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Overview

Ever wondered why you should fill out a customer survey on a piece of paper knowing that piece of paper may never be taken into account or make it into a database where you input can be counted.

CustQuest is a survey and questionnaire application that allows you to create and add your own questions and corresponding graphics, once you have created you list, it is a simple action of pushing the sync button on your Palm to synchronise questions and answers between your Palm and PC.

The application has very simple reporting functionality; we have kept the information in MS Access format, making it very easy for you to export the data into your favorite reporting application or spreadsheet to produce a more detailed report.

Installation

1) Unzip the contents of the custquest.zip file into a temp directory
2) Quit the Hotsync application
3) Run the Setup application

The PC application will create a CustQuest folder in the program section of the start bar.

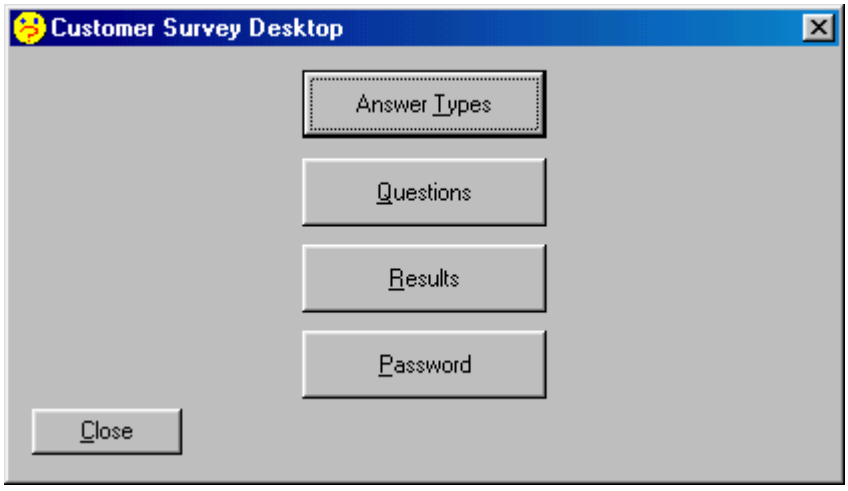
Desktop Software

Starting the Desktop Software

You can launch the desktop application using either of the following methods :

- Click the **CustQuest Desktop** icon on desktop, or
- Click **Start** button, **Programs > CustQuest > CustQuest Desktop**.

The first time you start the software you will have to click on the password button and set the password, please make a mental note of your password, as it cannot be reset if you forget it!!!!



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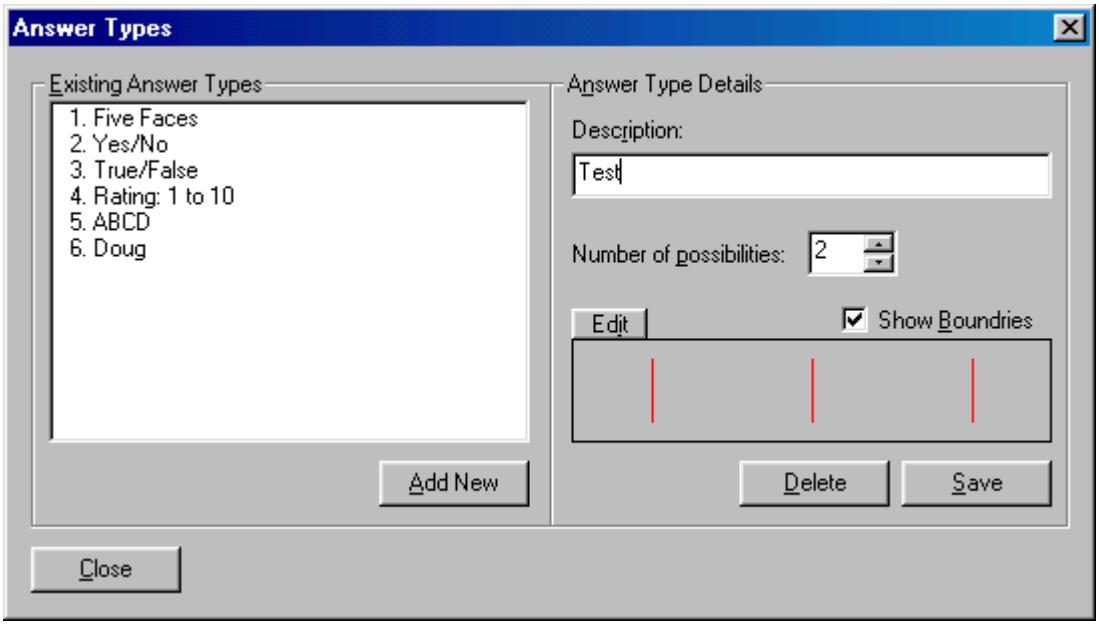
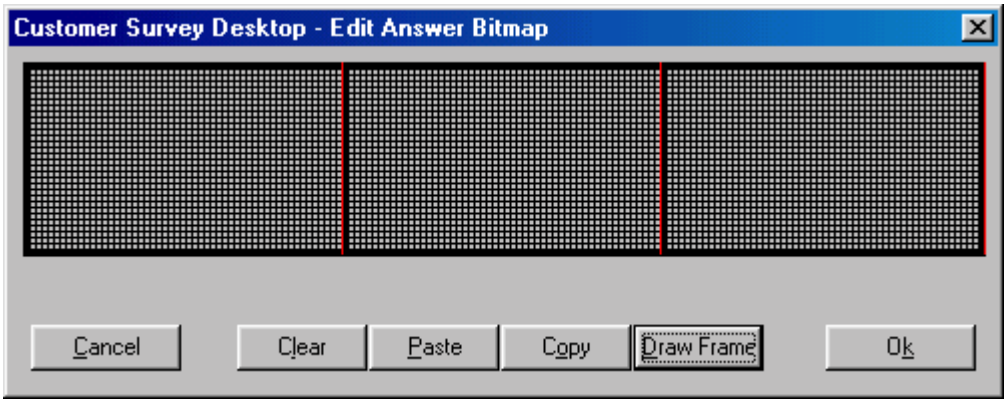
Adding Answer Types

The first button in the application is the Answer Types button. This is the section in the application that allows you to add your own custom answer types. To add new answer types you will have to either draw your own graphics in the space provided for or alternatively create a 160 x 32 pixel image in a graphics application like paint.



To create you own graphic icons follow these simple steps :

- Click on Add New, the default cursor moves into the description box.
- Choose a meaningful description for your new answer type
- Select how many graphic items will be in the graphic
- Click “edit” to edit the graphic



You can either edit the graphic in the editor provided, or copy the graphic and paste it into a graphics application like paint. Once you have drawn the graphic, you can paste them back into the application.

N.B. If you are using Paint, be sure to change the graphic properties to “black and white” bitmap image

- Add a frame around your graphic by clicking on “Draw Frame”
- Save the new answer type.

This new answer type can now be used when you create new questions.

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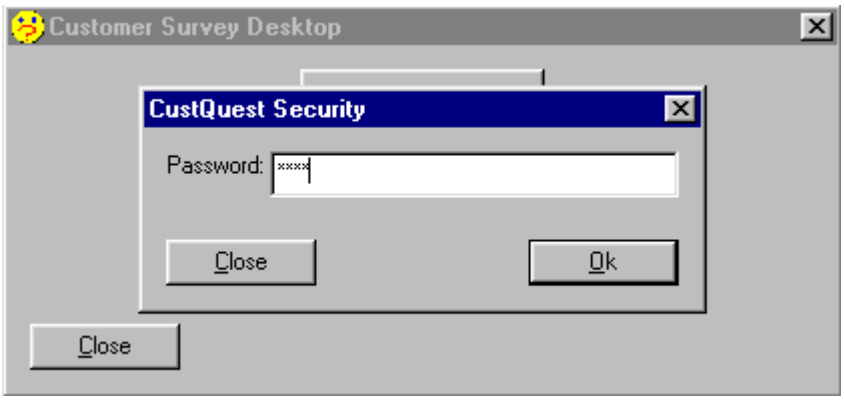
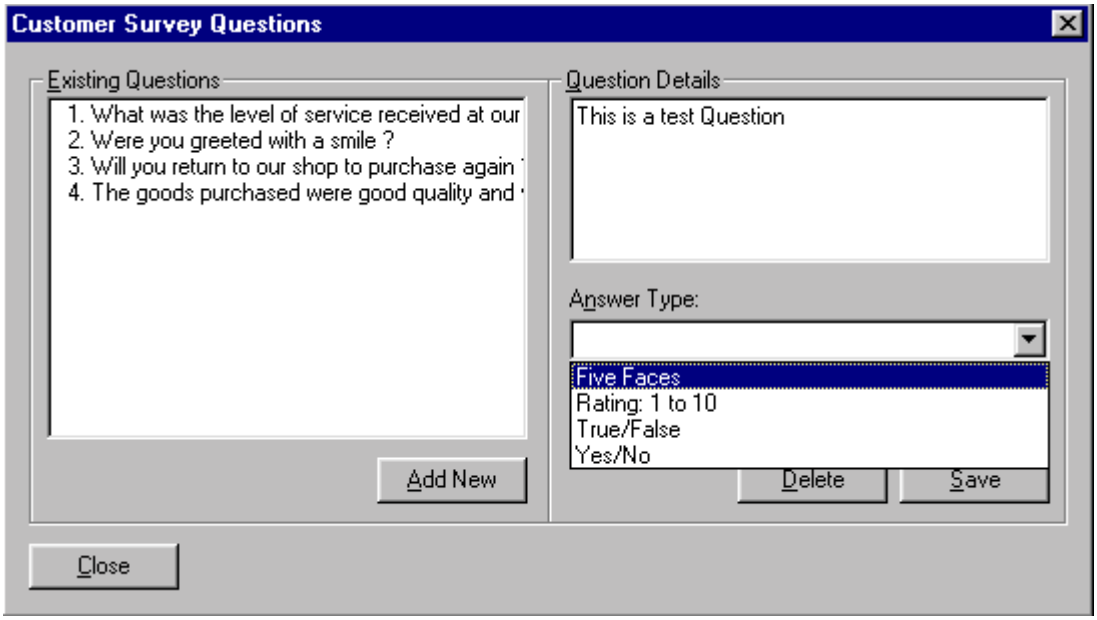
Question Maintenance

Click on Questions button on Main Dialog, Enter Password



Adding Questions

Click **Add New** button, you will notice that the cursor defaults to the Question Details box.
Type in the question as you would like it to appear on the palm.
Select an answer type from combo box drop list



Click the **Save** button

Modifying/Deleting Questions

Please note that questions and answer types can only be changed if the question hasn't been uploaded to any Palm yet. The same is true for any deletions.

- Select the question from existing questions list on the left.
- Click on the Question (**Alt+Q**) to change the wording
- Click on answer type list box (**Alt+N**) to change answer type
- Click **Save** button OR **Delete** button

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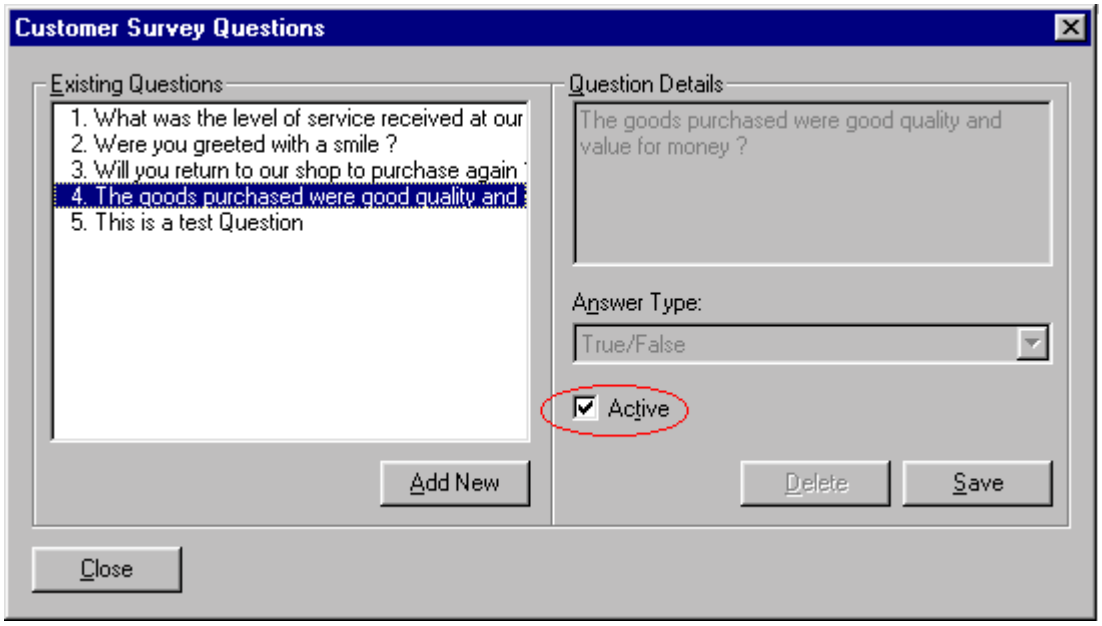
You will notice that after a question has been synchronized to any palm device, the delete button becomes inactive; this is so that you don't remove any questions from the database while there are still palm devices in the field that may have that question loaded on it. If there were any devices that had answers to questions where the question had been deleted it would cause havoc during the synchronization process.

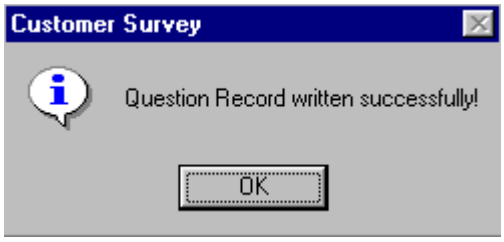
If you would like to remove question from the palm devices you must use the Active check box as described in the next section.

Disabling Questions on the Palm after they have been uploaded

Select Question from Existing Questions list on the left
Click **Active** check box (**Alt+T)**



Click **Save** button (**Alt+S)** - you will see the following screen, **if you don't click save your changes will be lost**



Changing the sequence of the questions

The questions should be entered in sequence whenever possible, however there will be times when you will need to change the sequence of the questions, when you take on this task you have to consider all the questions that have to be moved, and where they have to be moved to.

If you move a question to a new location it will insert the question in that position and move all the other questions down 1 place.

Double click the question that you would like to move
Insert the number where you want the question to be moved to in the dialog box
Check to make sure that this is the position you want the question to be moved to.

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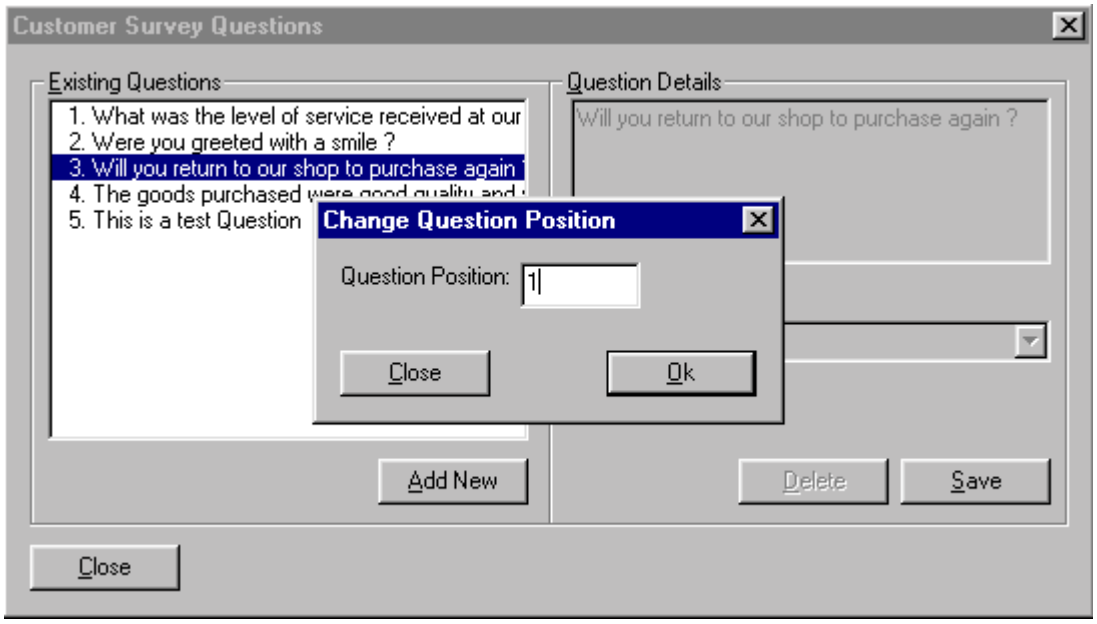
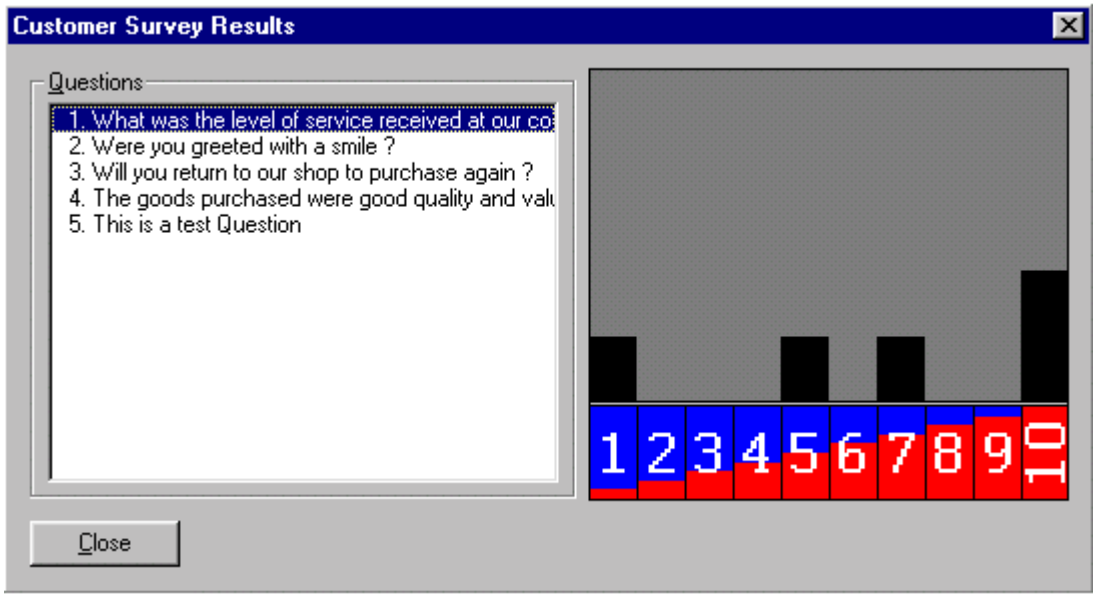


Viewing Results

The survey answers are synchronized to the database automatically every time the device is synchronized via hotsync.

Click **Results** button on main dialog and enter your password
Click on any of the questions in the questions list on the left hand side, the results for that question will be displayed in bar graph format on the right hand side. More advanced reports can be extracted from the database if needed.



Should you require any specific reports to be generated in the desktop application, please contact us to discuss your requirements.

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Palm Software

Tap the CustQuest icon on the palm screen to start the application.

The unregistered version of this software will only allow you to view 3 questions at any given time. If you find the software usefull and would like to purchase a version that has no limitations, please follow the links from www.palmgear.com or from www.teraitech.com

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