Removing Comments on Satisfaction

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Follow the steps below in order to hide the comments section on satisfaction surveys

1. Go to Admin > User Interface > Portal. Once here, find the (*)Feedback.html template (in the tickets section) within the Template Editor.

2. With the editor, you can comment out the HTML for the comment box (read more here if you are unsure how this works). This is on line 37, as you can see below: