



<u>Canolfan Gymorth > Cymuned > Feature Request > Add a variable for the ticket satisfaction</u> <u>comments left by users</u>

Add a variable for the ticket satisfaction comments left by users Collecting Feedback

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- Enw'r Fforwm: #Feature Request

We're using email templates to send a message to our team anytime positive/neutral feedback is received. We'd like to be able to include the comment left by the user as well as the rating.