

Surveys

Feature

Listen with purpose, learn from insight, and lead with data-driven confidence

Epic's **Surveys** feature gives organisations the power to listen, learn, and lead—by designing custom feedback tools that fit any context. Whether you're gathering customer insights, assessing leadership effectiveness, or exploring team culture, Surveys offer a flexible, branded, and data-rich experience that turns opinions into action.



From quick pulse checks to detailed 360° reviews, this feature makes feedback collection seamless, insightful, and scalable.

You also have the option to generate a public URL link, allowing open access to the survey without needing to predefine recipients.

Instead of sending email invitations, simply copy and paste the link wherever it's needed—whether in a newsletter, team chat, or event registration page. It's a quick and flexible way to reach broader audiences and encourage spontaneous participation.

Key Functions

- **Fully Customisable Design:** Create internal or external surveys with drag-and-drop simplicity. Add your logo, tailor question formats, and configure a branded thank-you message.
- **Wide Range of Question Types:** Choose from star ratings, open-ended responses, image uploads, dropdowns, yes/no, and more—giving you full control over how feedback is captured.
- **Anonymous or Named Responses:** Decide whether surveys are anonymous or identified, depending on the sensitivity and purpose of the feedback.
- **Bulk Upload & Distribution:** Easily upload rater and ratee lists via spreadsheet for large-scale surveys. Send email invitations or share a public URL for open access—ideal for recurring events like training or site visits.
- **Live Response Tracking:** Monitor completion rates in real time and send reminders to non-respondents—keeping your feedback cycle on track.
- **Sentiment Analysis & NPS:** Enable sentiment scoring for open-ended answers and include Net Promoter Score (NPS) questions with automatic calculation.
- **Professional Reporting:** Generate polished reports with graphs and visual summaries. Export results to Excel for deeper analysis or presentation.
- **Manual Feedback Capture:** Accommodate offline responses by scanning and uploading manual entries—ensuring no voice goes unheard.