



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Customer Feedback preselected options](#)

Customer Feedback preselected options Collecting Feedback

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- **Forum name:** #Feature Request

I'd like to change the default option for users leaving feedback. currently its set as 'ok' and we're finding that a lot of users are accidentally leaving 'ok' when they mean to click 'good' I'd also like to make comment entry compulsory for any selection other than 'good' if at all possible.