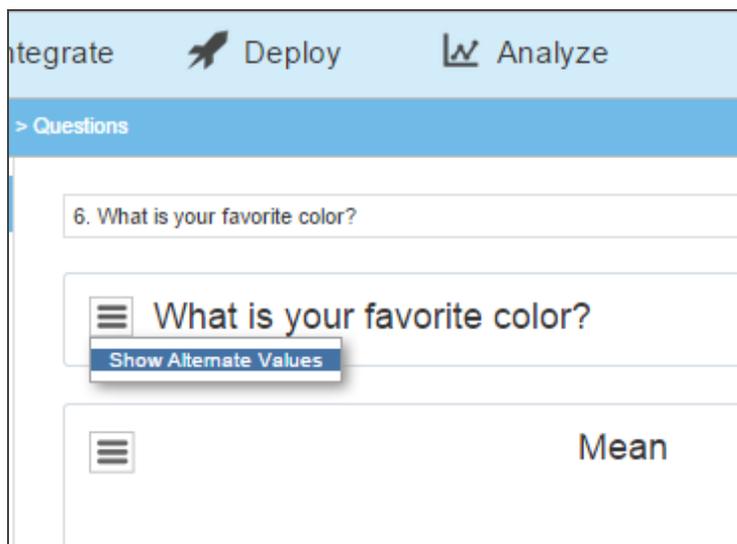# CLICKTOOLS
by CallidusCloud

> **Overview**
>
> On the 8th March 2015 from 06.30 - 7.00 GMT (2:30 - 3AM EDT), Clicktools/ SURVE users may experience brief service interruptions as we make key updates to the Clicktools/ SURVE application and infrastructure.
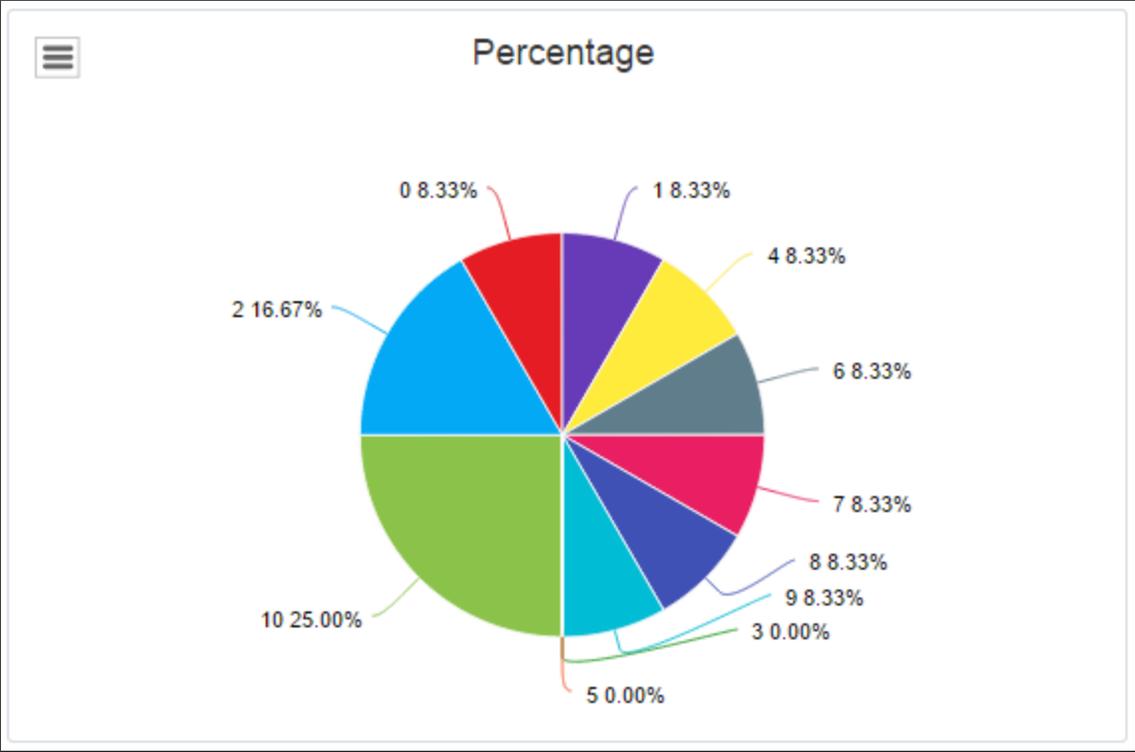
Alternate Values in Question Charts

We have received a lot of feedback asking to include the Alternate Values in the Question Charts, so here it is folks. It is as simple as selecting it from the drop down.

The latest improvement resides in Analyze/ Questions and is available to users with the role Principal and Architect who are using the Enterprise Edition.
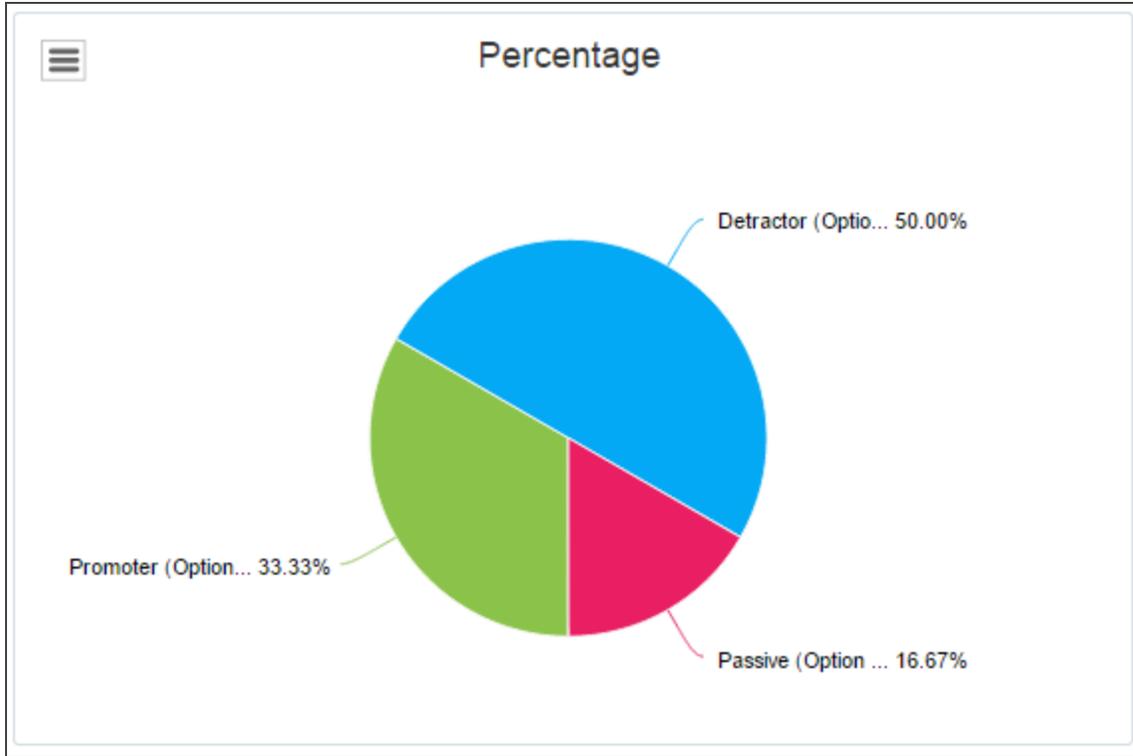
This feature enables users to chart alternate values. If a question has alternate values a context menu will be displayed by the question title. When 'Show Alternate Values' is selected from this menu:
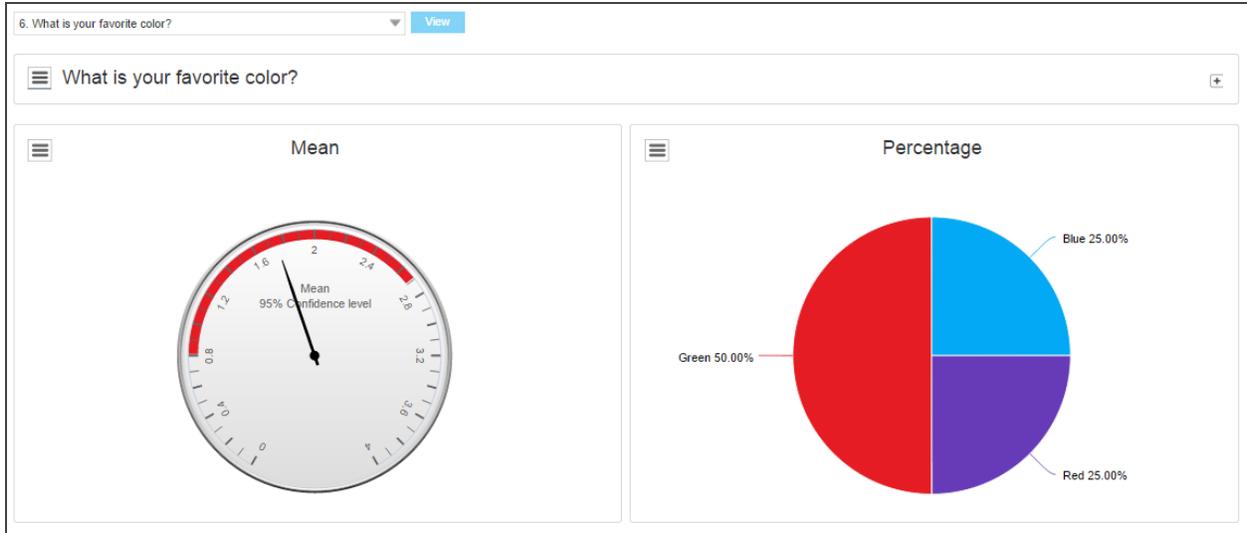
This will allow you to easily evaluate weighted scores or see your data from a different perspective. For example, you could use it to get a different picture of you NPS scores. This is what a standard percentage chart looks like for an NPS question.
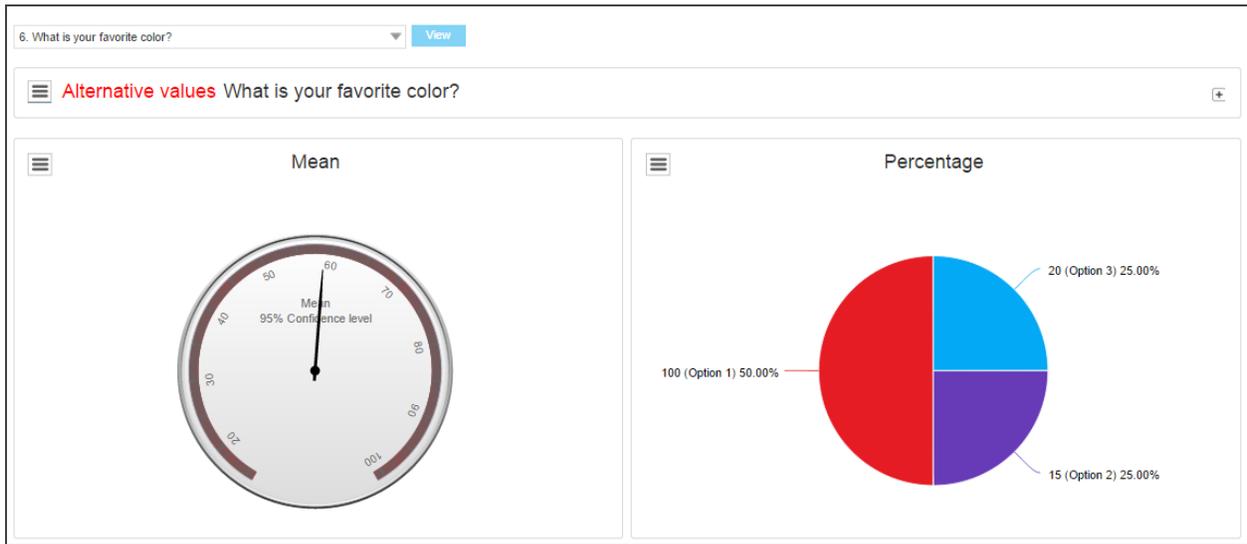

If you add alternate values labeled Passive, Promoter & Detractor, you can quickly see a better view of where you stand. This alternate value will not offer a Mean chart since it is not numeric in nature.

Another example, here is a chart that shows the normal responses for favorite color.

Option 1 or Green, has a weighted score of 100, much higher than the other answers so you can see the difference it makes to the Mean.

For a quick look at this feature in action click here.

Maintenance update

The following fixes are being applied:

Bug	Comment
	Corrected in both SURVE and Clicktools interface
#3670	Taking a survey with cookies disabled currently returns the message "the survey URL appears to be corrupted". We have updated the message to be more informative. Messages now are: **Please enable cookies in your browser settings to take this survey.**

	or (where survey is in an iframe) **Please enable third party cookies in your browser settings to take this survey.**
#3407	Upgrade CKEditor version to 4.4.7 which allows support for IE11.
	Corrected in Clicktools interface
#4471	Top2 is available in analyzer/questions for question types Radio and Dropdown (pie chart).
	Corrected in the SURVE interface
#4482	The Email deployment finished processing page - now only displays the new survey name, if name has been amended.
#2926	Language drop down now functions correctly for view and print survey when selected from Analyzer | Individual page.
	In addition to the aforementioned items, several SURVE interface improvements and minor bug fixes were incorporated into this maintenance release.