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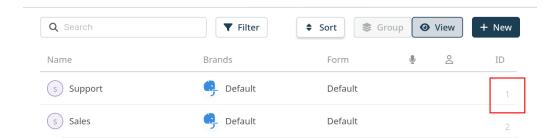
Can I show the Satisfaction survey only for tickets ?in a certain department

Business Rules - (١٠) تعليقات - Felipe Bessa Coelho - 2023-09-14

You can do this by modifying Email and Help Center templates so that the survey links are only shown for tickets .in certain departments

.In the example below, we're going only to show survey links for tickets in the Support department

Find the department ID by going into ${\bf Admin}$ > ${\bf Ticket\ Structure}$ > ${\bf Departments}$. The department ID .1 . will be located under the ID column, in this case, it's 1



- Go into Admin > Channels > Email > Templates and use the Templates dropdown to select **User Email** .2 .**Templates > Ticket Emails > New Agent Reply**
 - Find the block named emails_common:ticket_rating_links.html.twig and select it. It'll be .3 .shown in green and if you haven't modified this template before, it'll be located in line 17

In the new view, at the very first line of the template, insert {% if ticket.department.id == 1 %} .4 where 1 is the ID of the target department. If you wanted the survey displayed for multiple departments, you could use {% if ticket.department.id in [1, 2, 3] %} where 2, 3, are the IDs of the extra departments.

:After the last line of the template, add {% endif %} and save the template. It should look like this

If your Helpdesk uses the Help Center, users can log in and see the ticket survey there as well. To modify this template

- Go into **Admin > Help Center > Help Center Design** and click **Open Template Editor** from the .1 bottom of the left panel
 - .From the Template dropdown, select the **Tickets > timeline/timeline.html** template .2
- Locate the Theme:Tickets:timeline/agent_message.html.twig green block and select it. If you .3 .haven't modified this template before, it'll be in line 33
- Find a line that reads {% if app.getSetting('core_tickets.enable_feedback') %}. If you .4 haven't modified this template before, it'll be line 35. Edit this line to add a check for the department at the end. It should look like the following: {% if
- app.getSetting('core_tickets.enable_feedback') and ticket.department.id == 1 %}.

 Like in the Email templates section, you can also target multiple departments by using in [1, 2]

 .instead of == 1. Remember to click **Save** after you've made your changes

Finally, if you are sending automated satisfaction requests through the **Satisfaction request** escalation, you'll need to create a new custom escalation to send the survey only for the departments you want

- Go into **Admin > Business Rules > Escalations** and select the **Satisfaction request** escalation. Turn .1 .off the **Enabled** toggle and save the escalation
- Create a new custom escalation that is the same as the Satisfaction request escalation, but only applies .2 :to the department you want surveys for

