Can I show the Satisfaction survey only for tickets in a certain department?

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You can do this by modifying Email and Help Center templates so that the survey links are only shown for tickets in certain departments.

In the example below, we're going only to show survey links for tickets in the `Support` department.

1. Find the department ID by going into **Admin > Ticket Structure > Departments**. The department ID will be located under the ID column, in this case, it's `1`.

2. In the new view, at the very first line of the template, insert `{% if ticket.department.id == 1 %}` where 1 is the ID of the target department. If you wanted the survey displayed for multiple departments, you could use `{% if ticket.department.id in [1, 2, 3] %}` where 2, 3, are the IDs of the extra departments.

   After the last line of the template, add `{% endif %}` and save the template. It should look like this: