



April 2026

Product Release

Customer Success

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

— Panel Management

1. We have added a new parameter to the Retrieve Datapoints API

— Decipher (Forsta Surveys)

1. A New API endpoint has been added to bundle and download media files for Media Testimonial Question

— Forsta Plus

1. Studio: Category masking in filters
2. Survey Designer: Ability to Export Survey Reviewer Comments
3. CATI: New Call Management Interface
4. Fieldwork Report: Invitation delivery dashboard

— Forsta Visualizations

1. "How-to guide" for creating prompts for Report Insight, Research Agent, and other AI tools.
2. Report Insight: analyzed slides
3. Text Analytics update

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. The GET `/api/integration/panels/{panelId}/panelists/{panelistId}/datapoints` endpoint now has a new parameter `choice_id` to retrieve `choice_id` and `export_value`.

Learn more: [API Documentation](#)

Decipher (Forsta Surveys)

1. A New API endpoint has been added to bundle and download media files for Media Testimonial Question

Learn More: [API Documentation](#)

Forsta Plus

1. Studio: Category Masking in filters

What's New?

When adding categorical filters to the filter panel, it is possible to hide certain categories from being displayed to the user.

Why?

There can be questions that designers may wish to include in dashboards, which contain categories that are not useful to be used as filters (e.g. a "N/A" category). Previously the only way to achieve this was to create recoded variables (in CDL). Now designers can simply click to exclude categories from view without creating additional variables.

Availability

This feature enhancement is available **now** to all users.

Excluding a category in the filter panel UI:

The screenshot shows a filter panel for 'Claims Center'. At the top, there are two selection options: 'Single-select' (unselected) and 'Multi-select' (selected). Below this are four dropdown menus: 'Source' (p158280058411 Insurance Claims Example Demo), 'Table' (response), 'Variable' (claimsCenter Claims Center), and 'Options order' (Original order). At the bottom, there is a list of categories: Cardiff, Glasgow, London, and Manchester. Each category has an eye icon and a pin icon. The London category's eye icon is crossed out, and a 'Hidden' tooltip is visible next to it.

2. Survey Designer

We've introduced a small but valuable improvement to comment management in Survey Designer in Forsta Plus, now live across all environments. You can now export all survey reviewer comments to XLS, including full comment history and metadata such as author, date/time, status, and comment content.

Why?

This enhancement enables customers to easily extract and consolidate survey feedback into their wider workflows, improving visibility and coordination. You can find the new Export Comments button in Survey Designer, see below:

PG HX Platform | Survey Designer | Webinar Demo Hub (152543) | Whitespace - Demo Survey (p1866063673) | Paul Q | Confrmit

Overview | Design | Deployment | Data | Permissions | EXPORT COMMENTS | TEST SURVEY | LAUNCH

Comments (15) Show resolved comments

Last comment	Item	Created by	Status	Comment	
Jan 30, 2026 1:26 PM	email	Paul Quinn	OPEN	Is there validation?	2 replies >
Jan 12, 2026 10:14 AM	firstTime	Paul Quinn	OPEN	Make this radio buttons	4 replies >
Dec 15, 2025 4:11 PM	lastVisited	Brian Bhuta	OPEN	new commnt	>
Dec 15, 2025 4:10 PM	lastVisited	Brian Bhuta	OPEN	new comment	>
Dec 15, 2025 4:10 PM	lastVisited	Brian Bhuta	OPEN	new commtn	>
Dec 15, 2025 4:09 PM	lastVisited	Brian Bhuta	OPEN	I have a new comment	>
Oct 1, 2024 10:13 AM	OSAT	Brian Bhuta	OPEN	ADD A n/a	>
Apr 10, 2024 5:03 PM	OSAT	Brian Bhuta	OPEN	Sloppy Quinn, sloppy... make this a 0 to 10 point scale.	>
Apr 26, 2023 1:24 PM	carMD	Paul Quinn	RESOLVED	Text updated as per request	1 reply >
Mar 30, 2023 9:18 PM	officesVisited	Paul Quinn	OPEN	Add Sarajevo	1 reply >
Oct 11, 2022 8:27 AM	officeHRS	Paul Quinn	OPEN	Is this the full list?	>
Oct 7, 2022 3:53 PM	age	Paul Quinn	OPEN	Add 55 to 64	>
Apr 26, 2022 4:01 PM	wordsOffice	Paul Quinn	RESOLVED	Add more offices	>
Apr 26, 2022 4:00 PM	officeCarouselStar	Paul Quinn	RESOLVED	Too vague, more detail	>
Apr 26, 2022 4:00 PM	officeCardSort	Paul Quinn	RESOLVED	Please update this to Forsta	>

And here is a screenshot of the generated XLS spreadsheet:

	A	B	C	D	E	F
1	Whitespace - Demo Survey (p1866063673)					
2	Survey Comments					
3	Created	Item	Created by	Status	Comment/Reply	Comment text
4	15/12/2025 16:11	lastVisited	Brian Bhuta	Open	Comment	new commnt
5	15/12/2025 16:10	lastVisited	Brian Bhuta	Open	Comment	new comment
6	15/12/2025 16:10	lastVisited	Brian Bhuta	Open	Comment	new commetn
7	15/12/2025 16:09	lastVisited	Brian Bhuta	Open	Comment	I have a new comment
8	01/10/2024 10:13	OSAT	Brian Bhuta	Open	Comment	ADD A n/a
9	10/04/2024 17:03	OSAT	Brian Bhuta	Open	Comment	Sloppy Quinn, sloppy... make this a 0 to 10 point scale.
10	06/06/2023 10:40	email	Paul Quinn	Open	Comment	Is there validation?
11	06/06/2023 10:41	email	Paul Quinn	Open	Reply	Yes
12	30/01/2026 13:26	email	Paul Quinn	Open	Reply	TEST
13	26/04/2023 13:22	carMD	Paul Quinn	Resolved	Comment	Text updated as per request
14	26/04/2023 13:24	carMD	Alex	Resolved	Reply	Please fix the typo on important
15	11/10/2022 08:27	officeHRS	Paul Quinn	Open	Comment	Is this the full list?
16	07/10/2022 15:53	age	Paul Quinn	Open	Comment	Add 55 to 64
17	01/06/2022 11:40	officesVisited	Paul Quinn	Open	Comment	Add Sarajevo
18	30/03/2023 21:18	officesVisited	John	Open	Reply	Add Munich too!
19	30/05/2022 14:58	firstTime	Paul Quinn	Open	Comment	Make this radio buttons
20	30/03/2023 21:24	firstTime	John	Open	Reply	Convert to answer button
21	06/06/2023 10:44	firstTime	John	Open	Reply	Looks good
22	12/01/2026 10:14	firstTime	Paul Quinn	Open	Reply	TEst
23	12/01/2026 10:14	firstTime	Paul Quinn	Open	Reply	test2
24	26/04/2022 16:01	wordsOffice	Paul Quinn	Resolved	Comment	Add more offices
25	26/04/2022 16:00	officeCarouselS	Paul Quinn	Resolved	Comment	Too vague, more detail
26	26/04/2022 16:00	officeCardSort	Paul Quinn	Resolved	Comment	Please update this to Forsta

3. CATI

We're pleased to introduce a new Call Management interface in CATI, bringing a more modern, flexible experience that improves usability and efficiency for customers managing call activity.

The new Call Management UI adopts our more modern design language, which has already been applied to other areas of the CATI Supervisor UI, such as the Surveys and Recorded Interviews lists.

New Call Management Interface in CATI

The new Call Management is now accessible as an additional tab within the survey view:

View	Resp Id	State	Phone Number	Respondent Name	Dial Mode	Dial Type	Time to Call	Priority	Extended Status	Assigned to	Timezone	Attempts	Shift Type
Scheduled	1	ENABLED	080080015	Emilio Slevin		Landline	Now	1	Fresh sample		(GMT-05:00) Eastern...	0	Any Valid
	2	ENABLED	080080015	Chad Maggard		Landline	Now	1	Fresh sample		(GMT+00:00) Dublin...	0	Any Valid
	3	DISABLED	080080015	Jacelyn Alvin		Landline	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	4	DISABLED	080080015	Ramona Blind		Landline	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	5	DISABLED	080080015	Somer Stilaire		Landline	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	6	ENABLED	080080015	Josef Bedolla		Cellphone	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	7	ENABLED	080080015	Kiyoko Massingale		Cellphone	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	8	ENABLED	080080015	Leanne Failla		Cellphone	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	9	ENABLED	080080015	Angel Wark		Cellphone	23 Apr 2026 11:58:03	111	Busy		(GMT+03:00) Mosco...	1	Any Valid
	10	ENABLED	0800800154	Lester Harvey		Cellphone	23 Apr 2026 11:36:24	111	Busy		(GMT+03:00) Mosco...	1	Any Valid
	11	ENABLED	0800800154	Cedric Schmitz		Landline	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid
	12	ENABLED	0800800154	Concepcion Donalds...		Landline	Now	1	Fresh sample		(GMT+03:00) Mosco...	0	Any Valid

Summary of currently available features:

- The new Call Management UI can be opened in a separate window (providing full-screen expansion)
- New-style column filters provide enhanced functionality, including multi-select options for extended status
- The state view selector remains unchanged, with support for user-defined custom views
- 'Calls available now' is now provided as a new view in the state list
- Enabled/Disabled call state is now indicated with a colored badge in a fixed/floating column that stays in view when scrolling horizontally
- Call times can be viewed in Local, Respondent, or UTC time zones (UTC option is new)
- Additional columns can be added based on CATI filter variables
- Call properties can be edited directly within the interface for selected records (supporting filtering and bulk operation)

Edit call properties for entire list (15081 items)
✕

⚠ You are about to make changes to properties of all calls in the currently applied filters.

Select which shared properties you would like to update. Only the checked properties will be updated.

<input checked="" type="checkbox"/> Time to call ⓘ	<input checked="" type="radio"/> Now	<input type="radio"/> Schedule
<input type="checkbox"/> Time to expire ⓘ	<input type="radio"/> Never	<input type="radio"/> Schedule
<input checked="" type="checkbox"/> Call state	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
<input type="checkbox"/> Call priority	<input type="text"/>	
<input type="checkbox"/> Shift type	<input type="text" value="Select an option"/>	
<input type="checkbox"/> Extended status ⓘ	<input type="text" value="Select an option"/>	

CANCEL
SAVE

Note: The new UI does not yet support all the key features available in the existing interface. As a result, both interfaces will remain accessible until closer feature parity is achieved in future updates.

Additional features such as advanced filtering, call history, and call reviewing will be introduced in forthcoming updates.

4. Invitation Delivery Dashboard in the Fieldwork Report

We're pleased to introduce a new enhancement to the out-of-the-box **Fieldwork Report** that adds visibility into **email delivery performance**.

A new tab called **"Invitation delivery"** is now available within the report, providing detailed metrics and insights into how survey invitations are performing.

What's included:

- **High-level delivery metrics** such as total invitations sent, delivered, open rate, response rate, and unsubscribe count
- **Bounce rate visibility**, including both soft and hard bounces
- **Invitation-level breakdown**, allowing users to track performance across individual sends (e.g., reminders vs. initial invites)
- **Respondent-level insights**, showing invitation and open activity per recipient

This enhancement is designed to give users better transparency into email performance and help diagnose delivery or engagement issues directly within the Fieldwork Report, without needing manual set-up in Studio or exporting to separate tools.

Important Notes:

- Email delivery data is only currently available for invitation batches sent in the **last ~6 months** (or since delivery data capture was started on the environment)
- If the Fieldwork Report was already generated in Survey Designer you will need to **open it in Studio to re-publish it**
- The report assumes that respondent email addresses are imported to and sent out using the standard **'email' system field**.
- The respondent level information at the bottom of the report **will only show email addresses IF 'email' is declared as a background variable** (otherwise only RespID will be indicated)

The screenshot displays the 'BrightWave Research Report' interface in Forsta Plus. The 'Invitation delivery' tab is highlighted. The 'Invitation Delivery Metrics' section includes: Total invitations sent (2,034), Delivered (1,767), Unsubscribed (14), Last invitation sent (Apr 21, 2024), Soft bounce rate (1.1%), Hard bounce rate (1.6%), Open rate (67%), and Response rate (67%). Below this is a table for 'Invitation tasks (99)' with columns for Sent Date, Task ID, Invitation name, # Invitations sent, Delivered, Deliver rate, Bounced, Bounced rate, Open rate, Spam reported, and Spam rate. Two rows are visible: one for a reminder sent on Apr 19, 2024, and one for an invitation sent on Apr 17, 2024. At the bottom, a 'Respondents (99)' section shows a table with columns for RespID, Email, # Invitations Sent, # Invitations Opened, Interview Status, and View details. One respondent is listed with email b1k1ppq87yd@g.com.

Forsta Visualizations

1. Report Insight

Clarification on how the selection of slides to be analyzed are saved in the Report Insight object once they are used in StoryTeller Templates and Template sets.

Please read the full [release notes](#) for additional details

2. How to guide on Prompts

We included a small “guide” on how to think about and create prompts for Report Insight/Research Agent (and other AI tools).

Please see the [release notes](#) for the guide.

3. Text Analytics update

We've introduced a few updates to the Text Analytics flow following new features on the Forsta Plus side.

Your data stays up to date automatically and analysis reflects the latest responses.

BatchID column removed

- BatchID is no longer sent through the API
- Existing setups continue to work without changes
- The column remains supported but is no longer populated

New required Date column

- A Date column is now required in your Custom Table
- The column does not need values yet
- Visualizations does not currently send data to this column

Improved data updates

- Updated responses now overwrite existing data using RespondentID
- Changes trigger reanalysis in Forsta Plus
- Updated results are sent back to Visualizations