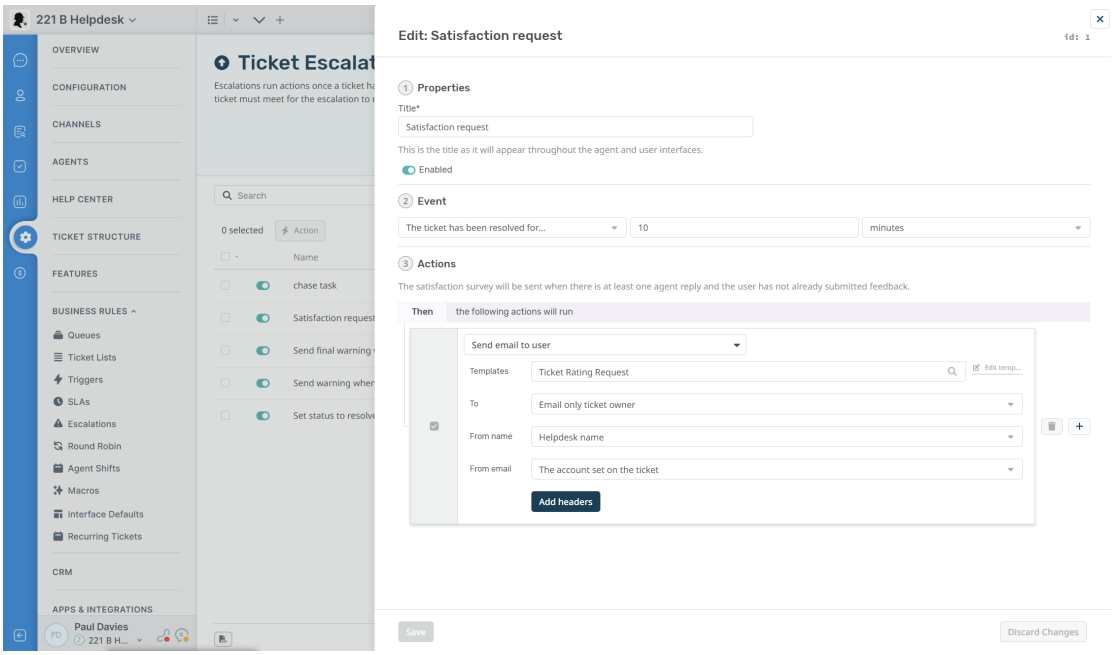
How do I prevent satisfaction survey requests being sent to particular users?

Paul Davies - 2023-09-15 - Commentaire (1) - Business Rules

For a number of reasons, you might want to exclude particular users from being sent satisfaction survey requests.

In Deskpro, satisfaction survey requests are sent using an Escalation.



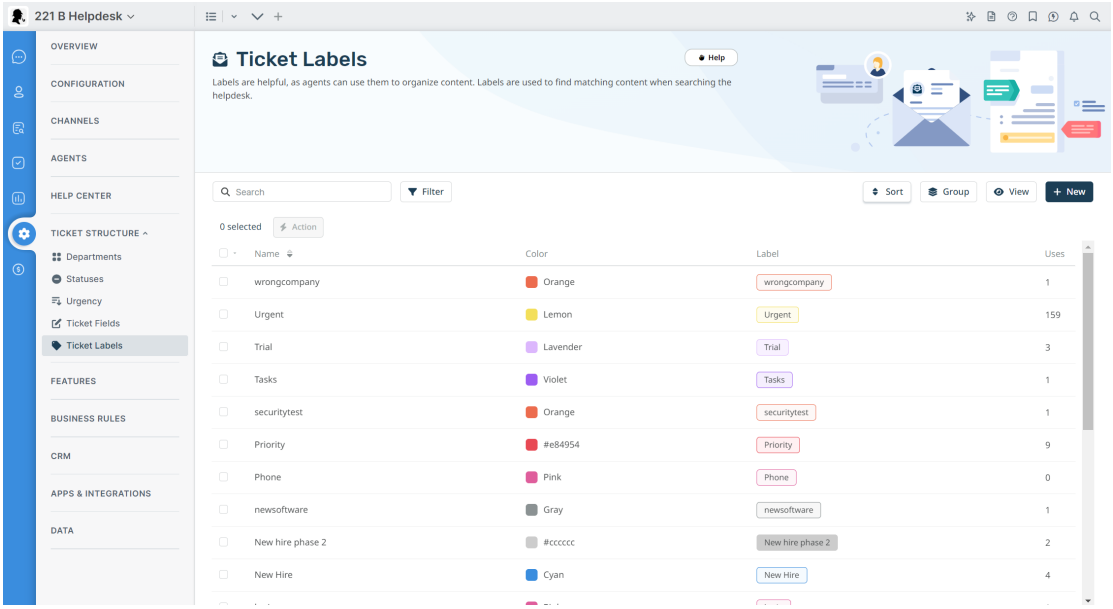
As you can see, the default built-in escalation does not allow for custom criteria which are integral in allowing for selective survey requests - so it is necessary to create a custom escalation:

1. Under **Admin > Business Rules > Escalations**, click **+ New**.

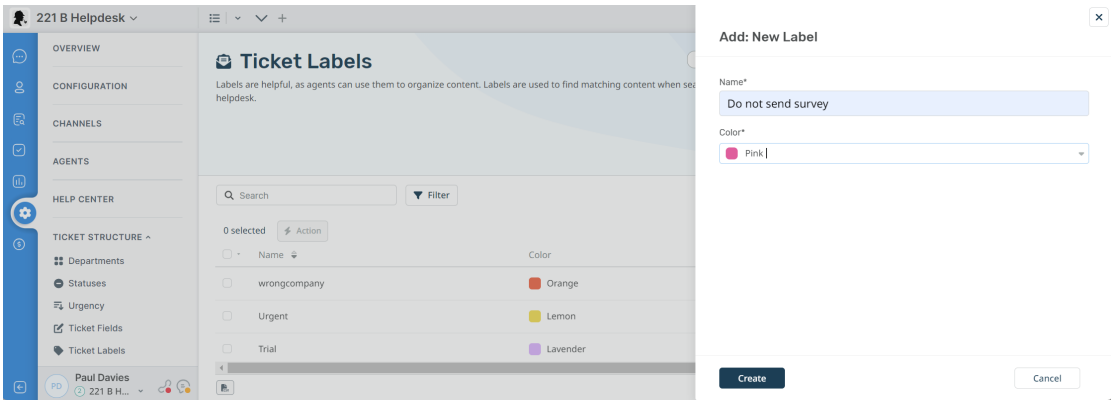
2. Determine the Event properties for sending the request. In this example, we've selected the same properties as the default Escalation.

3. Save the Escalation, so you can return to it in a moment.

4. Under **Admin > Ticket Structure > Ticket Labels**, click **Add**.



1. Create a new Label, titled something like 'Do not send survey'.



1. Return to **Admin > Business Rules > Escalations**, and click on the unfinished Escalation.
2. Under Criteria, add criteria, and select Ticket Labels - does not contain - 'do not send survey'
3. Under Actions, add action, and select Send User Email - Ticket Rating Request
4. Click **Save**
5. Then go back and disable the default Escalation.

Now whenever you would like to exclude a ticket from being sent a Satisfaction Survey request, simply attach the “Do not send survey” label to the ticket.