

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

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

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



5. Create a new Label titled something like 'do not send survey'.
6. Return to **Admin > Tickets > Escalations**, and click on the unfinished Escalation.
7. Under **Criteria**, add criteria, and select **Ticket Labels - does not contain - 'do not send survey'**
8. Under **Actions**, add action, and select **Send User Email - Request user feedback**
9. Click **Save**