



March 2025

Product Release

Customer Success



Welcome!

In the month of March, we added new features for you to check out for the following products:

– Forsta Surveys (Decipher)

1. AI Compute

– Forsta Visualizations

1. New regional icons for UK

2. Hierarchy updates in the cross-table tool

3. Importing languages from Decipher Surveys

4. Keep Forsta Surveys (Decipher) as source of truth for data

5. Email verification

6. Project archiving

– Forsta Plus

1. Studio: Heading widget

2. CAPI Supervisor

3. End User Management App

4. Forsta Go

Keep reading to learn about these improvements!

You can also now review previous months' product updates at any time via the knowledge base!

<https://pgforstaproductupdates.zendesk.com/hc/en-us/p/ProductUpdates>

Surveys (Decipher)

1. AI Compute Logic Node!

The AI Compute logic node enables AI-driven text classification across 20 different dimensions, including language translation and various types of sentiment analysis. It works by transmitting data from Forsta Surveys to the [Microsoft's Azure OpenAI Service](#), with the resulting insights displayed in Crosstabs and View Edit responses. This feature offers enhanced insights on collected data, including basic topic-based data coding, supplementary data for improved cleaning, translations for open-ended responses, and simple sentiment analysis for a quick overview.

[Learn More about the AI Compute Logic Node](#)

Note: The AI Compute is currently behind a feature flag, please reach out to your Customer Success Manager if you are interested in having this enabled!

Data Viewed in Crosstabs:

q1n1 AI Compute

Export Menu

	Total
Total	100% 10 **
q4 (emotion_detection)	100% 10
q4 (outlier)	100% 10
q4 (sentiment)	100% 10
q4 (summary)	100% 10
q4 (topic)	100% 10

Data Viewed for Topic from AI Compute

q1n1: AI Compute

X

☒ Consolidate Answers

Split Results: Select a Question

Total (9 Unique Responses)

Count	Label	Answer
1	q1n1.q4_topic	Customer Support
1	q1n1.q4_topic	Suggestion
2	q1n1.q4_topic	Complaint
1	q1n1.q4_topic	Suggestion, Product Feedback
1	q1n1.q4_topic	Inquiry
1	q1n1.q4_topic	Technical Issue, Customer Support
1	q1n1.q4_topic	Inquiry, Customer Support
1	q1n1.q4_topic	Product Feedback, Customer Support
1	q1n1.q4_topic	Customer Support, Technical Issue

Data Viewed in View / Edit Responses for Quick Review and/or Data Cleaning

View Responses: AI COMPUTE

Edit Data (2010)Edit DataImport DataExport Data

Filter Responses

10 Records

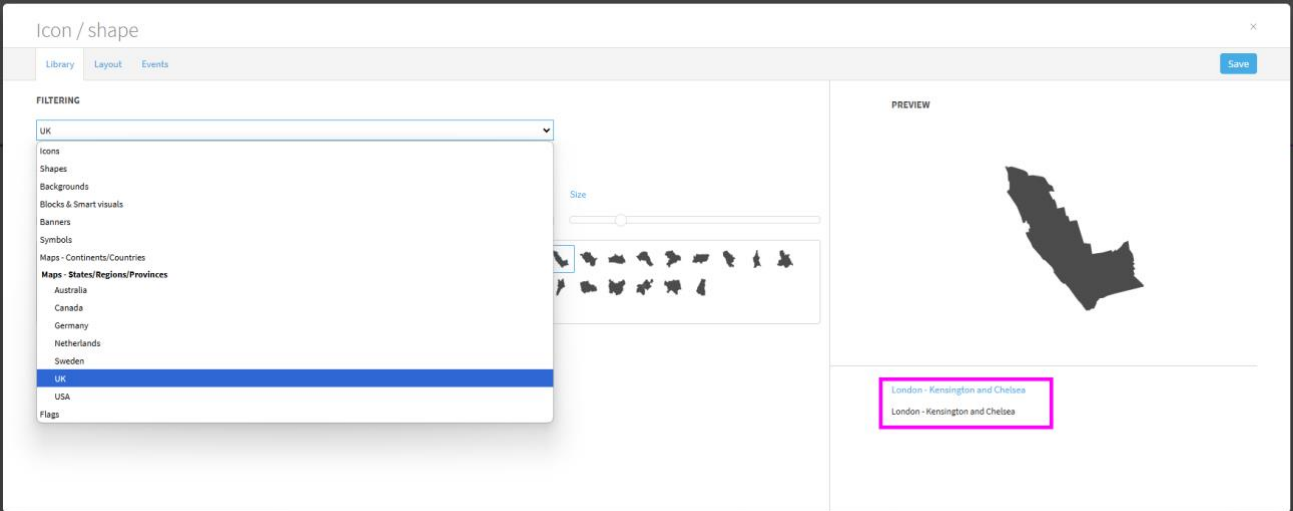
Choose Columns

Record	Status	Participant Source	Started Survey	Last Activity	Last Seen Question	q1: You recently contacted our Software Customer...	q1: q1_4: emotion: detection: AI Compute	q1: q1_4: outlier: AI Compute	q1: q1_4: sentiment: AI Compute	q1: q1_4: summary: AI Compute	q1: q1_4: topic: AI Compute
11	Qualified	Open Survey (Net-Q)	09/21/2025 15:17	09/21/2025 15:17	I was having trouble installing the software, and the support team guided me through every step. They were patient and made sure I understood everything before ending the call.	No	False	Positive	Support team provided step-by-step guidance for software installation, ensuring user understanding.	Customer Support, Technical Issue	
10	Qualified	Open Survey (Net-Q)	09/21/2025 15:17	09/21/2025 15:17	The customer service was disappointing. I was put on hold multiple times, and after 30 minutes, they still couldn't provide me with a clear answer to my problem.	No	False	Negative	Customer service experience was disappointing due to long hold times and lack of clear answers.	Complaint, Customer Support	
9	Qualified	Open Survey (Net-Q)	09/21/2025 15:16	09/21/2025 15:16	I love using the software, but there are some minor glitches. The support agent took my feedback seriously and reassured me that the development team is actively working on improvements.	No	False	Positive	User enjoys the software despite minor glitches; support agent reassured improvements are underway.	Product Feedback, Customer Support	
8	Qualified	Open Survey (Net-Q)	09/21/2025 15:15	09/21/2025 15:15	I had a simple question about my account, and the agent resolved it in minutes. It was a smooth and hassle-free experience.	No	False	Positive	Agent resolved the user's account question quickly, leading to a smooth experience.	Inquiry, Customer Support	
6	Qualified	Open Survey (Net-Q)	09/21/2025 15:14	09/21/2025 15:15	The agent was knowledgeable and helped me troubleshoot my issue step by step. It took some time, but they stayed on the call until it was completely resolved.	No	False	Positive	Knowledgeable agent helped troubleshoot an issue thoroughly, staying on the call until resolved.	Technical Issue, Customer Support	
5	Qualified	Open Survey (Net-Q)	09/21/2025 15:14	09/21/2025 15:14	I called just to ask about an upcoming update, and the representative was very informative. They explained what's coming next and even gave me an estimated release date.	No	False	Positive	Representative provided informative details about an upcoming update, including an estimated release date.	Inquiry, Customer Support	
4	Qualified	Open Survey (Net-Q)	09/21/2025 15:13	09/21/2025 15:13	I had a great idea for improving the software and shared it with support. The agent seemed genuinely interested and even asked for more details so they could escalate it to the development team.	No	False	Positive	User shared a great idea for software improvement, and the agent showed interest in escalating it.	Suggestion, Product Feedback	
3	Qualified	Open Survey (Net-Q)	09/21/2025 15:12	09/21/2025 15:12	The experience was frustrating. I had to repeat myself multiple times, and the agent didn't seem to understand the issue. In the end, they didn't offer a real solution, just a generic response.	No	False	Negative	Frustrating experience due to agent's misunderstanding and lack of a real solution offered.	Complaint, Customer Support	
2	Qualified	Open Survey (Net-Q)	09/21/2025 15:11	09/21/2025 15:12	I wanted to share some thoughts about a feature that could be improved, and the agent was very receptive. They assured me that my feedback would be passed along to the product team.	No	False	Positive	Agent was receptive to user's feature improvement suggestion and promised to relay feedback.	Suggestion, Product Feedback	
1	Qualified	Open Survey (Net-Q)	09/21/2025 15:08	09/21/2025 15:10	The representative was very courteous and helped me navigate through my issue quickly. They even followed up with an email to ensure everything was working properly.	No	False	Positive	Courteous representative quickly resolved the issue and followed up to ensure user satisfaction.	Customer Support	

Forsta Visualizations

1. New regional icons for UK

We've added new map icons representing UK regions and London city areas. These icons are available in both "Icon/Shape" and "Dynamic Icon/Shape."



2. Hierarchy updates in the cross-table tool

We have implemented a change in the Cross-Table Tool regarding the calculation of the Total column when Hierarchy filters (H-filters) are used as splits. Previously, as stated in our manual, the Total column considered all filters applied to the table. However, when H-filters were moved to splits, they were no longer treated as filters, resulting in the Total column reflecting the "project total." Consequently, the Total column may vary between users within the same workbook, depending on their access rights defined by the H-filter.

With the new update, when H-filters are used as splits and a Total is added to the table, the Total will now represent the “user total,” which includes all nodes accessible to the user.

Note: This change will affect all existing saved tables that include a Total, meaning that any calculation involving the Total will be updated, and values may differ from previous calculations.

3. Importing languages from Forsta Surveys (Decipher)

For multilingual surveys in Decipher, you can now import all languages into Forsta Visualizations. This setup is similar to importing multiple languages from Forsta Plus.

The screenshot shows the 'Import Forsta survey' dialog box with the following details:

- API credentials:** Fields for 'Forsta URL' and 'Forsta API Key'.
- Survey details:** A dropdown for 'Survey' (selected: 'selfserve/53a/250201 Forsta fika - languages') and a text field for 'Survey path' (value: 'selfserve/53a/250201').
- Languages (highlighted):**
 - 'Main language' dropdown: 'English (USA)'
 - 'Additional languages' dropdown: 'Select...'
 - Language list: 'English (USA)', 'Swedish'
- Time period:** Dropdown set to 'Auto'.
- Footer:** Information icon and text: 'Imports all new and updated respondents since last time import was executed.'; 'CANCEL' and 'IMPORT NOW' buttons.

4. Keep Forsta Surveys (Decipher) as source of truth for data

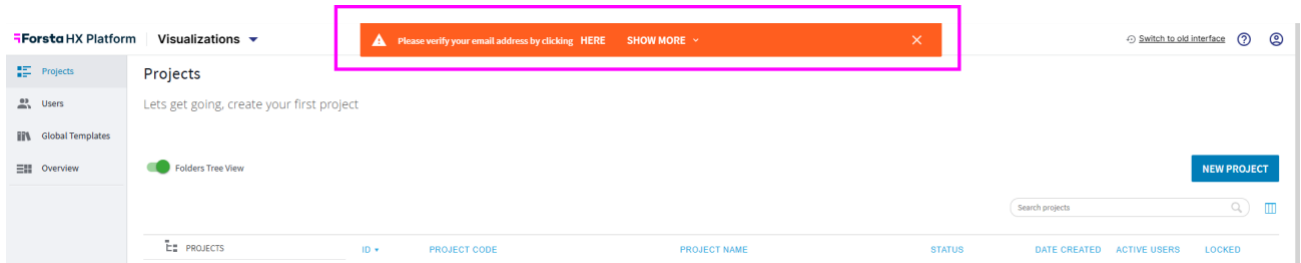
We've added a new feature called "Synchronize Respondents" to ensure your Forsta Visualizations project accurately reflects changes in imported survey data. This feature automatically removes respondents who have been deleted from the survey or whose status has changed to exclude them from reporting.

The "Synchronize Respondents" setting is located under "Forsta Settings" when configuring your import task.

The screenshot shows the 'Import Forsta survey' dialog box with the 'Advanced' tab selected. The 'Respondent groups' section has a toggle for 'Unique respondent IDs and support for alpha-numeric respondent IDs' which is turned off. The 'Batch tag' section has a dropdown menu set to 'Select...' and an 'EDIT TAGS' link. The 'Forsta settings' section is expanded, and the 'Synchronize Respondents' toggle is turned on and highlighted with a red rectangular box. Below it, the 'Use answer value as answer ID for categorical questions' toggle is turned off. The 'Select Survey layout from list or enter Layout ID' section has a 'Layout' dropdown set to 'Standard' and a 'Layout ID' input field with '0'. The 'Select Questions to be included in import' section has the 'Include all survey questions' toggle turned on and a dropdown set to 'Exclude questions with exclude flag'. The 'Additional filter expression' section has a 'Question' dropdown, a 'Status' dropdown, and a 'Filter expression' input field containing the text 'qualified'. At the bottom right are 'CANCEL' and 'IMPORT NOW' buttons.

5. Email verification

To enable certain features within Forsta Visualizations, the email associated with your Admin account must be verified. This requirement is only applicable if the features necessitating verification are enabled on your account. While email verification is not mandatory, failure to complete it will restrict access to these additional features.



This email verification is needed for Admins to be able to use the Quicklink and Keyless import to Forsta Surveys (Decipher). Also, moving forward, this can now be ordered and enabled by support. The same rules are still needed.

- Username in FViz needs to be identical to email in FViz
- Email in FViz needs to be identical to user in Forsta Surveys (Decipher)
- Email needs to be verified within FViz.

Around 24-48 hours after verification is done, the quicklink and keyless import will be available.

6. Project archiving

To maintain optimal performance for each installation, we have implemented rules for "**project sleep**," "**project archived**," and "**project delete**." These actions will occur automatically, with email notifications sent regarding archiving and deletion.

A project is considered active as long as a user or admin logs in, or a scheduled import/export is executed.

- Project sleep mode after 10 days of inactivity
- Project archived after 6 months of inactivity
- Project deleted after 15 months of inactivity (6 months in sleep mode and 9 month archived)

There is also an option to set the project to never be archived. This is found under Project Settings.

Forsta Plus

1. Studio: Heading widget

The Heading widget can be added from the Widget Library. It follows Theme defaults and has options for Title and Description text to be added. An image can also be added to the Heading on the left. This widget can be used as a PDF page break, as per the old Markdown widget.

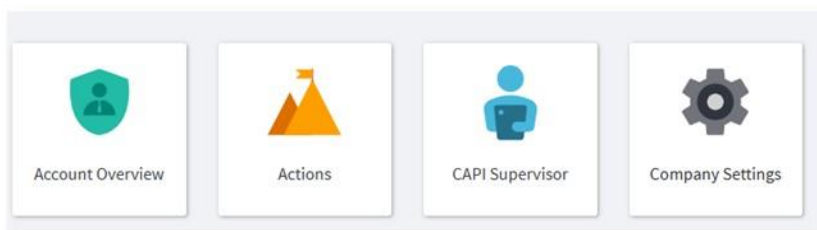
It has been designed for the purpose of providing a simple means to create report and section headings. It also removes the need to use the more complex Canvas widget

and reduces CDL for each widget from about 36 lines to 7, thereby removing unnecessary code and improving performance.

The image shows the Forsta dashboard interface. At the top, there's a 'Library' panel with a search bar containing 'heading'. Below it, the 'Layout' section shows a preview of the 'Heading Widget'. To the right, the 'Heading Widget' configuration panel is open, showing fields for 'Title' (KEY PERFORMANCE INDICATORS), 'Description' (This section of the report show's KPI info for the last 6 months), and 'Image URL' (/isa/BDJPFPRDMEYBPBKLVDAYFQCDAVIOEQJ). Below these fields is a toggle for 'Add a pagebreak above this widget'. The main dashboard area shows a report titled 'KEY PERFORMANCE INDICATORS' with a subtitle 'This section of the report show's KPI info for the last 6 months'. The report content includes a 'Title' section with a placeholder image and text 'when we have the tools to see in color?', a 'My header' section, an 'Engagement' section with a gauge chart showing a score of 8 and a gap to target of 0.59, and a 'Headline' section with a list of items: 1 Enterprise Customers (7.08745247148289), 2 StartUp (6.975165562913907), and 3 Small and medium size (6.9496402877697845).

2. CAPI Supervisor

We're excited to introduce the new CAPI Supervisor!



CAPI Supervisor provides a way to centrally manage face-to-face field work, managing interviewers, devices, surveys, and respondent sample assignment. CAPI Supervisor has been designed to replace the existing Professional Authoring CAPI

Administration interface providing a consistent user experience with the rest of the platform.

All key capabilities from Professional Authoring are available, along with many improvements including:

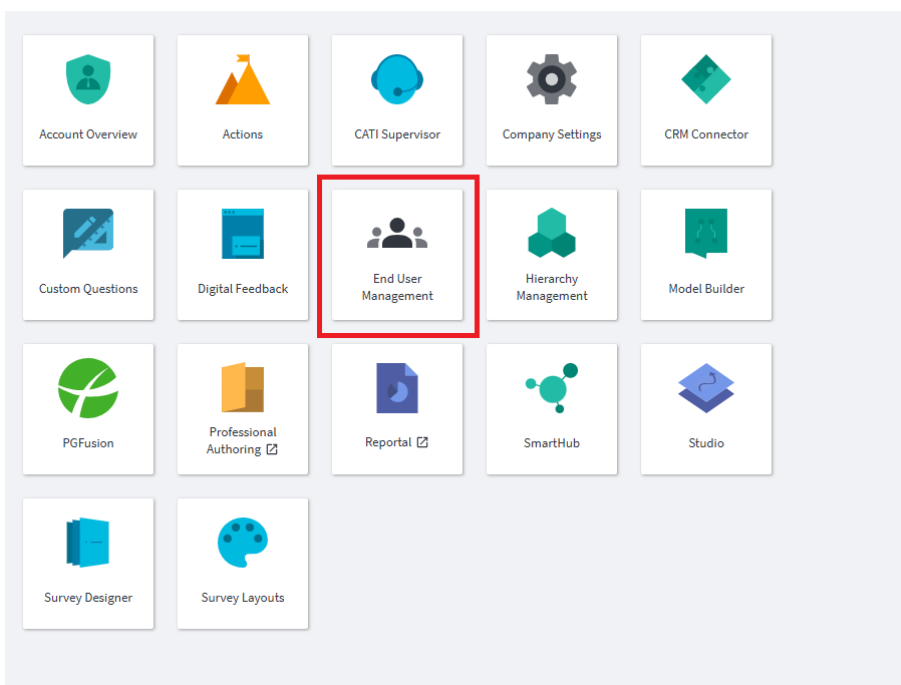
- Modern Tables and Filters with Search
- Activation Codes – now access and manage any activation code created
- Device Management – bulk deactivate many devices (e.g. by activation code)
- Interviewer Management – now manage interviewer End User accounts directly within CAPI Supervisor
- Intuitive File Upload – with template files

Note: CAPI Supervisor is in Limited Availability. If you're interested in testing this, please reach out to your Customer Success Manager to get the feature enabled. General availability is planned for the end of Q2.

3. End User Management App

You can now access the new End User Management app from the home page!

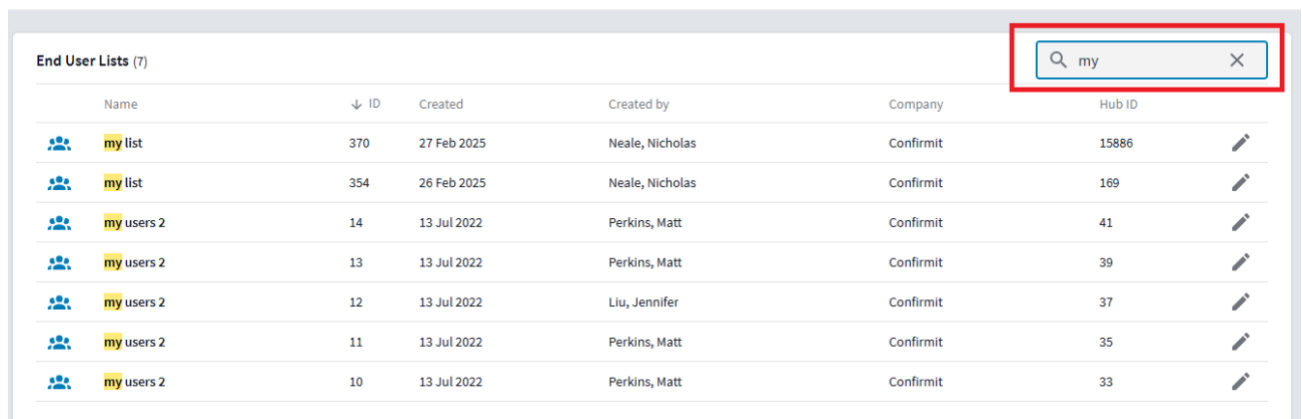
Welcome David Solomon



You can still create and manage end user lists in SmartHub, but what if you're looking for an end user list and you don't know which hub it belongs to? Until now, you had to click through individual hubs one at a time. Today, you can achieve this by doing the following:

1. Open the End User Management app

2. Search for the list using the search bar in the top right corner
End User Lists



Name	ID	Created	Created by	Company	Hub ID
my list	370	27 Feb 2025	Neale, Nicholas	Confirmit	15886
my list	354	26 Feb 2025	Neale, Nicholas	Confirmit	169
my users 2	14	13 Jul 2022	Perkins, Matt	Confirmit	41
my users 2	13	13 Jul 2022	Perkins, Matt	Confirmit	39
my users 2	12	13 Jul 2022	Liu, Jennifer	Confirmit	37
my users 2	11	13 Jul 2022	Perkins, Matt	Confirmit	35
my users 2	10	13 Jul 2022	Perkins, Matt	Confirmit	33

3. If the list belongs to a hub, you can click the pencil/edit button in the right to open the list directly in the App. Here. You can edit it just like you would in SmartHub.

So, what does this mean for End User Management in Professional Authoring?

If the list is *not* connected to a hub, you will instead see an icon that will open Professional Authoring in a separate window. At this time it is not possible to go directly to the list in pro authoring. So, you will still need to use Professional Authoring to edit and manage end user lists not connected to hubs. Eventually our goal is to get rid of end user management in Authoring entirely, but there are still some improvements required before we can do this:

1. Handling of end user list permissions
2. Ability to edit lists not connected to hubs in the EUM app
3. Deprecation of the "Company" property in Pro Authoring lists. **If you are a client who uses this, please let your Customer Success Manager know.**

4. Forsta Go

Great news! A new version of Forsta Go is available! You can download Android and iOS versions 2025.3.1 from their respective app stores.

There are a variety of improvements here, including support for the Canvas Switch functionality and the updated inbox. The full list of improvements is below:

Android & iOS

- MOB-684: Change visitor ID to email address in the call to Pendo
- GO-1983: Issues with an invalid CDL at page level
- GO-2406: Update headline widget to use selector for tile instead of entity ID

- GO-2492: Charts that use the "previous" reporting period as a filter don't display data
- GO-2493: Multiple bar series won't display on a chart
- GO-2511: Survey Publish messages do now show well for SSO / Prof users
- GO-2593: Having two same hierarchy filters and updating them will crash an app
- GO-2621: Support renderingMode (note that there are some changes being made to this property, per SW-768, so I'd be wary of implementing this right now).
- GO-2642: Support Canvas Switch SVD
- GO-2647: GO inbox update
- GO-2693: Terms and Conditions download remains at pending
- GO-2718: Scatter charts don't work with item selectedhierarchy
- GO-2736: Update CDL Compiler
- GO-2740: Fix unit test for DashboardDb

Android

- MOB-696: Replace retrofit to Ktor
- GO-2576: Empty Contact Survey Issue
- GO-2646: V2 Code Refactor

iOS

- GO-2503: Downloading Comments Widget fails with iOS when when loaded in a modal page
- GO-2574: UI issue with menu drawer when there is no connectivity
- GO-2645: V2 Code Refactor
- GO-2705: A horizontal bar chart displays partial info on initial load and corrects itself after a refresh
- GO-2726: ScatterChartDialog cannot be opened

You can try out Forsta Go by simply downloading and opening the app, and selecting "View Sample Reports" on the bottom of the screen:



Size
US

CONNECT

By tapping "Connect", you agree to our
[Terms and Conditions](#)

[Sign in to an organization](#)

[View Sample Reports](#)