

Branching

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Survey branching (or skip logic) allows you to skip questions and point user to different part of the survey depending on their answers.

For example, you could be asking customers how frequently they use our product, if they are a regular user or if it's their first time you can have different survey questions for each type of customer.

How does branching work

- Branching survey questions is similar to the [Showing/Hiding Elements on form](#) feature
 - Visibility is set on a per question question basis
 - For a given question, if the condition of a previous question is true, then the question will show.
- Questions are referenced by a script name
 - This means that each question that is required as part of the logic will require a script name to be defined
- Mandatory questions that are skipped as a part of the branching logic will be left blank in the survey response

How to show/hide survey questions

1. Assign a **Script** name to the question to be referenced. This can be done one of two way:
 1. Click on the script name label
 2. Open the **Question Properties** dialogue and click on the **Visibility** tab
2. Now go to the the question that requires the branching logic, that you would like to show or hide, depending on the result of an earlier question.
3. Open the **Question Properties** dialogue and click on the **Visibility** tab.
4. Enter the calculation that will result in either true or false.
This could be simply a Boolean field reference, for example:

[Product Used?]

Or any expression with a Boolean result, such as:

[Product Price] > 500

An equation could be used on a Boolean field but it would be redundant and introduce unnecessary complexity. An example would be:

[Product Used?] = True

5. Launch the Survey, and observe that the question will be visible only when the result is true.
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