SURVEY

This command directs the device to display up to two (2) lines of message and prompt for up to six (6) radio buttons with associated custom text labels.

> Note
>
> The SURVEY command is not supported on the e235, P200, and V200 devices.

Device UI Required: Yes

Request Packet

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
FUNCTION_TYPE	Required	Static value	N/A	N/A	DEVICE	Type of function.
COMMAND	Required	Static value	N/A	N/A	SURVEY	Command name
DISPLAY_TEXT1	Optional	Character	1	50		Display text line 1. **Example:** *HOW WOULD YOU RATE YOUR*
DISPLAY_TEXT2	Optional	Character	1	50		Display text line 2. **Example:** *SERVICE TODAY*
RADIO_BUTTON_TEXT1	Required	Character	1	50		Radio button text line 1. **Example:** Option 1
RADIO_BUTTON_TEXT2	Required	Character	1	50		Radio button text line 2. **Example:** Option 2
RADIO_BUTTON_TEXT3	Optional	Character	1	50		Radio button text line 3. **Example:** Option 3
RADIO_BUTTON_TEXT4	Optional	Character	1	50		Radio button text line 4. **Example:** Option 4
RADIO_BUTTON_TEXT5	Optional	Character	1	50		Radio button text line 5. **Example:** Option 5

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
RADIO_BUTTON_TEXT6	Optional	Character	1	50		Radio button text line 6. **Example:** Option 6
RETURN_SCREEN	Optional	List	1	15	• IDLE_SCREEN • LINE_ITEM • STAY_CURRENT	This field indicates the screens, where after executing the request, the application will return. Default settings for return screen is STAY_CURRENT.
POS_RECON	Optional	Character	1	30		POS reconciliation. POS Reconciliation field to be echoed back in response to POS. **Example:** RetailPOS1
COUNTER	Required	Numeric	1	10		COUNTER is used for a given MAC label. Each COUNTER should be higher than the last one. This is used to authenticate the POS. **Example:** 100
MAC	Required	Base64 Encoded Data	N/A	N/A	N/A	Message Authentication Code. This is used to authenticate the POS.

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
MAC_LABEL	Required	Character	1	50		Associated label that tells the device which MAC_KEY to use to decrypt the value of MAC. This is used to authenticate the POS. **Example:** REG1

Example

Following is an example of request packet

```
<TRANSACTION>
<FUNCTION_TYPE>DEVICE</FUNCTION_TYPE>
<COMMAND>SURVEY</COMMAND>
<DISPLAY_TEXT1>Please rate your service</DISPLAY_TEXT1>
<RADIO_BUTTON_TEXT1>Option 1</RADIO_BUTTON_TEXT1>
<RADIO_BUTTON_TEXT2>Option 2</RADIO_BUTTON_TEXT2>
<RADIO_BUTTON_TEXT3>Option 3</RADIO_BUTTON_TEXT3>
<RADIO_BUTTON_TEXT4>Option 4</RADIO_BUTTON_TEXT4>
<RADIO_BUTTON_TEXT5>Option 5</RADIO_BUTTON_TEXT5>
<RADIO_BUTTON_TEXT6>Option 6</RADIO_BUTTON_TEXT6>
<RETURN_SCREEN>LINE_ITEM</RETURN_SCREEN>
<COUNTER>166</COUNTER>
<MAC> … </MAC>
<MAC_LABEL>REG2</MAC_LABEL>
</TRANSACTION>
```

Response Packet

Field	Type	Value	Description
RESPONSE_TEXT	Character		Processor response text. **Example:** Survey Captured
RESULT	Character		This indicates the Result details. **Example:** OK
RESULT_CODE	Numeric	Expected result code: -1, 59001, 59006, 59040	This indicates the result code. Refer to Result/Error Codes for details.

Field	Type	Value	Description
TERMINATION_STATUS	Character	SUCCESS or FAILURE	This indicates the transaction termination status. This is the overall status of the transaction irrespective of approved or declined. Like, if the output is generated then the status is SUCCESS and if no output is generated then the status will be FAILURE.
SURVEY_DATA	Character		Display text of radio button opted. Returns 0 if the survey is skipped. **Example:** Option 5
POS_RECON	Character		POS reconciliation field echoed back if sent in request. **Example:** RetailPOS1
COUNTER	Numeric		Echoes counter sent in the request. **Example:** 100

Transaction Performance Metric

> Note
>
> These fields are returned, if SCAPERFMETRIC parameter (Application Parameters) is enabled.

Field	Type	Value	Description

UI_TIME	Time		This indicates the time duration, for which the device screen is displayed (like error message, prompt screen, remove card screen) till any user action is performed in the command execution flow. This field is not applicable to capture the time for the Processing, Authorizing and transaction status screen. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. **Example:** `<UI_TIME>44.028</UI_TIME>`
HOST_TIME	Time		This indicates the time taken for the Connection to the host, sending request and receives data from the host. This field also take the cumulative time for multiple requests which may sent to the host during the transaction including two legged transactions, timeout requests, Auto Last Tran requests, DCC, Credit app proxy. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. **Example:** `<HOST_TIME>1.389</HOST_TIME>`

CMD_TIME	Time		This field indicates the total amount of time for a command, which is executed by the application from request received to the response sent. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. **Example:** `<CMD_TIME>70.765</CMD_TIME>`

Example

Following is an example of response packet

```
<RESPONSE>
<RESPONSE_TEXT>Survey Captured</RESPONSE_TEXT>
<RESULT>OK</RESULT>
<RESULT_CODE>-1</RESULT_CODE>
<TERMINATION_STATUS>SUCCESS</TERMINATION_STATUS>
<COUNTER>166</COUNTER>
<SURVEY_DATA>Option 4</SURVEY_DATA>
</RESPONSE>
```