

How to remove comments from Satisfaction Surveys

Lara Proud - 2023-09-08 - Comments (0) - Help Center

If you want to receive ratings on the support your organization provides, but don't want end-users to leave comments you can disable commenting on the Satisfaction Surveys by editing your Help Center Templates.

Go to **Admin > Help Center > Help Center Design** and scroll down to **Open Template Editor**. You need to open the following templates under **Template > Tickets**: ajax-feedback.html, feedback.html, and feedback-simple.html:

Help Center

Template: ajax-feedback

Theme ▶	ajax-feedback.html
Approvals ▶	base_view.html
Articles ▶	edit.html
Chat ▶	embeds/attachment_full.html
Common ▶	embeds/person_sidebar.html
Community ▶	embeds/ticket_cc_sidebar.html
DirectMessages ▶	feedback-simple.html
Downloads ▶	feedback.html
Error ▶	guest_view.html
Guides ▶	index.html
Internal ▶	macros.html
Members ▶	pdf.html
NewTicket ▶	resolve.html
News ▶	sidebar.html
Password ▶	thank_you.html
Pdf ▶	ticket_form.html
Portal ▶	ticket_js_tpl.html
PublishCommon ▶	ticket_reply.html
Search ▶	timeline/agent_message.html
Tickets ▶	timeline/chat_from_user.html
TwoFactor ▶	timeline/ticket_feedback.html
ThemeTagTemplate ▶	timeline/timeline.html
	timeline/user_message.html
	view.html

Find this HTML in each of these templates and delete it to remove the comment box:

```
<div class="form-group">

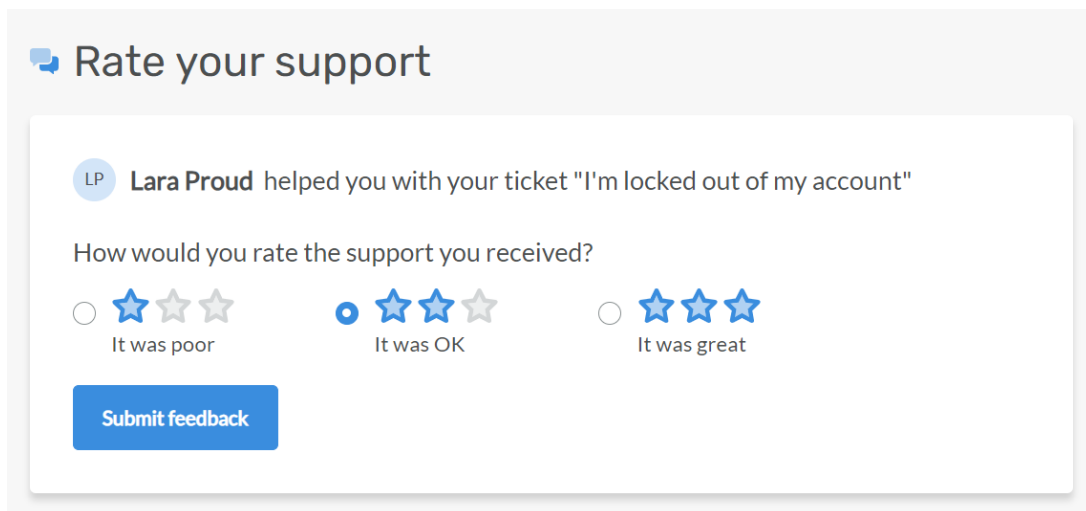
  <label for="feedback_comment">{{
  phrase('helpcenter.tickets.feedback_message_leave_comment')
  }}</label>

  <textarea class="form-control" id="feedback_comment"
  name="ticket_feedback[message]"

  placeholder="{{
  phrase('helpcenter.tickets.feedback_message_your_comment')
  }}">{{ feedback.message }}</textarea>

</div>
```

Then save the changes you make to each template. Then the comment box will be removed so that when an end-user goes to rate their support, only the ratings will be available.



If you want to add the comment box back in at a later date, you can simply go back to each template and use the **Delete Customization** button to revert the template to default.