January 2026

Product Release

Customer Success

Welcome to a new year of Product Updates!

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

— Panel Management

1. Campaigns now support Re-Invitation of panelists
2. Datapoint questions from Panel Management into Decipher surveys now allows you to disable autopopulation of panelist data

— Decipher (Forsta Surveys)

1. Closed surveys can now be edited in Survey Editor and XML Editor.
2. The Toluna sample provider now supports S2S configuration.
3. The Crosstabs Date Range dropdown now includes a "Last 24 Hours" option.
4. Saved reports will now be able to show which Crosstabs is the source of pinned tables. New fields- "Pinned From" and "Pinned At" are now added for each data rows.
5. The decipher python package now supports python 3.14.
6. The text highlighting feature, which shows all words matching the selected text, is now disabled by default, and can be enabled on a per-page-load basis from the View Options menu.
7. Compat Retirement – Extended through February 24th 2026

— Forsta Visualizations

1. Metadata Agent
2. Inactive respondents in Respondent Cleaning

— Forsta Plus

1. Survey Designer: Ability to adjust column order in the quota
2. Studio: Kiosk Mode update – Automatic cycling of report
3. Action Management: Time to Respond alerts
4. Action Management: Assigning Hierarchy Nodes to Roles in Triggers
5. Digital Feedback Mobile SDK – new version available!

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

Panel Management

1. **You can now schedule an additional round of invitations for the same study. Target sample for the invitation can be the same set of panelists or a completely different group.**

   Start by clicking the original invitation row and chose the "Reinvite!" Option.

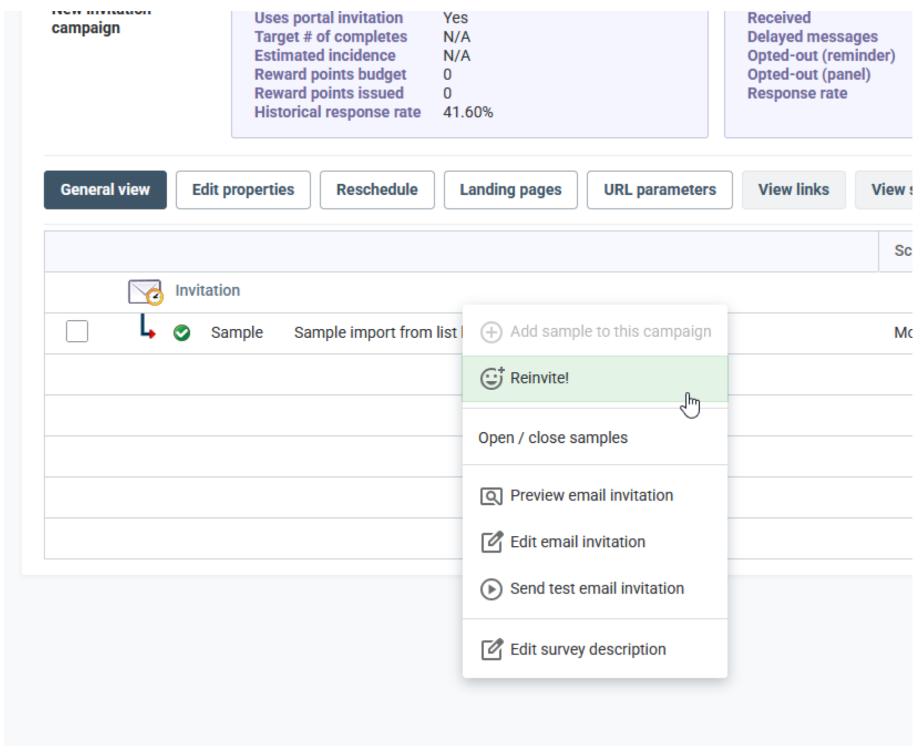
   You will be able to:
   Reinvite as many times as you wish, however the source of reinvites must be the first invite. Subsequent reinvites will use properties and the invitation template that was used in the original invitation.

   Edit properties to customize some options for this reinvite such as reward points and community visibility.

   Reschedule the reinvite or set an end date.

   View links of the reinvite. The links sent in the emails for these reinvites will differ from the original invite.

   View statistics for this reinvite. Note that the main campaign statistics feature that's accessible via the "View statistics" button in the campaign manager does not include reinvites.



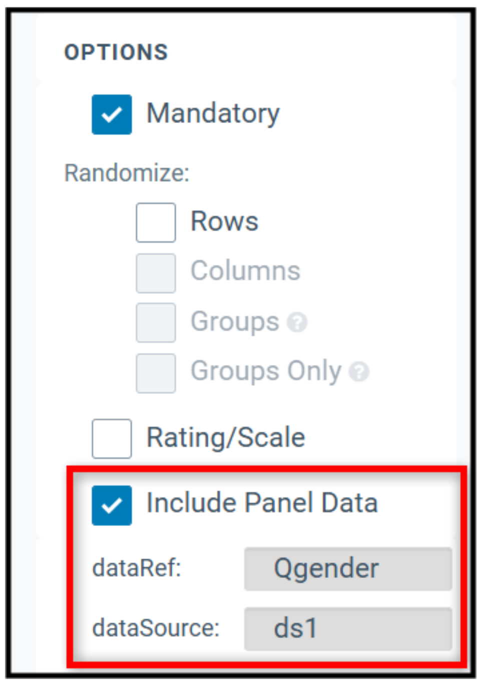
To enable the feature, contact your Forsta representative.

2. You can now choose to disable the autopopulation of data from Kinesis when displaying the question in a survey

The options for the datapoint questions are the same as for a regular question of that type, with the addition of the **Include Panel Data** checkbox. The default for this button is checked. Datapoint questions are autopopulated with the panelist's information from Kinesis Panel.

Unchecking the box allows you to not include data from Kinesis Panel on this question when shown to respondents. The question will display without being pre-filled. Submitted survey data replaces the panelist's information in Kinesis Panel.

A confirmation modal will display when you uncheck the box. Select **Continue** to show you understand that unchecking **Include Panel Data** can result in blank data if the question is optional.



Learn More: Pulling Panel-Management Datapoints into a Decipher Survey

Decipher (Forsta Surveys)

1. **Closed surveys can now be edited in Survey Editor and XML Editor.**

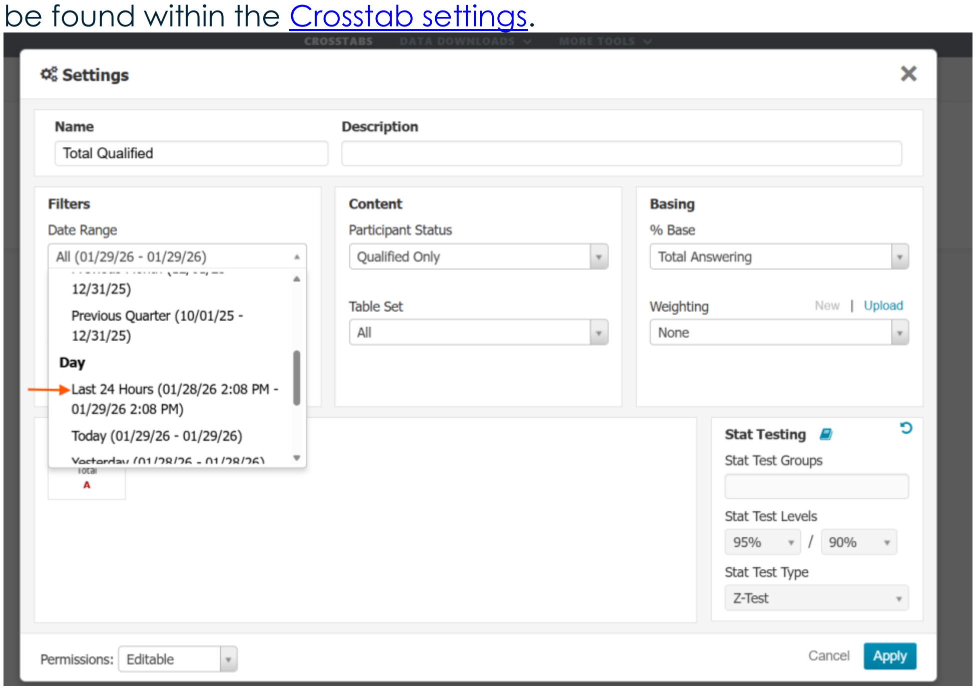
   The Survey Editor uses a special process to manage any changes to a survey that is live and actively collecting data, or a survey that has been closed. This process involves setting up a temporary copy of the survey that you can use to make the appropriate edits. Editing a closed survey is especially useful for **upgrading the survey's compatupgrading the survey's compat**, and for adding virtual questions for data processing., and for adding virtual questions for data processing.

   Once the edits are complete, you can trigger the copy to be saved and merged to the live survey without affecting its fielding. Any data you have collected to date is maintained and the survey can continue to field as normal throughout the process.

   Learn more: Editing a Live or Closed Survey

2. **The Toluna sample provider now supports S2S configuration.**
   Learn more: Configuring Secure Samples

3. **The Crosstabs Date Range dropdown now includes a "Last 24 Hours" option.** This can be found within the Crosstab settings.



4. **Saved reports will now be able to show which Crosstabs is the source of pinned tables. New fields- "Pinned From" and "Pinned At" are now added for each data rows.**

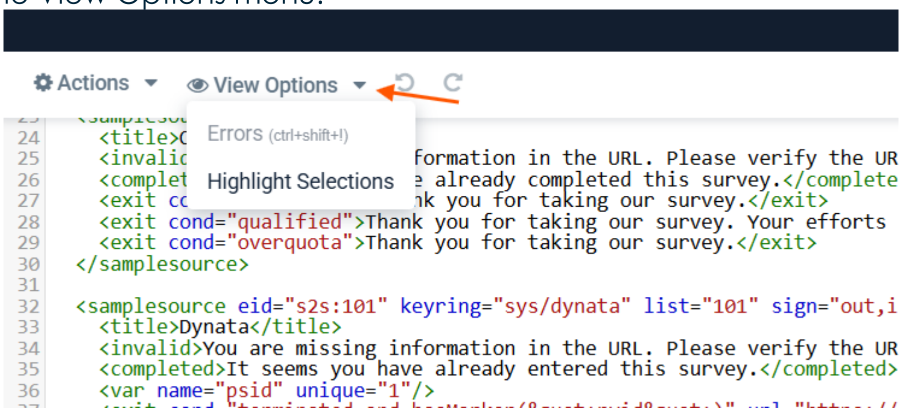
5. **The decipher python package now supports python 3.14.**

   This packages permits easier access to Decipher's REST API.

   If you are a Decipher user, you can use the API to read and write your survey data, create surveys and many other tasks.

   Learn More: [Decipher Python]

6. **The text highlighting feature,** within the [XML editor], which shows all words matching the selected text, is now disabled by default, and can be enabled on a per-page-load basis from the View Options menu.



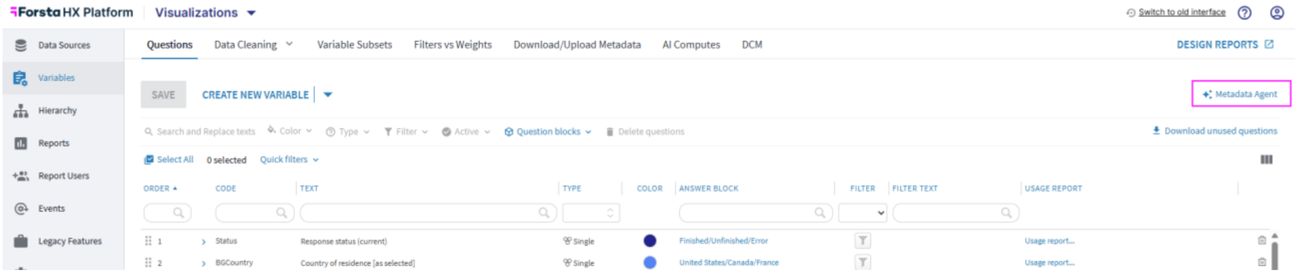
7. **COMPAT RETIREMENT:**

EXTENSION: On FEBURARY 24th 2026, surveys marked as "DEPRECATED" will no longer be supported and surveys with a compat levels of 108-142 will be transitioned to "RETIRED". ***<u>These projects will not load in the portal at-all after this date! This includes historical reports and data downloads on projects that are closed.</u>*** To prevent a survey from being retired, upgrade your survey's compat level. To learn more, see [Survey Compat Levels.]

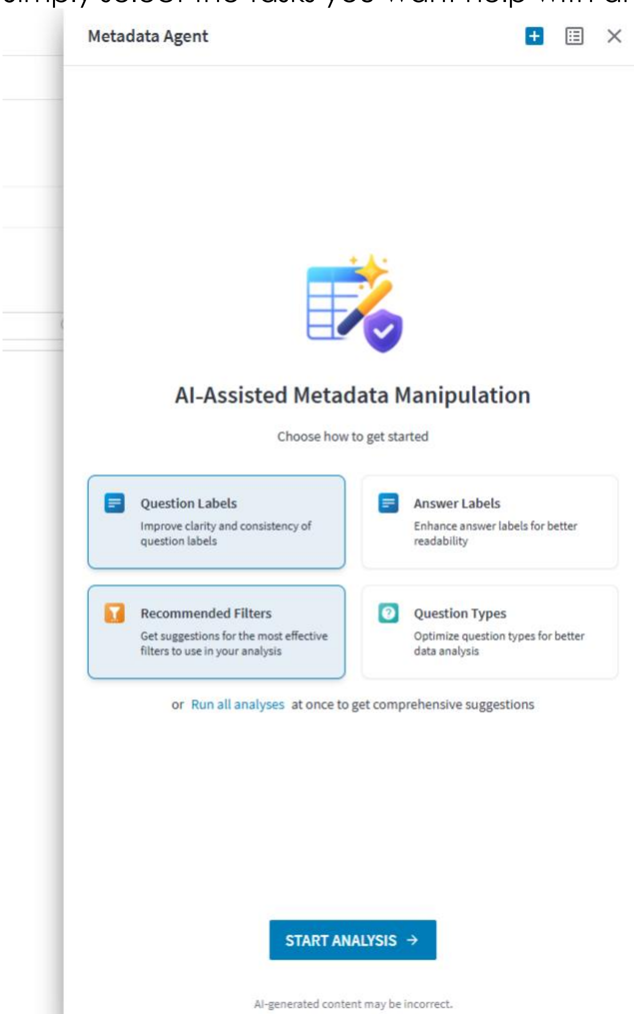
Forsta Visualizations

1. **Metadata Agent**

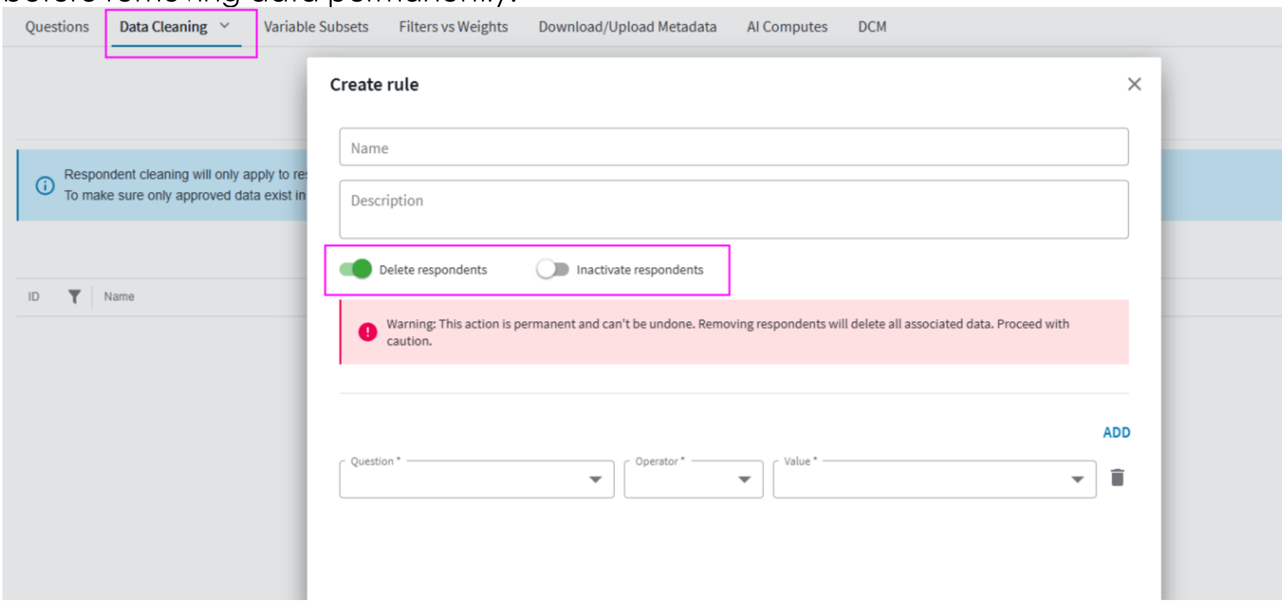
   Metadata Agent is an AI-powered feature designed to the time spent working on the Question page. The agent supports common metadata tasks such as improving question and answer labels, suggesting relevant filters, and recommending question type updates. All suggestions are transparent and fully reviewable, so you stay in control while AI helps speed up and simplify metadata management. You'll find the Metadata Agent in the top right corner of the Question page.



Simply select the tasks you want help with and click **Start analysis**.



2. **Inactive respondents in Respondent Cleaning**
Respondent Cleaning now supports inactivation as an alternative to permanent deletion. Inactivated respondents remain in the project but are excluded from reporting, making it easier to test cleaning rules or evaluate performance impacts before removing data permanently.



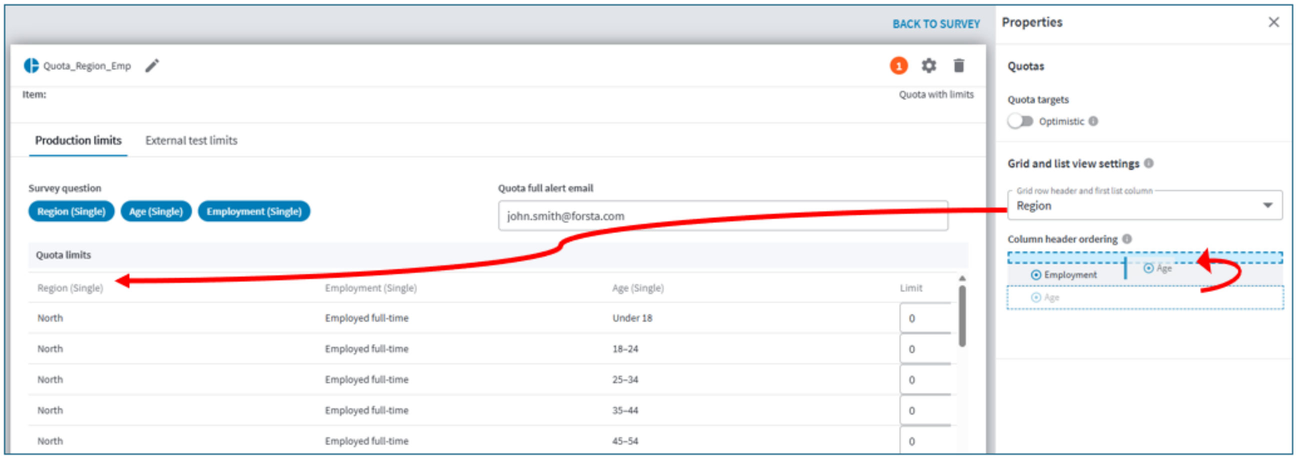
Forsta Plus

1. **Survey Designer: Ability to adjust column order in the quota**
You can now **customize the column order in the quota list view** when a quota is based on two or more variables.

To change the column order, open the quota settings panel and use the **Grid and list view settings** options. Select the variable you want to appear first from the drop-down list, then drag and drop the remaining variables to define the following column order. The top-to-bottom order shown in the settings is reflected as left-to-right ordering in the quota list view.

The list view updates automatically as soon as changes are applied.
This enhancement enables users to view and manage quotas with their preferred layout and closes a gap with the legacy Professional Authoring interface.

Note: As before, these settings also control the layout that is applied when exporting the quota to **Excel** in **Grid view**.



2. **Studio: Kiosk Mode update – Automatic cycling of report**
Kiosk Mode reports can now be configured to automatically cycle through report pages at user defined intervals. Previously, only a single page could be displayed in Kiosk Mode, which limited the amount of information shown. With this update, reports can now cycle through as many pages and widgets as needed. This unlocks the full potential of Kiosk Mode—enabling fully automatic, auto-refreshed, auto-cycled reports suitable for public displays where comprehensive information is required.
    - Open **Report Permissions** and choose between "Standard" and "Kiosk" modes.
    - Switching to Kiosk Mode will display a warning about auto-refresh and persistent display.
    - You'll now see new UI options for setting the **Autocycle** interval (in seconds).
    - Set the desired interval (time before the report automatically moves to the next page). The default is 30 seconds.
    - Setting the interval to **0** disables Autocycle, keeping the report on the initial page.
    - **Note:** Autocycle does not apply to report subpages.

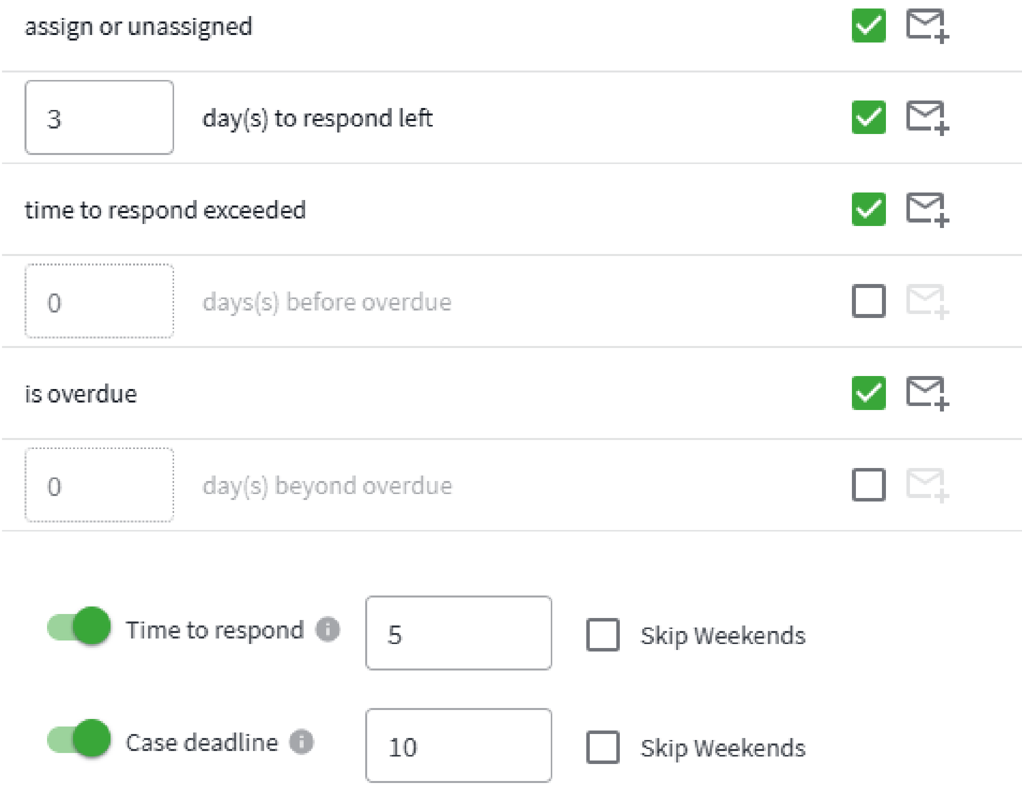
    Knowledge Base article: https://forstastudio.zendesk.com/hc/en-us/articles/43022464893083-Kiosk-Mode

3. **Action Management: Time to Respond alerts**
Action Management now tracks how long it takes to send an email response to a customer from within a case.

    You can set this up in New Action Management when creating triggers. It is not currently possible to configure this in classic client. To set these up, go to the Notification step when creating triggers. You'll notice the following:

    1. Two additional alerts are now available; "X day(s) to respond left" and "time to respond exceeded." These work like the overdue alerts. If a user specifies "3 days to respond left", the alert will fire 3 days before the specified "Time to respond" deadline. And once that deadline is exceeded, the "time to respond exceeded" alert fires.

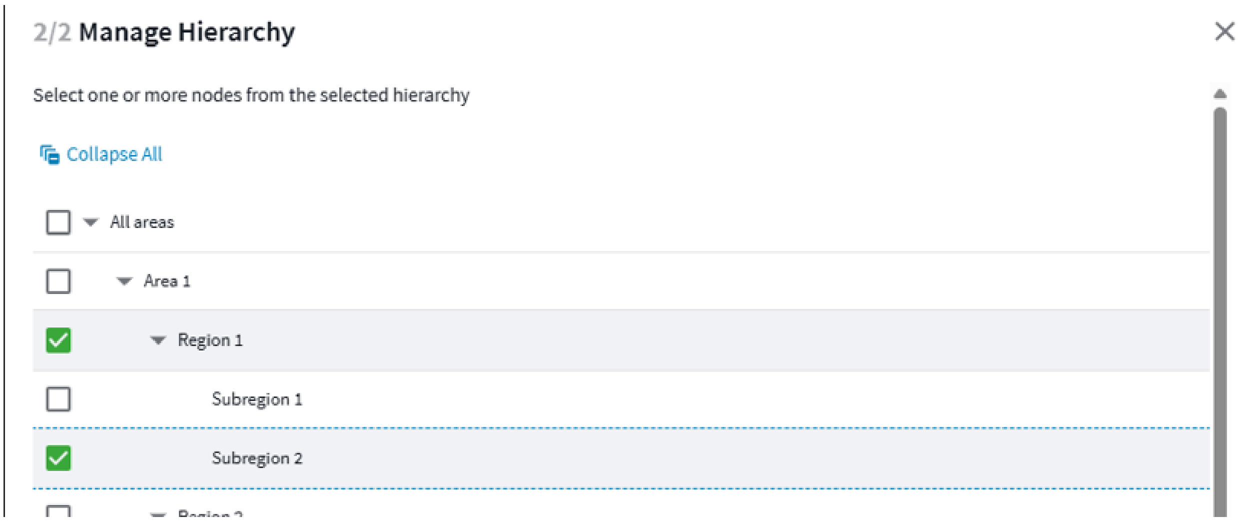
2. At the bottom, just above the “Case deadline”, is the “Time to respond” deadline, which can be configured the same way, including skipping weekends.



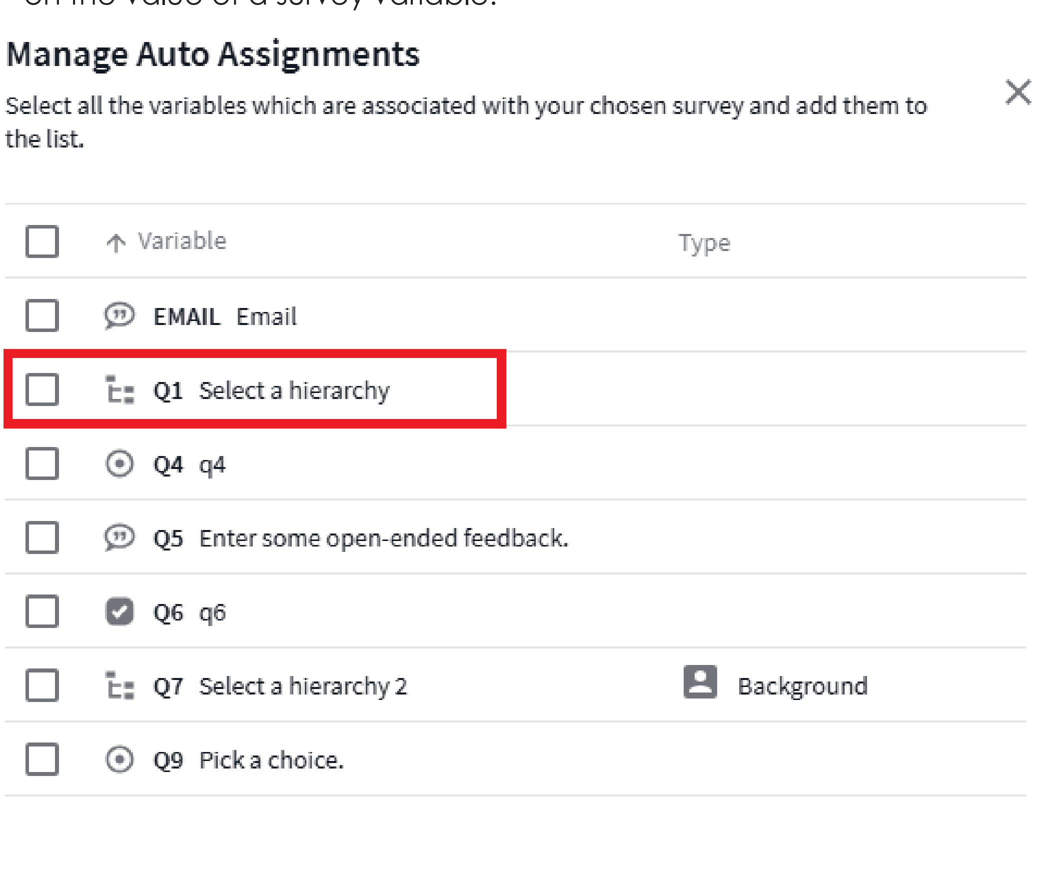
The Time To Respond alert emails can be configured and customized just like other alerts, and come with their own defaults.

4. **Action Management: Assigning Hierarchy Nodes to Roles in Triggers**
With this release, you can now add hierarchy nodes directly to roles in a case by using three different methods:

    1. You can assign a hierarchy node directly to a role through an AM trigger.



2. You can use Auto Assignment to assign a hierarchy node to a role in a case based on the value of a survey variable.



3. You can manually assign a hierarchy node to a role in a specific case after it's been created.

When a hierarchy node is assigned to a role on a case , every end user linked to that node will have access to the case via that role. As end users are added and removed from that role, they will respectively gain and lose access.

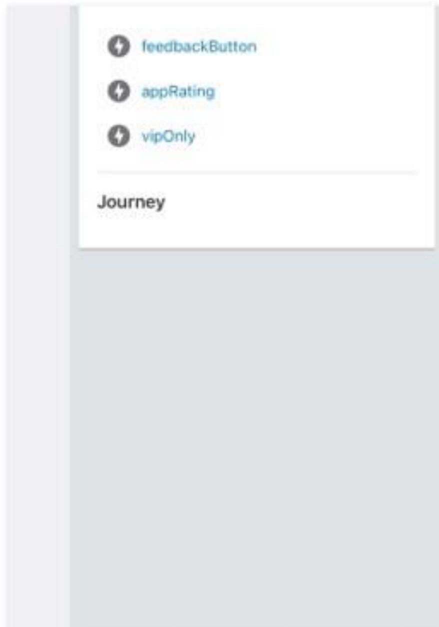
*To request access to this feature, please email PlusSupport@forsta.com.

5. Digital Feedback Mobile SDK – new version available!

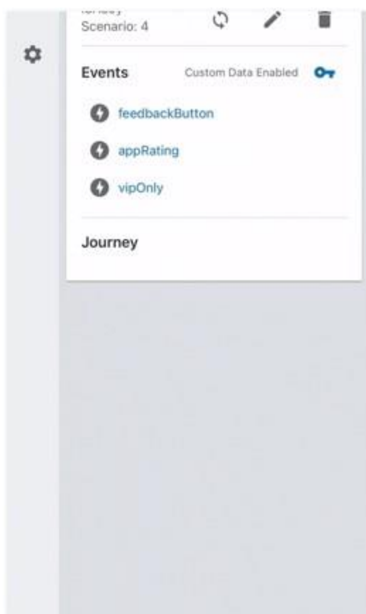
A new version of the Digital Feedback Mobile SDK is now available!
https://github.com/ForstaGlobal/DigitalFeedbackMobileSDK/releases/tag/3.15.0

The SDK now provides a built-in native survey rendering experience for clients who would like to display surveys using OS native rendering (rather than a web survey using a WebView). Clients have always been able to use the SDK to build their own native survey UI but this is a quick way to have a snappy native app experience without the added effort.

The built-in native survey experience can be viewed using the Forsta SDK demo app available on Google Play or Apple App Store
https://play.google.com/store/apps/details?id=com.confirmit.testsdkapp&hl=en_CA
(it is also included with the Forsta Go app)



It is also easy to configure the default theme color:



To learn more about Digital Feedback and Mobile SDK:

- SDK Implementation
  https://github.com/ForstaGlobal/DigitalFeedbackMobileSDK/wiki

- KB - https://forstadigitalfeedback.zendesk.com/hc/en-us/articles/4412208286619-About-Mobile-SDK