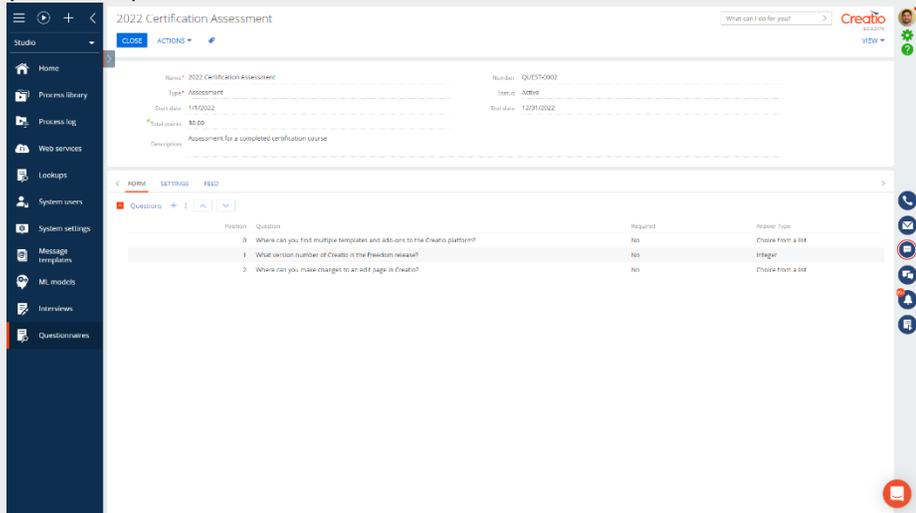


Summary information

Summary information for the training session and scripts	
Training Session	Learning how to use KeenQA
Creatio Product	Keen Survey Tool
Object(s)	Questionnaires and Interviews
Comments	Objective of this guide is for users to become familiar and comfortable with creating Questionnaires (which serve as a template) as the basis for Interviews (which are the answers or responses actually collected from a user)
Pre-requisites	For setting up questionnaires, users should be at the level of skill for a certified Creatio Analyst. For using questionnaires, users should be comfortable with standard Creatio functionality.

Script 1: Create a questionnaire

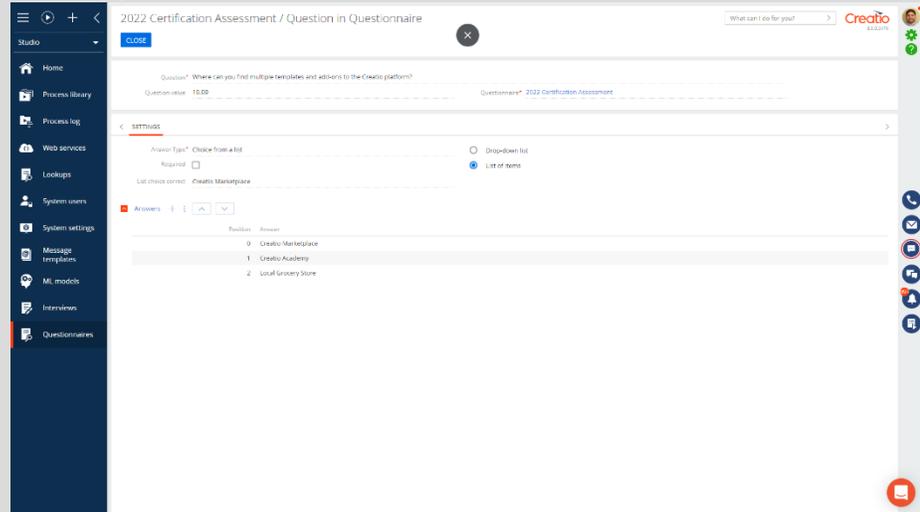
Step	Guidance
1. Create a questionnaire	Navigate to the Questionnaire section and click the New button to create a questionnaire. The questionnaire functions as the template for the answers or responses that you will collect from system users. You'll define questions and answers as to what the assessment, interview, survey, etc, should look like.
2. View the Questionnaire	Open the record and view the different tabs and details below. This will be your first questionnaire.



3. Add a question

Click the plus button and add a question to the questionnaire. If the desired question is not listed, click the new button at the top of the window.

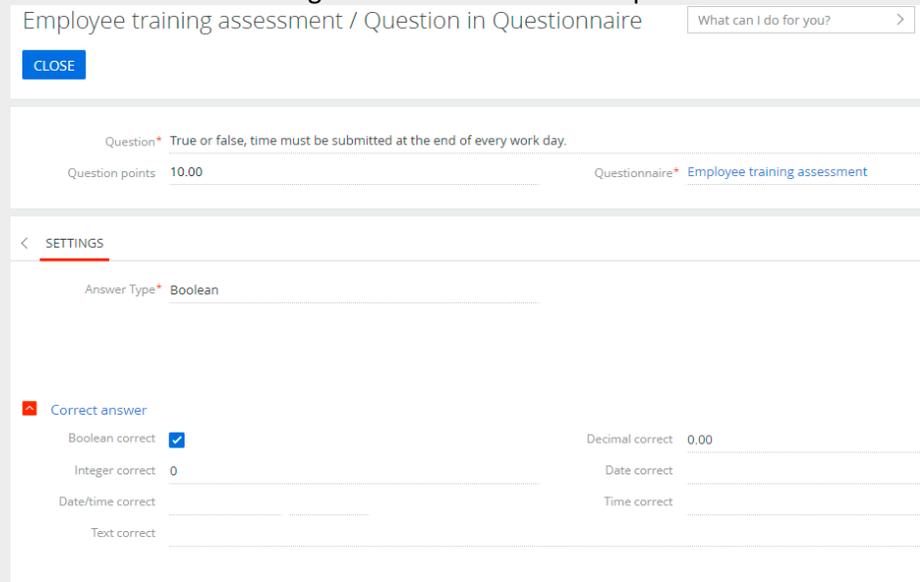
After you have chosen which question to add, a new page will open showing your chosen question and allowing you to select its type and correct answer(s).



Choose which type of question you would like this question to be. As you change the type, the fields below will change prompting the corresponding types of correct answers.

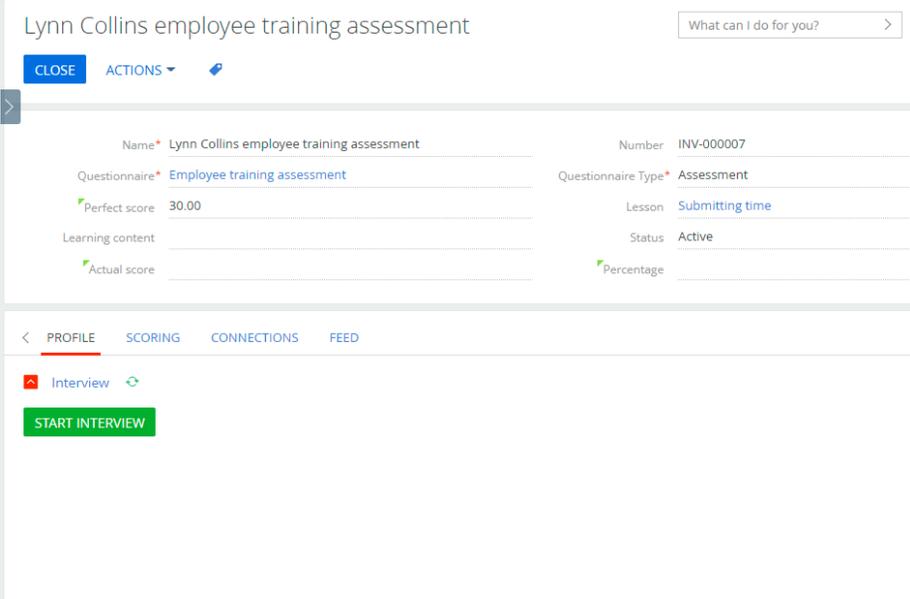
4. Define the correct answers

Once you have selected the type of question, be sure to fill it with what is considered the correct answer or answers. Each type of question can have a correct answer for scoring once the interview is completed.



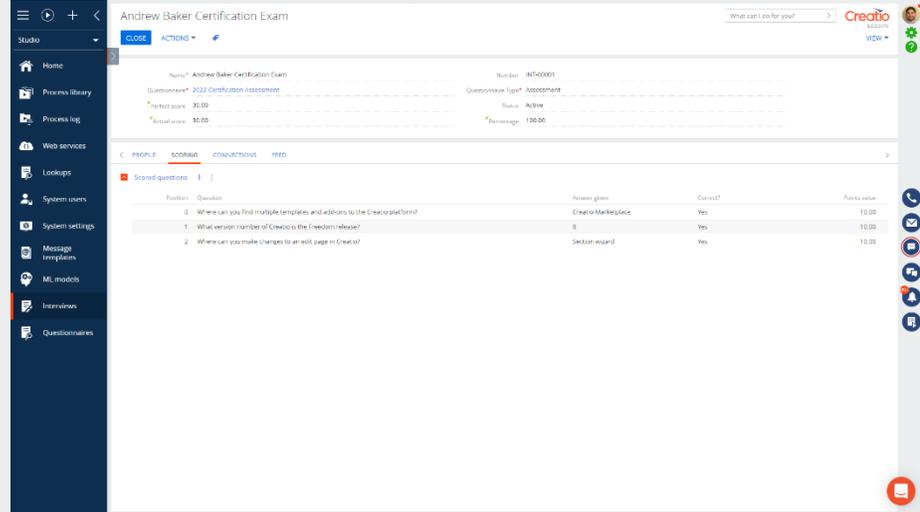
<p>5. Add scoring if necessary</p>	<p>Once you have chosen the correct answer for your question, fill in the Scoring field if scoring is needed for this questionnaire. You can add a total of available points to the question that will total up to a sum on the questionnaire for total possible points.</p> <p>When you are done you can close the question. Add additional questions as needed.</p>
<p>6. View scoring summary</p>	<p>Once all questions are added, you can view a summary of the connected questions, their point values and types on the scoring tab.</p>
<p>7. Close</p>	<p>Close the record. You've created a questionnaire!</p>

Script 2: Create an interview (by using and completing a questionnaire template)

Step	Guidance
<p>1. Create an interview</p>	<p>Navigate to the Interview section and click the New button to create a new interview record. Where the Questionnaire section provides the template, the Interview section creates an instance of the questionnaire being used and completed by a system user.</p>
<p>2. View the Interview</p>	<p>Open the interview and view the fields</p>  <p>The screenshot shows the following details for the interview record:</p> <ul style="list-style-type: none"> Name: Lynn Collins employee training assessment Number: INV-000007 Questionnaire: Employee training assessment Questionnaire Type: Assessment Perfect score: 30.00 Lesson: Submitting time Learning content: (empty field) Status: Active Actual score: (empty field) Percentage: (empty field) <p>Navigation tabs include PROFILE, SCORING, CONNECTIONS, and FEED. A 'START INTERVIEW' button is prominently displayed.</p>
<p>3. Complete the interview</p>	<p>Click the Start Interview button to begin the interview. Fill out all questions, then click Complete Interview button to submit answers so that they can be scored (if relevant) and saved in the Creatio database.</p>

4. Review scoring

Once completed, the page should refresh as Creatio scores your answers. You can then navigate to the scoring tab to view which questions were answered correctly and incorrectly.



5. Close

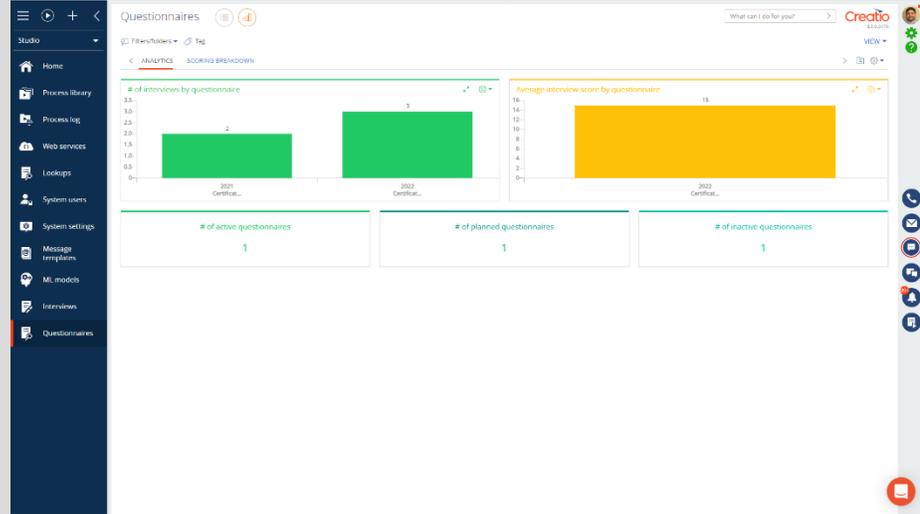
Close the record. You have completed an interview!

Script 3: View dashboards

Step

Guidance

1. View Questionnaire Dashboards



2. View Interview Dashboards

Studio

- Home
- Process library
- Process log
- Web services
- Lookups
- System users
- System settings
- Message templates
- ML models
- Interviews**
- Questionnaires

Interviews
What can I do for you?
VIEW

ANALYTICS
tag

Average percentage score

Interview scoring

Interviewee	Actual Score	Perfect Score
Alexander Wilson	10	30
Andrew Baker	30	30
Colin Jones	20	30
James Smith	10	0
Tyler Johnson	10	0

Scored questions

Question	Given answer	Answered by	Correct?	Question name
Where can you find multiple templates and add-ons to the Creatio platform?	Creatio Marketplace	Andrew Baker (sample)	Yes	2122 Certification Assessment
Where can you make changes to an edit page in Creatio?	Process Designer	Colin Jones	No	2122 Certification Assessment
Where can you find multiple templates and add-ons to the Creatio platform?	Creatio Academy	Alexander Wilson	No	2122 Certification Assessment
Where can you find multiple templates and add-ons to the Creatio platform?	Creatio Marketplace	Colin Jones	Yes	2122 Certification Assessment
What version number of Creatio is the Freedom release?	9	Andrew Baker (sample)	Yes	2122 Certification Assessment
What version number of Creatio is the Freedom release?	9	Colin Jones	Yes	2122 Certification Assessment
Where can you make changes to an edit page in Creatio?	Section wizard	Andrew Baker (sample)	Yes	2122 Certification Assessment
Where can you make changes to an edit page in Creatio?	Process Designer	Alexander Wilson	No	2122 Certification Assessment
What version number of Creatio is the Freedom release?	9	Alexander Wilson	Yes	2122 Certification Assessment