

How to remove comments from Satisfaction Surveys

Lara Proud - 2023-09-08 - Comments (0) - Help Center

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 Center

Template: ajax-feedback



Theme ▶

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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

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

```
<div class="form-group">

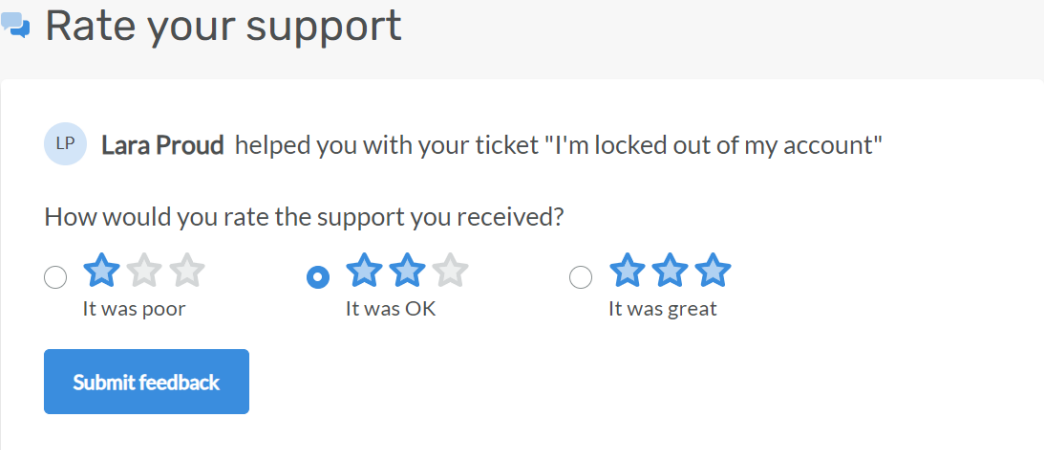
    <label for="feedback_comment">{{
    phrase('helpcenter.tickets.feedback_message_leave_comment')
    }}</label>


    <textarea class="form-control" id="feedback_comment"
    name="ticket_feedback[message]"


    placeholder="{{
    phrase('helpcenter.tickets.feedback_message_your_comment')
    }}">{{ feedback.message }}</textarea>

</div>
```




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









 **Rate your support**

 **Lara Proud** helped you with your ticket "I'm locked out of my account"

How would you rate the support you received?

☐    It was poor

☒    It was OK

☐    It was great

[Submit feedback](#)

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.