Salesforce Feedback Management Developer Guide

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CHAPTER 1 Introduction to Salesforce Feedback Management

Gather customer feedback and gain deeper insights about your products or services through Surveys. Salesforce Feedback Management (SFM) gives you the tools and developer resources to create engaging, personalized surveys.

The developer resources include Connect REST APIs to build surveys, Apex classes to send survey invitations, and REST APIs to translate surveys. With SFM, you can:

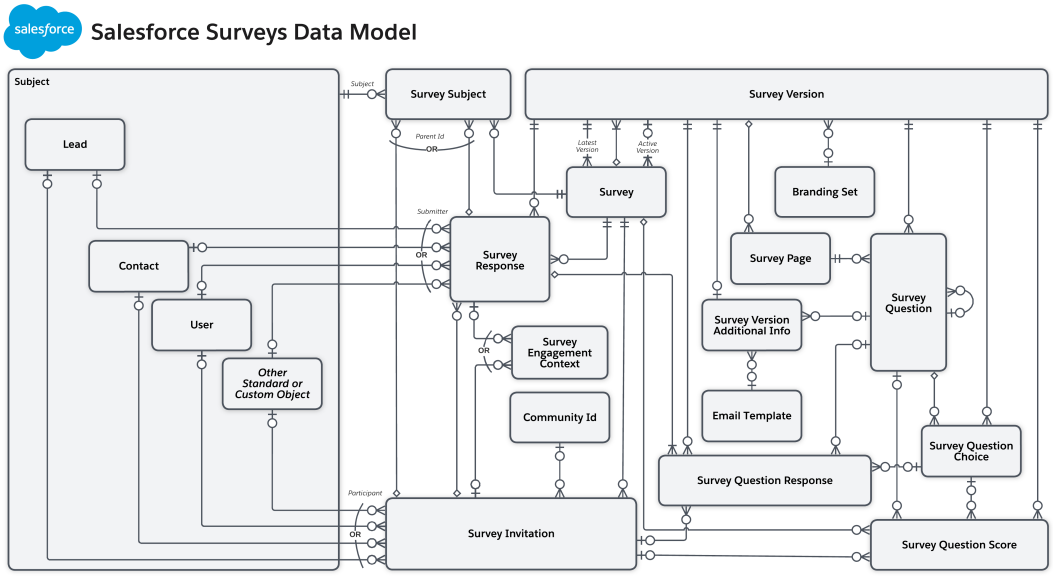
- Create surveys with a wide range of question types.
- Achieve faster response times with retained application context as users don't have to switch between multiple applications to complete the survey.
- Define survey user experience with your company's branding and theme.
- Translate surveys and get feedback from a global audience.

SEE ALSO:

Salesforce Help: Salesforce Feedback Management

CHAPTER 2 Salesforce Surveys Object Model

Learn about how Salesforce Surveys objects relate to one another in Salesforce.



This diagram represents the object model for Salesforce Surveys. For more details and a larger image, visit the Data Model Gallery.

CHAPTER 3 Salesforce Surveys Standard Objects

Salesforce Feedback Management (SFM) provides you access to a suite of standard objects that you can find in Setup and as tabs in Salesforce. Use the standard objects to work with the core Surveys features.

SFM is available in both Salesforce Classic (not available in all orgs) and Lightning Experience.

SFM is available in Enterprise, Unlimited, and Developer editions.

Here's a list of standard objects available with SFM.

- Survey

  Represents a survey.

- SurveyEmailBranding

  Represents the configuration settings for invitation emails sent to survey participants for a particular survey.

- SurveyEngagementContext

  Represents the context based on which a survey invitation was sent or a survey response was received. This object is available in API version 49.0 and later.

- SurveyInvitation

  Represents the invitation sent to a participant to complete the survey.

- SurveyPage

  Represents a page, such as the title page or a question page, in a survey.

- SurveyQuestion

  Represents a question in a survey.

- SurveyQuestionChoice

  Represents an answer choice that a participant can select for a survey question.

- SurveyQuestionResponse

  Represents a participant's answer to a specific question.

- SurveyQuestionScore

  Represents the aggregate of responses for the following question types: date, multiple choice, picklist, radio, ranking, rating, scoring, slider, and Net Promoter Score® (NPS®).

- SurveyResponse

  Represents information about a participant's response to a survey, such as the status of the response, the participant's location, and when the survey was completed.

- SurveySubject

  Represents a relationship between a survey and another object, such as an account or a case.

- SurveyVersion

Represents a version of a survey.

- SurveyVersionAddlInfo

  Represents additional information about a survey version. This information defines the default settings of a survey version. This object is available in API version 49.0 and later.

CHAPTER 4 Salesforce Surveys Translation Resources

In this chapter ...

- Add or Change the Translation of a Survey Field
- Add or Update the Translated Value of Multiple Survey Fields in One or More Languages
- Delete the Translated Value of a Survey Field
- Delete the Translated Value of Multiple Survey Fields in One or More Languages
- Get Translated Value of a Survey Field
- Get the Translated Values of Multiple Survey Fields in One or More Languages

Use REST APIs to translate survey fields, view, update, or delete translated survey fields. The translated values of surveys fields are stored in Flow fields.

The following survey fields can be translated:

- Survey name
- Pause message
- Welcome message
- Questions
- Answer choices and ranking items
- Thank you message

Add or Change the Translation of a Survey Field

If a survey field can be translated or is already translated into a particular language, you can add or change the translated value of the survey field. This resource is available in REST API version 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/record/developerName/language`

Formats: JSON

HTTP methods: POST

Authentication: `Authorization: Bearer token`

Request body JSON example

```
{
"value": "China"
}
```

Request parameters

Parameter	Description
`developerName`	Optional. Developer name of the flow field.
`language`	Optional Translated language of the flow field.
`value`	Required. Translated value of the flow field.

Response parameters

Parameter	Description
`createdBy`	ID of the user who translated the flow field.
`createdDate`	Date and time the flow field was translated.
`developerName`	Developer name of the flow field.
`language`	Language into which the flow field was translated.
`value`	Translated value of the flow field.
`isOutofDate`	Indicates if the flow field is out of date.

Example

```
{
```

```
  "createdBy": "005xxx",
  "createdDate": "2018-09-14T00:10:30Z",
  "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
  "language": "zh_CN",
  "value": "□□",
  "isOutOfDate": true
}
```

Add or Update the Translated Value of Multiple Survey Fields in One or More Languages

If one or more survey fields can be translated or are already translated, you can add or update the translated values of the survey fields in the languages into which survey fields can be translated. This resource is available in REST API version 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/records/upsert`

Formats: JSON

HTTP methods: POST

Request body JSON example

```
[
  {
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "en_US",
    "value": "China"
  },
  {
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "zh_CN",
    "value": "□□"
  }
]
```

Request parameters

Parameter	Description
`developerName`	Required. Developer name of the flow field.
`language`	Required. Language into which the flow field is translated.
`value`	Required. New or updated value of the flow field.

Response parameters

Parameter	Description
`createdBy`	ID of the user who translated the flow field.
`createdDate`	Date and time the flow field was translated.
`developerName`	Developer name of the flow field.
`language`	Language into which the flow field was translated.
`value`	Updated value of the flow field.
`isOutofDate`	Indicates if the flow field is out of date.

Example

```
[
  {
    "createdBy": "005xxx",
    "createdDate": "2018-09-14T00:10:30Z",
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "en_US",
    "value": "China",
    "isOutOfDate": false
  },
  {
    "createdBy": "005xxx",
    "createdDate": "2018-09-14T00:10:30Z",
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "zh_CN",
    "value": "□□",
    "isOutOfDate": false
  }
]
```

Delete the Translated Value of a Survey Field

After a survey field is translated into a particular language, you can delete the translated value of the survey field. This resource is available in REST API version 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/record/developerName/language`

Formats: JSON

HTTP methods: DELETE

Request parameters

Parameter	Description
`developerName`	The developer name of the flow field. For example, *`Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel`*
`language`	Language of the translated field. Possible values are `da`, `nl_NL`, `fi`, `fr`, or `de`.

Delete the Translated Value of Multiple Survey Fields in One or More Languages

After survey fields are translated into one or more languages, you can delete the translated values of multiple survey fields. This resource is available in REST API version 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/records/delete`

Formats: JSON

HTTP methods: POST

Request body JSON example

```
[
  {
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "en_US"
  },
  {
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "zh_CN"
  }
]
```

Request parameters

Parameter	Description
`developerName`	Required. Developer name of the flow field.
`language`	Required. Language into which the flow field was translated.

Get Translated Value of a Survey Field

After a survey field is translated into a particular language, you can use this resource to get the translated value of the survey field. This resource is available in REST API version 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/record/developerName/language`

Formats: JSON

HTTP methods: GET

Authentication: `Authorization: Bearer token`

Request body: None

Request parameters

Path Parameter	Description
`developerName`	Required. The developer name of the flow field. For example, *`Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel`*
`language`	Required. Language of the translated field. Possible values are `da`, `nl_NL`, `fi`, `fr`, or `de`.

Response parameters

Parameter	Description
`createdBy`	ID of the user who translated the flow field.
`createdDate`	Date and time the flow field was translated.
`developerName`	Developer name of the flow field.
`language`	Language into which the flow field was translated.
`value`	Translated value of the flow field.
`isOutofDate`	Indicates if the flow field is out of date.

Example

```
{
  "createdBy": "005xxx",
  "createdDate": "2018-09-14T00:10:30Z",
  "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
  "language": "zh_CN",
  "value": "□□",
  "isOutOfDate": true
}
```

Get the Translated Values of Multiple Survey Fields in One or More Languages

After survey fields are translated into one or more languages, you can view the translated values of multiple survey fields in the translated languages. This resource is available in REST API versions 48.0 and later.

Note: This URI can only be used for the flow process type `Survey`.

Syntax

URI: `/services/data/vXX.X/localizedvalue/records/get`

Formats: JSON

HTTP methods: POST

Request body JSON example

```
[
  {
     "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
     "language": "en_US"
  },
  {
     "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
     "language": "zh_CN"
  }
]
```

Request parameters

Parameter	Description
`developerName`	Required. Developer name of the flow field.
`language`	Required. Language into which the flow field was translated.

Response parameters

Parameter	Description
`createdBy`	ID of the user who translated the flow field.
`createdDate`	Date and time the flow field was translated.
`developerName`	Developer name of the flow field.
`language`	Language into which the flow field was translated.
`value`	Translated value of the flow field.
`isOutofDate`	Indicates if the flow field is out of date.

Example


```
[
  {
    "createdBy": "005xxx",
    "createdDate": "2018-09-14T00:10:30Z",
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "en_US",
    "value": "China",
    "isOutOfDate": true
  },
  {
    "createdBy": "005xxx",
    "createdDate": "2018-09-14T00:10:30Z",
    "developerName": "Flow.Flow.MyFlow.1.Choice.Choice_1_Master.InputLabel",
    "language": "zh_CN",
    "value": "□□",
    "isOutOfDate": true
  }
]
```

CHAPTER 5 Salesforce Surveys Business APIs

In this chapter ...

- Surveys for Authenticated Participants
- Surveys for Unauthenticated Participants

Salesforce Feedback Management (SFM) developer resources include Connect REST APIs that you can use to create engaging, personalized surveys in Salesforce.

Use the SFM Connect REST APIs to build in-app surveys in Salesforce Lightning pages, such as the home page or record pages for users to respond in Salesforce.

Surveys for Authenticated Participants

Use Salesforce Feedback Management (SFM) Response APIs to create survey invitations and to enable survey responses from authenticated participants.

Surveys Resources
Understand customer feedback as it evolves over time by engaging customers and users with relevant, personalized surveys. Incorporate survey data into your feedback management process and gain actionable insights at every stage of the customer lifecycle.

Connect REST API Request Bodies
To perform a POST, PATCH, or PUT request, pass query parameters or create a request body formatted in either XML or JSON. This chapter lists the request bodies. The query parameters are listed with each resource.

Connect REST API Response Bodies
The successful execution of a request to a Connect REST API resource can return a response body in either JSON or XML format.

Surveys Resources

Understand customer feedback as it evolves over time by engaging customers and users with relevant, personalized surveys. Incorporate survey data into your feedback management process and gain actionable insights at every stage of the customer lifecycle.

Note: Salesforce Feedback Management (SFM) Business API performance can be impacted if a POST request exceeds 5,400 calls per minute and if a PATCH request exceeds 2,700 calls per minute at the org level. For more rate limit information, see Connect REST API Limits.

Available resources are:

Resource	Description
`/connect/surveys/SURVEY_ID/survey-invitation-emails` Where `SURVEY_ID` is a variable.	Email survey invitations to up to 300 participants. You can email leads, contacts, or users in your org. Either a link to launch the survey or a question can be embedded in the email invitations.
`/connect/surveys/SURVEY_ID/survey-response` Where `SURVEY_ID` is a variable.	Create responses using the invitation configuration details and initiate the process of submitting the survey responses by making a POST request. Submit the survey responses using the PATCH request.
`/connect/surveys/SURVEY_ID/invitation/SURVEY_INVITATION_ID/survey-response` Where `SURVEY_ID` and `SURVEY_INVITATION_ID` are variables.	Initialize the process of submitting survey responses and return the details of the first page of the survey by making a POST request. Submit the survey responses using the PATCH request.

Salesforce Surveys Invitation Emails Resource
Email survey invitations to up to 300 participants. You can email leads, contacts, or users in your org. Either a link to launch the survey or a question can be embedded in the email invitations.

Survey Responses Using Invitation Configurations (POST, PATCH)

Create responses using the invitation configuration details and initiate the process of submitting the survey responses by making a POST request. Submit the survey responses using the PATCH request. You can create a survey to collect data from customers, employees, or other people whose feedback you need. The survey responses are stored in the SurveyResponse object and the responses to individual questions in the SurveyQuestionResponse object.

Surveys Responses Using Invitation ID (POST, PATCH)

Initialize the process of submitting survey responses and return the details of the first page of the survey by making a POST request. Submit the survey responses using the PATCH request. You can create a survey to collect data from customers, employees, or other people whose feedback you need. The survey responses are stored in the SurveyResponse object and the responses to individual questions in the SurveyQuestionResponse object.

Salesforce Surveys Invitation Emails Resource

Email survey invitations to up to 300 participants. You can email leads, contacts, or users in your org. Either a link to launch the survey or a question can be embedded in the email invitations.

Resource

```
/connect/surveys/SURVEY_ID/survey-invitation-emails
```

Where `SURVEY_ID` is a variable.

Available Version

50.0

HTTP Methods

POST

Request Body for POST

Root XML tag

```
<SurveyInvitationEmailInput>
```

JSON Example

```
{
 "recipients":["003x0000003j8CEAAY"],
 "collectAnonymousResponse":false,
 "allowParticipantsAccessTheirResponse":false,
 "allowGuestUserResponse":true,
 "isPersonalInvitation":true,
 "emailTemplateId":"00Xx0000000LwAuEAK",
 "surveyQuestionIds":["0Kux000000003yBCAQ"],
 "invitationExpirationDate":"2020-07-31T21:32:54",
 "fromEmailAddress":"abeeram@salesforce.com",
 "invitationOwner":"0054V00000FZTjJ",
```

```
 "shareInvitationsWith":["0054V00000FZTjJ"],

"associateRecordsWithRecipients":[{"recipientId":"003x0000003j8CEAAY","associateRecordIds":["001x0000004EWIZAA4"]}],

 "recipientEngagementContexts":[{"recipientId" :
"003x0000003j8CEAAY","recipientEngagementContext":{"TestKey" :"TestValue"}}]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`allowGuestUserResponse`	Boolean	Specifies whether participants who don't have a Salesforce account can respond (`true`) or not (`false`).	Required	50.0
`allowParticipantsAccessTheirResponse`	Boolean	Specifies whether participants can see their responses (`true`) or not (`false`).	Required	50.0
`associateRecordsWithRecipients`	Survey Recipient Survey Subjects Input[]	Maps each recipient with another record that must be associated with the recipient's survey invitation.	Optional	50.0
`body`	String	Content of the email. Specify the email body in case you don't specify an email template. The email body must contain one of these merge fields: • To embed a link to launch the survey: [[SURVEY_INVITATION_URL]] • To embed a survey question: {{{SurveyQuestion.QuestionName}}} and {{{SurveyQuestion.QuestionHtmlContent}}}	Optional	50.0
`collectAnonymousResponse`	Boolean	Specifies whether participants can respond anonymously (`true`) or not (`false`).	Required	50.0
`communityId`	String	ID of the site that's used to open the survey for users outside your org.	Optional	50.0
`emailTemplateId`	String	ID of the Lightning email template that's used to send the survey invitation. The template must contain the required merge fields that embed either the survey link or a question in the email. Only Lightning email templates are used to send survey invitations.	Optional	50.0
`fromEmailAddress`	String	Email ID of the user or the org-wide email address associated with the user's profile.	Required	50.0

Name	Type	Description	Required or Optional	Available Version
`invitationExpirationDate`	String	Date on which the survey invitation expires.	Optional	50.0
`invitationOwner`	String	ID of the owner of the survey invitation records.	Optional	50.0
`isPersonalInvitation`	Boolean	Specifies whether a unique invitation is created for each participant (`true`) or not (`false`). When a participant responds using a personal invitation, the response record is associated with the participant's Salesforce record.	Required	50.0
`recipientEngagementContexts`	Survey Recipient Engagement Context Input[]	Maps each recipient with the context based on which the survey invitation is emailed.	Optional	50.0
`recipients`	String[]	List of up to 300 IDs of leads, contacts, or users to whom the survey invitation is emailed.	Required	50.0
`sendEmailThroughUma`	Boolean	Specifies whether to send the email through Marketing Cloud (`true`) or not (`false`). If unspecified, defaults to `false`.	Optional	65.0
`shareInvitationsWith`	String[]	IDs of the users with whom the survey invitation records must be shared. The invitation records are shared with Read access.	Optional	50.0
`subject`	String	Subject of the email. Specify the subject in case you don't specify an email template.	Optional	50.0
`surveyQuestionIds`	String[]	IDs of the questions that are embedded in the email. You can send an email invitation for questions of these types: Net Promoter Score (NPS), rating, and score.	Optional	50.0

Response Body for POST

Survey Email

Survey Responses Using Invitation Configurations (POST, PATCH)

Create responses using the invitation configuration details and initiate the process of submitting the survey responses by making a POST request. Submit the survey responses using the PATCH request. You can create a survey to collect data from customers, employees, or other people whose feedback you need. The survey responses are stored in the SurveyResponse object and the responses to individual questions in the SurveyQuestionResponse object.

Note: Salesforce Feedback Management (SFM) Business API performance can be impacted if a POST request exceeds 5,400 calls per minute and if a PATCH request exceeds 2,700 calls per minute at the org level. For more rate limit information, see Connect REST API Limits.

Special Access Rules

The Feedback Management - Starter and Feedback Management - Growth licenses are required to use this resource.

Resource

```
/connect/surveys/SURVEY_ID/survey-response
```

Where `SURVEY_ID` is a variable.

Resource Example

```
https://yourInstance.salesforce.com/services/data/56.0/connect
/surveys/0Kdx00000000H46CAE/survey-response
```

Available Version

56.0

HTTP Methods

PATCH, POST

Note: The HTTP header request format only accepts `Content-Type: application/json`.

Request Body for POST

Root XML tag

```
<SurveyDescriptionInput>
```

JSON Example

```
{
  "languageCode": "",
  "relatedRecordIds": [
    "500xx000000bo3dAAA"
  ],
  "recipientEngagementContext": {
    "test_key1": "test_value1",
    "test_key2": "test_value1"
  },
  "invitationSettings": {
    "recipientId": "005xx000001X7ibAAC",
    "allowGuestUserResponse": false,
    "allowParticipantsAccessTheirResponse": false,
```

```
    "collectAnonymousResponse": false,
    "invitationExpirationDate": "2022-07-31T21:32:54",
    "communityId": "",
    "invitationOwner": ""
  }
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`invitationSettings`	Survey Invitation Settings Input	Invitation settings of the survey. The Invitation ID API doesn't require the invitation configuration settings to be passed with the Survey Invitations.	Required	56.0
`languageCode`	String	Code of the language in which the survey is created.	Optional	56.0
`recipientEngagementContext`	Map<String, String>	Engagement context settings for a recipient of the survey.	Optional	56.0
`relatedRecordIds`	String[]	IDs of the records that are related to the survey.	Optional	56.0
`shouldLoadPartiallyCmplSurvey`	Boolean	Indicates whether to load partially completed surveys when a partially completed survey is selected (`true`), or to start a new survey (`false`). The default value is `false`.	Optional	63.0
`staticMergeFields`	Map<String, String>	Map of static merge field values.	Optional	56.0

Response Body for POST

Survey Description Output

Request Body for PATCH

Root XML tag

```
<SurveyResponseInput>
```

JSON Example

Here's an example for multiple questions.

```
{
  "invitationId": "0Kixx0000004DbMCAU",
```

```
"languageCode": "en",
"flowInterviewState": "ewqJgw",
"navigationAction" : "Next",
"surveyPageResponses": {
  "name" :  "p_ff794819_c0f0_4e0d_b357_29ca1694cfc4",
  "questionResponses": [
    {
      "name": "q_d217f330_05a6_4e2b_859b_1f1ef210bf84",
      "questionType": "NPS",
      "responseValue": 5
    },
    {
      "name": "q_ab781617_3665_4a41_b4ff_f236d73ecb30",
      "questionType": "FreeText",
      "responseValue": "Free Text Question Response"
    },
    {
      "name": "q_b1cdfe4c_9c7d_4c2f_ad9d_1915d301d780",
      "questionType": "ShortText",
      "responseValue": "Short Text Question Response"
    },
    {
      "name": "q_f84a6a3c_683c_4ed5_864e_5b486baed308",
      "questionType": "Boolean",
      "responses": [
        {
          "name": "choice1"
        }
      ]
    },
    {
      "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
      "questionType": "MultiChoice",
      "responses": [
        {
          "name": "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"
        },
        {
          "name": "c_0f1f63cc_608a_4560_9d29_72b203f195f2"
        }
      ]
    },
    {
      "name": "q_1d8690a9_ae95_4e7c_86be_b8057205facc",
      "questionType": "RadioButton",
      "responses": [
        {
          "name": "c_4867edc8_e9a6_4e86_9fea_b80758e90caf"
        }
      ]
    },
    {
      "name": "q_8946f212_25ff_43a8_a507_d267637eee1f",
      "questionType": "Rating",
```

```
        "responses": [
          {
            "name": "c_f51c509a_9643_4a05_89f1_42464de618a6"
          }
        ]
      }
    ]
  }
}
```

Here's an example for a single question.

```
{
  "invitationId": "0Kixx0000004EdsCAE",
  "languageCode": "en",
  "navigationAction" : "Next",
  "surveyPageResponses": {
    "questionResponses": [
      {
        "name": "q_3e501184_bb93_4a9c_a66b_6f2d81c92316",
        "questionType": "FreeText",
        "responseValue": "Answer for text question"
      }
    ]
  },
  "flowInterviewState": "eg"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`flowInterviewState`	String	State of the flow interview.	Required	56.0
`invitationId`	String	ID of the survey invitation.	Required	56.0
`languageCode`	String	Code of the language that the survey is created in.	Optional	56.0
`navigationAction`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Navigate to the previous survey page. • `Next`—Navigate to the next survey page.	Required	57.0
`surveyPageResponses`	Survey Page Response Input	Responses to the survey questions on a page.	Required	56.0

Response Body for PATCH

Survey Response Output

Surveys Responses Using Invitation ID (POST, PATCH)

Initialize the process of submitting survey responses and return the details of the first page of the survey by making a POST request. Submit the survey responses using the PATCH request. You can create a survey to collect data from customers, employees, or other people whose feedback you need. The survey responses are stored in the SurveyResponse object and the responses to individual questions in the SurveyQuestionResponse object.

Note: Salesforce Feedback Management (SFM) Business API performance can be impacted if a POST request exceeds 5,400 calls per minute and if a PATCH request exceeds 2,700 calls per minute at the org level. For more rate limit information, see Connect REST API Limits.

Special Access Rules

The Feedback Management - Starter and Feedback Management - Growth licenses are required to use this resource.

Resource

```
/connect/surveys/SURVEY_ID/invitation/SURVEY_INVITATION_ID/survey-response
```

Where `SURVEY_ID` and `SURVEY_INVITATION_ID` are variables.

Resource Example

```
https://yourInstance.salesforce.com/services/data/56.0/connect
/surveys/0Kdx00000000H46CAE/invitation/0Kixx0000004EsOCAU/survey-response
```

Available Version

56.0

HTTP Methods

POST, PATCH

Note: The HTTP header request format only accepts `Content-Type: application/json`.

Request Body for POST

Root XML tag

```
<SurveyDescriptionInput>
```

JSON Example

```
{
  "languageCode": "",
```

```
  "relatedRecordIds": [
    "500xx000000bo3dAAA"
  ],
  "recipientEngagementContext": {
    "test_key1": "test_value1",
    "test_key2": "test_value1"
  }
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`invitationSettings`	Survey Invitation Settings Input	Invitation settings of the survey. The Invitation ID API doesn't require the invitation configuration settings to be passed with the Survey Invitations.	Required	56.0
`languageCode`	String	Code of the language in which the survey is created.	Optional	56.0
`recipient Engagement Context`	Map<String, String>	Engagement context settings for a recipient of the survey.	Optional	56.0
`relatedRecordIds`	String[]	IDs of the records that are related to the survey.	Optional	56.0
`shouldLoad PartiallyCmpl Survey`	Boolean	Indicates whether to load partially completed surveys when a partially completed survey is selected (`true`), or to start a new survey (`false`). The default value is `false`.	Optional	63.0
`staticMergeFields`	Map<String, String>	Map of static merge field values.	Optional	56.0

Response Body for POST

Survey Description Output

Request Body for PATCH

Root XML tag

`<SurveyResponseInput>`

JSON Example

Here's an example for multiple questions.

```
{
  "invitationId": "0Kixx0000004DbMCAU",
  "languageCode": "en",
  "flowInterviewState": "ewqJgw",
  "navigationAction" : "Next",
  "surveyPageResponses": {
    "name" :  "p_ff794819_c0f0_4e0d_b357_29ca1694cfc4",
    "questionResponses": [
      {
        "name": "q_d217f330_05a6_4e2b_859b_1f1ef210bf84",
        "questionType": "NPS",
        "responseValue": 5
      },
      {
        "name": "q_ab781617_3665_4a41_b4ff_f236d73ecb30",
        "questionType": "FreeText",
        "responseValue": "Free Text Question Response"
      },
      {
        "name": "q_b1cdfe4c_9c7d_4c2f_ad9d_1915d301d780",
        "questionType": "ShortText",
        "responseValue": "Short Text Question Response"
      },
      {
        "name": "q_f84a6a3c_683c_4ed5_864e_5b486baed308",
        "questionType": "Boolean",
        "responses": [
          {
            "name": "choice1"
          }
        ]
      },
      {
        "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
        "questionType": "MultiChoice",
        "responses": [
          {
            "name": "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"
          },
          {
            "name": "c_0f1f63cc_608a_4560_9d29_72b203f195f2"
          }
        ]
      },
      {
        "name": "q_1d8690a9_ae95_4e7c_86be_b8057205facc",
        "questionType": "RadioButton",
        "responses": [
          {
            "name": "c_4867edc8_e9a6_4e86_9fea_b80758e90caf"
          }
```

```
        ]
      },
      {
        "name": "q_8946f212_25ff_43a8_a507_d267637eee1f",
        "questionType": "Rating",
        "responses": [
          {
            "name": "c_f51c509a_9643_4a05_89f1_42464de618a6"
          }
        ]
      }
    ]
  }
}
```

Here's an example for a single question.

```
{
  "invitationId": "0Kixx0000004EdsCAE",
  "languageCode": "en",
  "navigationAction" : "Next",
  "surveyPageResponses": {
    "questionResponses": [
      {
        "name": "q_3e501184_bb93_4a9c_a66b_6f2d81c92316",
        "questionType": "FreeText",
        "responseValue": "Answer for text question"
      }
    ]
  },
  "flowInterviewState": "eg"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`flowInterviewState`	String	State of the flow interview.	Required	56.0
`invitationId`	String	ID of the survey invitation.	Required	56.0
`languageCode`	String	Code of the language that the survey is created in.	Optional	56.0
`navigationAction`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Navigate to the previous survey page. • `Next`—Navigate to the next survey page.	Required	57.0

Name	Type	Description	Required or Optional	Available Version
`surveyPage Responses`	Survey Page Response Input	Responses to the survey questions on a page.	Required	56.0

Response Body for PATCH

Survey Response Output

Connect REST API Request Bodies

To perform a POST, PATCH, or PUT request, pass query parameters or create a request body formatted in either XML or JSON. This chapter lists the request bodies. The query parameters are listed with each resource.

To create a JSON request body, specify the properties of the request body in JSON format.

This is an example of a Comment request body.

```
{
 "body" : "Let's look for a new solution."
}
```

If a request body is top-level, it has a root XML tag listed. To create an XML request body, nest the properties as XML tags inside the root XML tag.

This is the same Connect request body in XML format:

```
<comment>
 <body>Let's look for a new solution.</body>
</comment>
```

Survey Description Input

Input representation of the details of the survey recipient and their engagement context, and the language, related records, and invitation settings of the survey.

Survey Email Input

Survey email.

Survey Integer Question Response Input

Input representation of the details of the response to an NPS question on the survey page.

Survey Invitation Settings Input

Input representation of the settings of the survey invitation that define the participants who can respond to the survey, its expiration, and other related configurations.

Survey Page Response Input

Input representation of the details of the response to a survey page.

Survey Question Response Input

Input representation of the details of the response to a question on the survey page.

Survey Recipient Engagement Context Input

Context based on which the survey invitation is sent to a participant.

Survey Recipient Survey Subjects Input

Records associated with the survey invitation.

Survey Response Input

Input representation of the details of a survey response.

Survey Selection Question Choice Input

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Survey Selection Question Response Input

Input representation of the details of the response to a boolean, rating, single selection, or a multiple selection question on the survey page.

Survey Text Question Response Input

The details of the response to a short-text or a long-text question on the survey page.

Survey Description Input

Input representation of the details of the survey recipient and their engagement context, and the language, related records, and invitation settings of the survey.

Properties

Name	Type	Description	Required or Optional	Available Version
`invitationSettings`	Survey Invitation Settings Input	Invitation settings of the survey. The Invitation ID API doesn't require the invitation configuration settings to be passed with the Survey Invitations.	Required	56.0
`languageCode`	String	Code of the language in which the survey is created.	Optional	56.0
`recipientEngagementContext`	Map<String, String>	Engagement context settings for a recipient of the survey.	Optional	56.0
`relatedRecordIds`	String[]	IDs of the records that are related to the survey.	Optional	56.0
`shouldLoadPartiallyCmplSurvey`	Boolean	Indicates whether to load partially completed surveys when a partially completed survey is selected (`true`), or to start a new survey (`false`). The default value is `false`.	Optional	63.0
`staticMergeFields`	Map<String, String>	Map of static merge field values.	Optional	56.0

Survey Email Input

Survey email.

Root XML Tag

```
<SurveyInvitationEmailInput>
```

JSON Example

```
{
 "recipients":["003x0000003j8CEAAY"],
 "collectAnonymousResponse":false,
 "allowParticipantsAccessTheirResponse":false,
 "allowGuestUserResponse":true,
 "isPersonalInvitation":true,
 "emailTemplateId":"00Xx0000000LwAuEAK",
 "surveyQuestionIds":["0Kux000000003yBCAQ"],
 "invitationExpirationDate":"2020-07-31T21:32:54",
 "fromEmailAddress":"abeeram@salesforce.com",
 "invitationOwner":"0054V00000FZTjJ",
 "shareInvitationsWith":["0054V00000FZTjJ"],

"associateRecordsWithRecipients":[{"recipientId":"003x0000003j8CEAAY","associateRecordIds":["001x0000004EWIZAA4"]}],

 "recipientEngagementContexts":[{"recipientId" :
"003x0000003j8CEAAY","recipientEngagementContext":{"TestKey" :"TestValue"}}]
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`allowGuestUserResponse`	Boolean	Specifies whether participants who don't have a Salesforce account can respond (`true`) or not (`false`).	Required	50.0
`allowParticipantsAccessTheirResponse`	Boolean	Specifies whether participants can see their responses (`true`) or not (`false`).	Required	50.0
`associateRecordsWithRecipients`	Survey Recipient Survey Subjects Input[]	Maps each recipient with another record that must be associated with the recipient's survey invitation.	Optional	50.0
`body`	String	Content of the email. Specify the email body in case you don't specify an email template. The email body must contain one of these merge fields: • To embed a link to launch the survey: [[SURVEY_INVITATION_URL]] • To embed a survey question: {{{SurveyQuestion.QuestionName}}} and {{{SurveyQuestion.QuestionHtmlContent}}}	Optional	50.0

Name	Type	Description	Required or Optional	Available Version
`collectAnonymousResponse`	Boolean	Specifies whether participants can respond anonymously (`true`) or not (`false`).	Required	50.0
`communityId`	String	ID of the site that's used to open the survey for users outside your org.	Optional	50.0
`emailTemplateId`	String	ID of the Lightning email template that's used to send the survey invitation. The template must contain the required merge fields that embed either the survey link or a question in the email. Only Lightning email templates are used to send survey invitations.	Optional	50.0
`fromEmailAddress`	String	Email ID of the user or the org-wide email address associated with the user's profile.	Required	50.0
`invitationExpirationDate`	String	Date on which the survey invitation expires.	Optional	50.0
`invitationOwner`	String	ID of the owner of the survey invitation records.	Optional	50.0
`isPersonalInvitation`	Boolean	Specifies whether a unique invitation is created for each participant (`true`) or not (`false`). When a participant responds using a personal invitation, the response record is associated with the participant's Salesforce record.	Required	50.0
`recipientEngagementContexts`	Survey Recipient Engagement Context Input[]	Maps each recipient with the context based on which the survey invitation is emailed.	Optional	50.0
`recipients`	String[]	List of up to 300 IDs of leads, contacts, or users to whom the survey invitation is emailed.	Required	50.0
`sendEmailThroughUma`	Boolean	Specifies whether to send the email through Marketing Cloud (`true`) or not (`false`). If unspecified, defaults to `false`.	Optional	65.0
`shareInvitationsWith`	String[]	IDs of the users with whom the survey invitation records must be shared. The invitation records are shared with Read access.	Optional	50.0
`subject`	String	Subject of the email. Specify the subject in case you don't specify an email template.	Optional	50.0

Name	Type	Description	Required or Optional	Available Version
`surveyQuestionIds`	String[]	IDs of the questions that are embedded in the email. You can send an email invitation for questions of these types: Net Promoter Score (NPS), rating, and score.	Optional	50.0

Survey Integer Question Response Input

Input representation of the details of the response to an NPS question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	56.0
`questionType`	String	The type of survey question.	Required	56.0
`responseValue`	Integer	The value of a response to an NPS question in a survey.	Required	56.0

Survey Invitation Settings Input

Input representation of the settings of the survey invitation that define the participants who can respond to the survey, its expiration, and other related configurations.

Properties

Name	Type	Description	Required or Optional	Available Version
`allowGuestUserResponse`	Boolean	Indicates whether a guest user can respond to the survey (`true`) or not (`false`).	Required	56.0
`allowParticipantsAccessTheirResponse`	Boolean	Indicates whether participants with Salesforce accounts can access their responses (`true`) or not (`false`).	Required	56.0
`collectAnonymousResponse`	Boolean	Indicates whether participants can take the survey without revealing their name or other identifying information (`true`) or not (`false`).	Required	56.0
`communityId`	String	The ID of the Experience Cloud site related to the survey.	Optional	56.0

Name	Type	Description	Required or Optional	Available Version
`invitationExpirationDate`	String	The date when the survey invitation expires.	Optional	56.0
`invitationOwner`	String	The ID of the survey invitation's owner. The default value is the ID of the user running the API request.	Optional	56.0
`recipientId`	String	The ID of the survey recipient.	Optional	56.0

Survey Page Response Input

Input representation of the details of the response to a survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of the survey page. Reserved for future use.	Optional	56.0
`questionResponses`	Various	The responses to the survey questions on the page. • NPS Question Type—See Survey Integer Question Response Input. • Selection Question Type—See Survey Selection Question Response Input. • Short Text or Long Text Question Type—See Survey Text Question Response Input. • Other Question Type—See Survey Question Response Input.	Required	56.0

Survey Question Response Input

Input representation of the details of the response to a question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	56.0
`questionType`	String	The type of survey question.	Required	56.0

Survey Recipient Engagement Context Input

Context based on which the survey invitation is sent to a participant.

Root XML Tag

```
<SurveyRecipientEngagementContextInput>
```

JSON Example

```
{"recipientId" : "003x0000003j8CEAAY","recipientEngagementContext":{"TestKey" :"TestValue"}}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`recipientEngagementContext`	Map<String, String>	Map each recipient with the context based on which the survey invitation is emailed.	Required	50.0
`recipientId`	String	Participant ID with whom the engagement context should be associated.	Required	50.0

Survey Recipient Survey Subjects Input

Records associated with the survey invitation.

Root XML Tag

```
<SurveyRecipientSurveySubjectsInput>
```

JSON Example

```
{"recipientId":"003x0000003j8CEAAY","associateRecordIds":["001x0000004EWIZAA4"]}
```

Properties

Property	Type	Description	Required or Optional	Available Version
`associateRecordIds`	List<String>	ID of the associated records.	Required	50.0
`recipientId`	String	Participant ID with whose invitation the record should be associated.	Required	50.0

Survey Response Input

Input representation of the details of a survey response.

JSON Example

Here's an example for multiple questions.

```
{
  "invitationId": "0Kixx0000004DbMCAU",
  "languageCode": "en",
  "flowInterviewState": "ewqJgw",
  "navigationAction" : "Next",
  "surveyPageResponses": {
    "name" :  "p_ff794819_c0f0_4e0d_b357_29ca1694cfc4",
    "questionResponses": [
      {
        "name": "q_d217f330_05a6_4e2b_859b_1f1ef210bf84",
        "questionType": "NPS",
        "responseValue": 5
      },
      {
        "name": "q_ab781617_3665_4a41_b4ff_f236d73ecb30",
        "questionType": "FreeText",
        "responseValue": "Free Text Question Response"
      },
      {
        "name": "q_b1cdfe4c_9c7d_4c2f_ad9d_1915d301d780",
        "questionType": "ShortText",
        "responseValue": "Short Text Question Response"
      },
      {
        "name": "q_f84a6a3c_683c_4ed5_864e_5b486baed308",
        "questionType": "Boolean",
        "responses": [
          {
            "name": "choice1"
          }
        ]
      },
      {
        "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
        "questionType": "MultiChoice",
        "responses": [
          {
            "name": "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"
          },
          {
            "name": "c_0f1f63cc_608a_4560_9d29_72b203f195f2"
          }
        ]
      },
      {
        "name": "q_1d8690a9_ae95_4e7c_86be_b8057205facc",
```

```
        "questionType": "RadioButton",
        "responses": [
          {
            "name": "c_4867edc8_e9a6_4e86_9fea_b80758e90caf"
          }
        ]
      },
      {
        "name": "q_8946f212_25ff_43a8_a507_d267637eee1f",
        "questionType": "Rating",
        "responses": [
          {
            "name": "c_f51c509a_9643_4a05_89f1_42464de618a6"
          }
        ]
      }
    ]
  }
}
```

Here's an example for a single question.

```
{
  "invitationId": "0Kixx0000004EdsCAE",
  "languageCode": "en",
  "navigationAction" : "Next",
  "surveyPageResponses": {
    "questionResponses": [
      {
        "name": "q_3e501184_bb93_4a9c_a66b_6f2d81c92316",
        "questionType": "FreeText",
        "responseValue": "Answer for text question"
      }
    ]
  },
  "flowInterviewState": "eg"
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`flowInterviewState`	String	State of the flow interview.	Required	56.0
`invitationId`	String	ID of the survey invitation.	Required	56.0
`languageCode`	String	Code of the language that the survey is created in.	Optional	56.0
`navigationAction`	String	Available navigation actions on the survey page. Possible values are:	Required	57.0

Name	Type	Description	Required or Optional	Available Version
		• `Back`—Navigate to the previous survey page. • `Next`—Navigate to the next survey page.		
`surveyPage Responses`	Survey Page Response Input	Responses to the survey questions on a page.	Required	56.0

Survey Selection Question Choice Input

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of selected choice to a Boolean, rating, single selection, or multiple selection question in a survey.	Required	56.0

Survey Selection Question Response Input

Input representation of the details of the response to a boolean, rating, single selection, or a multiple selection question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	56.0
`questionType`	String	The type of survey question.	Required	56.0
`responses`	Survey Selection Question Choice Input[]	The responses to a Boolean, rating, single selection, or multiple selection question in a survey.	Required	56.0

Survey Text Question Response Input

The details of the response to a short-text or a long-text question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	56.0
`questionType`	String	The type of survey question.	Required	56.0
`responseValue`	String	The value of a response to a short-text or long-text question in a survey.	Required	56.0

Connect REST API Response Bodies

The successful execution of a request to a Connect REST API resource can return a response body in either JSON or XML format.

A request to a Connect REST API resource always returns an HTTP response code, whether the request was successful or not.

Survey Description Output
Output representation of the response to the Start Survey request.

Survey Detail Output
Output representation of the details of the survey.

Survey Email
Survey invitation email response.

Survey NPS Question Output
Output representation of the details of the NPS question on the survey page.

Survey Question Output
Output representation of the details of the question on the survey page.

Survey Question Page Output
The details of the question page in the survey.

Survey Response Output
Output representation of the response to the Submit Survey request. The response includes the status of the survey response API and the Thank You page details in the survey.

Survey Selection Question Choice Output
The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Survey Selection Question Output
Output representation of the details of the boolean, rating, single-selection, or multiple-selection question on the survey page.

Survey Short-Text Question Output
Output representation of the details of the short-text question on the survey page.

Survey Text Question Output
Output representation of the details of the text question on the survey page.

Survey Thank You Page Output
Output representation of the details of the Thank You page in the survey.

Survey URL Buttons Output

Output representation of the details of the URL buttons on the Thank You page in the survey.

Survey Description Output

Output representation of the response to the Start Survey request.

JSON Example

```
{
  "languageCode": "en",
  "invitationId": "0Kixx0000004MWaCAM",
  "flowInterviewState": "state1",
  "status": "Success",
  "isPartiallyCmplSurveyLoaded": false,
  "surveyDetail": {
    "label": "Survey01",
    "name": "Survey01",
    "surveyPage": {
      "label": "Page 1",
      "name": "p_d84afb73_3a30_4a3f_aae7_b0478b3bb4ed",
      "surveyQuestions": [
        {
          "name": "q_856a997e_be2c_4ea3_b70d_7f6fb9cfbf4f",
          "label": "Good so Far !",
          "questionType": "ShortText",
          "responseDataType": "STRING",
          "isResponseRequired": false
        }
      ]
    }
  },
  "navigationActions": [
    "Next"
  ],
  "responseId": "0Myxx0000004CYqCAM",
  "errors": [],
  "warnings": []
}
```

Properties

Property Name	Type	Description	Filter Group and Version	Available Version
`errors`	String[]	Error messages for a failed request.	Small, 56.0	56.0
`flowInterviewState`	String	State of the flow interview.	Small, 56.0	56.0
`invitationId`	String	ID of the survey invitation that's related to the request.	Small, 56.0	56.0

Property Name	Type	Description	Filter Group and Version	Available Version
`isPartiallyCmplSurveyLoaded`	Boolean	Indicates whether a partially completed survey is loaded (`true`) or a new survey is started (`false`).	Small, 63.0	63.0
`languageCode`	String	Code of the language that the survey is created in.	Small, 56.0	56.0
`navigationActions`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Go to the previous survey page. • `Next`—Go to the next survey page.	Small, 57.0	57.0
`responseId`	String	ID of the survey response.	Small, 57.0	57.0
`status`	String	Status of the API request. Possible values are: • `Failure`—Survey Response API isn't successfully run. • `Success`—Survey Response API is successfully run.	Small, 56.0	56.0
`surveyDetail`	Survey Detail Output	All details of the page in the survey.	Small, 56.0	56.0
`warnings`	String[]	Warnings for a request.	Small, 56.0	56.0

Survey Detail Output

Output representation of the details of the survey.

Property Name	Type	Description	Filter Group and Version	Available Version
`label`	String	The label of the survey.	Small, 56.0	56.0
`name`	String	The API name of the survey.	Small, 56.0	56.0
`surveyPage`	Survey Question Page Output OR Survey Thank You Page Output	The details of the question or thank you page in the survey.	Small, 56.0	56.0
`versionLabel`	String	The label of the survey version.	Small, 56.0	56.0
`versionNumber`	Integer	The version number of the survey.	Small, 56.0	56.0

Survey Email

Survey invitation email response.

Property Name	Type	Description	Available Version
`errorCode`	Integer	Error code for the failed call.	50.0
`errorMessage`	String	Details explaining why the call failed.	50.0
`status`	`ConnectApi.SurveyEmailStatusEnum`	Status of a survey invitation email. Values are: • `Failed`—The survey invitation email wasn't sent. • `Queued`—The survey invitation email is queued for sending.	50.0

Survey NPS Question Output

Output representation of the details of the NPS question on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`description`	String	Description for the survey question.	Small, 56.0	56.0
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory.	Small, 56.0	56.0
`label`	String	Label of the survey question.	Small, 56.0	56.0
`maxScale`	Integer	Maximum score that participants can select for an NPS question in the survey.	Small, 56.0	56.0
`minScale`	Integer	Minimum score that participants can select for an NPS question in the survey.	Small, 56.0	56.0
`name`	String	API name of the survey question.	Small, 56.0	56.0
`questionType`	String	Type of survey question.	Small, 56.0	56.0
`responseDataType`	String	Data type of the survey question.	Small, 56.0	56.0
`responseValue`	Integer	Value of the response to an NPS question in a survey.	Small, 57.0	57.0

Survey Question Output

Output representation of the details of the question on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`description`	String	The description for the survey question.	Small, 56.0	56.0
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	Small, 56.0	56.0
`label`	String	The label of the survey question.	Small, 56.0	56.0
`name`	String	The API name of the survey question.	Small, 56.0	56.0
`questionType`	String	The type of survey question.	Small, 56.0	56.0
`responseDataType`	String	The data type of the survey question.	Small, 56.0	56.0

Survey Question Page Output

The details of the question page in the survey.

Property Name	Type	Description	Filter Group and Version	Available Version
`label`	String	The label of the survey page.	Small, 56.0	56.0
`name`	String	The API name of the survey page.	Small, 56.0	56.0
`surveyQuestions`	NPS Question Type Selection Question Type ShortText Question Type Text Question Type Other Question Type	List of survey questions.	Small, 56.0	56.0

Survey Response Output

Output representation of the response to the Submit Survey request. The response includes the status of the survey response API and the Thank You page details in the survey.

JSON Example

```
{
  "languageCode": "en",
  "invitationId": "0Kixx0000004MWaCAM",
  "flowInterviewState": "state1",
  "status": "Success",
```

```
  "surveyPage": {
    "label": "Page 1",
    "name": "p_d84afb73_3a30_4a3f_aae7_b0478b3bb4ed",
    "surveyQuestions": [
      {
        "name": "q_856a997e_be2c_4ea3_b70d_7f6fb9cfbf4f",
        "label": "Good so Far !",
        "questionType": "ShortText",
        "responseDataType": "STRING",
        "isResponseRequired": false
      }
    ]
  },
  "navigationActions": [
    "Next",
    "Back"
  ],
  "responseId": "0Myxx0000004CYqCAM",
  "errors": []
}
```


Properties

Property Name	Type	Description	Filter Group and Version	Available Version
`errors`	String[]	Error messages for a failed request.	Small, 56.0	56.0
`flowInterviewState`	String	State of the flow interview.	Small, 57.0	57.0
`invitationId`	String	ID of the survey invitation that's related to the request.	Small, 57.0	57.0
`languageCode`	String	Code of the language that the survey is created in.	Small, 56.0	56.0
`navigationActions`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Go to the previous survey page. • `Next`—Go to the next survey page.	Small, 57.0	57.0
`responseId`	String	ID of the survey response.	Small, 57.0	57.0
`status`	String	Status of the API request. Possible values are: • `Failure`—Survey Response API isn't successfully run.	Small, 56.0	56.0

Property Name	Type	Description	Filter Group and Version	Available Version
		• `Success`—Survey Response API is successfully run.		
`surveyPage`	Survey Question Page Output OR Survey Thank You Page Output	Details of the question or the Thank You page.	Small, 56.0	56.0

Survey Selection Question Choice Output

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`label`	String	The label of a choice for a Boolean, rating, single selection, or multiple selection question in a survey.	Small, 56.0	56.0
`name`	String	The name of a choice for a Boolean, rating, single selection, or multiple selection question in a survey.	Small, 56.0	56.0

Survey Selection Question Output

Output representation of the details of the boolean, rating, single-selection, or multiple-selection question on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`description`	String	Description for the survey question.	Small, 56.0	56.0
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory.	Small, 56.0	56.0
`label`	String	Label of the survey question.	Small, 56.0	56.0
`maxChoicesAllowed`	Integer	Maximum number of choices for a multiple-choice question.	Small, 65.0	65.0
`name`	String	API name of the survey question.	Small, 56.0	56.0
`questionChoices`	Survey Selection Question Choice Output[]	Choices that are available for a boolean, rating, single-selection, or multiple-selection question in a survey.	Small, 56.0	56.0
`questionType`	String	Type of survey question.	Small, 56.0	56.0

Property Name	Type	Description	Filter Group and Version	Available Version
`responseDataType`	String	Data type of the survey question.	Small, 56.0	56.0
`responseValues`	String[]	List of survey response values for a selected question.	Small, 57.0	57.0

Survey Short-Text Question Output

Output representation of the details of the short-text question on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`description`	String	Description for the survey question.	Small, 56.0	56.0
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	Small, 56.0	56.0
`label`	String	Label of the survey question.	Small, 56.0	56.0
`name`	String	API name of the survey question.	Small, 56.0	56.0
`questionType`	String	Type of survey question.	Small, 56.0	56.0
`responseDataType`	String	Data type of the survey question.	Small, 56.0	56.0
`responseValue`	String	Value of the response to a short-text question in a survey.	Small, 57.0	57.0
`validationFormula`	String	Validation regex for the short text question.	Small, 56.0	56.0

Survey Text Question Output

Output representation of the details of the text question on the survey page.

Property Name	Type	Description	Filter Group and Version	Available Version
`description`	String	Description for the survey question.	Small, 56.0	56.0
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	Small, 56.0	56.0
`label`	String	Label of the survey question.	Small, 56.0	56.0
`name`	String	API name of the survey question.	Small, 56.0	56.0

Property Name	Type	Description	Filter Group and Version	Available Version
`questionType`	String	Type of survey question.	Small, 56.0	56.0
`responseDataType`	String	Data type of the survey question.	Small, 56.0	56.0
`responseValue`	String	Value of the response to a long-text question in a survey.	Small, 57.0	57.0

Survey Thank You Page Output

Output representation of the details of the Thank You page in the survey.

Property Name	Type	Description	Filter Group and Version	Available Version
`label`	String	The label of the survey page.	Small, 56.0	56.0
`messageDescription`	String	The description for a message on the Thank You page in the survey.	Small, 56.0	56.0
`name`	String	The API name of the survey page.	Small, 56.0	56.0
`redirectUrl`	String	The URL that respondents are automatically redirected to after completing the survey.	Small, 56.0	56.0
`thankYouMessage`	String	The thank you message of the Thank You page in the survey.	Small, 56.0	56.0
`urlButtons`	Survey URL Buttons Output[]	The buttons on the Thank You page which respondents select to navigate to URLs.	Small, 56.0	56.0

Survey URL Buttons Output

Output representation of the details of the URL buttons on the Thank You page in the survey.

Property Name	Type	Description	Filter Group and Version	Available Version
`label`	String	The label specified for a button on the Thank You page.	Small, 56.0	56.0
`url`	String	The URL specified for a button on the Thank You page.	Small, 56.0	56.0

Surveys for Unauthenticated Participants

Use Salesforce Feedback Management (SFM) unAuth Response APIs to create survey invitations and to enable survey responses from unauthenticated participants.

For unauthenticated survey participation, the recipient must be a Contact or a Lead.

Set Up Your Environment
Get your Salesforce environment ready before you create a survey invitation by using the Salesforce Feedback Management (SFM) unAuth Response APIs.

Access Token
Create an access token to enable survey invitation creation, and gather feedback from unauthenticated participants.

Resources
Use the developer resources for the Salesforce Feedback Management (SFM) unAuth Response APIs to create survey invitation, enable survey responses, and gather feedback from unauthenticated participants.

Request Bodies
Get to know the request bodies for the Salesforce Feedback Management (SFM) unAuth Response APIs.

Response Bodies
Get to know the response bodies for the Salesforce Feedback Management (SFM) unAuth Response APIs.

Error Code Details
Get to know the error codes and messages for the Salesforce Feedback Management (SFM) unAuth Response APIs.

Set Up Your Environment

Get your Salesforce environment ready before you create a survey invitation by using the Salesforce Feedback Management (SFM) unAuth Response APIs.

1. From Setup, in the Quick Find box, enter *Survey*, and then select **Survey Settings**.
2. Turn on Unauthenticated Survey Participation.
3. To create surveys that are available to external unauthenticated participants, select an Experience Cloud site by clicking your site name.
4. Get the My Domain URL that's used to invoke the SFM unAuth Response APIs for your org. The format is `https://OMNI_CHANNEL_ENGAGEMENT_URL/APP_PREFIX`

   Where `OMNI_CHANNEL_ENGAGEMENT_URL` and `APP_PREFIX` are variables.

   a. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

   b. Find your org's My Domain URL in the Current My Domain URL field.

   c. To get your org's Omni-Channel Engagement URL, append `-scrt` to the My Domain login URL before `.com`.
   For example, if the My Domain URL is `https://exampleCompany.my.salesforce.com`, then the Omni-Channel Engagement URL is `https://exampleCompany.my.salesforce-scrt.com`.

   d. To get the full URL, append the app prefix `surveys/v1` to the Omni-Channel Engagement URL.
   For example, if the Omni-Channel Engagement URL is `https://exampleCompany.my.salesforce-scrt.com`, then the full URL

EDITIONS

Available in: Salesforce Classic (not available in all orgs) and Lightning Experience with Surveys enabled

Available in: **Developer**, **Enterprise**, and **Unlimited** Editions

Available with the Feedback Management - Growth license

USER PERMISSIONS

User Permissions Needed

To create a basic survey:
- Permissions to create surveys

to invoke the SFM unAuth Response APIs is
`https://exampleCompany.my.salesforce-scrt.com/surveys/v1`.

SEE ALSO:

Salesforce Help: Enable Surveys and Configure Survey Settings

Salesforce Help: Feedback Management Licenses

Access Token

Create an access token to enable survey invitation creation, and gather feedback from unauthenticated participants.

Resource

```
/<MyDomainURL>/<AppPrefix>/accessToken
```

Resource Example

```
https://yourInstance.salesforce-scrt.com/surveys/v1/accessToken
```

HTTP Methods

POST

Request Body for POST

Pass the 18 digit `orgId` in the request. Make a `Query()` request on the Organization object to fetch the organization ID. See Execute a SOQL Query.

```
{
"orgId": "00DSB00000026pJ2AQ"
}
```

Response Body for POST

JSON Example

```
{
    "accessToken": "eyJraWQiOiIwM2ZiN......-UA",
    "expiresIn": 3600,
    "tokenType": "Bearer"
}
```

Resources

Use the developer resources for the Salesforce Feedback Management (SFM) unAuth Response APIs to create survey invitation, enable survey responses, and gather feedback from unauthenticated participants.

Note: Salesforce Feedback Management Business API performance can be impacted if a POST request exceeds 3600 calls per minute and if a PATCH request exceeds 1800 calls per minute at the organization level.

Survey Responses Using Invitation Configurations (POST, PATCH)
Create responses using the invitation configuration details and initiate the process of submitting the survey responses by making a POST request. Submit the survey responses using the PATCH request.

Survey Responses Using Invitation Configurations (POST, PATCH)

Create responses using the invitation configuration details and initiate the process of submitting the survey responses by making a POST request. Submit the survey responses using the PATCH request.

Note: Salesforce Feedback Management Business API performance can be impacted if a POST request exceeds 3600 calls per minute and if a PATCH request exceeds 1800 calls per minute at the organization level.

You can create a survey to collect data from customers, employees, or other people whose feedback you need. The survey responses are stored in the SurveyResponse object and the responses to individual questions in the SurveyQuestionResponse object.

Resource

```
/<MyDomainURL>/<AppPrefix>/survey-response
```

Resource Example

```
https://yourInstance.salesforce-scrt.com/surveys/v1/survey-response
```

Available Version

v1

Requires Chatter

No

HTTP Methods

PATCH, POST

Note: The HTTP header request format only accepts `Content-Type: application/json`.

Special Access Rules

The Feedback Management - Growth license is required to use this resource.

Note: Ensure the survey is shared to the guest profile from Sharing Settings in Salesforce Setup.

Authorization

Use the bearer token from the accessToken request.

```
Authorization: Bearer <accessToken>
```

Merge Fields Setup

To use the participant or associated record merge fields, ensure these prerequisites are met.

- Access level for merge fields is set to System Context - Enforce record-level access. See Select the Access Level for Merge Fields.
- Share the records used in merge fields to the guest profile from Sharing Settings in Salesforce Setup.

SEE ALSO:

Salesforce Help: Assign Permissions to Guest Users to Respond to Surveys

Request Body for POST

Root XML tag

```
<SurveyDescriptionInput>
```

JSON Example

```
{
    "languageCode": "en",
    "surveyDeveloperName": "sample_survey",
    "invitationSettings" : {
      "recipientId": "003RM000008DecmYAC",
      "collectAnonymousResponse" : false,
      "invitationExpirationDate":"2023-07-31T21:32:54Z"
    }
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`invitationSettings`	Survey Invitation Settings Input	Invitation settings of the survey.	Required	v1
`languageCode`	String	Code of the language to get the survey page or question details. Ensure the survey is shared to the participant in this specified language.	Optional	v1
`surveyDeveloperName`	String	Name of the survey.	Required	v1

Name	Type	Description	Required or Optional	Available Version
`recipient Engagement Context`	Map<String, String>	Engagement context settings for a recipient of the survey.	Optional	v1
`related RecordIds`	String[]	IDs of the records that are related to the survey.	Optional	v1
`static MergeFields`	Map<String, String>	Map of static merge field values.	Optional	v1

Response Body for POST

Survey Description Output

Request Body for PATCH

Root XML tag

`<SurveyResponseInput>`

JSON Example

Here's an example for a single question.

```
{
 "invitationId": "0Kixx0000004MWaCAM",
 "invitationUuid": "11845-39854594-3438",
 "surveyDeveloperName": "sample_survey",
 "languageCode": "en",
 "flowInterviewState" : "state1",
 "navigationAction" : "Next",
 "surveyPageResponses" : {
        "name" :  "p_ff794819_c0f0_4e0d_b357_29ca1694cfc4",
        "questionResponses" : [
            {
                "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
                "questionType" : "MultiChoice",
                "responses" : [{"name" : "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"},
                               {"name" : "c_0f1f63cc_608a_4560_9d29_72b203f195f2"}]
            }
         ]
   }
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`flowInterviewState`	String	State of the flow interview.	Required	v1
`invitationId`	String	ID of the survey invitation.	Required	v1
`invitationUuid`	String	Random ID of the survey invitation that's generated for enhanced security.	Required	v1
`languageCode`	String	Code of the language to get the survey page or question details. Ensure the survey is shared to the participant in this specified language.	Optional	v1
`navigationAction`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Navigate to the previous survey page. • `Next`—Navigate to the next survey page.	Required	v1
`surveyDeveloperName`	String	Name of the survey.	Required	v1
`surveyPageResponses`	Survey Page Response Input	Responses to the survey questions on a page.	Required	v1

Response Body for PATCH

Survey Response Output

Request Bodies

Get to know the request bodies for the Salesforce Feedback Management (SFM) unAuth Response APIs.

Survey Description Input

Input representation of the details of the survey recipient and their engagement context, the language, related records, and invitation settings of the survey.

Survey Integer Question Response Input

Input representation of the details of the response to an NPS question on the survey page.

Survey Invitation Settings Input

Input representation of the settings of the survey invitation that define the participants who can respond to the survey, its expiration, and other related configurations.

Survey Page Response Input
Input representation of the details of the response to a survey page.

Survey Question Response Input
Input representation of the details of the response to a question on the survey page.

Survey Response Input
Input representation of the details of a survey response.

Survey Selection Question Choice Input
The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Survey Selection Question Response Input
Input representation of the details of the response to a boolean, rating, single selection, or a multiple selection question on the survey page.

Survey Text Question Response Input
The details of the response to a short-text or a long-text question on the survey page.

Survey Description Input

Input representation of the details of the survey recipient and their engagement context, the language, related records, and invitation settings of the survey.

Properties

Name	Type	Description	Required or Optional	Available Version
`invitationSettings`	Survey Invitation Settings Input	Invitation settings of the survey.	Required	v1
`languageCode`	String	Code of the language to get the survey page or question details. Ensure the survey is shared to the participant in this specified language.	Optional	v1
`surveyDeveloperName`	String	Name of the survey.	Required	v1
`recipientEngagementContext`	Map<String, String>	Engagement context settings for a recipient of the survey.	Optional	v1
`relatedRecordIds`	String[]	IDs of the records that are related to the survey.	Optional	v1
`staticMergeFields`	Map<String, String>	Map of static merge field values.	Optional	v1

Survey Integer Question Response Input

Input representation of the details of the response to an NPS question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	v1
`questionType`	String	The type of survey question.	Required	v1
`responseValue`	Integer	The value of a response to an NPS question in a survey.	Required	v1

Survey Invitation Settings Input

Input representation of the settings of the survey invitation that define the participants who can respond to the survey, its expiration, and other related configurations.

Properties

Name	Type	Description	Required or Optional	Available Version
`collectAnonymous Response`	Boolean	Indicates whether participants can take the survey without revealing their name or other identifying information (`true`) or not (`false`).	Required	v1
`invitation ExpirationDate`	String	The date in ISO 8601 format when the survey invitation expires.	Optional	v1
`recipientId`	String	The ID of the survey recipient. For unauthenticated survey participation, the recipient must be a Contact or a Lead.	Optional	v1

Survey Page Response Input

Input representation of the details of the response to a survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of the survey page. Reserved for future use.	Optional	v1
`questionResponses`	Various	The responses to the survey questions on the page. • NPS Question Type—See Survey Integer Question Response Input.	Required	v1

Name	Type	Description	Required or Optional	Available Version
		• Selection Question Type—See Survey Selection Question Response Input. • Short Text or Long Text Question Type—See Survey Text Question Response Input. • Other Question Type—See Survey Question Response Input.		

Survey Question Response Input

Input representation of the details of the response to a question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	v1
`questionType`	String	The type of survey question.	Required	v1

Survey Response Input

Input representation of the details of a survey response.

JSON Example

Here's an example for a single question.

```
{
 "invitationId": "0Kixx0000004MWaCAM",
 "invitationUuid": "11845-39854594-3438",
 "surveyDeveloperName": "sample_survey",
 "languageCode": "en",
 "flowInterviewState" : "state1",
 "navigationAction" : "Next",
 "surveyPageResponses" : {
        "name" :  "p_ff794819_c0f0_4e0d_b357_29ca1694cfc4",
        "questionResponses" : [
            {
                "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
                "questionType" : "MultiChoice",
                "responses" : [{"name" : "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"},
                               {"name" : "c_0f1f63cc_608a_4560_9d29_72b203f195f2"}]
            }
         ]
```

```
    }
}
```

Properties

Name	Type	Description	Required or Optional	Available Version
`flowInterviewState`	String	State of the flow interview.	Required	v1
`invitationId`	String	ID of the survey invitation.	Required	v1
`invitationUuid`	String	Random ID of the survey invitation that's generated for enhanced security.	Required	v1
`languageCode`	String	Code of the language to get the survey page or question details. Ensure the survey is shared to the participant in this specified language.	Optional	v1
`navigationAction`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Navigate to the previous survey page. • `Next`—Navigate to the next survey page.	Required	v1
`surveyDeveloperName`	String	Name of the survey.	Required	v1
`surveyPageResponses`	Survey Page Response Input	Responses to the survey questions on a page.	Required	v1

Survey Selection Question Choice Input

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of selected choice to a Boolean, rating, single selection, or multiple selection question in a survey.	Required	v1

Survey Selection Question Response Input

Input representation of the details of the response to a boolean, rating, single selection, or a multiple selection question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	v1
`questionType`	String	The type of survey question.	Required	v1
`responses`	Survey Selection Question Choice Input[]	The responses to a Boolean, rating, single selection, or multiple selection question in a survey.	Required	v1

Survey Text Question Response Input

The details of the response to a short-text or a long-text question on the survey page.

Properties

Name	Type	Description	Required or Optional	Available Version
`name`	String	The API name of survey question.	Required	v1
`questionType`	String	The type of survey question.	Required	v1
`responseValue`	String	The value of a response to a short-text or long-text question in a survey.	Required	v1

Response Bodies

Get to know the response bodies for the Salesforce Feedback Management (SFM) unAuth Response APIs.

Survey Description Output
Output representation of the response to the Start Survey request.

Survey Detail Output
Output representation of the details of the survey.

Survey NPS Question Output
Output representation of the details of the NPS question on the survey page.

Survey Question Output
Output representation of the details of the question on the survey page.

Survey Question Page Output

The details of the question page in the survey.

Survey Response Output

Output representation of the response to the Submit Survey request. The response includes the status of the survey unAuth response API and the Thank You page details in the survey.

Survey Selection Question Choice Output

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Survey Selection Question Output

Output representation of the details of the boolean, rating, single-selection, or multiple-selection question on the survey page.

Survey Short-Text Question Output

Output representation of the details of the short-text question on the survey page.

Survey Text Question Output

Output representation of the details of the text question on the survey page.

Survey Thank You Page Output

Output representation of the details of the Thank You page in the survey.

Survey URL Buttons Output

Output representation of the details of the URL buttons on the Thank You page in the survey.

Survey Description Output

Output representation of the response to the Start Survey request.

JSON Example

```
{
  "languageCode": "en",
  "invitationId": "0Kixx0000004MWaCAM",
  "invitationUuid": "11845-39854594-3439",
  "flowInterviewState": "state1",
  "status": "Success",
  "surveyDetail": {
    "label": "Survey01",
    "name": "Survey01",
    "surveyPage": {
      "label": "Page 1",
      "name": "p_d84afb73_3a30_4a3f_aae7_b0478b3bb4ed",
      "surveyQuestions": [
        {
          "name": "q_856a997e_be2c_4ea3_b70d_7f6fb9cfbf4f",
          "label": "Good so Far !",
          "questionType": "ShortText",
          "responseDataType": "STRING",
          "isResponseRequired": false
        }
      ]
    }
  },
  "navigationActions": [
```

```
    "Next"
  ],
  "responseId": "0Myxx0000004CYqCAM",
  "errors": [],
  "warnings": []
}
```

Properties

Property Name	Type	Description	Available Version
`errors`	String[]	Error messages for a failed request.	v1
`flowInterviewState`	String	State of the flow interview.	v1
`invitationId`	String	ID of the survey invitation that's related to the request.	v1
`invitationUuid`	String	Random ID of the survey invitation that's generated for enhanced security.	v1
`languageCode`	String	Code of the language to get the survey page or question details.	v1
`navigationActions`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Go to the previous survey page. • `Next`—Go to the next survey page.	v1
`responseId`	String	ID of the survey response.	v1
`status`	String	Status of the API request. Possible values are: • `Failure`—Survey unAuth Response API isn't successfully run. • `Success`—Survey unAuth Response API is successfully run.	v1
`surveyDetail`	Survey Detail Output	All details of the page in the survey.	v1
`warnings`	String[]	Warnings for a request.	v1

Survey Detail Output

Output representation of the details of the survey.

Property Name	Type	Description	Available Version
`label`	String	The label of the survey.	v1

Property Name	Type	Description	Available Version
`name`	String	The API name of the survey.	v1
`surveyPage`	Survey Question Page Output OR Survey Thank You Page Output	The details of the question or thank you page in the survey.	v1
`versionLabel`	String	The label of the survey version.	v1
`versionNumber`	Integer	The version number of the survey.	v1

Survey NPS Question Output

Output representation of the details of the NPS question on the survey page.

Property Name	Type	Description	Available Version
`description`	String	Description for the survey question.	v1
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory.	v1
`label`	String	Label of the survey question.	v1
`maxScale`	Integer	Maximum score that participants can select for an NPS question in the survey.	v1
`minScale`	Integer	Minimum score that participants can select for an NPS question in the survey.	v1
`name`	String	API name of the survey question.	v1
`questionType`	String	Type of survey question.	v1
`responseDataType`	String	Data type of the survey question.	v1
`responseValue`	Integer	Value of the response to an NPS question in a survey.	v1

Survey Question Output

Output representation of the details of the question on the survey page.

Property Name	Type	Description	Available Version
`description`	String	The description for the survey question.	v1
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	v1
`label`	String	The label of the survey question.	v1

Property Name	Type	Description	Available Version
name	String	The API name of the survey question.	v1
questionType	String	The type of survey question.	v1
responseDataType	String	The data type of the survey question.	v1

Survey Question Page Output

The details of the question page in the survey.

Property Name	Type	Description	Available Version
label	String	The label of the survey page.	v1
name	String	The API name of the survey page.	v1
surveyQuestions	NPS Question Type Selection Question Type ShortText Question Type Text Question Type Other Question Type	List of survey questions.	v1

Survey Response Output

Output representation of the response to the Submit Survey request. The response includes the status of the survey unAuth response API and the Thank You page details in the survey.

JSON Example

```
{
    "languageCode": "en",
    "invitationId": "0Kixx0000004MWaCAM",
    "invitationUuid": "11845-39854594-3438",
    "flowInterviewState": "state1",
    "status": "Success",
    "surveyPage": {
        "label": "Page 2",
        "name": "p_d84afb73_3a30_4a3f_aae7_b0478b3bb4ed",
        "surveyQuestions": [
            {
                "name": "q_856a997e_be2c_4ea3_b70d_7f6fb9cfbf4f",
                "label": "Good so Far !",
                "questionType": "ShortText",
                "responseDataType": "STRING",
                "isResponseRequired": false
            }
        ]
```

```
    },
    "navigationActions": [
        "Next",
        "Back"
    ],
  "responseId": "0Myxx0000004CYqCAM",
    "errors": []
}
```

Properties

Property Name	Type	Description	Available Version
`errors`	String[]	Error messages for a failed request.	v1
`flowInterviewState`	String	State of the flow interview.	v1
`invitationId`	String	ID of the survey invitation that's related to the request.	v1
`invitationUuid`	String	Random ID of the survey invitation that's generated for enhanced security.	v1
`languageCode`	String	Code of the language to get the survey page or question details.	v1
`navigationActions`	String	Available navigation actions on the survey page. Possible values are: • `Back`—Go to the previous survey page. • `Next`—Go to the next survey page.	v1
`responseId`	String	ID of the survey response.	v1
`status`	String	Status of the API request. Possible values are: • `Failure`—Survey unAuth Response API isn't successfully run. • `Success`—Survey unAuth Response API is successfully run.	v1
`surveyPage`	Survey Question Page Output OR Survey Thank You Page Output	Details of the question or the Thank You page.	v1

Survey Selection Question Choice Output

The details of a boolean, rating, single selection, or a multiple selection question's choice on the survey page.

Property Name	Type	Description	Available Version
`label`	String	The label of a choice for a Boolean, rating, single selection, or multiple selection question in a survey.	v1
`name`	String	The name of a choice for a Boolean, rating, single selection, or multiple selection question in a survey.	v1

Survey Selection Question Output

Output representation of the details of the boolean, rating, single-selection, or multiple-selection question on the survey page.

Property Name	Type	Description	Available Version
`description`	String	Description for the survey question.	v1
`isResponse Required`	Boolean	Indicates whether the response to the question is mandatory.	v1
`label`	String	Label of the survey question.	v1
`name`	String	API name of the survey question.	v1
`questionChoices`	Survey Selection Question Choice Output[]	Choices that are available for a boolean, rating, single-selection, or multiple-selection question in a survey.	v1
`questionType`	String	Type of survey question.	v1
`responseDataType`	String	Data type of the survey question.	v1
`responseValues`	String[]	List of survey response values for a selected question.	v1

Survey Short-Text Question Output

Output representation of the details of the short-text question on the survey page.

Property Name	Type	Description	Available Version
`description`	String	Description for the survey question.	v1
`isResponse Required`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	v1
`label`	String	Label of the survey question.	v1
`name`	String	API name of the survey question.	v1
`questionType`	String	Type of survey question.	v1
`responseDataType`	String	Data type of the survey question.	v1

Property Name	Type	Description	Available Version
`responseValue`	String	Value of the response to a short-text question in a survey.	v1
`validationFormula`	String	Validation regex for the short text question.	v1

Survey Text Question Output

Output representation of the details of the text question on the survey page.

Property Name	Type	Description	Available Version
`description`	String	Description for the survey question.	v1
`isResponseRequired`	Boolean	Indicates whether the response to the question is mandatory (`true`) or not (`false`).	v1
`label`	String	Label of the survey question.	v1
`name`	String	API name of the survey question.	v1
`questionType`	String	Type of survey question.	v1
`responseDataType`	String	Data type of the survey question.	v1
`responseValue`	String	Value of the response to a long-text question in a survey.	v1

Survey Thank You Page Output

Output representation of the details of the Thank You page in the survey.

Property Name	Type	Description	Available Version
`label`	String	The label of the survey page.	v1
`messageDescription`	String	The description for a message on the Thank You page in the survey.	v1
`name`	String	The API name of the survey page.	v1
`redirectUrl`	String	The URL that respondents are automatically redirected to after completing the survey.	v1
`thankYouMessage`	String	The thank you message of the Thank You page in the survey.	v1
`urlButtons`	Survey URL Buttons Output[]	The buttons on the Thank You page which respondents select to navigate to URLs.	v1

Survey URL Buttons Output

Output representation of the details of the URL buttons on the Thank You page in the survey.

Property Name	Type	Description	Available Version
`label`	String	The label specified for a button on the Thank You page.	v1
`url`	String	The URL specified for a button on the Thank You page.	v1

Error Code Details

Get to know the error codes and messages for the Salesforce Feedback Management (SFM) unAuth Response APIs.

accessToken
Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) UnAuth Response APIs for the `accessToken` resource.

survey-response (PATCH)
Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) unAuth Response APIs for the `survey-response` PATCH resource.

survey-response (POST)
Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) unAuth Response APIs for the `survey-response` (POST) resource.

`accessToken`

Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) UnAuth Response APIs for the `accessToken` resource.

Error Codes and Responses for the `accessToken` Resource

This table lists the HTTP response code descriptions that are unique to this resource.

HTTP Response Code	Error Code	Description
400	`INVALID_API_INPUT`	{orgId} isn't valid. Specify a valid orgId value and try again.
400	`INVALID_API_INPUT`	You can't access the specified org. Specify a different orgId value and try again.
400	`API_CURRENTLY_DISABLED`	The UnauthenticatedSurveyParticipation API isn't enabled in your Salesforce org. Ask your Salesforce admin for help.

`survey-response` (PATCH)

Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) unAuth Response APIs for the `survey-response` PATCH resource.

Error Codes and Responses for the `survey-response` PATCH Resource

This table lists the HTTP response code descriptions that are unique to this resource.

HTTP Response Code	Error Code	Description
400	`API_CURRENTLY_DISABLED`	The UnauthenticatedSurveyParticipation API setting isn't enabled in your Salesforce org. Ask your Salesforce admin for help.
400	`API_CURRENTLY_DISABLED`	Your Salesforce org doesn't have a default Experience Cloud site. Select the default Experience Cloud site from the Survey Settings page in Salesforce, or contact your Salesforce admin.
400	`MISSING_RECORD`	Specify an existing survey, or ensure that the survey is shared with a guest user, and try again.
400	`INVALID_API_INPUT`	Specify a valid invitation configuration, and try again.
400	`INVALID_API_INPUT`	We couldn't process the request. Specify valid inputs, and try again.
401	`UNAUTHORIZED`	The access token has expired or isn't authorized to access the SFM unAuth Response APIs.
500	`UNKOWN_EXCEPTION`	We couldn't process the request because of an internal server error. Contact your Salesforce admin.

`survey-response` (POST)

Listed are the error codes and error code messages associated with the Salesforce Feedback Management (SFM) unAuth Response APIs for the `survey-response` (POST) resource.

Error Codes and Responses for the `survey-response` POST Resource

This table lists the HTTP response code descriptions that are unique to this resource.

HTTP Response Code	Error Code	Description
400	`INVALID_API_INPUT`	{recipientID} is invalid. Specify a recipientId of the type lead or contact, and try again.
400	`API_CURRENTLY_DISABLED`	The UnauthenticatedSurveyParticipation API isn't enabled in your Salesforce org. Ask your Salesforce admin for help.
400	`API_CURRENTLY_DISABLED`	Your Salesforce org doesn't have a default Experience Cloud site. Select the default Experience Cloud site from the Survey Settings page in Salesforce, or contact your Salesforce admin.

HTTP Response Code	Error Code	Description
400	MISSING_RECORD	Specify an existing survey, or ensure that the survey is shared with a guest user, and try again.
400	INVALID_INPUT_COMBINATION	Specify a basic survey, and try again.
400	INVALID_API_INPUT	Either activate the specified survey, or specify an active survey, and try again.
400	INVALID_API_INPUT	The specified merge field access level isn't supported. Specify a different merge field access level, and try again.
400	INVALID_API_INPUT	We couldn't process the request. Specify valid inputs, and try again.
400	MISSING_ARGUMENT	The collectAnonymousResponse property is a required property. Specify the collectAnonymousResponse property, and try again.
400	MISSING_RECORD	The recipient ID provided in the survey doesn't exist in your org. {recipientId} or the related record isn't shared with you.
401	UNAUTHORIZED	The access token has expired or isn't authorized to access the SFM unAuth Response APIs.
500	UNKOWN_EXCEPTION	We couldn't process the request because of an internal server error. Contact your Salesforce admin.

CHAPTER 6 Salesforce Surveys Apex Classes

In this chapter ...

- sfdc_surveys Namespace
- ConnectApi Namespace
- industriesNlpSvc

Salesforce Surveys provides the `ConnectApi` namespace (also called Connect in Apex) and `sfdc_surveys` namespace that contains classes for creating and sending survey invitations.

sfdc_surveys Namespace

The `sfdc_surveys` namespace provides an interface for shortening survey invitations.

The following are the classes in the `sfdc_surveys` namespace.

SurveyInvitationLinkShortener Interface
Use this interface to provide a class factory that Salesforce can call to create instances of your custom `SurveyInvitationLinkShortener`.

Example Implementation to Associate SurveySubjects with SurveyInvitation and SurveyResponses
If no survey responses are populated, create a custom code to associate SurveySubjects with SurveyInvitation and SurveyResponses.

SurveyInvitationLinkShortener Interface

Use this interface to provide a class factory that Salesforce can call to create instances of your custom `SurveyInvitationLinkShortener`.

Namespace

sfdc_surveys

Usage

Implement an instance of the `SurveyInvitationLinkShortener` interface to shorten the survey invitation that can be distributed as short URLs over customer engaged channels, such as SMS, WhatsApp, or Facebook Messenger.

Special access rules

To implement this interface, you must have the Salesforce Feedback Management license enabled in your Salesforce organization.

SurveyInvitationLinkShortener Methods

SurveyInvitationLinkShortener Example Implementation

SurveyInvitationLinkShortener Methods

The following are methods for `SurveyInvitationLinkShortener`.

getShortenedURL(var1)
Returns a shortened URL for a given survey invitation.

`getShortenedURL(var1)`

Returns a shortened URL for a given survey invitation.

Signature

```
public String getShortenedURL(String var1)
```

Parameters

- *var1*:

  Type: String

Return Value

Type: String

SurveyInvitationLinkShortener Example Implementation

This is an example implementation of the `sfdc_surveys.SurveyInvitationLinkShortener` interface.

This sample code uses Named Credentials for authentication. For more information on Named Credentials, see Named Credentials as Callout Endpoints.

```
public with sharing class SurveyInvitationLinkShortenerImpl implements
sfdc_surveys.SurveyInvitationLinkShortener {
   public String getShortenedURL(String invitationURL) {
      return shortenUrlUsingBitlyService(invitationURL);
   }
   public String shortenUrlUsingBitlyService(String invitationURL) {
      HttpRequest request = new HttpRequest();
      request.setEndpoint('callout:bitly/v4/shorten');
      request.setMethod('POST');
      request.setHeader('Authorization', 'Bearer {!$Credential.Password}');
      request.setHeader('Accept', 'application/json');
      request.setHeader('Content-Type', 'application/json');
      request.setBody(JSON.serialize(new Map<String, Object>{
      'group_guid' => '{!$Credential.UserName}',
      'long_url' => invitationURL
      }));

      Http http = new Http();
      HttpResponse res = http.send(request);

      Object result = JSON.deserializeUntyped(res.getBody());
      if (result instanceof Map<String, Object>) {
         Map<String, Object> resultMap = (Map<String, Object>) result;
         Object shortenedLinkVal = resultMap.get('link');
         if(shortenedLinkVal != null && shortenedLinkVal instanceof String) {
            return (String) shortenedLinkVal;
         }
      }
      return invitationURL;
   }
}
```

Example Implementation to Associate SurveySubjects with SurveyInvitation and SurveyResponses

If no survey responses are populated, create a custom code to associate SurveySubjects with SurveyInvitation and SurveyResponses.

This example shows how to associate SurveySubjects with SurveyInvitation and SurveyResponses.

```
public with sharing class CreateEntriesInSurveyInvitationRespRL {
    // Utility to create SurveyInvitation and SurveySubject record
    public static void addEntry(String associatedRecordId, String surveyId, String
participantId) {
        String invitationId = createSurveyInvitation(surveyId, participantId);

        createSurveySubject(invitationId, associatedRecordId);
    }

    // Create an unauthenticated invitation by setting the surveyId and participantId
    private static String createSurveyInvitation(String surveyId, String participantId) {

        SurveyInvitation surveyInv = new SurveyInvitation();
        surveyInv.Name = 'SurveyInvitationForCase'; // add your survey invitation name
here
        surveyInv.ParticipantId = participantId;
        surveyInv.CommunityId = '0DBRM0000004n4y'; //add your community id here
        surveyInv.OptionsAllowGuestUserResponse = true;
        surveyInv.SurveyId = surveyId;

        // Insert the SurveyInvitation Record
        insert as user surveyInv;

        return surveyInv.Id;
    }

    // Associate the above invitation to the required record (eg: Case, Opportunity...)
   private static void createSurveySubject(String invitationId, String associatedRecordId)
 {
        SurveySubject subj = new SurveySubject();
        subj.Name = 'Sur_Subject_for_invitation';
       subj.ParentId = invitationId; // similary you can use survey response id to associate
 survey subject to a response record.
        subj.SubjectId = associatedRecordId;

        // Insert the SurveySubject Record
        insert as user subj;
    }
}



//Use this trigger to create a survey subject record associated to
//the Survey Response record

trigger SurveyResponseForCaseTrigger on SurveyResponse (after insert) {
```

```
    System.debug('Inside Survey response trigger ');
     for(SurveyResponse sr: Trigger.New)
    {
      SurveySubject subj = new SurveySubject();
        subj.Name = 'Sur_Subject_for_response';
        subj.ParentId = sr.id; //Associating survey response id

       //Get the associatedRecordId recordId (like Case, Opportunity etc) using the
SurveyInvitation Id and
       //assigning it to SubjectId, assuming we inserted SurveySubject record for the
associated invitation
       //using the previous code

       List<SurveySubject> SurSubj=[select subjectid from SurveySubject where parentid =
:sr.invitationId WITH USER_MODE];
        for(SurveySubject sub:SurSubj){
            String ids=String.valueOf(sub.subjectid).substring(0,3);
            if('500'.equals(ids)){

                subj.SubjectId =sub.subjectid;
        // Insert the SurveySubject Record
            insert as user subj;
                break;

            }

}
```

`ConnectApi` Namespace

The `ConnectApi` namespace (also called Connect in Apex) provides classes for creating surveys.

The following are the classes and the interface in the `ConnectApi` namespace.

Surveys Class

Send survey invitations by email.

ConnectApi Input Classes

Some `ConnectApi` methods take arguments that are instances of `ConnectApi` input classes.

ConnectApi Output Classes

Most `ConnectApi` methods return instances of `ConnectApi` output classes.

Surveys Class

Send survey invitations by email.

Namespace

ConnectApi

Surveys Methods

These methods are for `Surveys`. All methods are static.

`sendSurveyInvitationEmail(surveyID, SurveyEmailInput)`

Email survey invitations to up to 300 participants. You can email either leads, contacts, or users in your org. Either a link to launch the survey or a question can be embedded in the email invitations.

API Version

50.0

Requires Chatter

No

Signature

```
public static ConnectApi.SurveyInvitationEmailOutput sendSurveyInvitationEmail(String
surveyID, ConnectApi.SurveyInvitationEmailInput SurveyEmailInput)
```

Parameters

`surveyID`
Type: String

ID of the survey.

`SurveyEmailInput`
Type: `ConnectApi.SurveyInvitationEmailInput`

A `ConnectApi.SurveyInvitationEmailInput` object.

Return Value

Type: `ConnectApi.SurveyInvitationEmailOutput`

`ConnectApi` Input Classes

Some `ConnectApi` methods take arguments that are instances of `ConnectApi` input classes.

Input classes are concrete unless marked abstract in this documentation. Concrete input classes have public constructors that have no parameters.

Some methods have parameters that are typed with an abstract class. You must pass in an instance of a concrete child class for these parameters.

Most input class properties can be set. Read-only properties are noted in this documentation.

ConnectApi.SurveyInvitationEmailInput
Survey invitation email.

ConnectApi.RecipientEngagementContextInput

Context based on which the survey invitation is sent to a participant.

ConnectApi.AssociateRecordsWithRecipientInput

Records associated with the survey invitation.

ConnectApi.SurveyInvitationEmailInput

Survey invitation email.

Property	Type	Description	Required or Optional	Available Version
`allowGuestUserResponse`	Boolean	Specifies whether participants who don't have a Salesforce account can respond (`true`) or not (`false`).	Required	50.0
`allowParticipantsAccessTheirResponse`	Boolean	Specifies whether participants can see their responses (`true`) or not (`false`).	Required	50.0
`associateRecordsWithRecipients`	List<`ConnectApi.AssociateRecordsWithRecipientInput`>	Maps each recipient with another record that must be associated with the recipient's survey invitation.	Optional	50.0
`body`	String	Content of the email. Specify the email body in case you don't specify an email template. The email body must contain one of these merge fields: • To embed a link to launch the survey: [[SURVEY_INVITATION_URL]] • To embed a survey question: {{{SurveyQuestion.QuestionName}}} and {{{SurveyQuestion.QuestionHtmlContent}}}	Optional	50.0
`collectAnonymousResponse`	Boolean	Specifies whether participants can respond anonymously (`true`) or not (`false`).	Required	50.0
`communityId`	String	ID of the site that's used to open the survey for users outside your org.	Optional	50.0
`emailTemplateId`	String	ID of the Lightning email template that's used to send the survey invitation. The template must contain the required merge fields that embed either the survey link or a question in the email. Only Lightning email templates are used to send survey invitations.	Optional	50.0
`fromEmailAddress`	String	Email ID of the user or the org-wide email address associated with the user's profile.	Required	50.0

Property	Type	Description	Required or Optional	Available Version
`invitationExpirationDate`	Datetime	Date on which the survey invitation expires.	Optional	50.0
`invitationOwner`	String	ID of the owner of the survey invitation records.	Optional	50.0
`isPersonalInvitation`	Boolean	Specifies whether a unique invitation is created for each participant (`true`) or not (`false`). When a participant responds using a personal invitation, the response record is associated with the participant's Salesforce record.	Required	50.0
`recipientEngagementContexts`	List<`ConnectApi.RecipientEngagementContextInput`>	Maps each recipient with the context based on which the survey invitation is emailed.	Optional	50.0
`recipients`	List<String>	List of up to 300 IDs of leads, contacts, or users to whom the survey invitation is emailed.	Required	50.0
`sendEmailThroughUma`	Boolean	Specifies whether to send the email through Marketing Cloud (`true`) or not (`false`). If unspecified, defaults to `false`.	Optional	65.0
`shareInvitationsWith`	List<String>	IDs of the users with whom the survey invitation records must be shared. The invitation records are shared with Read access.	Optional	50.0
`subject`	String	Subject of the email. Specify the subject in case you don't specify an email template.	Optional	50.0
`surveyQuestionIds`	List<String>	IDs of the questions that are embedded in the email. You can send an email invitation for questions of these types: Net Promoter Score (NPS), rating, and score.	Optional	50.0

ConnectApi.RecipientEngagementContextInput

Context based on which the survey invitation is sent to a participant.

Property	Type	Description	Required or Optional	Available Version
`recipientEngagementContext`	Map<String, String>	Map each recipient with the context based on which the survey invitation is emailed.	Required	50.0

Property	Type	Description	Required or Optional	Available Version
`recipientId`	String	Participant ID with whom the engagement context should be associated.	Required	50.0

ConnectApi.AssociateRecordsWithRecipientInput

Records associated with the survey invitation.

Property	Type	Description	Required or Optional	Available Version
`associateRecordIds`	List<String>	ID of the associated records.	Required	50.0
`recipientId`	String	Participant ID with whose invitation the record should be associated.	Required	50.0

`ConnectApi` Output Classes

Most `ConnectApi` methods return instances of `ConnectApi` output classes.

All properties are read-only, except for instances of output classes created within test code.

All output classes are concrete unless marked abstract in this documentation.

All concrete output classes have no-argument constructors that you can invoke only from test code. See Testing ConnectApi Code.

ConnectApi.SurveyInvitationEmailOutput
Survey invitation email.

ConnectApi.SurveyInvitationEmailOutput

Survey invitation email.

Property Name	Type	Description	Available Version
`errorCode`	Integer	Error code for the failed call.	50.0
`errorMessage`	String	Details explaining why the call failed.	50.0
`status`	ConnectApi.SurveyEmailStatusEnum	Status of a survey invitation email. Values are: • `Failed`—The survey invitation email wasn't sent. • `Queued`—The survey invitation email is queued for sending.	50.0

industriesNlpSvc

Stores the objects used in Industries Einstein Natural Language Processing (NLP) services.

The industriesNlpSvc namespace contains these classes that are the outputs for the transformNlpActionResult Invocable action.

- *`NlpResponse`* — Stores the NLP Summarization result performed for an NLP Operation involving summarization use cases such as SurveyLongSummarization and SurveyShortSummarization.
- *`NlpSummarizationResult`* — Provides the summary obtained as result of NLP Operation.

NlpResponse Class
Stores the result for an NLP Operation. NLP operation can be SurveyLongSummarization and SurveyShortSummarization.

NlpSummarizationResult Class
Provides the summary obtained as result of NLP Operation.

NlpResponse Class

Stores the result for an NLP Operation. NLP operation can be SurveyLongSummarization and SurveyShortSummarization.

Namespace

industriesNlpSvc

NlpResponse Properties

NlpResponse Properties

The following are properties for `NlpResponse`.

summarizationResult
Represents the property that stores the NLP Summarization result performed for an NLP Operation. NLP operation can be SurveyLongSummarization and SurveyShortSummarization.

errors
Represents the property to store errors that occurred as a result of the NLP Operation.

`summarizationResult`

Represents the property that stores the NLP Summarization result performed for an NLP Operation. NLP operation can be SurveyLongSummarization and SurveyShortSummarization.

Signature

```
public industriesNlpSvc.NlpSummarizationResult summarizationResult {get; set;}
```

Property Value

Type: List<industriesNlpSvc.NlpSummarizationResult on page 76>

errors

Represents the property to store errors that occurred as a result of the NLP Operation.

Signature

```
public List<String> errors {get; set;}
```

Property Value

Type: List<String>

NlpSummarizationResult Class

Provides the summary obtained as result of NLP Operation.

Namespace

industriesNlpSvc

NlpSummarizationResult Properties

NlpSummarizationResult Properties

The following are properties for `NlpSummarizationResult`:

summary
Represents the field that captures the summary obtained as result of NLP Operation.

summary

Represents the field that captures the summary obtained as result of NLP Operation.

Signature

```
public String summary {get; set;}
```

Property Value

Type: List<String>

CHAPTER 7 Salesforce Surveys Standard Invocable Actions

In this chapter ...

- Dynamic Send Survey Invitation Actions
- Perform Survey Sentiment Analysis
- Process Data Using Generative AI Action
- Send Survey Invitation Actions
- Transform NLP Action Results Action

Send email survey invitations to leads, contacts, and users in your org based on an action. Also, send customized notifications to users about important events or updates to the records that they're working on.

Dynamic Send Survey Invitation Actions

Send customized notifications to users about important events or updates to the records that they're working on. For example, notify account owners when a case is created.

This action is available in API version 51.0 and later.

Special Access Rules

To access the Dynamic Send Survey Invitation action, you must have the Feedback Management Survey Response Pack and the Salesforce org enabled with Surveys.

Supported REST HTTP Methods

URIs:

- Get the list of invocable actions for each available survey:

  `/services/data/vXX.X/actions/custom/dynamicSendSurveyInvitation`

  Where `XX.X` is the lastes API version.

- Send survey invitation by email by using the invocable action:

  `/services/data/v51.0/actions/custom/dynamicSendSurveyInvitation/SURVEY_NAME`

  Where `SURVEY_NAME` is a variable.

Formats: JSON, XML

HTTP Methods: GET, HEAD, POST

Authentication: `Authorization: Bearer TOKEN`

Where `TOKEN` is a variable.

Inputs

Input	Type	Description
`anonymousResponse`	boolean	Indicates whether the participant's name is recorded in the response record (`true`) or not (`false`).
`autoExpiryDays`	integer	Number of days remaining for the survey invitation to expire.
`emailTemplateName`	string	Developer name of the template that contains either the question or the survey link.
`isUnauthenticatedResponse`	boolean	Indicates whether the participant is required to authenticate before starting the survey (`true`) or not (`false`).
`personalInvitation`	boolean	Indicates whether the invitation is specific to the recipient (`true`) or not (`false`).
`recipient`	reference	Required. Salesforce ID of the record that the survey invitation is sent to.
`recipientType`	string	Type of the survey recipient.

Input	Type	Description
surveyQuestionName	string	Developer name of the question that's sent by using the invitation.
surveySubjectEntity	reference	ID of the record that associates the invitation record with another record.

Outputs

None.

Example

GET

This example shows how to get information about the Dynamic Send Survey Invitation action type.

```
curl --include --request GET \
--header "Authorization: Authorization: Bearer 00DR...xyz" \
--header "Content-Type: application/json" \
"https://instance.salesforce.com/services/data/v51.0/actions/custom/dynamicSendSurveyInvitation"
```

Here's a response that returns the list of invocable actions for each survey.

```
{
  "actions" : [ {
    "label" : "flowsend",
    "name" : "flowsend",
    "type" : "SEND_SURVEY_DYNAMIC_INVOCABLE_ACTION",
    "url" : "/services/data/v51.0/actions/custom/dynamicSendSurveyInvitation/flowsend"
  }, {
    "label" : "survey2",
    "name" : "survey2",
    "type" : "SEND_SURVEY_DYNAMIC_INVOCABLE_ACTION",
    "url" : "/services/data/v51.0/actions/custom/dynamicSendSurveyInvitation/survey2"
  }, {
    "label" : "survey",
    "name" : "survey",
    "type" : "SEND_SURVEY_DYNAMIC_INVOCABLE_ACTION",
    "url" : "/services/data/v51.0/actions/custom/dynamicSendSurveyInvitation/survey"
  } ]
}
```

POST

Here's a request for the Dynamic Send Survey Invitation action.

```
{
   "inputs":[{
      "recipient" : "003xx000004WpemAAC",
      "isUnauthenticatedResponse" : false,
      "autoExpiryDays" : 6
   }]
}
```

Here's a response for the Dynamic Send Survey Invitation action.

```
[
   {
      "actionName" : "survey",
      "errors" : null,
      "isSuccess" : true,
      "outputValues" : null
   }
]
```

Perform Survey Sentiment Analysis

Create or update the AI Sentiment Result records. You can get insights into the sentiments underlying survey responses and save the sentiment analysis in the SentimentAnalysisResult object.

This action is available in API version 55.0 and later.

Special Access Rules

To access the Perform Survey Sentiment Analysis action, you must have the Feedback Management - Starter and Feedback Management - Growth licenses.

Supported REST HTTP Methods

URI: `/services/data/vXX.X/actions/standard/performSurveySentimentAnalysis`

Where `XX.X` is the latest API version.

Formats: JSON

HTTP Methods: POST

Authentication: `Authorization: Bearer TOKEN`

Where `TOKEN` is a variable.

Inputs

Input	Type	Description
`surveyId`	ID	Required. The ID of the survey containing the questions for whose responses you want to get sentiment insights.
`surveyQuestionIds`	ID	Required. The IDs of the questions for whose responses you want to get sentiment insights.
`startDate`	Datetime	Required. The date from when participant responses are processed to get sentiment insights.
`endDate`	Datetime	Required. The date until when participant responses are processed to get sentiment insights.

Input	Type	Description
`typeOfOperation`	String	Required. The type of operation to be performed on the survey responses. Use `create` to bulk process survey responses and create AI Sentiment Result records with Submitted status. Use `update` to bulk process survey responses that have associated AI Sentiment Result records in Draft status and update them to Submitted status. You can only update a sentiment analysis result record with the Draft status.

Outputs

None.

Example

Sample Request

Here's an example POST request to create or update the AI Sentiment Result records:

```
{
   "inputs":[{
      "surveyId":"0Kdx00000000GYeCAM",
      "surveyQuestionIds":["0Kux00000000xDgCAI","0Kux00000000xDiCAI"],
      "startDate":"1-07-2022",
      "endDate":"12-07-2022",
      "typeOfOperation":"create"
   }]
}
```

Process Data Using Generative AI Action

Using Einstein Generative AI, perform Natural Language Processing (NLP) to summarize text, extract key phrases, analyze sentiment, and unlock valuable insights.

This action is available in API version 61.0 and later.

To access the Process Data Using Generative AI action, you must have the Salesforce Feedback Management Starter or Growth License and the Salesforce org enabled with Surveys along with Generative AI Surveys feature.

Supported REST HTTP Methods

URI: `/services/data/vXX.X/actions/standard/processDataUsingGenAi`

Where `XX.X` is the latest API version.

Formats: JSON, XML

HTTP Methods: POST

Authentication: `Authorization: Bearer TOKEN`

Where `TOKEN` is a variable.

Inputs

Input	Type	Description
`additionalParameterIds`	String	Collection of additional record IDs on which NLP is performed.
`feature`	String (Picklist)	Required. Purpose of applying NLP to the target record: `SurveyLongSummarization` or `SurveyShortSummarization`.
`targetRecordId`	String	Required. ID of the record on which NLP is performed.

Outputs

Output	Type	Description
`nlpRecordId`	string	ID of the created NLP record.

Example

POST

This example shows a sample request for the Process Data Using Generative AI action.

```
{
   "inputs":[{
      "targetRecordId": "0MySM00000007eD0xx",
      "additionalParameterIds": [
 "0KuSM0000000JM10xx","0KuSM0000000JM20xx","0KuSM0000000JM30xx","0KuSM0000000JM40xx"
      ],
      "feature": "SurveyLongSummarization"   }]
}
```

This example shows a sample response for the Process Data Using Generative AI action.

```
[
   {
      "nlpRecordId" : "7NPSM0000000K5B4xx"
   }
]
```

Send Survey Invitation Actions

Send email survey invitations to leads, contacts, and users in your org based on an action. For example, send a survey invitation when a customer support case closes.

This action is available in API version 47.0 and later.

Special Access Rules

To access the Send Survey Invitation action, you must have the Feedback Management Survey Response Pack and the Salesforce org enabled with Surveys.

Supported REST HTTP Methods

URI: `/services/data/vXX.X/actions/standard/sendSurveyInvitation`

Where `XX.X` is the latest API version.

Formats: JSON, XML

HTTP Methods: GET, HEAD, POST

Authentication: `Authorization: Bearer TOKEN`

Where `TOKEN` is a variable.

Inputs

Input	Type	Description
`anonymousResponse`	boolean	Indicates whether the participant's name is recorded in the response record (`true`) or not (`false`).
`autoExpiryDays`	integer	Number of days remaining for the survey invitation to expire.
`emailTemplateName`	string	Developer name of the template that contains either the question or the survey link.
`isUnauthenticatedResponse`	boolean	Indicates whether the participant is required to authenticate before starting the survey (`true`) or not (`false`).
`personalInvitation`	boolean	Indicates whether the invitation is specific to the recipient (`true`) or not (`false`).
`recipient`	reference	Required. Salesforce ID of the record that the survey invitation is sent to. The record can be a user (internal invitation) or a contact or a lead (external invitation via community).
`surveyName`	string	Required. Developer name of the survey that the invitation is sent for.
`surveyQuestionName`	string	Developer name of the question that's sent using the invitation.
`surveySubjectEntity`	reference	ID of the record that associates the invitation record with another record.

Outputs

None.

Example

GET

This example shows how to get information about the Send Survey Invitation action type.

```
curl --include --request GET \
--header "Authorization: Authorization: Bearer 00DR...xyz" \
--header "Content-Type: application/json" \
"https://instance.salesforce.com/services/data/v47.0/actions/standard/sendSurveyInvitation"
```

POST

Here's a request for the send survey invitation action.

```
{
   "inputs":[{
      "surveyName" : "FlowActionSend",
      "recipient"  : "003RO0000037IRvYAM",
      "autoExpiryDays" : 6
   }]
}
```

Here's a response for the send survey invitation action.

```
[
   {
      "actionName" : "sendSurveyInvitation",
      "errors" : null,
      "isSuccess" : true,
      "outputValues" : null
   }
]
```

Transform NLP Action Results Action

Transform an AI Natural Language Processing (NLP) result created by using Einstein Generative AI into an Apex Object record.

This action is available in API version 61.0 and later.

To access the Transform NLP Action Results action, you must have the Salesforce Feedback Management Starter or Growth License and the Salesforce org enabled with Surveys along with Generative AI Surveys feature.

Supported REST HTTP Methods

URI: `/services/data/vXX.X/actions/standard/transformNlpActionResult`

Where `XX.X` is the latest API version.

Get the list of invocable actions for each available survey.

Formats: JSON, XML

HTTP Methods: POST

Authentication: `Authorization: Bearer TOKEN`

Where `TOKEN` is a variable.

Inputs

Input	Type	Description
`nlpRecordId`	String	Required. ID of the AI natural language process result (type `AiNaturalLangProcessRslt`) record to perform natural language processing on.
`feature`	String	Required. Purpose that the NLP response is used for: `SurveyLongSummarization` or `SurveyShortSummarization`.

Outputs

Output	Type	Description
`nlpResponse`	string	Apex industries NLP response record that contains the action output.
`status`	string	Status of the NLP operation: `completed`, `failure`, `notStarted`, or `pending`.

Example

POST

This example shows a sample request for the Transform NLP Action Result action.

```
{
  "inputs": [
    {
      "nlpRecordId": "7NPSM0000000K5B4xx",
      "feature": "SurveyLongSummarization"
    }
  ]
}
```

This example shows a sample response for the Transform NLP Action Result action.

```
  {
    "nlpResponse": {
      "summarizationResult": {
       "summary": "The majority of respondents found the process cumbersome and experienced
 issues with the payment web page. There were no specific suggestions provided for improving
 the product."
      },
      "status": "completed"
    }
  }
```

CHAPTER 8 Salesforce Surveys Use Cases

In this chapter ...

- Creation of Surveys by Using Salesforce Feedback Management Response APIs
- In-App Survey Overview

Learn more about surveys through use cases and usage examples.

Refer to the use cases and usage examples in this section to deepen your knowledge about using surveys. Learn how to:

- Create in-app surveys.
- Use Lightning Web Components (LWCs) for Surveys.

Creation of Surveys by Using Salesforce Feedback Management Response APIs

Learn how you can create surveys using the Salesforce Feedback Management Response APIs.

Customer experience is the cornerstone of any company's success. Understanding customer sentiment through feedback is critical to a company's growth lifecycle. Get to know customer satisfaction levels and gain deeper insights about your products or services through Surveys.

Surveys enable you to gather continuous feedback, and then to work towards meeting customer expectations. You can invest further to enhance customer experience in areas where you find positive feedback, or pivot by using alternate plans to address negative feedback.

Use Salesforce Feedback Management (SFM) Response APIs to build in-app surveys. In-app surveys retain the application context as survey participants don't have to switch to other applications to complete the survey. In-app surveys also provide a user-friendly and intuitive experience that can be customized to reflect your company's theme and branding, thus, increasing survey response rates.

Let's look at a scenario that uses the capabilities of SFM Response APIs to build in-app surveys.

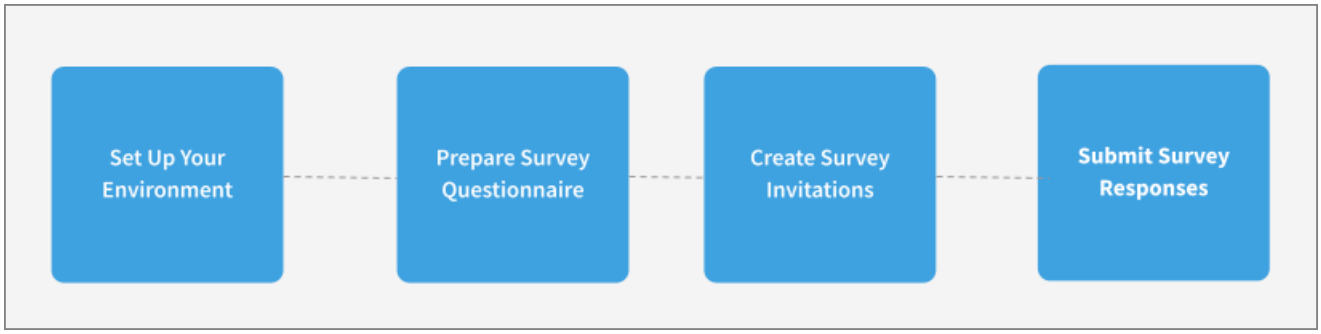
Consider a scenario wherein a company, Dream House, wants to get employee feedback on their new hire onboarding process.

Note: The API endpoints mentioned later in this scenario apply to authenticated users only.

In-App Survey Overview

Get your environment ready before you create a sample in-app survey. With the Surveys setup ready in Salesforce, prepare survey details, create and send invitations, and collect survey responses.

Here's a high-level overview of how you can create an in-app survey.



Set Up Your Environment

Get your Salesforce environment ready before you create your first in-app survey.

Lightning Web Components for Surveys

Lightning Web Components (LWCs) for Surveys provide a variety of question types that you can use in a survey.

Survey Questionnaire

Create a basic survey by using Survey Builder and prepare the questionnaire by using various types of survey questions.

Survey Invitations

Learn how to create survey invitations through API requests that are invoked from an Apex class.

Survey Responses

Use API responses to show survey questions in Salesforce.

Set Up Your Environment

Get your Salesforce environment ready before you create your first in-app survey.

To create an in-app survey, set up your environment with these prerequisites.

- Enable users to create surveys and send them to the participants by enabling the Surveys feature in Salesforce Setup. See Enable Surveys and Configure Survey Settings.
- Create a named credential with a callout endpoint by using your credentials and then use it in an Apex class that makes Connect REST API calls by using SFM APIs. See Named Credentials as Callout Endpoints.
- Configure the sample LWCs that are available with the package along with an Apex class to integrate the LWCs. Embed the LWCs in Salesforce Lightning pages, such as the home page or record pages to help the participants respond to the survey in Salesforce. See LWCs for Surveys.
  1. Specify a valid `SurveyId` value and the details of named credentials in the SurveyApi Apex class (`SurveyApi.cls` file) from the package.
  2. Deploy your LWCs in Salesforce. See Deploy LWCs in Salesforce.
  3. Configure the LWCs provided with the package for Lightning App Builder. See Configure a Component for Lightning App Builder.

SEE ALSO:

Salesforce Help: Feedback Management Licenses

EDITIONS

Available in: Salesforce Classic (not available in all orgs) and Lightning Experience

Available in: **Developer**, **Enterprise**, and **Unlimited** Editions

Available with the Feedback Management - Growth or Feedback Management - Starter license

USER PERMISSIONS

User Permissions Needed

To create a basic survey:

- Permissions to create surveys

Lightning Web Components for Surveys

Lightning Web Components (LWCs) for Surveys provide a variety of question types that you can use in a survey.

EDITIONS

Available in: **Developer**, **Enterprise**, and **Unlimited** Editions

LWCs for Surveys

Lightning Web Components—a Salesforce recommended framework—enable participants to respond to any type of Feedback Management survey. LWCs can be added to standard or custom lightning pages to show the survey to the participants and to enable the participants to submit their response.

Here's the list of LWCs from the package that show a specific question type in a survey.

LWC Name	Description
SurveyContainer	Interacts with the Apex class and shows the survey contents.
SurveyQuestion	Invokes the question-specific component.
surveyBooleanQuestion	Shows the boolean type of questions
surveyShortTextQuestion	Shows the short text type of questions.

LWC Name	Description
surveySingleSelectQuestion	Shows the single selection type of questions.
surveyMultiSelectQuestion, surveyNpsQuestion, surveyRatingQuestion, and surveyFreeTextQuestion	Shows other supported question types, such as multi-select type of questions, Net Promoter Score (NPS) questions, rating questions, or free-text questions.

SEE ALSO:

Lightning Web Components Developer Guide: Configure a Component for Lightning App Builder

Survey Questionnaire

Create a basic survey by using Survey Builder and prepare the questionnaire by using various types of survey questions.

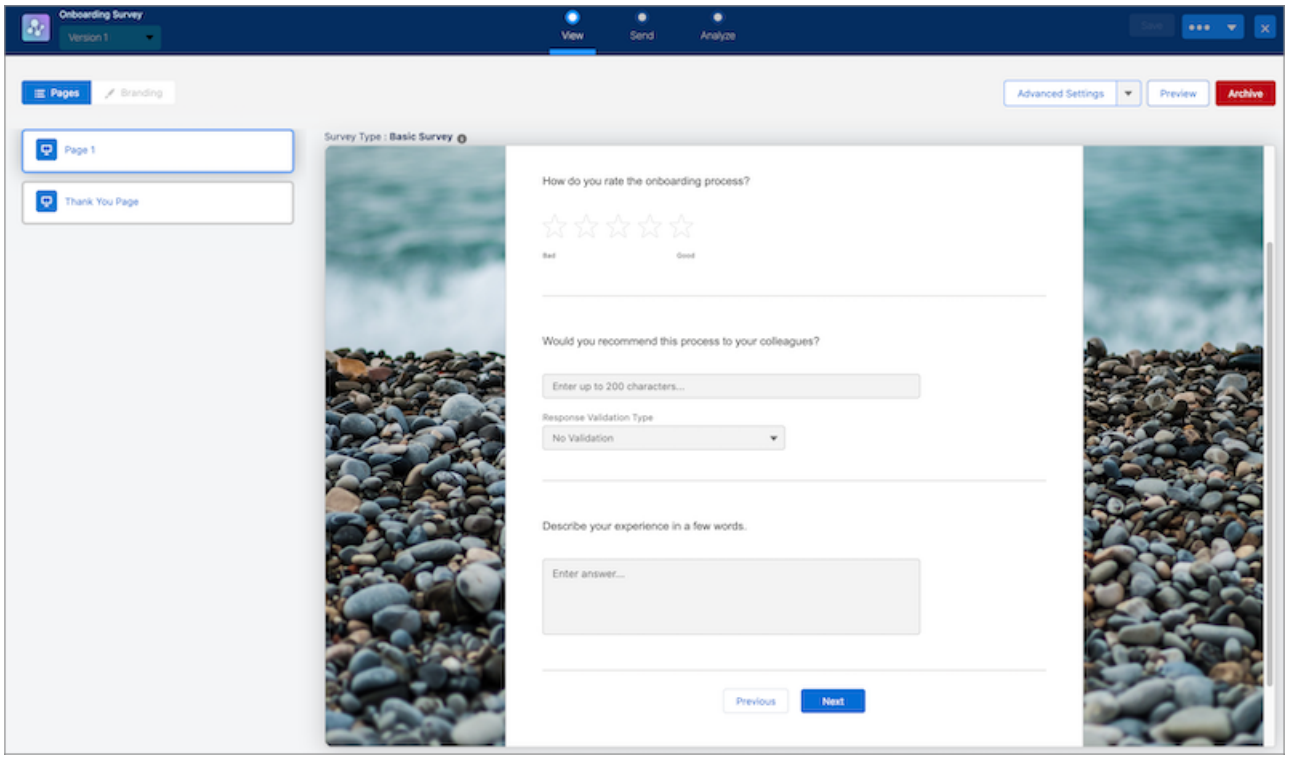
Use Survey Builder to create a basic survey that has these questions.

- Rating question: How do you rate the onboarding process?
- Short text question: Would you recommend this process to your colleagues?
- Long text question: Describe your experience in a few words.

Note: Only basic surveys support the SFM APIs.

See Create a Basic Survey.

Here's how the survey appears in the Survey Builder after the Lightning Web Components (LWCs) are built and integrated.



Survey Invitations

Learn how to create survey invitations through API requests that are invoked from an Apex class.

Survey invitations are created using these steps.

1. The SurveyApi Apex class (SurveyApi.cls file) is available within a package. The POST method from the SurveyApi Apex class calls the API endpoint having the required payload to create the survey invitation.

   Resource

   ```
   /services/data/vXX.X/connect/surveys/surveyId/survey-response
   ```

   Request body for POST

   ```
   {
     "languageCode": "",
     "invitationSettings": {
       "allowGuestUserResponse": false,
       "allowParticipantsAccessTheirResponse": false,
       "collectAnonymousResponse": false,
       "invitationExpirationDate": "2022-07-31T21:32:54",
       "communityId": "",
       "invitationOwner": ""
     }
   }
   ```

   See Survey Responses Using Invitation Configurations for details of the request properties.

2. The response to the previous POST request fetches the survey and its questions.

   Response

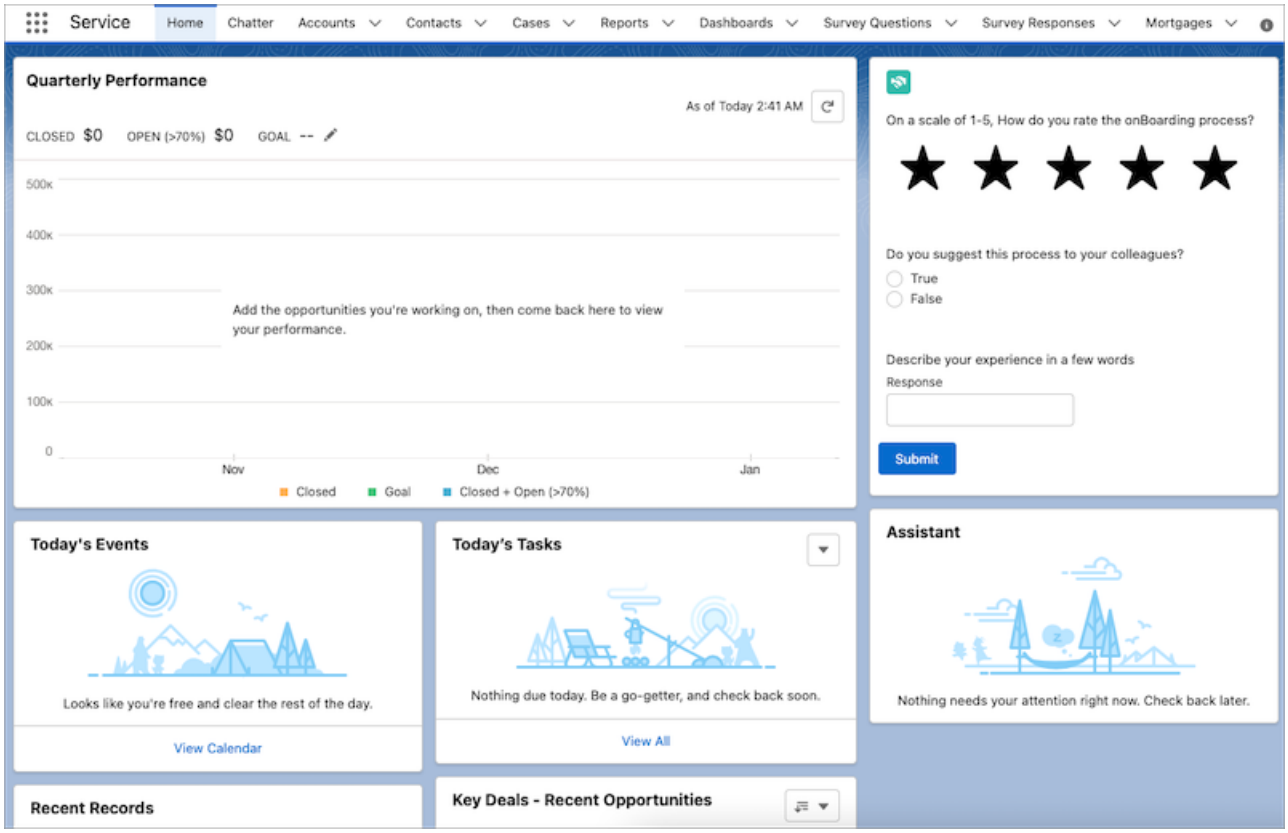
   ```
   {
     "languageCode": "en",
     "invitationId": "0Kixx0000004MWaCAM",
     "flowInterviewState": "state1",
     "status": "Success",
     "surveyDetail": {
       "label": "Survey01",
       "name": "Survey01",
       "surveyPage": {
         "label": "Page 1",
         "name": "p_d84afb73_3a30_4a3f_aae7_b0478b3bb4ed",
         "surveyQuestions": [
           {
             "name": "q_856a997e_be2c_4ea3_b70d_7f6fb9cfbf4f",
             "label": "Good so Far!",
             "questionType": "ShortText",
             "responseDataType": "STRING",
             "validationFormula": <Formula if any custom validation is added>,
             "isResponseRequired": false
           }
         ]
       "versionLabel":"<Survey name>",
       "versionNumber": <Survey version>
       }
     },
   ```

```
  "errors": [],
  "warnings": []
}
```

3. The SurveyApi Apex class also has the code to parse the API response, which returns the survey details and questions to the Lightning Web Component (LWC).

   See Survey Description Output for details of the response properties.

   Here's how the survey appears on the Salesforce home page.



Survey Responses

Use API responses to show survey questions in Salesforce.

Create a submit button or enable a trigger to call the Apex class for submitting the responses.

The SurveyApi Apex class uses the PATCH request endpoint to submit the survey responses using this format:

Resource

```
/services/data/vXX.X/connect/surveys/<surveyId>/invitation/<invitationId>/survey-response
```

Note: The invitationId property is retrieved from the POST API request. The flowInterviewState property is retrieved from the first POST API request and later from subsequent PATCH API requests.

Request body for PATCH

Here's an example for multiple questions.

```
{
  "invitationId": "0Kixx0000004DbMCAU",
  "flowInterviewState": "<FlowInterviewState>",
  "surveyPageResponses": {
    "questionResponses": [
      {
        "name": "q_d217f330_05a6_4e2b_859b_1f1ef210bf84",
        "questionType": "NPS",
        "responseValue": 5
      },
      {
        "name": "q_ab781617_3665_4a41_b4ff_f236d73ecb30",
        "questionType": "FreeText",
        "responseValue": "Free Text Question Response"
      },
      {
        "name": "q_b1cdfe4c_9c7d_4c2f_ad9d_1915d301d780",
        "questionType": "ShortText",
        "responseValue": "Short Text Question Response"
      },
      {
        "name": "q_f84a6a3c_683c_4ed5_864e_5b486baed308",
        "questionType": "Boolean",
        "responses": [
          {
            "name": "choice1"
          }
        ]
      },
      {
        "name": "q_113419b1_5d29_4bb9_8b10_e3fe324ae040",
        "questionType": "MultiChoice",
        "responses": [
          {
            "name": "c_9775c2e5_9086_44a8_a5c9_89fdc886c99a"
          },
          {
            "name": "c_0f1f63cc_608a_4560_9d29_72b203f195f2"
          }
        ]
      },
      {
        "name": "q_1d8690a9_ae95_4e7c_86be_b8057205facc",
        "questionType": "RadioButton",
        "responses": [
          {
            "name": "c_4867edc8_e9a6_4e86_9fea_b80758e90caf"
          }
        ]
      },
      {
```

```
        "name": "q_8946f212_25ff_43a8_a507_d267637eee1f",
        "questionType": "Rating",
        "responses": [
          {
            "name": "c_f51c509a_9643_4a05_89f1_42464de618a6"
          }
        ]
      }
    ]
  }
}
```

Response

```
{
   "errors":[],
   "status":"Success",
   "surveyPage":{
     "label": null,
     "messageDescription":"",
     "name": null,
     "redirectUrl": "<URL of the page to be redirected>",
     "thankYouMessage":"<Thank you message to be displayed>",
     "urlButtons":[ // List of URL text and URL for buttons to be displayed
]
   }
}
```

If the PATCH API request is successful, the feedback is submitted and a Thank You page is displayed.