

# 03

## Distributing and Analysing

Odoo 19 Enterprise · Surveys

---

Send the survey and review responses.

### 1 Send the survey

**SHARE**

Click Share to distribute the survey. Options: copy the link to share manually, email from Odoo (enter email addresses or select contacts), or embed on a website page. For automated distribution – e.g. send to every customer who just closed a helpdesk ticket – configure in Helpdesk > Configuration > Settings > Customer Ratings.

### 2 Analyse results

**Surveys** [\(survey\)](#) [See Results](#)

Click See Results to open the response analysis dashboard. Each question shows: response count, average score (for rated questions), and a breakdown by answer. Text answers are listed individually. Export all responses to spreadsheet for deeper analysis. The response rate (sent vs completed) is shown at the top.