

<u>Using Deskpro > Admin > Help Center > How to remove comments from Satisfaction Surveys < قاعدة المعلومات</u>

How to remove comments from Satisfaction Surveys

Help Center - (۱۰ تعلیقات - Lara Proud - 2023-09-08

If you want to receive ratings on the support your organization provides, but don't want end-users to leave .comments you can disable commenting on the Satisfaction Surveys by editing your Help Center Templates

Go to Admin > Help Center > Help Center Design and scroll down to Open Template Editor. You need to open the following templates under Template > Tickets: ajax-feedback.html, feedback.html, and feedback.simple.html

Help Cente

Template: ajax-feedback

ajax-feedback.html

base_view.html

edit.html

embeds/attachment_full.html

embeds/person_sidebar.html

embeds/ticket_cc_sidebar.html

feedback-simple.html

feedback.html

guest_view.html

index.html

macros.html

pdf.html

resolve.html

sidebar.html

thank_you.html

ticket_form.html

ticket_js_tpl.html

ticket_reply.html

timeline/agent_message.html

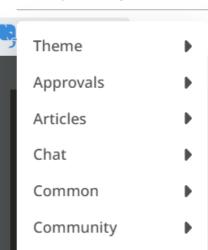
timeline/chat_from_user.html

timeline/ticket_feedback.html

timeline/timeline.html

timeline/user_message.html

view.html



DirectMessages

Downloads

Error

Guides

Internal

Members

NewTicket

Password

News

Pdf

Portal

Search

Tickets

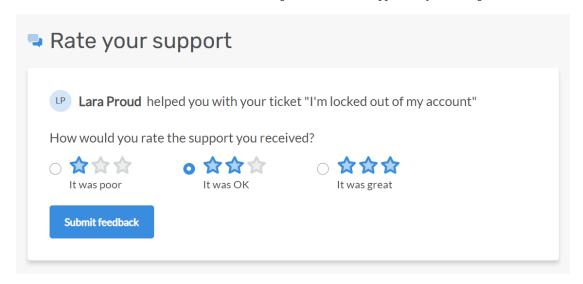
TwoFactor

PublishCommon

ThemeTagTemplate •

:Find this HTML in each of these templates and delete it to remove the comment box

Then save the changes you make to each template. Then the comment box will be removed so that when an enduser goes to rate their support, only the ratings will be available



If you want to add the comment box back in at a later date, you can simply go back to each template and use the .**Delete Customization** button to revert the template to default