Allow users to leave feedback after rating an article Collecting Feedback

- Jeroen van der Steen
- **Forum name:** #Feature Request

It would be nice if users would be able to leave feedback after rating an article, because this would make it easier for agent to improve articles with a poor rating. This could be in the form of some kind of prompt when users receive a confirmation of their rating (Please tell us why you ...).

Comments (2)

Colin Dunn

6 years ago

This is something that is technically possible by enabling comments on articles from the backend, this can be improved though as you have described a trigger/escalation to prompt the user to justify their rating for better visibility.

Kenneth

7 years ago

Enable the requirement of a text comment, in case of a negative rating (articles/downloads)