



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Add a variable for the ticket satisfaction comments left by users](#)

## **Add a variable for the ticket satisfaction comments left by users**

### **Collecting Feedback**

- JS Jamey Steinmann
- **Forum name:** #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.