**NPS configuration**

Service and delivery

Click or tap to enter a date.

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1. Nps Configuration
   1. Initial configuration on NPS today portal

URL: <https://app.nps.today/>

Username: Sent with the creation of the account to [support@zylinc.com](mailto:support@zylinc.com)

Password: Sent with the creation of the account to [support@zylinc.com](mailto:support@zylinc.com)

* + 1. Add Campaign
       - Select Name for the campagin
       - Select template for the survey (only one Is available by default)
       - Select subject on e-mail (is automatically filled out
    2. Design main survey
       - Upload logo
       - Fill out the main question
       - Fill out sub-questions for detractors, passives and promoters.
       - Fill out categories if required.
    3. Settings - Very Important
       - SMS delivery selected, and field filled out with below text:

**Hej {FIRSTNAME}**

**Har du 30 sekunder til at give feedback - klik her :{LINK}**

* + - * Alerts – select webhook for answers between 0 and 10. The webhook should look like this:

**[Tenant]**/api/webhook/npstoday/v1/survey/response

*Example: https://novus.zylinc.cloud:443/t6n/api/webhook/npstoday/v1/survey/response*

* + 1. Create API key
       - Go to Account and select API key
       - Select Add new key and name it Zylinc
  1. Initial configuration on Zylinc Cloud
     1. Create a survey configuration
        + Select Survey under Contact Center and PBX configuration
        + Create new
        + Select NPS today as Survey provider
        + Add API key from NPS portal and the campaign ID. Campaign ID can be seen in the URL when editing a campaign (it’s the 5 digits – e.g. https://app.nps.today/home/campaigns/00000)
     2. Connect the survey
        + Once the survey is created, go to the queue from where we should run the survey, and add the survey in the survey field. Once you click save, the survey will start running. Any changes to the configuration of the survey on NPS todays portal will automatically be used without any changes required on Zylinc Cloud.

1. NPS dashboard

URL: <https://dashboard.nps.today/>

Username: Sent with the creation of the account to [support@zylinc.com](mailto:support@zylinc.com)

Password: Sent with the creation of the account to [support@zylinc.com](mailto:support@zylinc.com)

* 1. Create Dashboard
     + - Select Create Dashboard and give the board a name and account (only one available) and select the desired values.
       - Click the settings icon and choose Sharing. Create new link and share this link with the customer.