

How to remove comments from Satisfaction Surveys

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If you want to receive ratings on the support your organization provides, but don't want end-users to leave comments you can disable commenting on the Satisfaction Surveys by editing your Help Center Templates

Go to **Admin > Help Center > Help Center Design** and scroll down to **Open Template Editor**. You need to open the following templates under **Template > Tickets**: `ajax-feedback.html`, `feedback.html`, and `feedback-simple.html`



:Find this HTML in each of these templates and delete it to remove the comment box

```
<"div class="form-group">

    label for="feedback_comment">{{>
    phrase('helpcenter.tickets.feedback_message_leave_comment')
    <}}</label

    textarea class="form-control" id="feedback_comment">
    "[name="ticket_feedback[message

    placeholder="{{
    phrase('helpcenter.tickets.feedback_message_your_comment')
    <}}">{{ feedback.message }}</textarea

<div/>
```

Then save the changes you make to each template. Then the comment box will be removed so that when an end-user goes to rate their support, only the ratings will be available



If you want to add the comment box back in at a later date, you can simply go back to each template and use the **Delete Customization** button to revert the template to default