],product: ["TV"]})
getResponses({isCompleted: true})
getResponses({dateRange:{start: "10/10/2020", end: "3/4/2021"}})
```

Functions

```
function getResponseCount(filter)

Examples:

getResponseCount({questionID: [1234]})
getResponseCount({customVariables["Employee Name"]:["Sam"]})
getResponseCount({segementCode: ["S1"]})
getResponseCount({product: ["TV"]})
getResponseCount({productGroup: ["Electronics"]})
getResponseCount({questionID: [1234], segementCode: ["S1"],product: ["TV"]})
getResponseCount({isCompleted: true})
getResponseCount({dateRange:{start: "10/10/2020", end: "3/4/2021"}})
```

Functions

```
function getAverageForQuestion(questionID,filter)

Examples:

getAverageForQuestion(1234,{})
getAverageForQuestion(1234,{customVariables["Employee Name"]:["Sam"]})
getAverageForQuestion(1234,{segmentCode: ["S1"]})
getAverageForQuestion(1234,{product: ["TV"]})
getAverageForQuestion(1234,{productGroup: ["Electronics"]})
getAverageForQuestion(1234,{questionID: [1234], segmentCode: ["S1"],product: ["TV"]})
getAverageForQuestion(1234,{isCompleted: true})
getAverageForQuestion(1234,{dateRange:{start: "10/10/2020", end: "3/4/2021"}})
```

Functions

```
function getAverageForCustomVariable(customVariable,filter)

Examples:

getAverageForCustomVariable("Product Cost",{})
getAverageForCustomVariable("custom1",{customVariables["Employee Name"]:["Sam"]})
getAverageForCustomVariable("Product Cost",{segmentCode: ["S1"]})
getAverageForCustomVariable("Product Cost",{product: ["TV"]})
getAverageForCustomVariable("Product Cost",{productGroup: ["Electronics"]})
getAverageForCustomVariable("Product Cost",{questionID: [1234], segmentCode: ["S1"],product: ["TV"]})
getAverageForCustomVariable("Product Cost",{isCompleted: true})
getAverageForCustomVariable("Product Cost",{dateRange:{start: "10/10/2020", end: "3/4/2021"}})
```

Functions

Min
```
getMinForQuestion(questionID,filter)
getMinForCustomVariable(customVariable,filter)
```

Display the minimum value response. This will always be the lowest point on your scale if you have a Multiple Choice question, whereas a question where respondents can enter values in will be less predictable

Max
```
getMaxForQuestion(questionID,filter)
getMaxForCustomVariable(customVariable,filter)
```

Display the maximum value response. This will always be the highest point on your scale if you have a Multiple Choice question, whereas a question where respondents can enter values in will be less predictable.

Net Promoter Score
```
getNPSForQuestion(questionID,filter)
```

This is a calculation of the Net Promoter Score. Although you can technically select this metric for other question types, this metric is best for when your survey actually contains an NPS® question.

Choice Count
```
getChoiceCount(questionID,answerID)
```

The number of times each choice was selected by respondents.

Sum
```
getSumForQuestion(questionID,filter)
getSumForCustomVariable(customVariable,filter)
```

The total sum of all the respondents' answers to the questions added together.

Percentage
```
getPercentageForQuestion(questionID,answerID,filter)
getPercentageForCustomVariable(customVariable,customVariableValue,filter)
```

The percentage of respondents who chose each choice.

CSAT Score
```
getCSATForQuestion(questionID,filter)
```

How to?

Add Widget

Select Canvas Widget
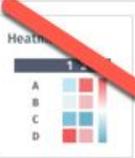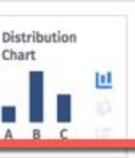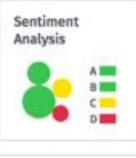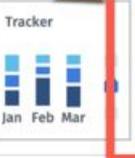
Add Widget

Edit Script   ✖

```
1   // Please use this div id i.e. CustomizedWidget36566 to populat
2
3   getNPSForQuestion(47693664,{product:["motox"]});
```

CLOSE   SAVE

Thank you!

#ft-relatedchannel