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How do I prevent satisfaction survey requests being sent to particular users?

Paul Davies - 2023-09-15 - [Comentarios \(0\)](#) - [Business Rules](#)

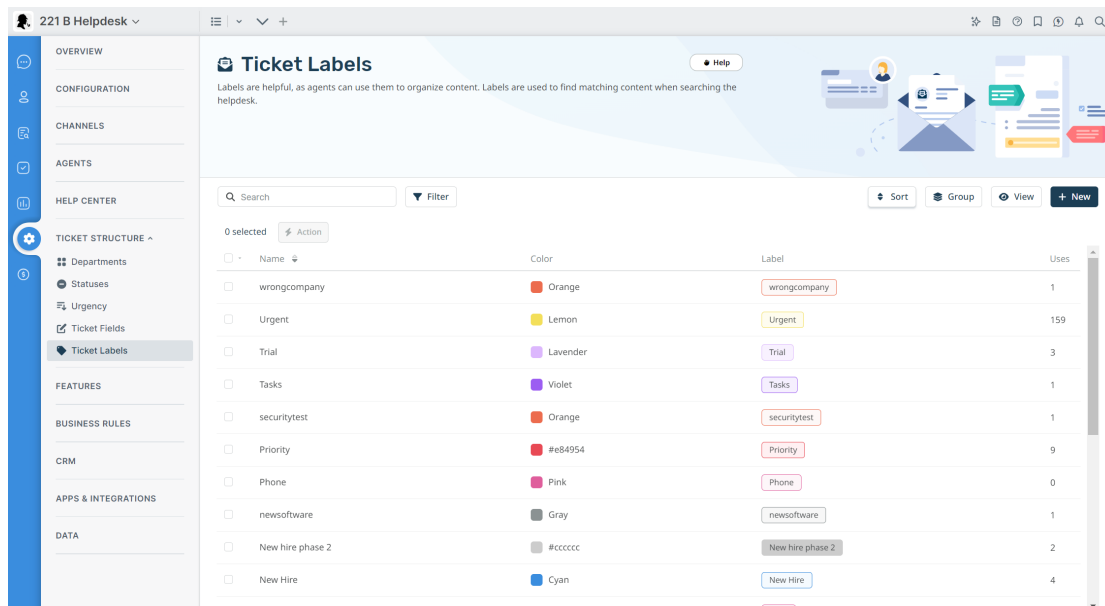
For a number of reasons, you might want to exclude particular users from being sent satisfaction survey requests.

In Deskpro, satisfaction survey requests are sent using an Escalation.

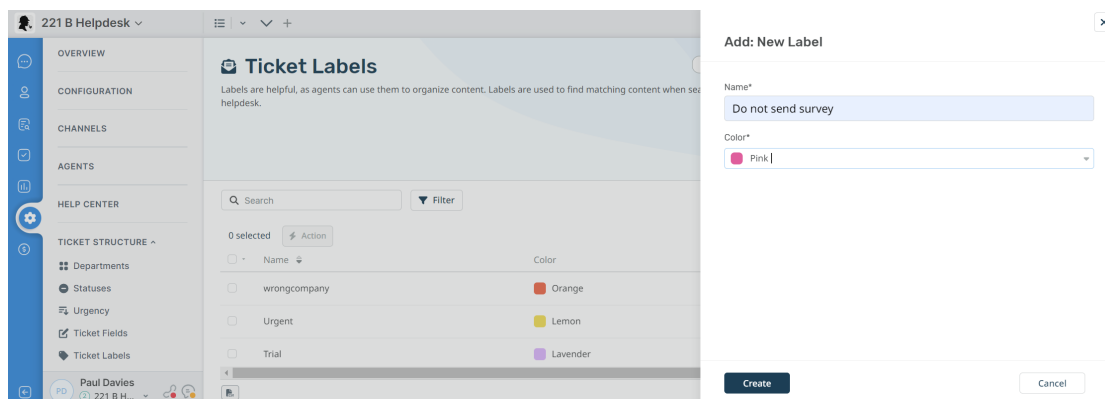
The screenshot displays the 'Edit: Satisfaction request' interface in Deskpro. On the left is a sidebar with navigation options like Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, and CRM. The main area is divided into three sections: Properties, Event, and Actions. The Properties section has a 'Title*' field set to 'Satisfaction request' and an 'Enabled' toggle. The Event section shows a trigger 'The ticket has been resolved for...' followed by a duration of '10 minutes'. The Actions section is titled 'Then the following actions will run' and contains a list of actions. The first action is 'Send email to user', which is expanded to show details: 'Templates' is 'Ticket Rating Request', 'To' is 'Email only ticket owner', 'From name' is 'Helpdesk name', and 'From email' is 'The account set on the ticket'. There are 'Add headers', 'Save', and 'Discard Changes' buttons at the bottom.

As you can see, the default built-in escalation does not allow for custom criteria which are integral in allowing for selective survey requests - so it is necessary to create a custom escalation:

1. Under **Admin > Business Rules > Escalations**, click **+ New**.
2. Determine the Event properties for sending the request. In this example, we've selected the same properties as the default Escalation.
3. Save the Escalation, so you can return to it in a moment.
4. Under **Admin > Ticket Structure > Ticket Labels**, click **Add**.



1. Create a new Label, titled something like 'Do not send survey'.



1. Return to **Admin > Business Rules > Escalations**, and click on the unfinished Escalation.
2. Under Criteria, add criteria, and select Ticket Labels - does not contain - 'do not send survey'
3. Under Actions, add action, and select Send User Email - Ticket Rating Request
4. Click **Save**
5. Then go back and disable the default Escalation.

Now whenever you would like to exclude a ticket from being sent a Satisfaction Survey request, simply attach the “Do not send survey” label to the ticket.