

How to Assign Points to a Survey

Adding points to your survey questions help you in evaluating the satisfaction level of your customers even more effectively. This also allows you to personalize your surveys depending on the depth of data you're looking to collect.

Note: Scoring works only on the following question types: **Multiple-Choice, Checkbox, Choose from List, Rating Scale.**

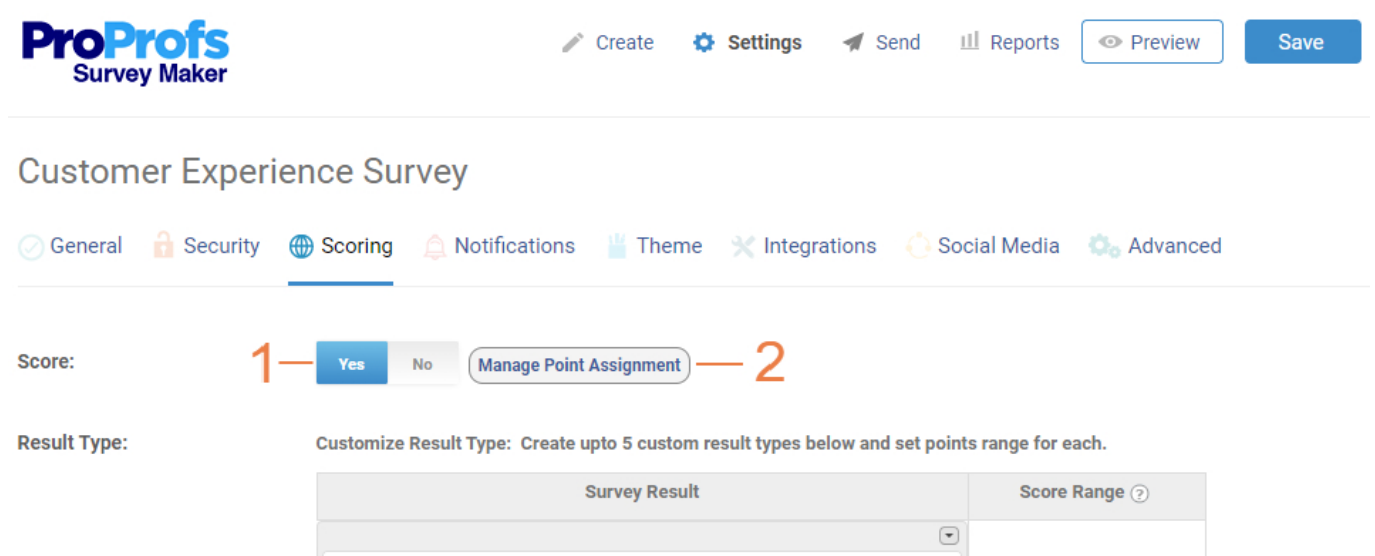
You can add points to your surveys in two ways:

1. [By enabling scoring from the settings.](#)
2. [By adding scoring to the individual questions.](#)

Here's how to enable scoring for surveys from the settings:

Step 1: On your ProProfs Survey Maker dashboard, go to **Settings >> Scoring** and do the following:

1. Enable the **Score** setting.
2. Click **Manage Point Assignment**.



The screenshot shows the ProProfs Survey Maker interface. At the top left is the ProProfs Survey Maker logo. On the right, there are navigation buttons: Create, Settings, Send, Reports, Preview, and Save. Below the navigation is the title 'Customer Experience Survey'. Underneath the title are several tabs: General, Security, Scoring (which is active), Notifications, Theme, Integrations, Social Media, and Advanced. The 'Score' section shows a 'Yes' button and a 'Manage Point Assignment' button. The 'Result Type' section shows a table with columns for 'Survey Result' and 'Score Range'.

Survey Result	Score Range ?

Step 2: Assign points to each option as mentioned and **save**. You've successfully assigned points to your survey questions.

Assign points to each answer option

Questions	Points ?
1 Are you satisfied with our service?	
A. Yes	<input type="text" value="5"/>
B. No	<input type="text" value="5"/>
2 Tell us your most preferred way of communication	
A. Phone	<input type="text" value="5"/>
B. Email	<input type="text" value="5"/>
C. Chat	<input type="text" value="5"/>
D. SMS	<input type="text" value="5"/>
3 Would you like to recommend us?	

Save

Step 3: You can also assign the **Score Range** that allows you to categorize the total points scored by the survey taker. If you'd like to add more score range, you can do that by clicking **Add another result**.

Score: Yes No Manage Point Assignment

Result Type: Customize Result Type: Create upto 5 custom result types below and set points range for each.

Survey Result	Score Range ?
You are awesome!	41 -to- 100
You are Super!	31 -to- 40

Add another result

You can also add scoring to individual questions. Here's how you can do that:

Step 1: Open a question for **editing**. For example, a checkbox question, as shown in the screenshot below:

ProProfs Survey Maker

Create > Settings > Send > Reports Preview Done Help

Search 100000+ questions

Questions

- Multiple Choice
- Checkbox
- Choose from List
- Email
- Name
- Rating Scale
- NPS Scale
- Button

Tell us your most preferred way of communication

- Phone
- Email
- Chat
- SMS

Edit Question [icon] [icon] [icon] Checkbox [icon]

Step 2: Click Assign points.

Tell us your most preferred way of communication



Phone



Small comment

Email



Small comment

Chat



Small comment

SMS



Small comment

+ Add option or ADD "OTHER"

Advanced

Image:

ON

OFF

Checkbox

Radio

Required:

ON

OFF

Assign points



Step 3: Assign points to each answer option and save.

Questions	Points
Q. 1: Tell us your most preferred way of communication	
A. Phone	5
B. Email	5
C. Chat	5
D. SMS	5

Save

Related Articles:

[How to Set up Branching in a Survey](#)

[How to Use Comments to Gather Feedback](#)

[How to Add Welcome and Thank You Pages to a Survey](#)