

| MAIN SURVEY | | | |
|---------------------------------|--|-------|-----------|
| Functionality | Details | Forms | Forms Pro |
| Survey Title | Set the title of the survey | ✓ | ✓ |
| Survey Title Formatting | Set the font as bold, italic, underlined, change the colour, font family and font size | ✗ | ✓ |
| Survey Description | Add a description to the survey | ✓ | ✓ |
| Survey Description Formatting | Set the font as bold, italic, underlined, change the colour, font family and font size | ✗ | ✓ |
| Survey Description Piped Data | Add piped data in to the survey such as First Name or Last Name. Can create additional parameters to add more values as required | ✗ | ✓ |
| Survey Image | Add an image to the survey header (Bing search, OneDrive or Upload) | ✓ | ✓ |
| THEMES | | | |
| Functionality | Details | Forms | Forms Pro |
| Add Theme Using Pre-set Colours | Add a theme to the survey using up to 8 predefined colours | ✓ | ✓ |
| Add Theme Using Pre-set Images | Add a theme to the survey with different images | ✓ | ✓ |
| Add Theme By Selecting Colour | Add a theme to the survey by using a specific Hex Colour | ✓ | ✓ |
| Add Theme Uploading An Image | Add a theme to the survey by uploading your own image | ✓ | ✓ |
| Theme Idea Suggestions | Based on the title of the survey, theme ideas are suggested and can be selected to use on the survey | ✓ | ✗ |
| ADDITIONAL SETTINGS | | | |
| Functionality | Details | Forms | Forms Pro |
| Multilingual Surveys | Create a version of a survey in multiple languages | ✓ | ✓ |
| Personalise Surveys | Add personalised data by creating new piping variables. Information from a record in CDS can then be used to pass back in to the survey (questions and descriptions) | ✗ | ✓ |
| Copy Survey | Create a copy of an existing survey | ✓ | ✓ |
| Share Survey As Template | Copy a link to share with others. Visitor to link can then duplicate the survey to start using as their own | ✓ | ✓ |

| Share Survey To Collaborate | Copy a link to share with others so they can collaborate on a survey with you | ✓ | ✓ |
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| Settings For Who Can Complete Survey | Set who can fill out the form for either anyone with the link, or only people within your organisation | ✓ | ✓ |
| Settings To Record Name With Link | Record the name of the person filling out the survey, which is only possible with personalised links | ✓ | ✓ |
| Settings For Only One Response Per Person With Link | Ability to have only one response per person for a survey, which is only possible with personalised links | ✗ | ✓ |
| Settings To Record Name In Organisation | Record the name of the person filling out the survey | ✓ | ✓ |
| Settings For Only One Response Per Person In Organisation | Ability to have only one response per person for a survey | ✓ | ✓ |
| Accept Responses | Accept responses by default but deselect to stop any further responses coming in. Then have the ability to share a message with anyone who tries to access the survey | ✓ | ✓ |
| Set Start & End Date | Set a start and end date for when the survey can have responses submitted | ✓ | ✓ |
| Shuffle Questions | Questions will randomly shuffle the order of the questions displayed. | ✓ | ✓ |
| Customise Thank You Message | By default the thank you message displayed at the end once the survey is submitted just states 'Your response was submitted'. This can be changed in the settings area. | ✓ | ✓ |
| Send Email Receipt To Respondents | If only people in the organisation can respond to a survey, an email receipt can be sent to the respondent when they submit the survey | ✓ | ✓ |
| Get Email Notification Of Each Response | If only people in the organisation can respond to a survey, an email notification can be sent to the person creating the survey when a response is submitted | ✓ | ✓ |
| Add Sections To Survey | Organise the surveys in to separate pages by adding new sections | ✓ | ✓ |
| QUESTIONS | | | |
| Functionality | Details | Forms | Forms Pro |
| Survey Question Formatting | Set the font as bold, italic, underlined, change the colour, font family and font size | ✗ | ✓ |
| Survey Question Piped Data | Add piped data in to the survey such as First Name or Last Name. Can create additional parameters to add more values as required | ✗ | ✓ |

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| Several Question Types Available | 7 different question types are available to add (Choice, Text, Rating, Date, Ranking, Likert & Net Promoter Score) | ✓ | ✓ |
| Make Question Visible | All questions are visible by default, but can be hidden if required | ✗ | ✓ |
| Subtitle On Question | Add a subtitle to a question which appears underneath the question text to provide more explanation or additional clarity to a responder | ✓ | ✓ |
| Make Question Required | Set a specific question as required so the responder must provide an answer | ✓ | ✓ |
| Insert Media In To Question | Insert either an image or a video in to a question | ✓ | ✓ |
| Suggested Options For Choice Question | Options are suggested for the choice question based on the first initial option added | ✓ | ✓ |
| Multiple Answers On Choice Question | Responder can provide multiple answers to a question when using the Choice question | ✓ | ✓ |
| Drop-down On Choice Question | Make options appear as a drop-down list instead of displaying all possible options | ✓ | ✓ |
| Shuffle Options On Choice Questions | Shuffle the options on a choice question so they appear in a different order each time | ✓ | ✓ |
| Long Answer On Text Question | Change a single line text question to a multi-line text question | ✓ | ✓ |
| Restrictions On Text Question | Add a restriction to a Text question to force the answer to be a number. This can then be forced to be greater than, less than, greater than or equal to, less than or equal to, equal to, not equal to, between or not between. | ✓ | ✓ |
| Rating Question As Stars Or Numbers | Set a rating question to require a response giving a number of stars, or selecting a number from 1 to 10. | ✓ | ✓ |
| Add Labels To A Rating Question | Adding a label lets you set a label for the lowest option (1 star or 1) and the highest option (10 stars or 10) | ✓ | ✓ |
| Preview Survey In Computer Mode | Preview how the survey will be displayed to a responder reviewing it on a computer | ✓ | ✓ |
| Preview Survey In Mobile Mode | Preview how the survey will be displayed to a responder reviewing it on a mobile device | ✓ | ✓ |

BRANCHING RULES

| Functionality | Details | Forms | Forms Pro |
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| Create Branching Rules | Create branching rules based on responses to specific questions | ✓ | ✓ |

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| Branching Rules To Navigate To Questions | Navigate to specific questions based on the answer given to a prior question | ✓ | ✓ |
| Branching Rules To Navigate To End Of Survey | Navigate to the end of the survey based on the answer given to a specific question | ✓ | ✓ |
| Branching Rules To Navigate To Another Survey | Navigate to a follow up survey based on the answer given to a specific question. This will occur once the survey has been submitted | ✗ | ✓ |
| Branching Rules To Navigate To A URL | Navigate to a URL based on the answer given to a specific question. This will occur once the survey has been submitted. | ✗ | ✓ |
| Branching Rules Based On Value Of Answer | If a question is not equal to specific response, or greater than, or less than, determine what happens next | ✗ | ✓ |
| Branching Rules With Multiple Conditions | Set multiple conditions to determine what happens with the survey next. For example, a responder might answer Yes to one question and No to another, and then a branching may occur | ✗ | ✓ |
| Branching Actions For True And False | Set branching rules with a condition that has an action for a TRUE outcome AND for a FALSE outcome | ✗ | ✓ |

RESPONSES

| Functionality | Details | Forms | Forms Pro |
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| Responses Are Stored In CDS | The responses to the survey are stored in the Common Data Service, allowing access to the Forms Pro entities. These can then be combined in a Model Driven Power App with entities from other platforms such as Dynamics 365 Customer Engagement | ✗ | ✓ |
| All Survey Responses Can Be Viewed | The responses can be viewed for a survey easily | ✓ | ✓ |
| Charts Are Provided To Display Details | Each question type has its own visual representation using charts and graphs to view the response data | ✓ | ✓ |
| Export All Responses To Excel | Responses to the survey can be exported to Excel | ✓ | ✓ |
| Export Individual Responses To Excel | Individual responses to the survey can be exported to Excel | ✗ | ✓ |
| Print Summary | Print a summary of all the responses, displaying charts and visuals | ✓ | ✗ |
| Print Individual Responses | Print the individual answers for a specific respondent | ✓ | ✗ |
| Get A Summary Link | Get a link which can be shared with others to view a summary of all of the responses for a survey | ✓ | ✗ |
| View Sentiment | See the overall average sentiment for a survey, and the sentiment for individual responses | ✗ | ✓ |

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| Search For Responses | Search for responses within the last 30 days, 90 days or custom date range, or by name or email address | ✗ | ✓ |
| Association Insights On Survey | Displays the correlation between one or more questions in the survey to help detect patterns in the responders. | ✓ | ✓ |
| Sentiment Insights On Survey | Displays the average sentiment score and a word cloud for positive and negative feedback of respondents | ✗ | ✓ |

SHARING SURVEYS

| Functionality | Details | Forms | Forms Pro |
|--------------------------------|--|-------|-----------|
| Share Survey Using Link | Share a link with people so they can access and respond to the survey | ✓ | ✓ |
| Share Survey With QR Code | A QR code is provided which can be downloaded and used on a website, on an advert, in a presentation or on printed collateral for responders to scan with a phone or tablet and access and respond to the survey | ✓ | ✓ |
| Embed Survey Inline To Webpage | Copy generated code and paste it into a webpage so responders can access and respond from your website. | ✓ | ✓ |
| Embed Survey With Pop-up | Copy generated code and paste it into a web page to display the survey in a pop-up window on a webpage. | ✗ | ✓ |
| Embed Survey Using A Button | Copy generated code and paste it in to a web page to show the survey when a button is selected on your website | ✗ | ✓ |
| Pass Context In Embed Code | Use parameters to pass context in the embed code used on your website. This allows you to pass information back in to CDS on the survey response which can be used to link information to other records | ✗ | ✓ |

EMAILING SURVEYS

| Functionality | Details | Forms | Forms Pro |
|-----------------------------------|---|-------|-----------|
| Send Survey Using Email Client | Using the email option opens up an email template in your default email client with a link to the survey added. | ✓ | ✗ |
| Send Survey Using Forms Pro Email | Survey can be sent via email using the built in email functionality within Forms Pro | ✗ | ✓ |

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| Create Custom Email Templates | Email templates can be created using images, font style changes, adding tables and hyperlinks | ✗ | ✓ |
| Email Can Be Personalised | Email templates can be customised with the First Name and Last Name of the recipient | ✗ | ✓ |
| Unsubscribe Option Provided | Recipients of emails requesting feedback can unsubscribe from survey emails, preventing you from sending requests in the future | ✗ | ✓ |
| Import Recipients | Import recipients using a CSV file. The survey can then be sent to each person in the spreadsheet | ✗ | ✓ |
| Send Email To Office 365 Contacts | Search for, find and email contacts from Office 365 | ✗ | ✓ |
| Send Email to D365CE View | Using Dynamics 365 Customer Engagement, search for a View and send to Contacts found using the Advanced Find criteria | ✗ | ✓ |
| Quick Poll Add-In | Quick poll add-in for Outlook and Outlook.com lets you create an instant, real-time poll directly in the body of an email. Results can then be reviewed in Forms | ✓ | ✗ |

MICROSOFT FLOW

| Functionality | Details | Forms | Forms Pro |
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| Configure A Microsoft Flow From A Template | Configure a Microsoft Flow using a template which can be used to trigger a survey when events occur in CDS. For example, when a case is resolved, when a lead is qualified or when an order is fulfilled | ✗ | ✓ |
| Configure A Microsoft Flow From Blank | Configure a Microsoft Flow from blank, setting your own triggers and actions based on your own requirements | ✗ | ✓ |