How to Use Response Targeting

Response Targeting allows you to target any new interactions to only display to customers that responded a specific way on a past Survey and/or Prompts (formerly Notes).

This article will detail how to use the feature.

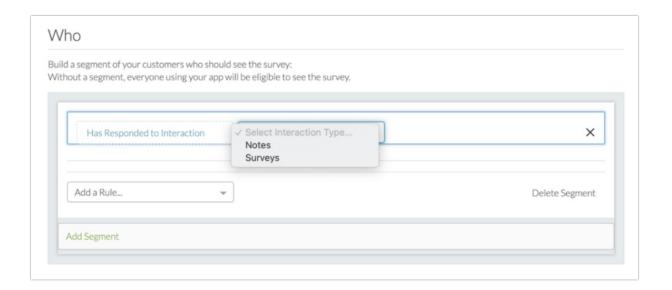
You can find some common Response Targeting use cases here.

Note: this feature is ONLY available in our Web SDK, Android 6.x SDK and iOS 6.x SDK.

How To Use

Within your WHO targeting segment, this targeting option is listed as "Has Responded to Interaction". You are able to add this rule on the following interactions: Surveys, Prompts, Love Dialog, Ratings Dialog.

Once you have selected that rule, you can then choose the specific Survey and/or Prompt response(s) you want to base your new interaction off of.



Please note: you will not be able to select Surveys or Prompts which are already deleted.

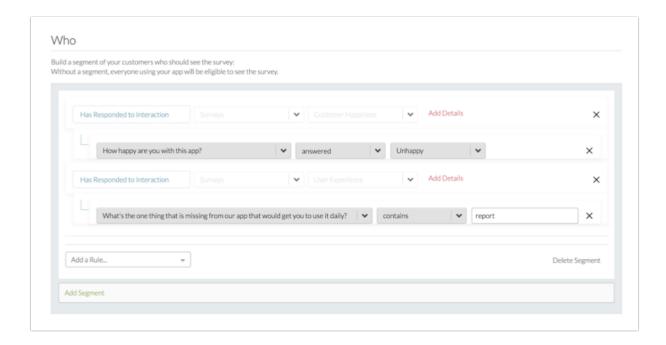
Here is a summary of how to set up the targeting for both of these interactions.

Surveys:

After you select the specific Survey you are interested in targeting from, you can then select a

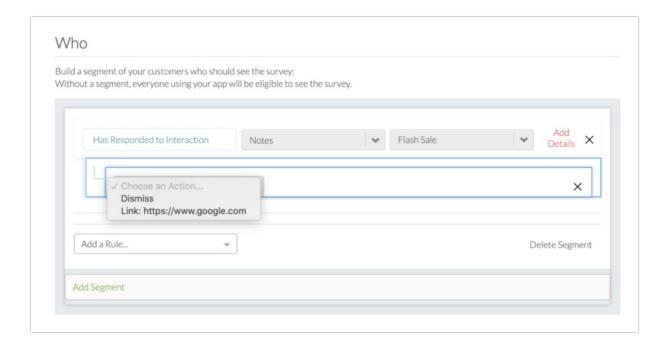
specific question from within that Survey and the answer choice(s) your customers have made.

It is also possible to target based on free text responses.



Prompts:

After you select the specific Prompt you are interested in targeting from, you can then target based on what specific button(s) they selected or didn't select on the Prompt.



For some example use cases on how to use this feature - please check out this article.

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