

Shopify: Creating a One-Page Post-Checkout Survey

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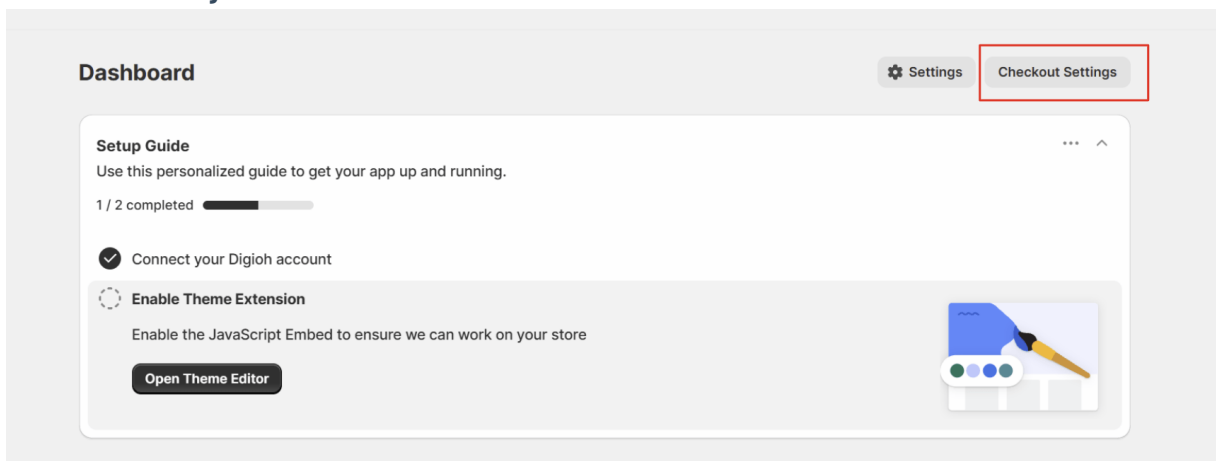
This guide is for **Digioh (on-site campaigns)** inside Shopify checkout/thank-you experiences.

Overview

With the updated Shopify app flow, you can build a **single-page post-checkout survey** directly from the app and send results to your **PostCheckout Pipeline** via webhook—no more Google Sheet or custom checkout block. (We currently support a **one-page** survey in this flow.)

1) Create the one-page survey in the Shopify app

1. In Shopify, open **Apps → Digioh**, then click **Checkout Settings** to open the **One-Page Post-Checkout Survey** builder.



2. Add your **survey questions and formatting** on a single page. (This new app flow is designed for a one-page experience.)

← **Checkout Survey Settings**
 Configure the webhook URL and survey settings for checkout survey submissions

Important: After saving your settings, you need to add the survey block to your checkout pages using the checkout customization editor.
[Open Checkout Customization →](#)

Webhook Configuration
 Configure the webhook URL where survey data will be sent

Webhook URL

 Enter the full URL where you want to receive survey data

Survey Configuration
 Customize the survey question, answers, and display options

Enable Checkout Survey
 Enable or disable the survey on checkout pages

Survey Question

 The main question displayed to customers

Survey Description

 Additional description or context for the survey

Answer Options

 Enter each answer option on a new line

Display Type

 Choose how to display the answer options

Placeholder Text

 Placeholder text for dropdown (only used for dropdown display)

Submit Button Text

 Text displayed on the submit button

Thank You Message

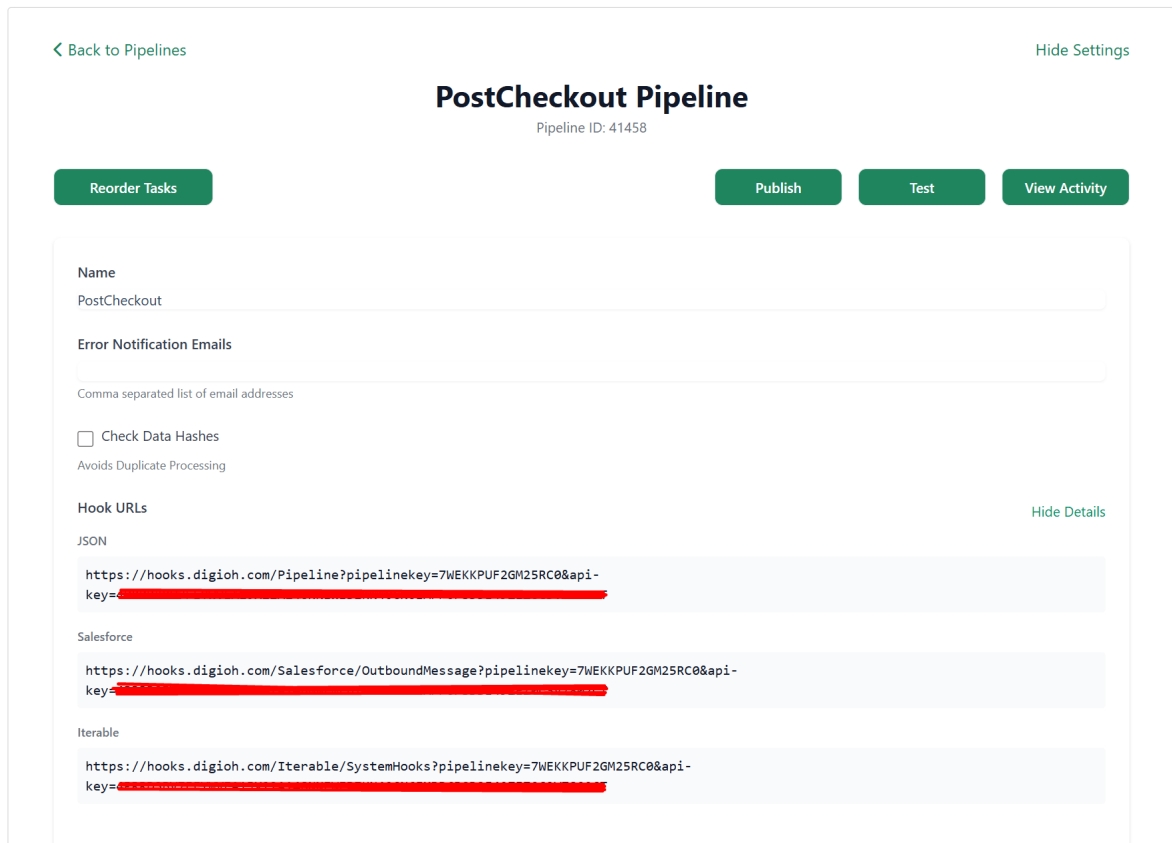
 Message displayed after survey submission

- 3. Configure Checkout Webhook:** select the webhook destination you'll use (see "Confirming the Webhook" below).

Tip (Submission behavior): If you need buttons to both submit and run integrations, set the button *Click Action* to **Submit Form** and leave *Override Form Submit Action* as **Do Not Override (Default)** so your box/integrations run as expected.

2) Confirming the webhook (PostCheckout Pipeline)

- In Digioh, open your **PostCheckout** Pipeline.



2. Expand the **Details** section and then expand **Hook URLs** to reveal your **Hook URL** (copy it).
3. Paste this URL where your destination expects a webhook (e.g., an ESP "Journey Webhook"), typically with **Method = POST**.
4. (Optional) **Test the pipeline**: use the **Test** button and send a minimal JSON payload (e.g., `{ "email": "test@test.com" }`); you should see each step complete successfully.

If you need help wiring the right destination, contact support@digioh.com.

3) Adding the survey block in Shopify

Open the Shopify **Theme Editor** → **Customize**. You'll see a '**Digioh Checkout**' block available:

🛒 Checkout

Configurations ⓘ

Customize Checkout, Thank you, and Order status pages

Checkout 1 Live

Last saved: Yesterday at 8:14 pm EDT



Duplicate

Customize

Customer contact method ⓘ

The contact method customers enter at checkout will receive order and shipping [notifications](#)

Phone number or email

To send SMS updates, you need to install an [SMS App](#)

Order details
Customer information

Action

+ Add block

Order summary

Cart

Items in cart

Total

+ Add block

Footer

Policies

+ Add block

Search blocks

Recharge Subscriptions

Recharge Referrals

Fairing Post Purchase Surveys

fairing-checkout-survey

Pandectes GDPR

Pandectes Consent

KNO Post Purchase Surveys

Kno Checkout Survey

Skio Subscriptions (YC S20)

Referral Post Purchase

Disco Post Purchase Ads

DiscoFeed

Appstle Subscription

Appstle Subscription Checkout

Digioh Checkout Survey(Pvolve)

digioh-checkout-ui

Digioh

digioh-checkout

+ View all apps

- **Checkout Page** (Shopify Plus). If you're rendering at checkout itself, ensure Digioh is added to `checkout.liquid`.

- **Post-Purchase / Order Status (Thank-You) Page** (all plans). You can deploy on the order status page even without Plus.
- **Shipment Tracking Page** (usually the same “order status” surface in Shopify).

Not using the new block? You can still add Digioh to the **Order status → Additional scripts** area to render post-checkout surveys.

4) Targeting & QA (recommended)

- **Show only after purchase** by targeting the **order status/confirmation path**. A common pattern for a lightbox is:
 - *Current URL Path* contains your order-status path;
 - *Total Seconds on Page*= 10;
 - (For QA) *Query String* contains a temporary test token (e.g., `FORCE_BOXID#`). Remove this when launching.

Notes on the new flow

- The survey is **created in the Shopify app**, not in the Digioh editor, and it’s designed as **one page** to match Shopify’s one-page checkout.
- You may be asked for **checkout access** during setup so we can configure the **hook URL** and ensure data flows into your pipeline.

Troubleshooting

- **Survey not showing?** Confirm install location (checkout vs. order status), ensure the box is **On + Published**, and verify your URL-based conditions.
 - **No responses downstream?** Re-check you copied the correct **Hook URL** and that your destination webhook expects **POST**. Run a **Pipeline Test** to validate end-to-end.
 - Still stuck? Email support@digioh.com.
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