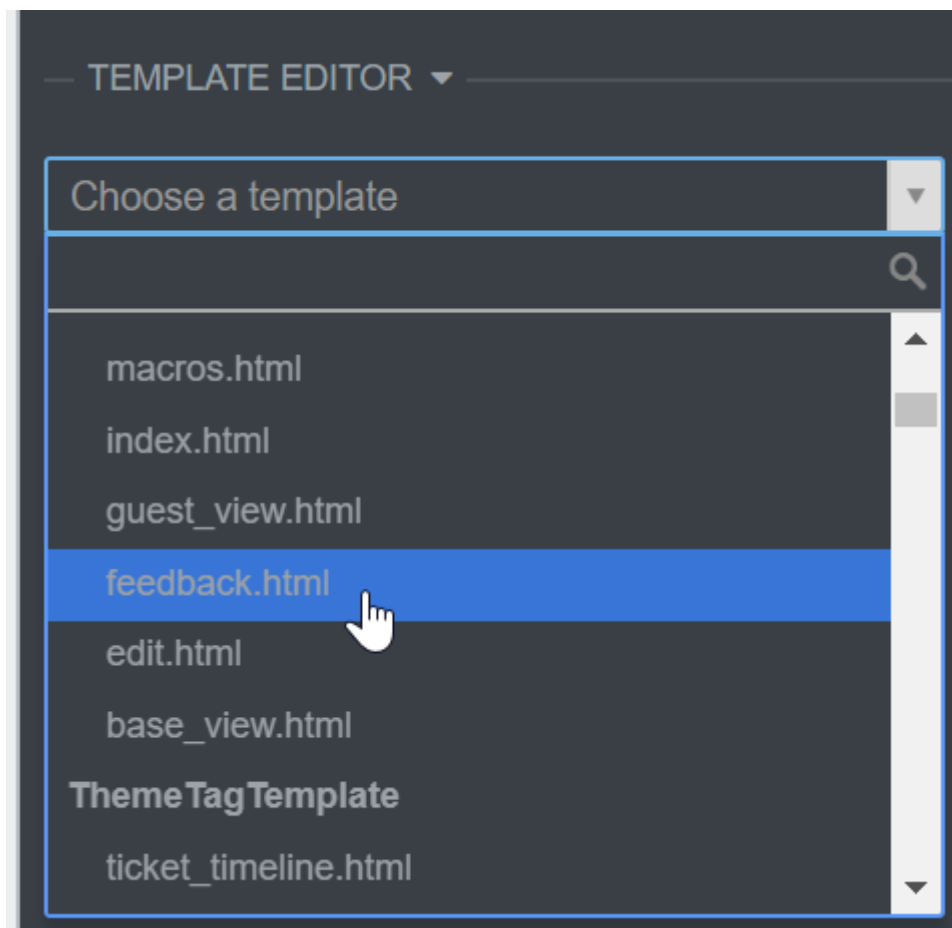


Removing Comments on Satisfaction

Emily Booth - 2018-12-07 - 0 Comments - in Using Deskpro

Follow the steps below in order to hide the comments section on satisfaction surveys

1. Go to Admin > User Interface > Portal. Once here, find the (*)Feedback.html template (in the tickets section) within the Template Editor.




2. With the editor, you can comment out the HTML for the comment box (read more [here](#) if you are unsure how this works). This is on line 37, as you can see below:



3. Save the change to the template at the bottom of the template, and make sure to save the changes onto the portal. The comment box will now be removed, leaving only the ratings available.

Rate your support

 Grace Test helped you with your ticket "Another test"

How would you rate the support you received?

It was great It was OK It was not good

[Submit feedback](#)

If at a later date you would like to bring this back, you can go back to the Feedback.html template and use the 'revert changes' button.