

Questions

September 11, 2026

Questions

Use this page to find the Questions list, review its fields, and open a new question entry.

Questions

A question entry is a question text paired with a survey answer selection. Maintain the Questions list when you need to add or update the questions available to a survey.

If you need to...	Go to
Open the list and review its entries	Find Questions
Check the list column and form fields	Understand the list and form
Open a new entry	Add or maintain a question
Work with rating types	Rating types
Work with the customer satisfaction survey	Customer satisfaction survey

Before you start

Prerequisites

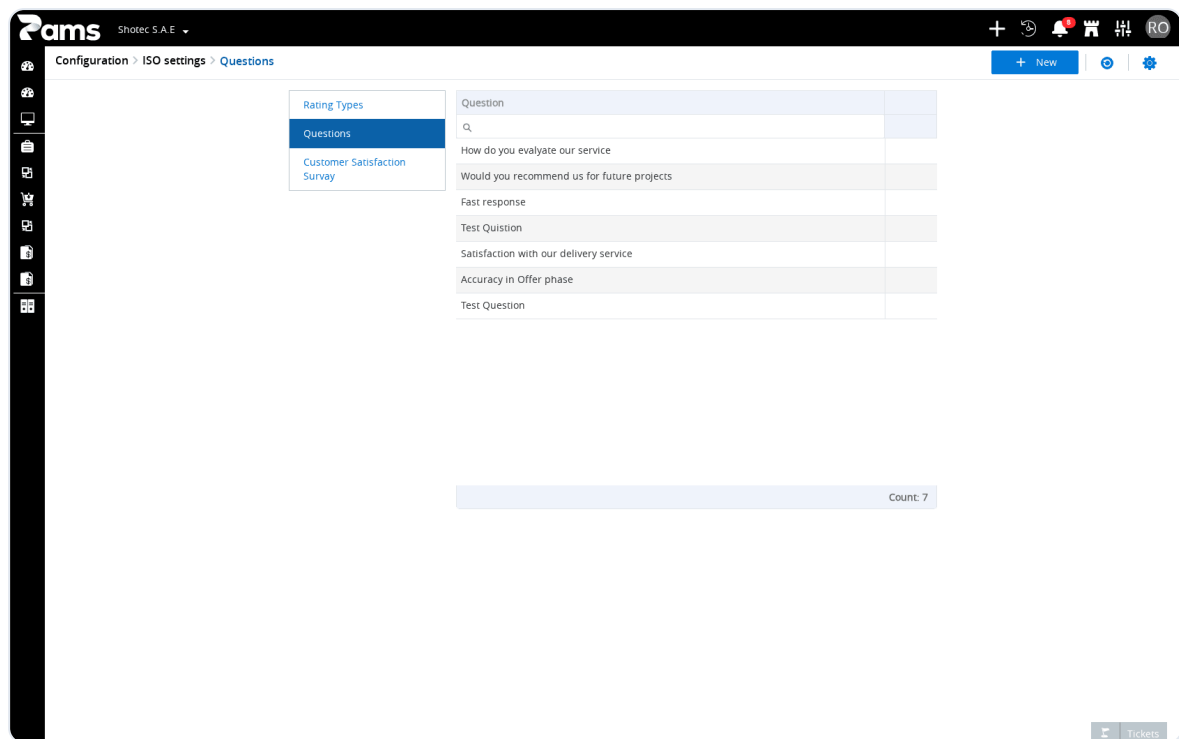
- Sign in to PAMS.
- Open the Questions page.
- The Questions feature must be included in your subscription for the list and its actions to appear.
- Work from the columns and controls visible in your own list and form.

Find Questions

The Questions list is the reference screen for the question entries used by the configuration.

Steps

1. Open the Questions page.



2. Confirm that the page heading is **Questions**.
3. Confirm that the page also displays **ISO settings** and **Configuration**.
4. Locate **New** above the list.

Result: The Questions list is open, with **New**, **Refresh**, and **Settings** available.

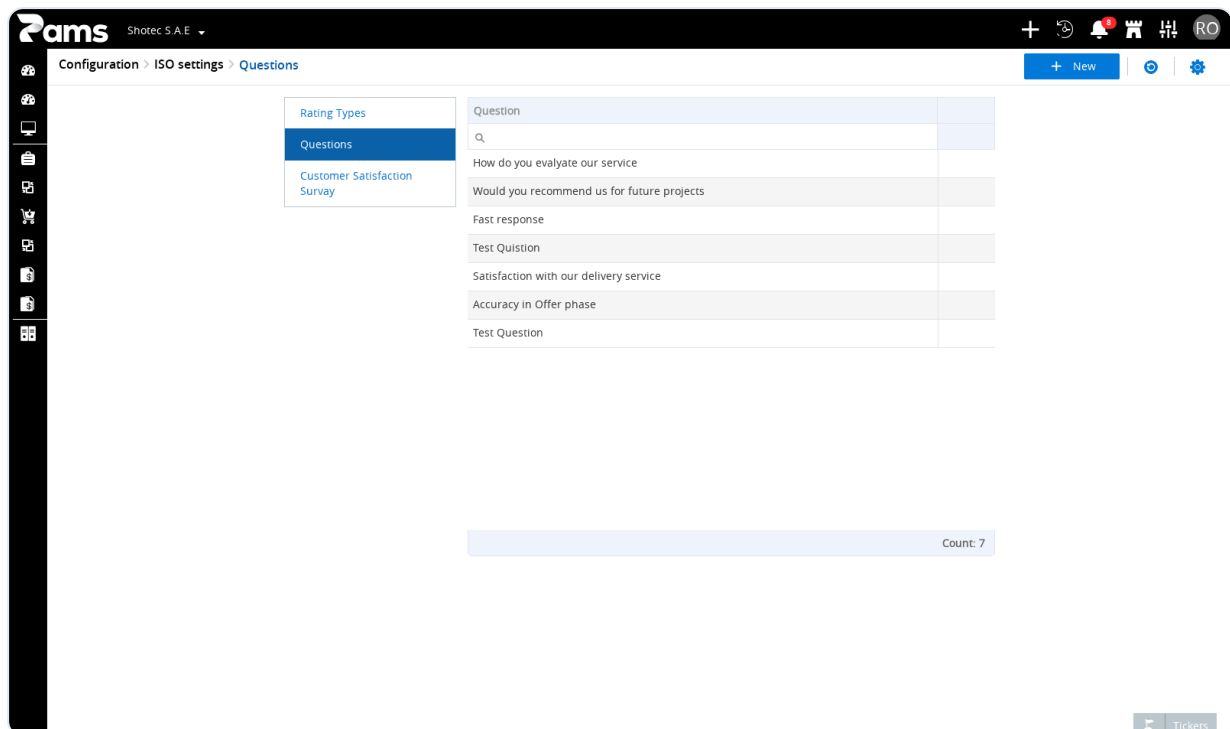
Understand the list and form

The list shows question entries in a single **Question** column. The entry form uses a **Question** text field and a survey answer selection.

Area	What appears	Details
List	Question	One column appears.
New-entry form	Question	The field carries a required marker and receives the first form focus.

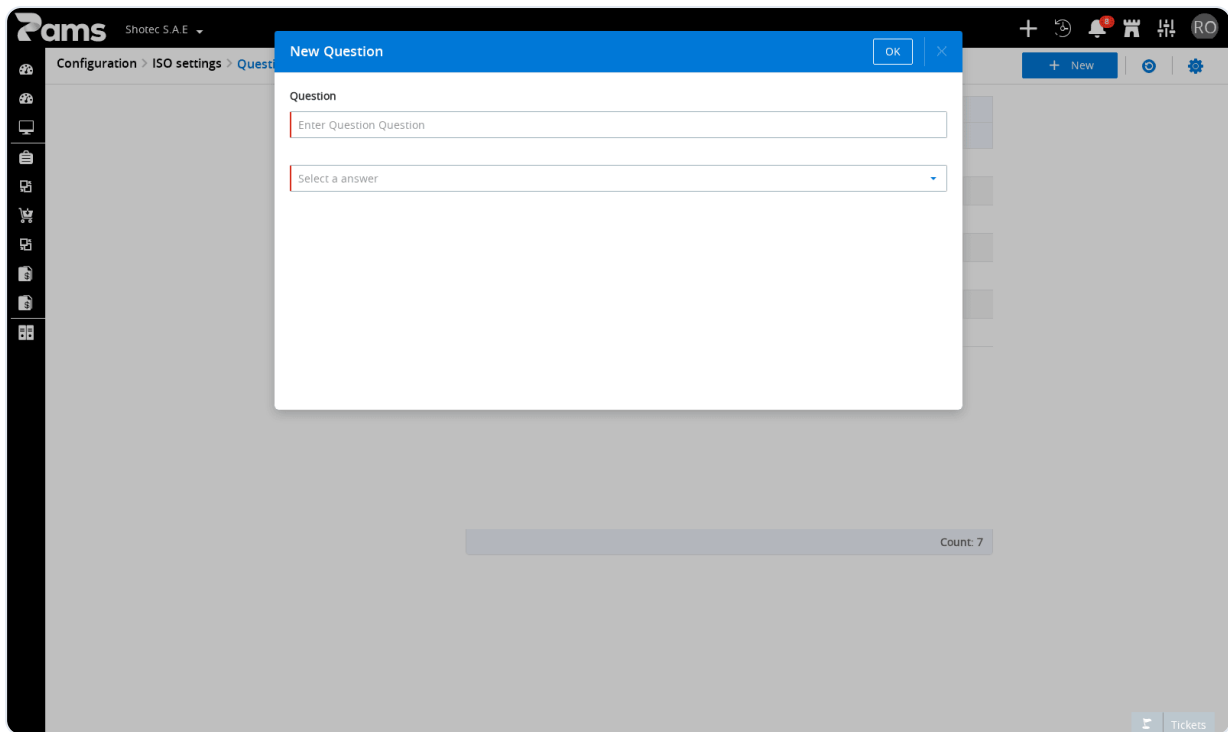
Area	What appears	Details
New-entry form	Survey answer selection	The configuration marks this field as required.
List	Select New to add an entry; use the row menu to edit or remove one.	You cannot add, edit, or delete rows directly in the list.
List	Filters and headers	Row filtering, header filtering, and column headers are disabled for Questions.

A row count appears beneath the list.



Open the new-entry dialog

Selecting **New** opens a dialog titled New Question. The dialog displays the labelled **Question** field with a required marker and an **OK** control.



Add or maintain a question

Use these procedures to add, edit, remove, or export a Questions entry.

Add or edit a question

Prerequisites

- You are on the Questions list.
- **New** is available, or the row menu contains an edit action.

Steps

1. Choose how to open the form.

If you want to...	Select...
Add a question	New
Edit an existing question	The row edit action

2. In **Question**, enter the question text.
3. Complete the survey answer selection required by the form.
4. Select **OK** to submit the dialog.

Result: The new or edited question is submitted through the form.

Delete a question

Prerequisites

- You are on the Questions list.
- The row menu contains a delete action.

Steps

1. Open the row delete menu.
2. Select **Delete**.

Result: The selected question is submitted for deletion.

Export the Questions list

Prerequisites

- You are on the Questions list.
- **Export** is available.

Steps

1. Select **Export** in the export action surface.

Result: The export action is started.

Popup branches can provide **Save**, **Cancel**, and **Don't Save** controls. Use the control that appears in the popup you are working in.

Handle variations

The Questions screen changes according to access and feature conditions.

If...	Then...
Your subscription does not include Questions	The list and its actions do not appear.
The new-entry action is available	New appears above the list.
Editing is allowed	The row edit action appears.
Deleting is allowed	The row delete menu appears.
You open a question for adding or editing	The fields used by that entry appear.

After choosing an action, use the messages below if the form or action stops.

When question maintenance goes wrong

Use the message text below to identify the point at which the form or action stopped.

Message	What to do
Field is required	Complete the required field that raised the message.
Question is required	Enter a value in Question .
Just '_' '-' And '.' Characters Accepted	Change the entry so it uses the accepted characters.
Forbidden characters detected. Please remove them and try again.	Remove the forbidden characters and submit the form again.
Data saved Successfully	The new entry has been saved.
Data updated Successfully	The edited entry has been updated.
Data Deleted Successfully	The selected entry has been deleted.
Related to Saved data, Can't be deleted	Review the saved data related to the entry before deleting it.
Failed to Delete	The delete action did not complete.
Must have at least one item	Keep at least one item in the list.

Continue with related ISO settings

The Questions list is part of ISO settings. Continue to a sibling page when your task concerns

another part of the survey configuration:

- [Rating types](#) contains the rating-type reference list.
- [Customer satisfaction survey](#) contains the survey-model configuration.