

# **Custom Metrics**

# **User Story**

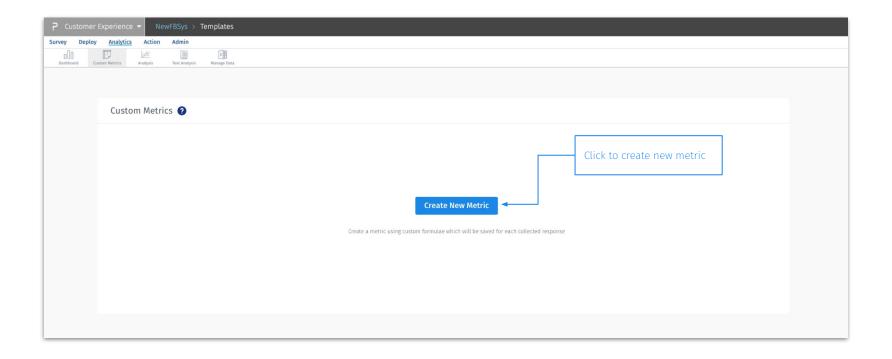
As a user I should be able to create metrics based on custom formulae using data collected per transaction, so that I can use them in further analysis.

# **Solution**

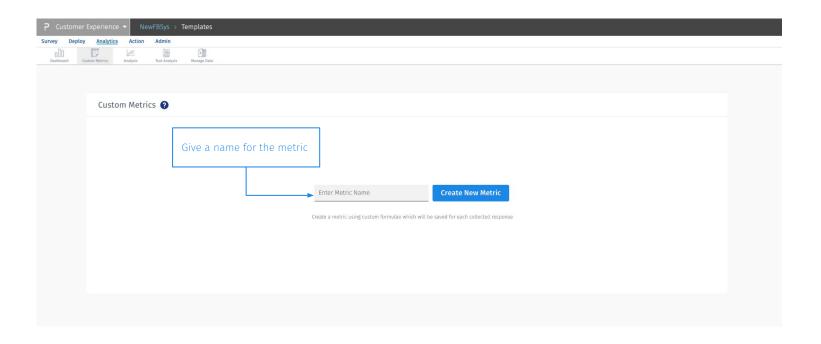
We will provide the user the option to create custom metrics using Javascript. These metrics will be saved on each response.

# **Screens**

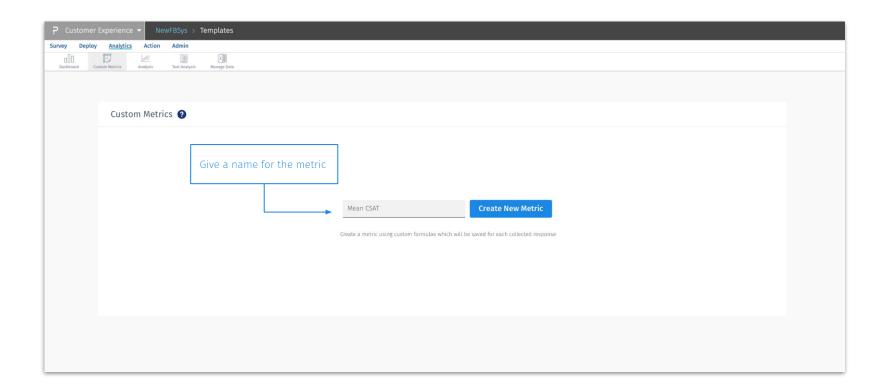
### **Create Metric**



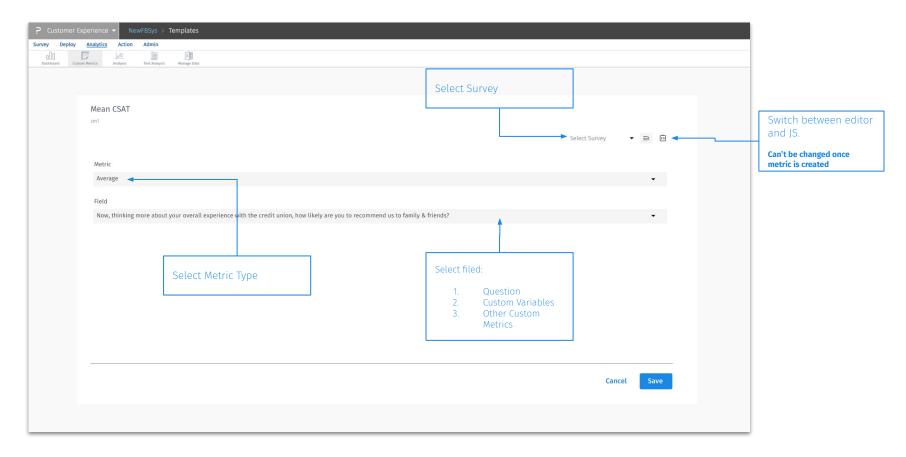
### **Create Metric**



### **Create Metric**



### **Edit Metric**



### **Metric Types**

#### Average

Display the average of the collected responses.

#### Min

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

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**

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.

#### **Response Count**

The number of people who responded to a question.

#### **Choice Count**

The number of times each choice was selected by respondents.

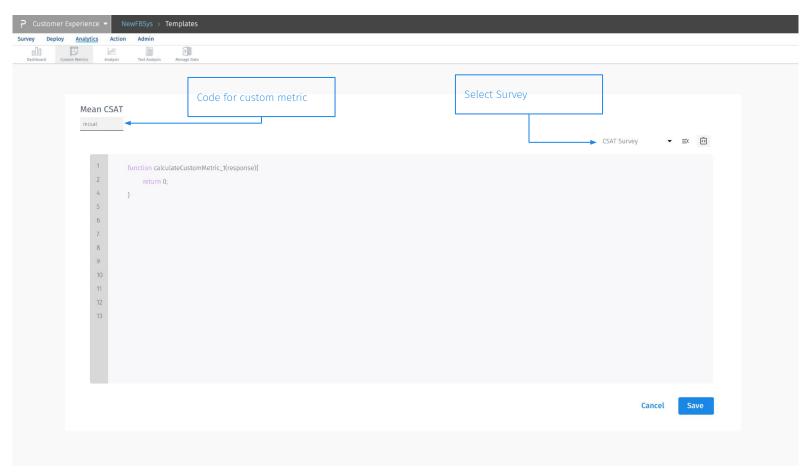
#### Sum

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

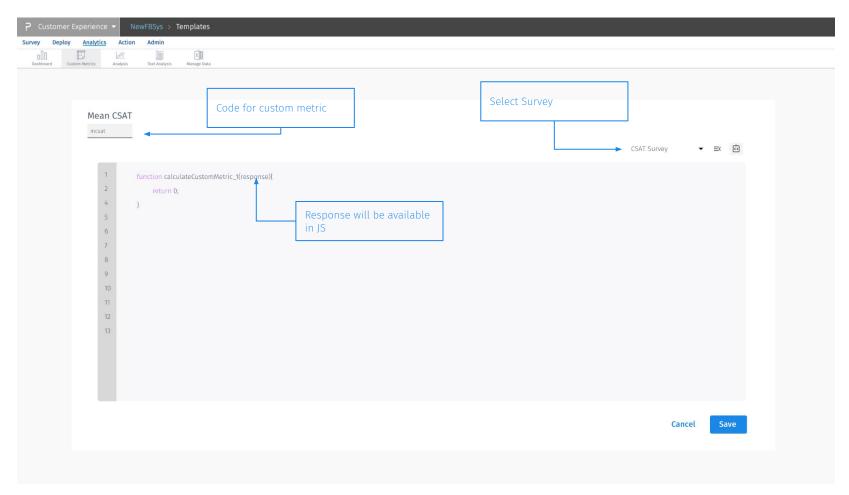
#### **CSAT Score**



### **Edit Metric**



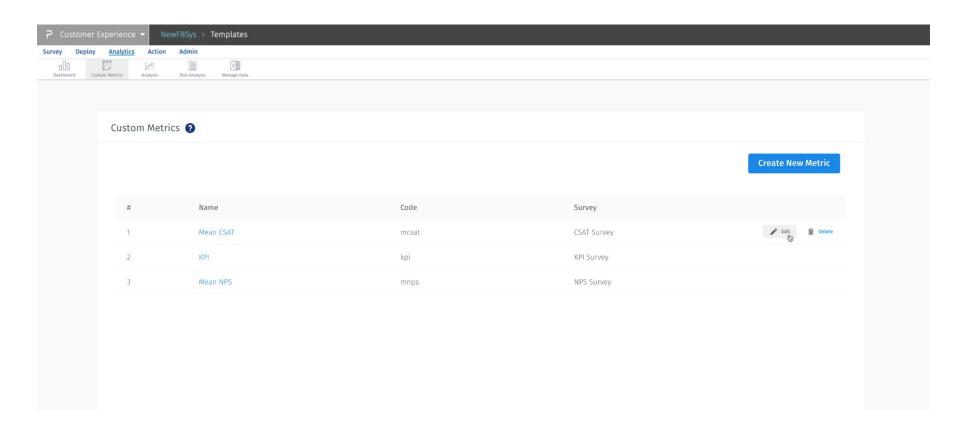
### **Edit Metric**



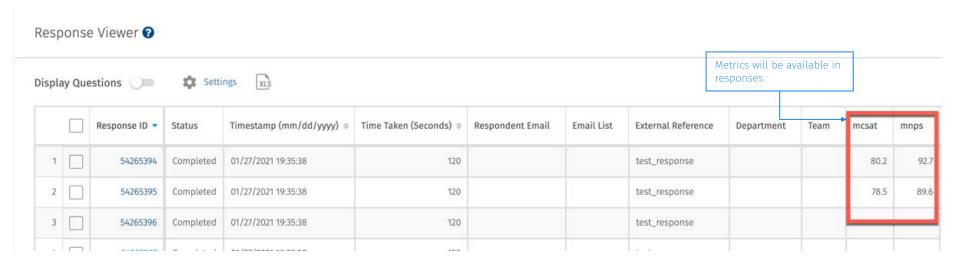
### Response Schema (ignore)

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        "type": "string"
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"custom2": {
            "type": "null"
          "custom3": {
            "type": "null"
         },
"custom4": {
```

### **List of Metrics**



### **Metrics in response**



# Thank you!

#ft-cx-custom-metric