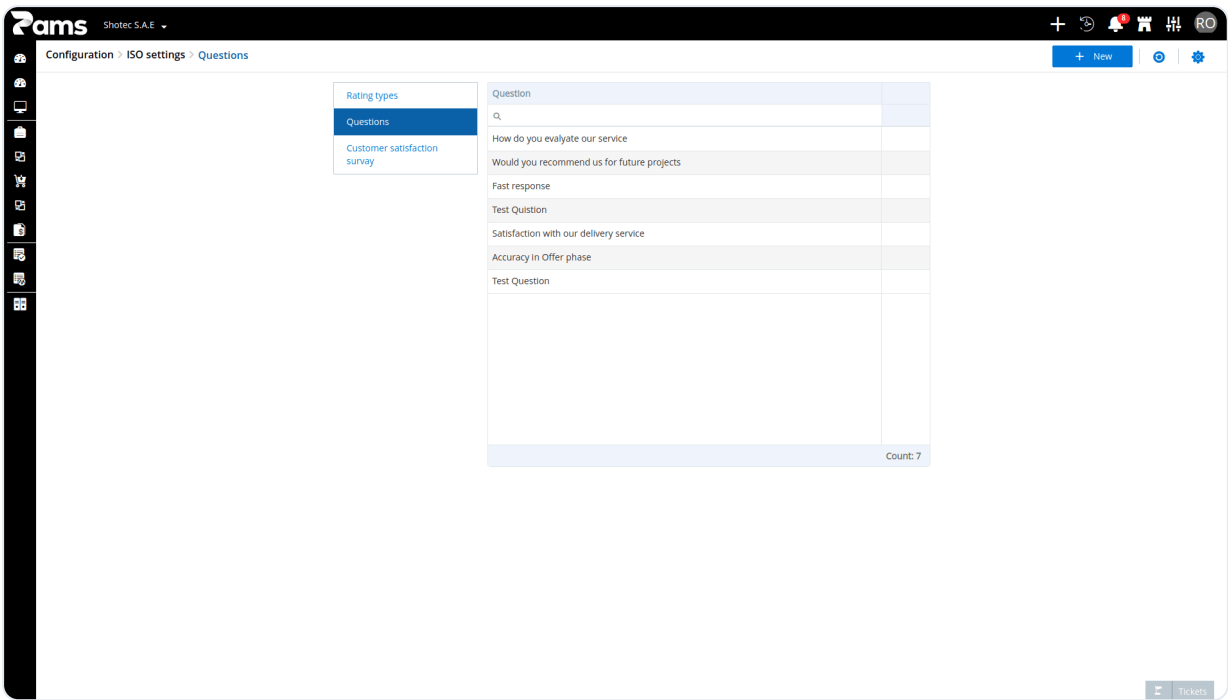


Configure Questions

August 18, 2026

Configure Questions

Administrator Guide > Configuration > ISO settings



Questions — Configurations > ISOSettings > Questions

Overview

Use the **Questions** configuration page to maintain the question records used in ISO settings. Administrators configure questions when establishing or updating the organization’s survey content, including service-evaluation and future-project recommendation questions.

Before you start

You must be signed in to access the **Questions** page. Ensure that your account has access to **Configurations** and the **ISOSettings** area.

Steps

1. Sign in to the application.
2. Navigate to **Configurations > ISOSettings > Questions**.
3. Review the existing records in the **Question** list to identify the questions already configured.
4. Select **New** to begin configuring a new question record.
5. Complete all entries identified as required by the form before continuing. The form applies required-field validation.
6. Where format validation is displayed, enter only the permitted characters for that entry.

Warning: Do not leave entries that display **This Field Is Required** incomplete. Required-field validation prevents the record from being completed.

Note: One validated entry accepts only underscores (_), hyphens (-), and periods (.) where the message **Just ' _ ' '-' And ' .' Characters Accepted** is displayed.

Troubleshooting

- You cannot open **Questions** → Your session is not signed in → Sign in, then navigate to **Configurations > ISOSettings > Questions**.
- Required-field validation is displayed → One or more required entries are incomplete → Complete every entry marked **This Field Is Required**.
- A character-format validation message is displayed → The entry contains unsupported characters → Revise the entry to use only underscores, hyphens, and periods where the applicable validation message is shown.

Result

The **Questions** configuration page is available for maintaining ISO survey question records.

Related pages

- [Configure Customer Satisfaction Survey](#)
- [Configure Rating Types](#)
- **Configuration — Learning Path**
- [Configure 2 Factor Authentication](#)
- [Configure Account Managers](#)
- [Configure Attachment Categories](#)
- [Configure Branches](#)
- [Configure Flags](#)
- [Configure Frequent Currencies](#)
- [Configure Market Segments](#)
- [Configure Product Types](#)
- [Configure Products](#)
- [Configure Custom Fields](#)
- [Configure Dashboard settings](#)
- [Configure Dynamic Validation](#)