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Ask for feedback every Nth ticket... Under Review

Sinclair, John •

Feature Request# **اسم المنتدى:** •

We find it a little heavy-handed to only have a feedback request tied to "time since resolution." It'd be much nicer if we could ask for feedback on an on-going basis, such as every fourth or fifth ticket a user submits. if the feedback request is either all (one feedback for one ticket) or nothing, our users will get tired of constantly getting the feedback request .emails, and will just start ignoring them outright