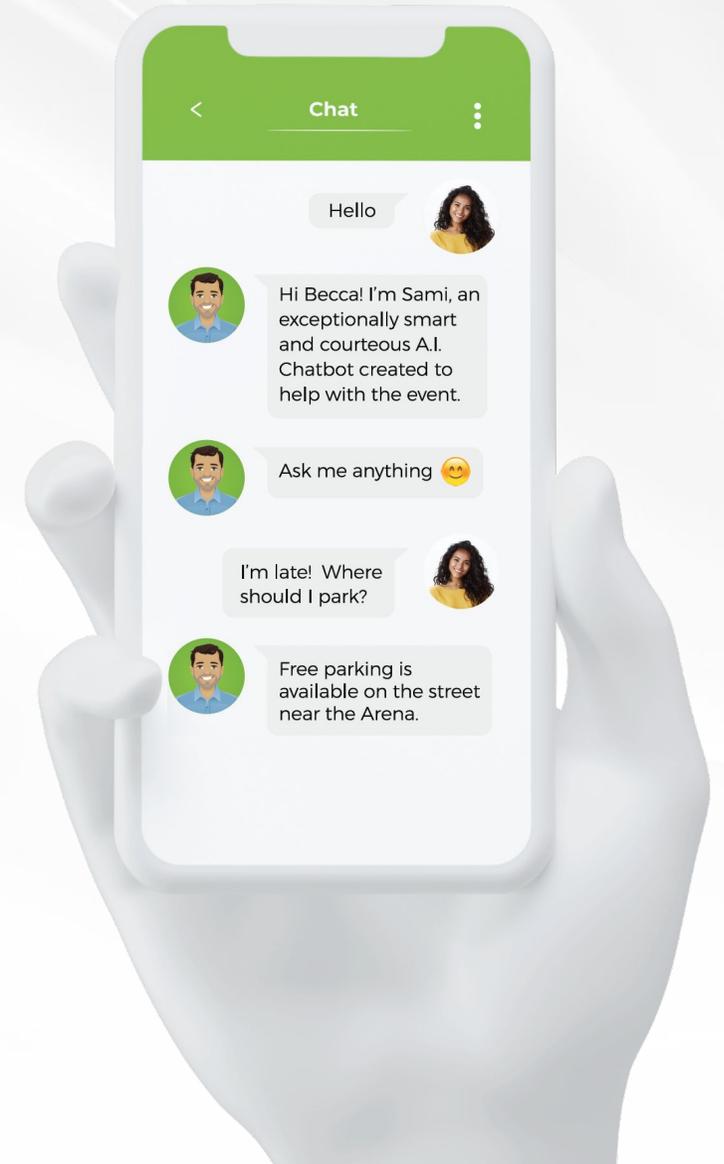


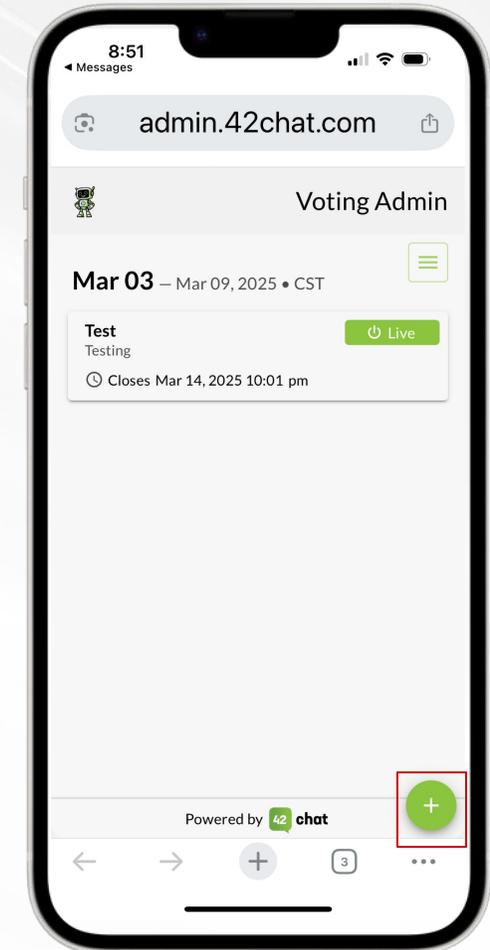
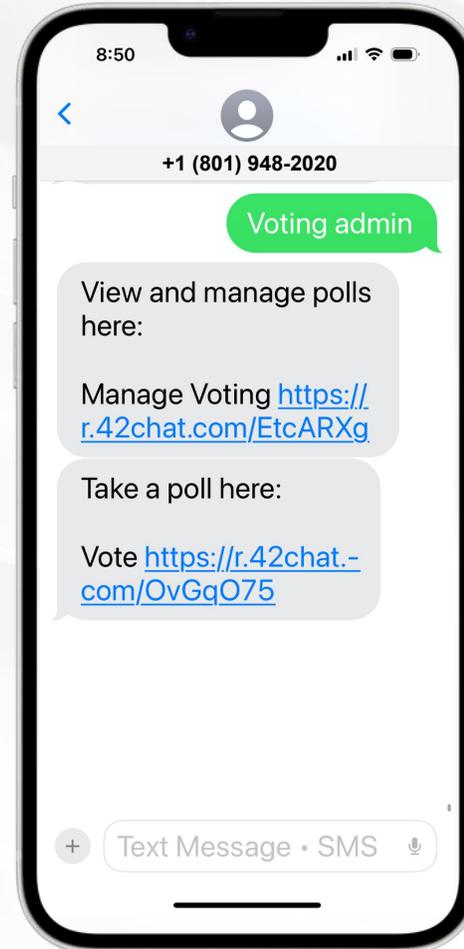


Voting Feature Admin User Guide 2025



Admin Poll Access

- Text “Voting Admin” to your chatbot
- Follow the link provided
- Tap the  button to add a poll

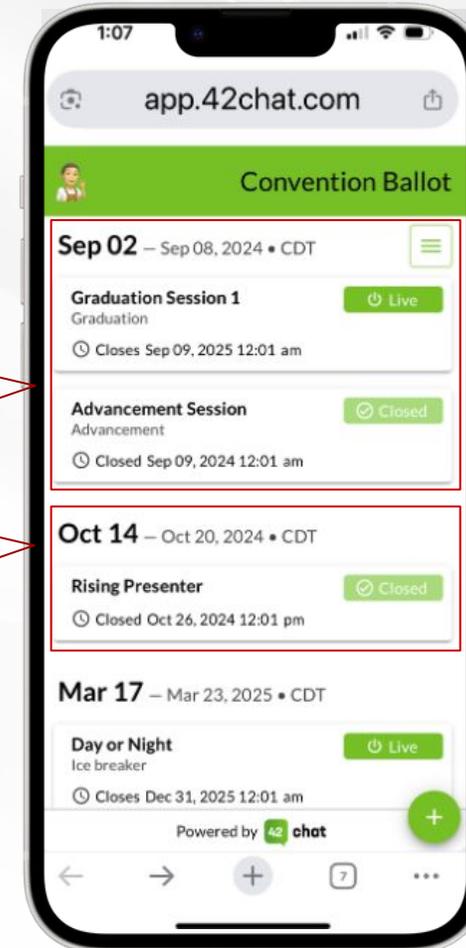


Setting Up Poll(s)

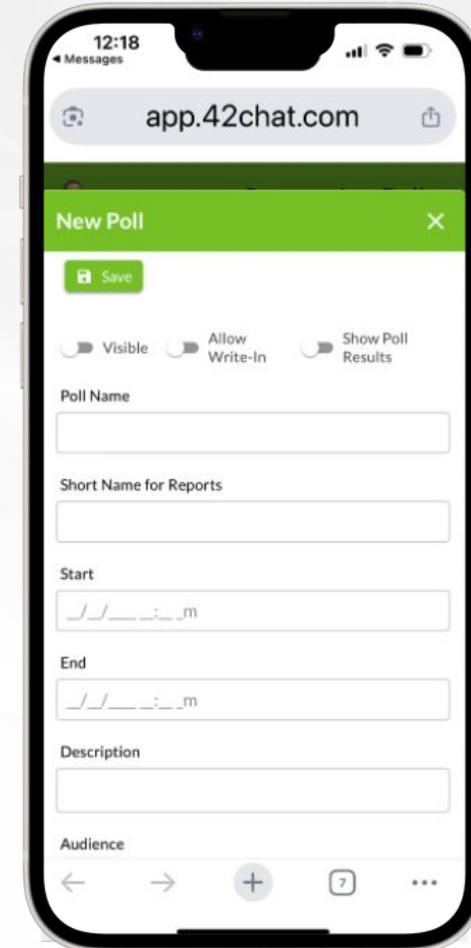
- Enter a Poll Name: A poll can have just one question or multiple questions.
- Add a Report Name (Optional)
 - This will be the title of the data download report for this poll
- Add the Start Date and Time
- Add the End Date and Time
- Add a Description (Optional)
- Add an Audience (Optional)
 - The poll will send to all eligible voters unless an audience is selected. To narrow the poll audience please reach out to your customer success representative

Multiple Questions
in a Poll

Single Question
in a Poll



A poll can have just one question or multiple questions.

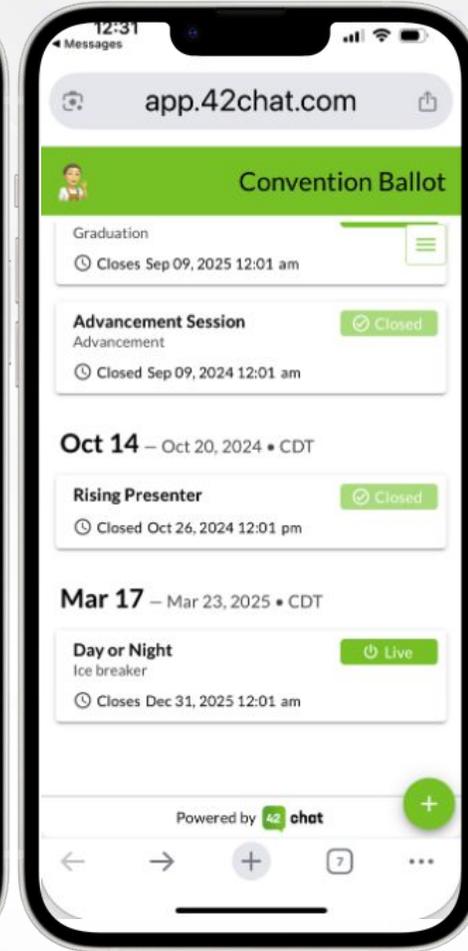
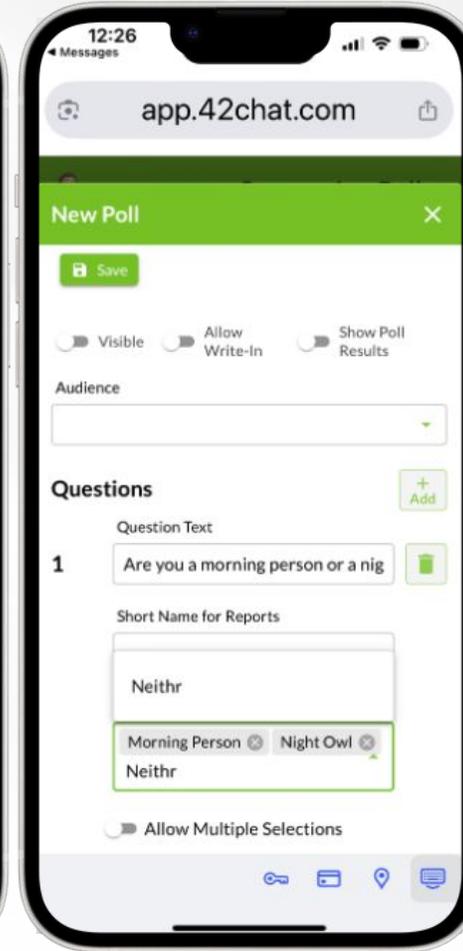
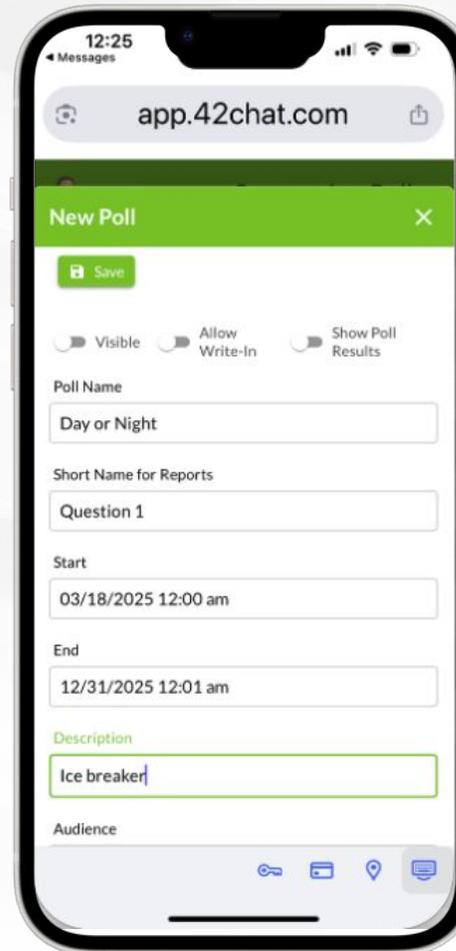


If you make a poll visible or live, all questions in that poll are eligible for voting.

Adding Poll Questions

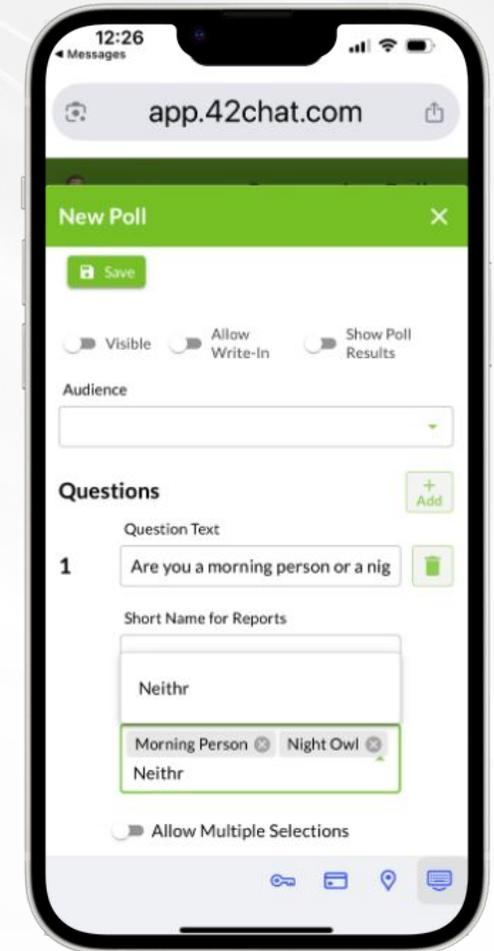


- Add Your Question in the 'Question Text' Field
- Add a Short Name for Reports (Optional)
 - In the CSV data download report, this will be the column title for this question
- Add The Possible Responses
 - Default selections are Yea, Nay
 - Additional answer options can be added by typing them into the answer box and hitting return.
- Add Additional Questions if Needed
- See Poll Options on Slide 5



Poll Options

- Visibility
 - Toggle the 'Visible' option if you would like the poll to be visible in the list of polling questions once the poll is saved. If this toggle is not enabled, the poll will be hidden until it is live.
 - *Note the poll start and end date/times must be current for the poll to be visible.*
- Allow Write-In
 - If a user can 'write-in' a result rather than select a predefined response, toggle on the 'Allow Write-In' option
- Show Poll Results
 - If you would like users to view the results of the poll, toggle on the 'Show Poll Results' option. If this toggle is not enabled, users cannot see the poll results
- Save



Editing a Poll

Select the Poll to Edit from the Poll List

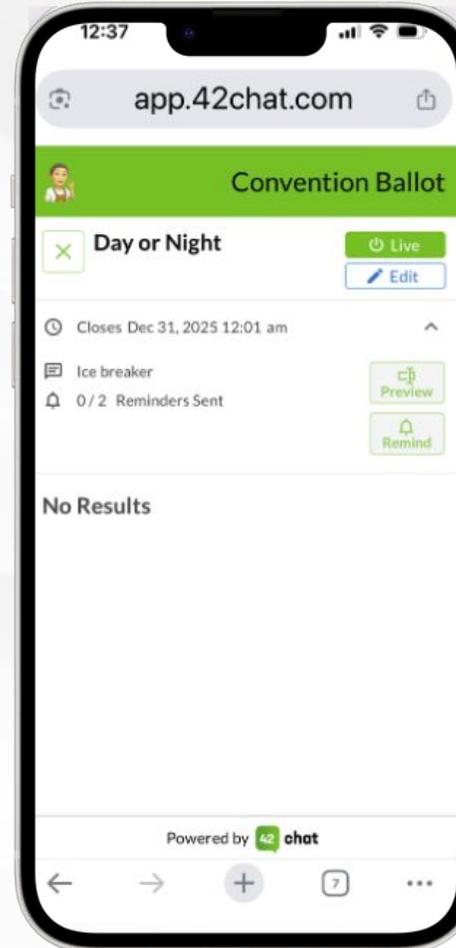
- Select “Edit” button /pencil icon
- Edit as needed

NOTE: Once votes have been cast in a poll, the poll can no longer be edited

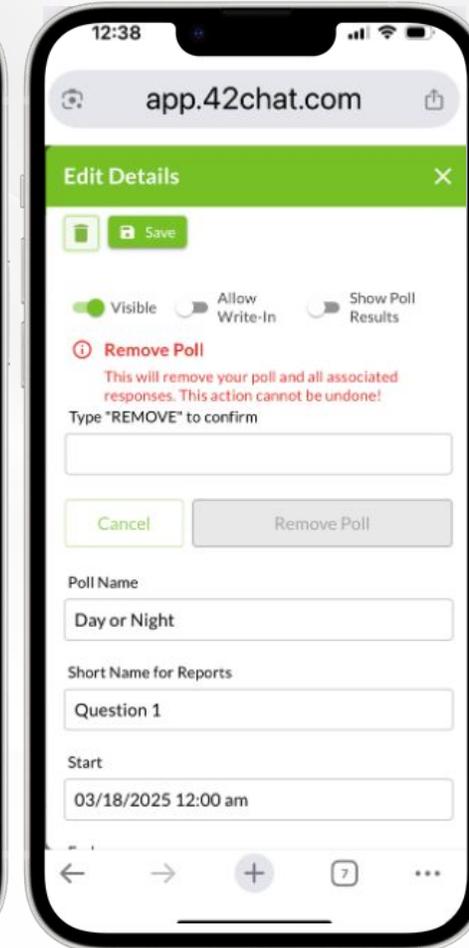
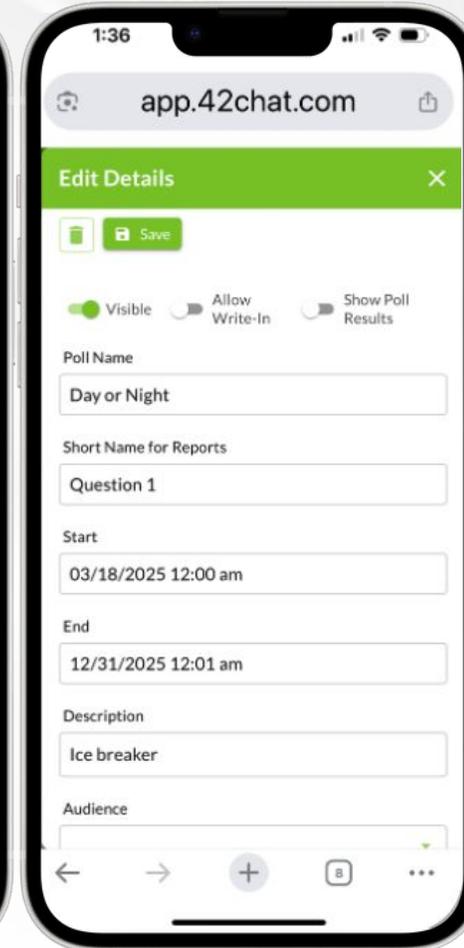
To Delete a Poll

- Select the “trash can” icon and follow the prompts

NOTE: if a poll is deleted after votes have been cast, all data will be lost.



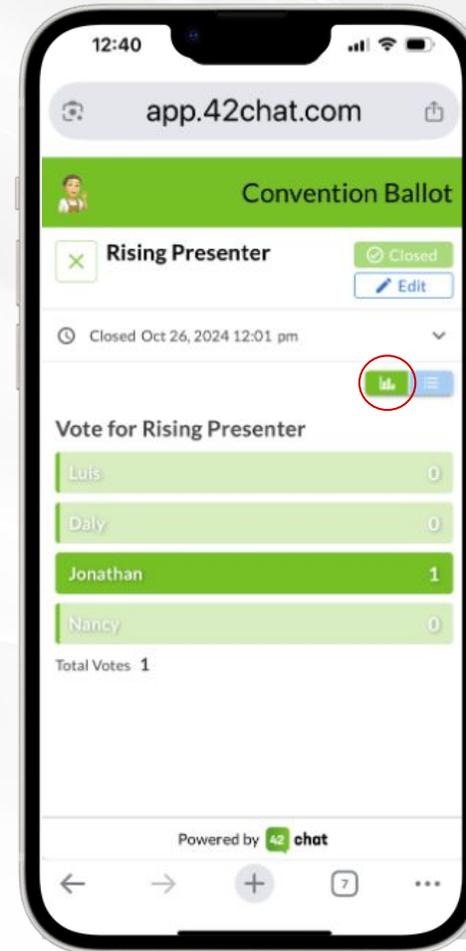
Editing



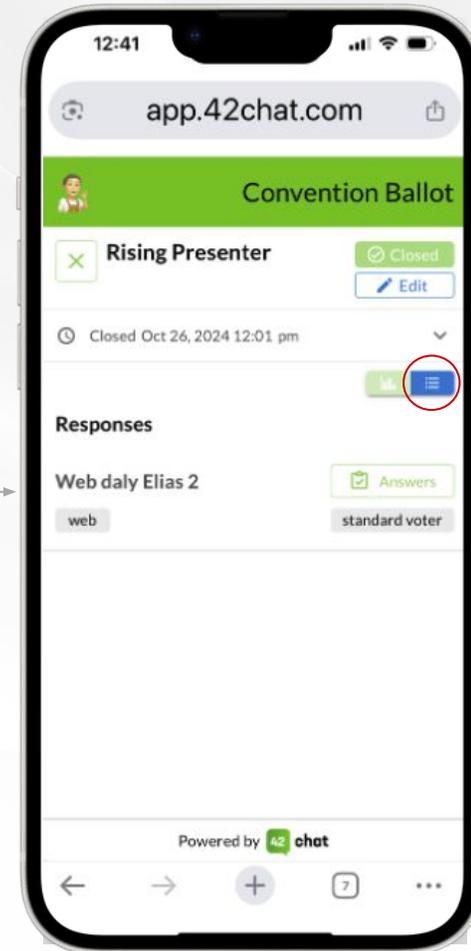
Deleting

Viewing Poll Results

- View Results by Question:
 - Select the green bar graph icon
- View Results by Voter:
 - Select the blue data list icon



Results by poll question

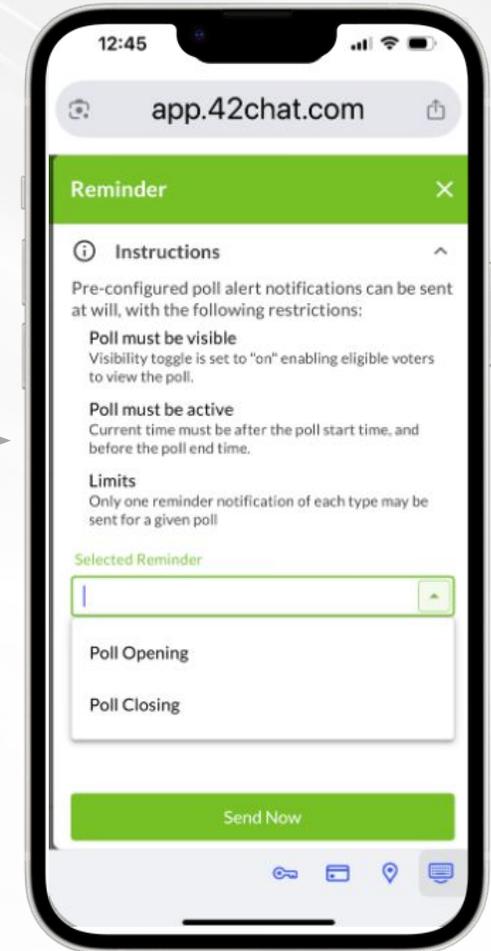
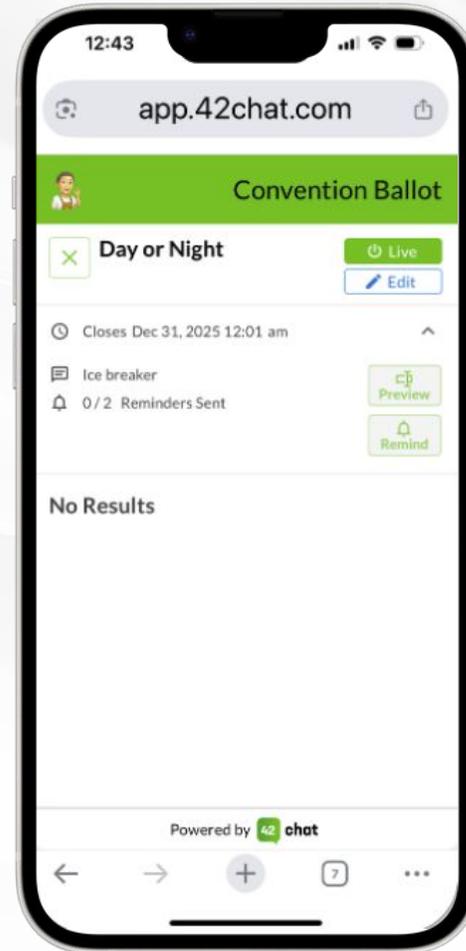


Results by voter

Sending Reminders

Admin users can send reminders if the poll is active and visible

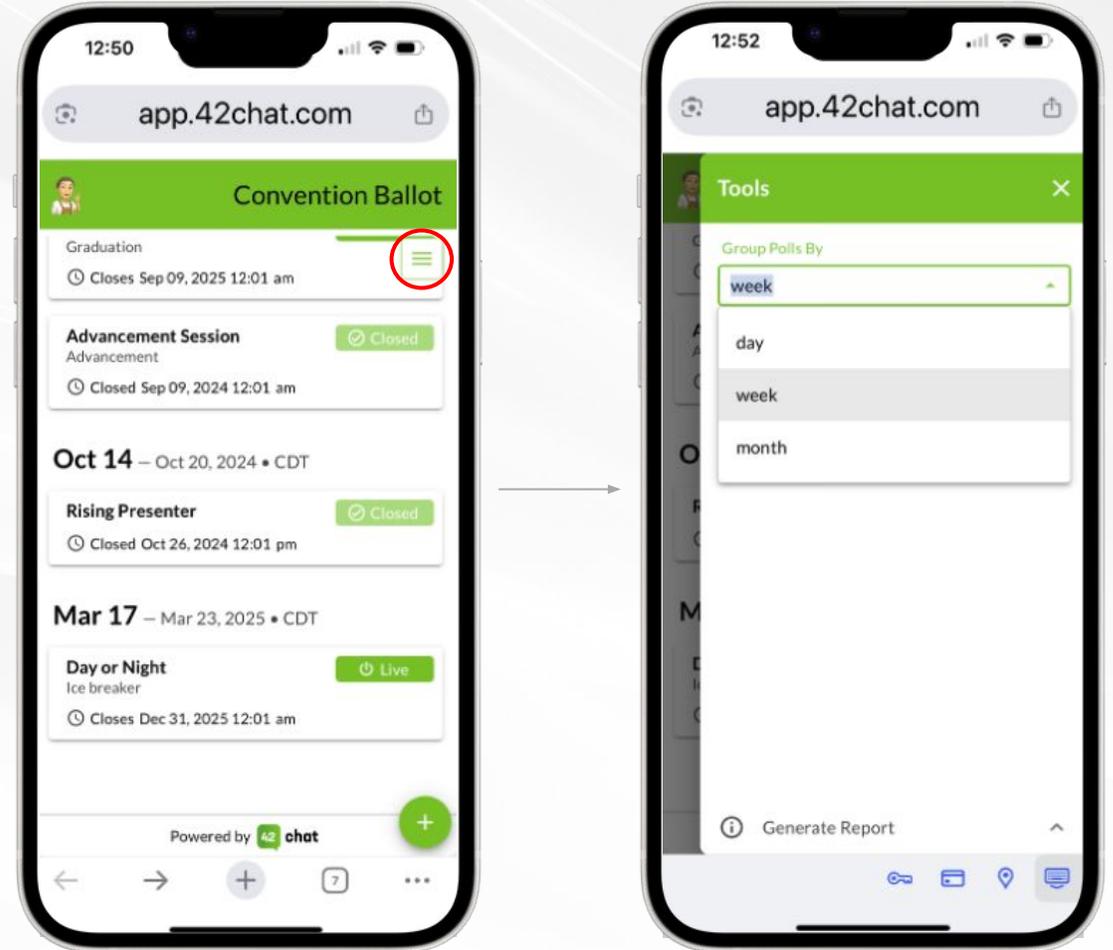
- Reminders are Pre-Written by your 42Chat Customer Success Representative
- Only One of Each Reminder Can be Sent Per Poll
 - Select the down arrow button 
 - Select the 'Remind' Button 
 - Select the reminder you would like to send
 - Select "Send Now"



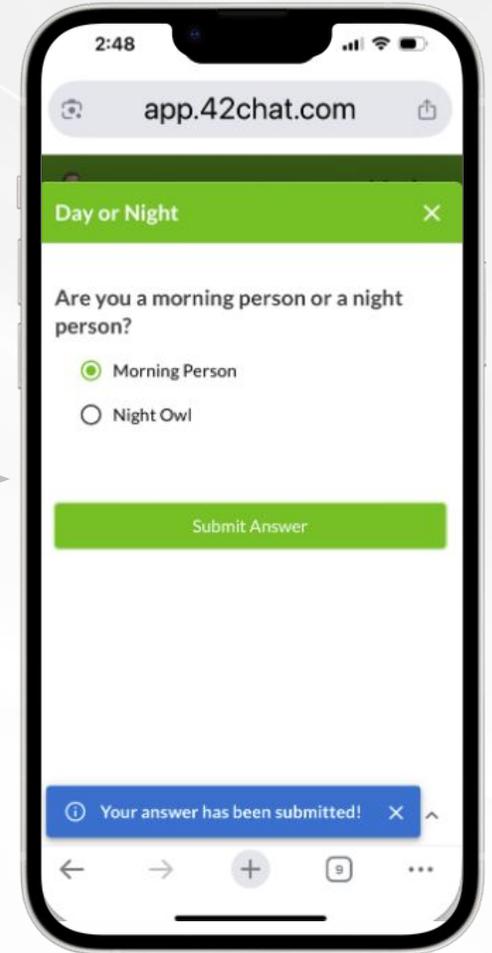
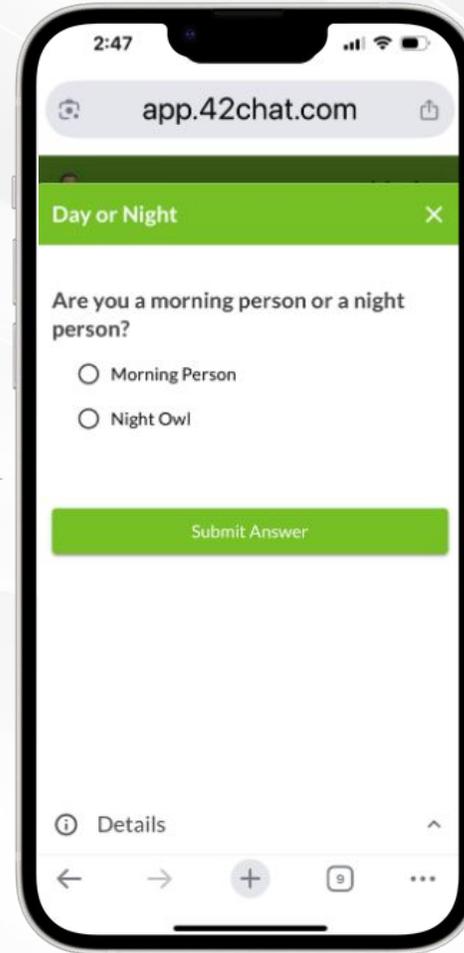
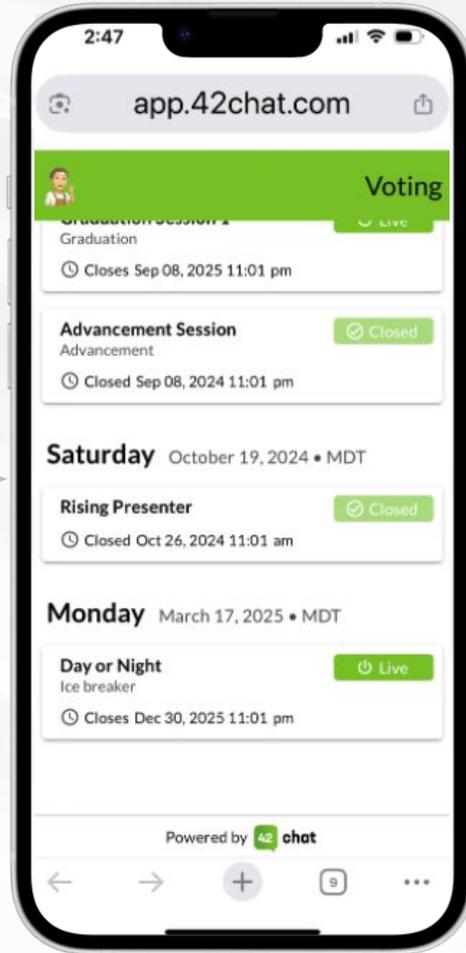
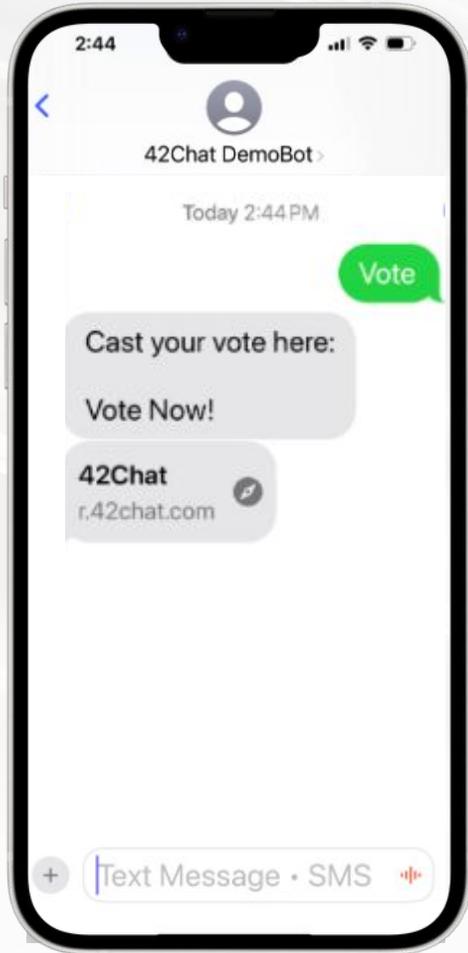
Download a CSV of the Poll Results



- Select the "Hamburger" Button in the Upper Right Corner
- Select "Group Polls By"
- Select "Generate Report"
- Select All or Individual Polls
- Enter Your "Email Address"
- Select "Send"
- A CSV File With Poll Results Will Be Emailed Within a Few Minutes



User Experience



Recognized for Innovation



#IMEXpitch
WINNER 2017



SISO Innovation Battlefield
WINNER 2017



ibtm World Technology Watch
WINNER 2017



Event Tech Live Launchpad
FINALIST 2017



National Sports Forum Tech Tank
WINNER 2018



MPI WEC Tech Showcase
WINNER 2018



FFEA ArtFest Fort Myers
MOST INNOVATIVE PROJECT 2018



Events DC Tech Summit
SHEPARD SHARK TANK WINNER 2018



IFEA ArtFest Fort Meyers
SILVER 2018



CIO Review 20 Most Promising
CEM SOLUTION PROVIDERS 2018



CIO Review 10 Most Promising
CONVERSATIONAL PLATFORM 2018



Mirror Review Top 10
CEM SOLUTIONS 2019



CIO Applications Top 10
CHATBOT SOLUTION PROVIDERS 2019



MPI WEC Tech Showcase
RUNNER UP 2019



Best AI-Based Chatbot Dev Company
WESTERN USA 2019