

[Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [Can I show the Satisfaction survey only for tickets in a certain department](#) < [قاعدة المعلومات](#)





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

[Business Rules](#) - [تطبيقات \(.\)](#) - 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**. The department ID .1  
will be located under the ID column, in this case, it's 1

Name	Brands	Form	ID
 Support	 Default	Default	1
 Sales	 Default	Default	2

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

```

14
15 {% if show_rating_link and app.isPortalEnabled() and can_login(recipient.id) %}
16     {% set message = reply %}
17     emails_common:ticket_rating_links.html.twig
18 {% endif %}
19
20 <br /><br />

```

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

```

1 {% if ticket.department.id == 1 %}
2 <div class="rate-link">
3   Was this message helpful?
4   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
5   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
6   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
7 </div>
8 {% endif %}

```

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

#### 4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Send email to user	
Templates	<div> <div>Templates</div> <div> <div>new ticket confirmation</div> <div>New Agent Reply</div> <div>New Ticket Reply From Web</div> <div>User Reply Auto-Response</div> <div>New reply rejected because ticket is resolved</div> <div>Ticket Awaiting Warning</div> <div>Ticket Awaiting Final Warning</div> <div>Auto-Close Warning</div> <div>Ticket Rating Request</div> </div> </div>
To	
From name	
Custom name	
From email	