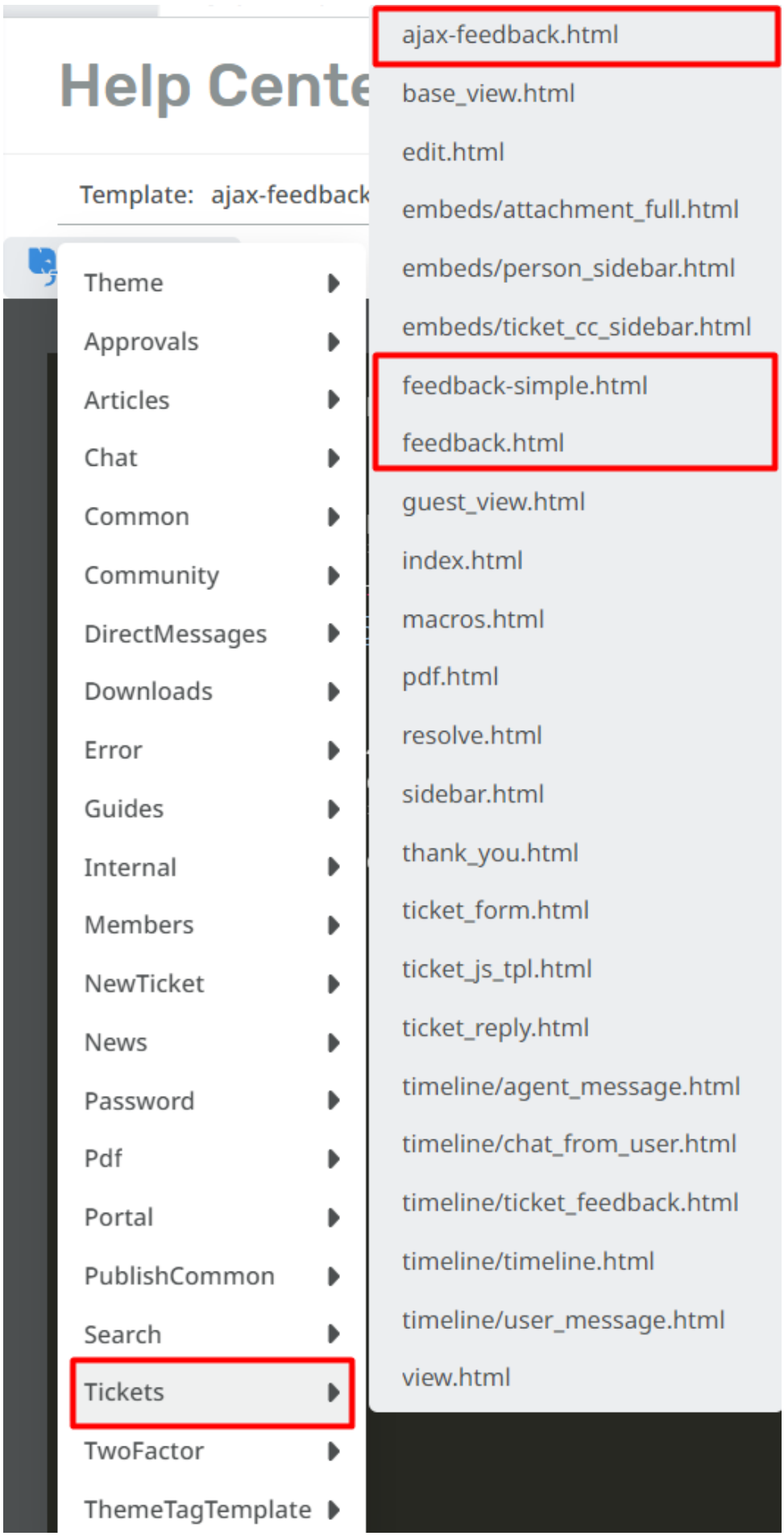
How to remove comments from Satisfaction Surveys

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.

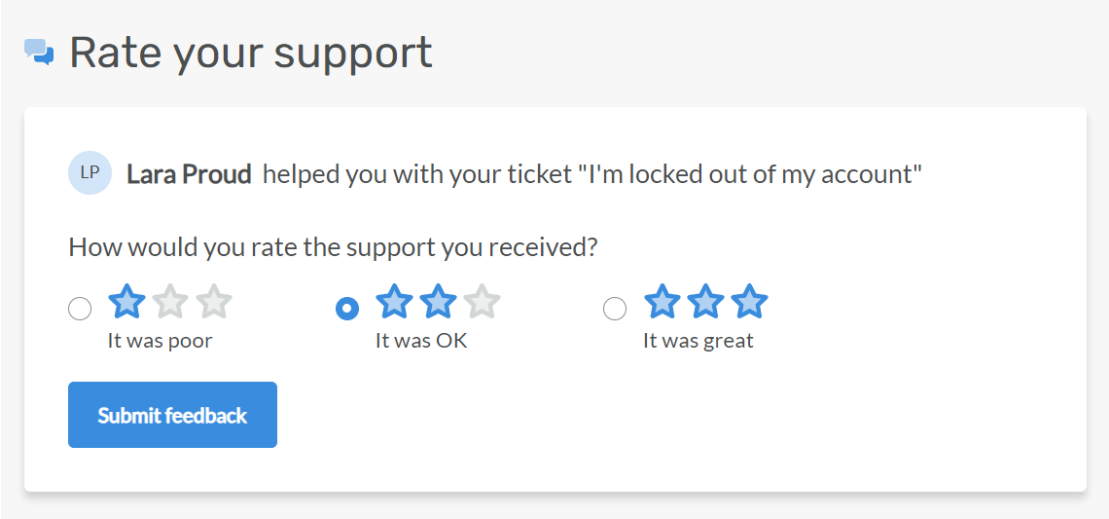
Go to **Admin > Help Center > Help Center Design** and scroll down to **Open Template Editor**. You need to open the following templates under **Template > Tickets**: ajax-feedback.html, feedback.html, and feedback-simple.html:


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