



 $\underline{Help\ Center} > \underline{Community} > \underline{Feature\ Request} > \underline{Add\ a\ variable\ for\ the\ ticket\ satisfaction\ comments\ left\ by\ users}$

Add a variable for the ticket satisfaction comments left by users Collecting Feedback

• JS Jamey Steinmann

• Forum name: #Feature Request

We're using email templates to send a message to our team anytime positive/neutral feedback is received. We'd like to be able to include the comment left by the user as well as the rating.