## Add a setting to require users to provide a comment in the satisfaction survey Collecting Feedback

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- **Forum name:** #Feature Request

We want to customize the satisfaction survey so that if a user/customer gives negative feedback (unhelpful) in the ticket feedback form, they must fill the comment field (for example: user must fill comment field minimal 10 characters if they choose negative feedback/unhelpful option). If the comment field is blank, the ticket feedback can't be submitted.