



[Feature Request](#) > [Allow users to leave feedback after rating an article](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

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 (۲

**Colin Dunn**

6 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

**Kenneth**

7 سال پیش

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