Adding Questions to Your Routing Form

The Flow Builder for Routing Forms is a flexible tool designed to enhance the user experience by allowing you to add questions to gather information, set conditional routing based on guest responses, and set actions for the form to take.

In this article we will focus on the various questions that you can add to your form within the Flow Builder.

How to Access the Flow Builder

1. Click on **Routing Forms** in the left-hand navigation menu.
2. Select the Routing Form you want to edit.

Once here you can drag and drop questions from the **Add Interaction** pane on the right into your Routing Form.

Types of Questions Available

The Flow Builder provides a variety of question types to help you collect and qualify information. Below are the available question types and their purposes:

- **Single select:** Guests choose one answer from multiple options. Ideal for straightforward selection questions.
- **Free text:** Allow guests to provide written responses in their own words. Useful for open-ended questions.
- **Email:** Collect email addresses from your guests. Perfect for contact information needs.
- **Phone:** Request your guest's phone number for outreach purposes.
- **Multi select:** Guests can select multiple options. Great for surveys or multi-choice scenarios.
- **Number:** Gather numerical values. This works well for quantities or measurements.

Saving Guest Responses to OnceHub Contact Fields

Once responses are collected, you have the option to save them to existing Contact fields within OnceHub. This feature is particularly useful for sending guest information to third-party integrations, such as CRM systems.

To learn more about Contacts, please check out our **Contact Fields Library article**.

Saving a Response to a Contact Field

1. Select the Question you want to save to a Contact.
2. Select **In the conversation and as a contact field** in the Interaction Pane on the right.
3. Select the field from the **Contact Field** dropdown.
4. Click **Save**.

What's Next?

After adding your questions, consider configuring routing settings to direct interactions based on guest responses. Check out our **Routing your Interactions article** for more information.