Deskpro

Allow users to leave feedback after rating an article Collecting Feedback

JS 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 ...).

(۲) Comments)

CD **Colin Dunn**

7 سال پیش

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.

K **Kenneth**

8 سال پیش

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