



Feature Request > Ask user for feedback when rating an < انتقادات و پیشنهادات < Help Center article negative

Ask user for feedback when rating an article negative Collecting Feedback

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Forum name: #Feature Request •

We would like to have an ability to set up a trigger / escalations for articles rated negative. At the moment this is only possible for tickets. Some user are rating articles negative and we .want to ask them why, because they do not leave a comment