

Rating types

September 10, 2026

Rating types

Rating types

A rating type is a named set of answer descriptions paired with numeric rating values. Use this reference list when you need to define the choices available to a customer satisfaction survey. It is in the ISO settings area.

If you need to...	Go to
See the configured rating types	Find a rating type
Understand the list and form fields	Understand the rating type screen
Add or change a rating type	Create and maintain rating types
Resolve a validation or maintenance message	When maintenance goes wrong
Configure survey questions	Questions
Configure the customer satisfaction survey model	Customer satisfaction survey

Before you start

The Rating types page requires a signed-in account. The fields and available actions on the page depend on your access and company configuration.

Prerequisites

- Sign in to PAMS.
- Have access to the Rating types configuration page.
- Know the answer descriptions and numeric values you want to enter.
- Use the headers and fields that appear in your list and form.

If the required subscription feature is included, the list and its controls appear. If it is not included, the page displays the subscription-upgrade surface instead.

Find a rating type

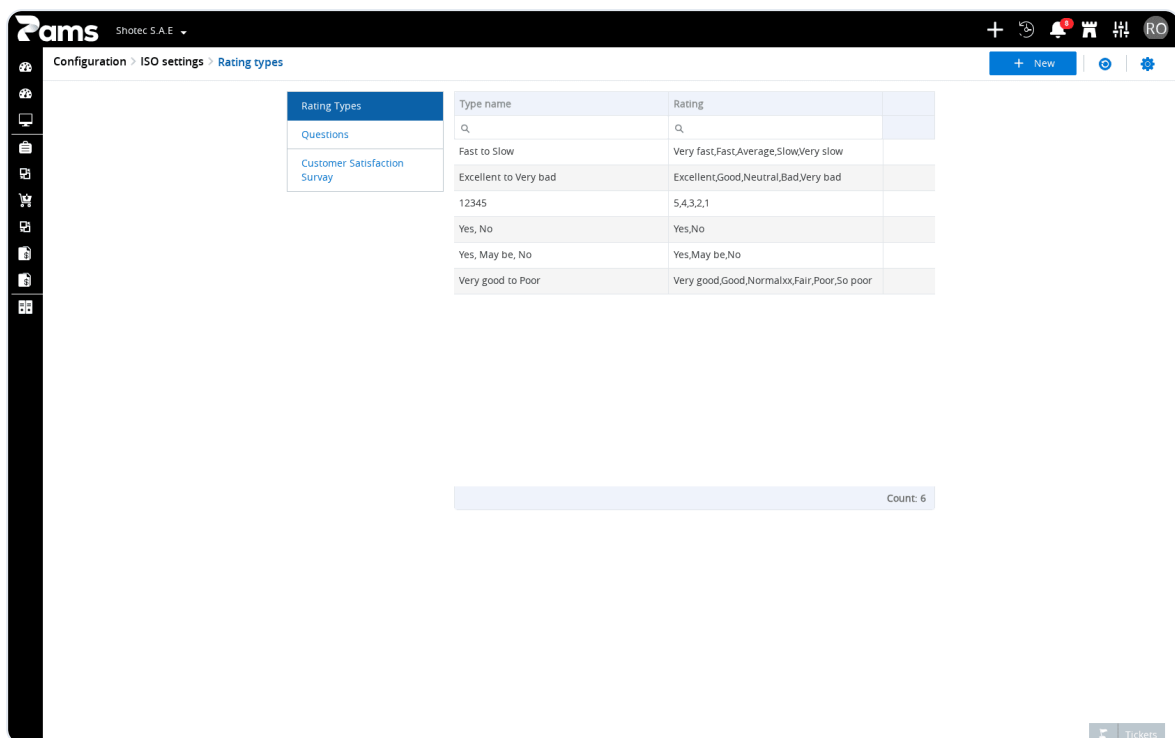
The Rating types list is the starting point for viewing the configured rows, opening a new form, or opening an existing row.

Prerequisites

- Have access to ISO settings.

Steps

1. Open **ISO settings**.
2. Select **Rating types**.



3. Read the **Type name** and **Rating** headers to identify the two list columns.
4. Read the rows in the list.

The list contains six rows and the readout **Count: 6**.

5. Select **New** to open a new rating type form.
6. Select the edit action in a row to open an existing rating type.

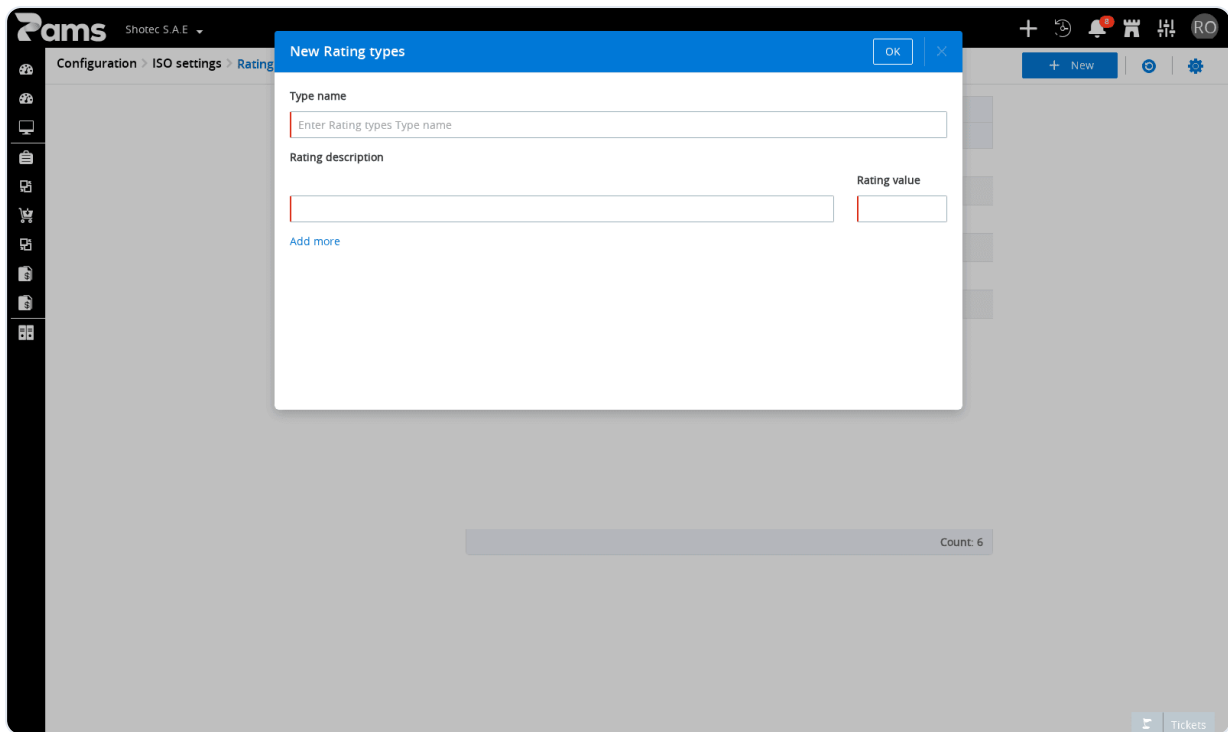
Result: The Rating types list is open, or a new or existing rating type form is open.

Understand the rating type screen

The list identifies each rating type by its type name and rating text. The form records the type name and a repeating set of rating descriptions and values.

Area	Reader-facing field or value	Type and rule
List	Type name	Text; visible in the list and form; required in the form
List	Rating	Text; visible and filterable in the list; not shown in the form
Form	Rating description	Repeating text entry; required
Form	Rating value	Repeating number entry; required; from 0 through 100
Stored value	Display order	Hidden list value
Stored value	Identifier	Hidden identifier value
Stored value	Survey answer identifier	Hidden repeating value
Stored value	Company identifier	Hidden list value

The form displays a required marker on **Type name**, **Rating description**, and **Rating value**. Each additional rating entry has its own **Rating description** and **Rating value** controls. The fields and list columns follow the page's configuration, so work from the headers and controls visible on your screen.



Create and maintain rating types

Use this procedure to create a named rating type, add or remove its repeating entries, or edit an existing row. Each entry contains answer text and a numeric rating value.

Prerequisites

- Open the Rating types list.
- Have the answer descriptions and values ready.

Steps

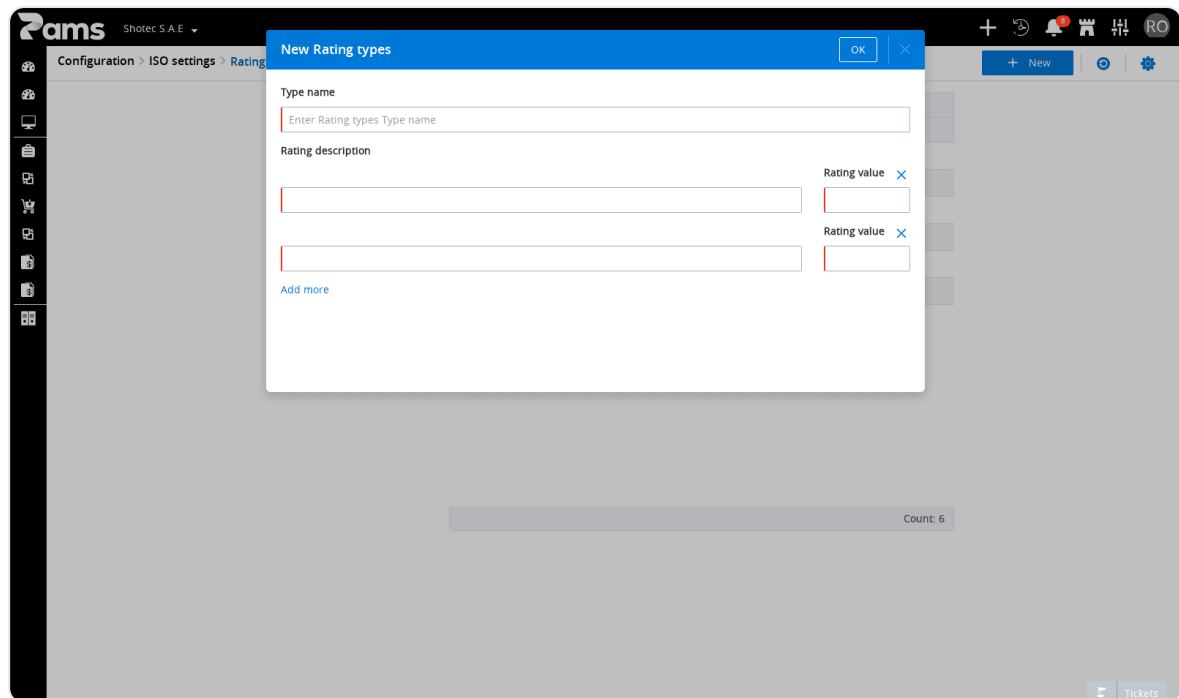
1. Choose the maintenance path.

If you need to...	Select
Create a rating type	New ; when you select it, the form is titled New Rating types .
Edit an existing rating type	The edit action in its row

The form opens.

2. Enter or change the rating type name in **Type name**.
3. Enter or change an answer description in **Rating description**.
4. Enter or change a number from **0** through **100** in **Rating value**.

5. Select **Add more** for each additional answer description and rating value.



6. Select the remove action beside an entry to remove that entry.

7. Select **OK**.

The form validates the required fields, assigns display order to the rating entries, saves the item, reloads the list, and closes the form.

Result: The form contains the entered rating type and its repeating rating entries; after **OK**, the list reloads with the saved item.

When maintenance goes wrong

When a field or maintenance action produces one of these messages, match it to the corresponding action in the table.

Prerequisites

- Have the Rating types form or list open.

Steps

1. Match the message on screen to one row in this table and follow the action in that row.

Message	Action
Type name is required	Enter a value in Type name .
Required beside an answer description	Enter the answer description in Rating description .
Required beside a rating value	Enter a value from 0 through 100 in Rating value .
Forbidden characters detected. Please remove them and try again.	Remove the forbidden character and select OK again.
Are you sure you want to delete this item?	Review the row before choosing the delete action.
Data Deleted Successfully	Return to the list and review the rows.
Related to Saved data, Can't be deleted	Keep the item and review the related saved data.
Failed to Delete	Review the item and try the deletion again.
Must have at least one item	Keep at least one item in the list.
Data saved Successfully	Review the new row in the list.
Data updated Successfully	Review the updated row in the list.

Result: The message has a matching corrective action, and the relevant field or list is ready for review.

After maintaining rating types

After you select **OK**, the configuration page remains the place to review the rating type list. The form action leaves the item on the Rating types page; it does not move the item to another workflow stage.

Result: You are at the Rating types page and can review the list after the form action.