

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

Business Rules - (.) 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 **Admin > Ticket Structure > Departments**.  
1. The department ID 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  
2. select **User Email Templates > Ticket Emails > New Agent Reply**

Find the block named `emails_common:ticket_rating_links.html.twig` and  
3. select it. It'll be 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 %}` 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** .1  
**Editor** from the bottom of the left panel

From the Template dropdown, select the **Tickets > timeline/timeline.html** .2  
.template

Locate the Theme:Tickets:timeline/agent\_message.html.twig green block .3  
and select it. If you haven't modified this template before, it'll be in line 33

Find a line that reads `{% if` .4  
`app.getSetting('core_tickets.enable_feedback') %}`. If you 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** .1  
**request** escalation. Turn off the **Enabled** toggle and save the escalation

Create a new custom escalation that is the same as the Satisfaction request .2  
:escalation, but only applies to the department you want surveys for

