

How to remove comments from Satisfaction Surveys

Lara Proud - 2023-09-08 - Commentaire (1) - Help Center

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.