

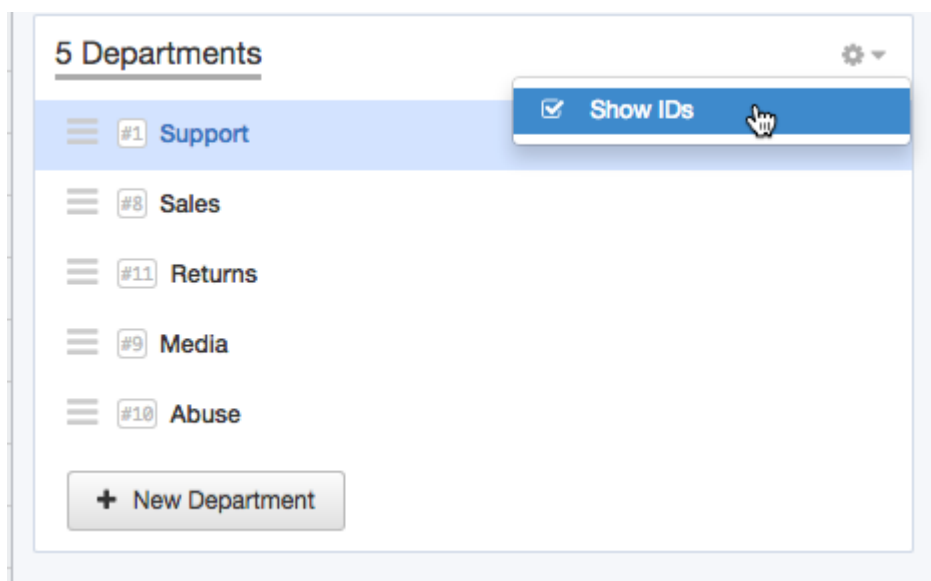
Can I show the Satisfaction survey only for tickets in a certain department?

Ben Henley - 2023-09-14 - Comments (0) - Deskpro Legacy

You can do this by editing some email and portal templates so that the survey link is only shown for tickets in the given department.

For the sake of this example, let's suppose you only want the survey for tickets in the Support department.

1. Find the department ID from **Admin > Tickets > Departments** using the small gear icon.



The ID for the Support dept is 1.

2. Go to **Emails > Email Templates** and in the **User Email Templates** section, click Ticket Emails, then select the *Inline Ticket Rating Links* template.

3. We're going to edit this template so the links are only shown when the ticket department is Support.

At the very first line of the template, insert:

```
{% if ticket.department.id == 1 %}
```

(where 1 is the ID of the department you want).

If you wanted the survey displayed for depts 1, 3 and 9, you could use

```
{% if ticket.department.id in [1, 3, 9] %}
```

After the last line of the template, add:

```
{% endif %}
```

The template should look like this:

```
DeskPRO:emails_common:ticket-rating-links.html.twig
```

```
1 {% if ticket.department.id == 1 %}
2 <div class="rate-link">
3     {{ phrase('user.emails.ticket_rate-question') }}
4     <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref,
5     <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref,
6     <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref,
7 </div>
8 {% endif %}
```

Revert To Default Save

Click **Save**.

4. If your helpdesk uses the portal, users can log in and view their tickets and see the survey there, so you need to also customize a portal template.

In **User Interface > Portal > Templates > TicketView**, edit the *view-message.html*

template.

Find this code. If you haven't customized this template before, it's line 33.

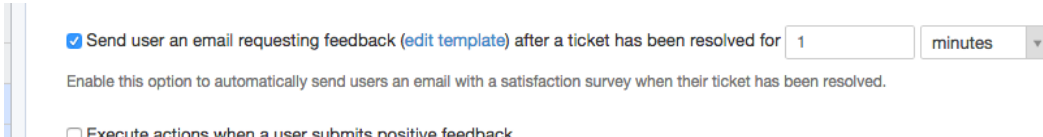
```
{% if app.getSetting('core.tickets.enable_feedback') and message.id == last_agent_message_id and message.person.id != app.user.id %}
```

This code is telling Deskpro when to display the survey on the portal. Edit the line to add a check for the department at the end:

```
{% if app.getSetting('core.tickets.enable_feedback') and message.id == last_agent_message_id and message.person.id != app.user.id and ticket.department.id == 1 %}
```

Click **Save**.

5. If you are using this option to send out the survey after the ticket has been resolved for a certain time:



The screenshot shows a settings panel with a vertical scrollbar on the left. The first option is checked: Send user an email requesting feedback ([edit template](#)) after a ticket has been resolved for . Below this is a descriptive text: "Enable this option to automatically send users an email with a satisfaction survey when their ticket has been resolved." The second option is unchecked: Execute actions when a user submits positive feedback.

it will send the survey for every ticket. You must disable it and create a replacement.

In **Tickets > Escalations**, make a custom escalation that is the same as the **Satisfaction request** escalation, but only applies for the department you want surveys for:

1 Ticket Escalation ⚙️

Send warning when awaiting user

Send final warning when awaiting user

Set status to resolved when awaiting user

Satisfaction request

Satisfaction request for Support only

+ New Escalation

Note: Escalations only affect tickets created from this point onwards. This new escalation will NOT run on existing tickets that already exist in the helpdesk.

Title *
This title will be displayed in the agent interface in the Filter list. It should be kept short.

Event

Criteria

Criteria that must match for the escalation to apply to a ticket. ✕

if The following conditions are met:

Department ⊕

+ Criteria

and Any of the following conditions are met:

+ Criteria

Actions Ⓜ

then The following actions will run:

Send User Email Advanced options v ⊕

+ Action

You could also use a trigger or SLA to send the 'Request user feedback' template.