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

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For a number of reasons, you might want to exclude particular users from being sent satisfaction survey requests from Deskpro.

In Deskpro, satisfaction survey requests are disseminated using an Escalation.

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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 > Tickets > Escalations, click + New Escalation.
- 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 > Tickets > Labels, click Add.

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5. Create a new Label titled something like 'do not send survey'.

6. Return to **Admin > Tickets > Escalations**, and click on the unfinished Escalation.

7. Under Criteria, add criteria, and select Ticket Labels - does not contain - 'do not send survey'

8. Under Actions, add action, and select Send User Email - Request user feedback

9. Click **Save**

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10. Disable the default escalation if you haven't already.

Now, whenever you would like to exclude a ticket from being followed up with a satisfaction survey request, simply attach the 'do not send survey' Label to the ticket.