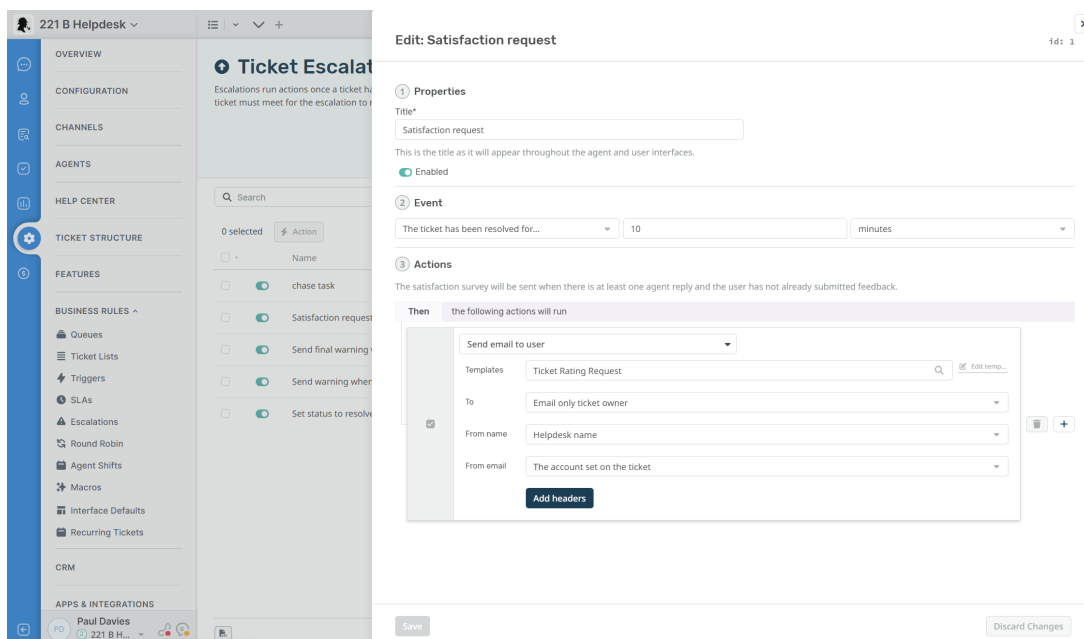


How do I prevent satisfaction survey requests being sent to particular users?

Paul Davies - 2023-09-15 - Sylwadau (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.



Edit: Satisfaction request

1 Properties

Title*
Satisfaction request

This is the title as it will appear throughout the agent and user interfaces.

☒ Enabled

2 Event

The ticket has been resolved for... 10 minutes

3 Actions

The satisfaction survey will be sent when there is at least one agent reply and the user has not already submitted feedback.

Then the following actions will run

Send email to user

Templates Ticket Rating Request

To Email only ticket owner

From name Helpdesk name

From email The account set on the ticket

Add headers

Save Discard Changes

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**.

Name	Color	Label	Uses
wrongcompany	Orange	wrongcompany	1
Urgent	Lemon	Urgent	159
Trial	Lavender	Trial	3
Tasks	Violet	Tasks	1
securitytest	Orange	securitytest	1
Priority	#e84954	Priority	9
Phone	Pink	Phone	0
newssoftware	Gray	newssoftware	1
New hire phase 2	#cccccc	New hire phase 2	2
New Hire	Cyan	New Hire	4

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

Add: New Label

Name*
Do not send survey

Color*
Pink

Create Cancel

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.