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## How to remove comments from Satisfaction Surveys

Lara Proud - 2023-09-08 - [댓글 \(0\)](#) - [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:

# Help Center

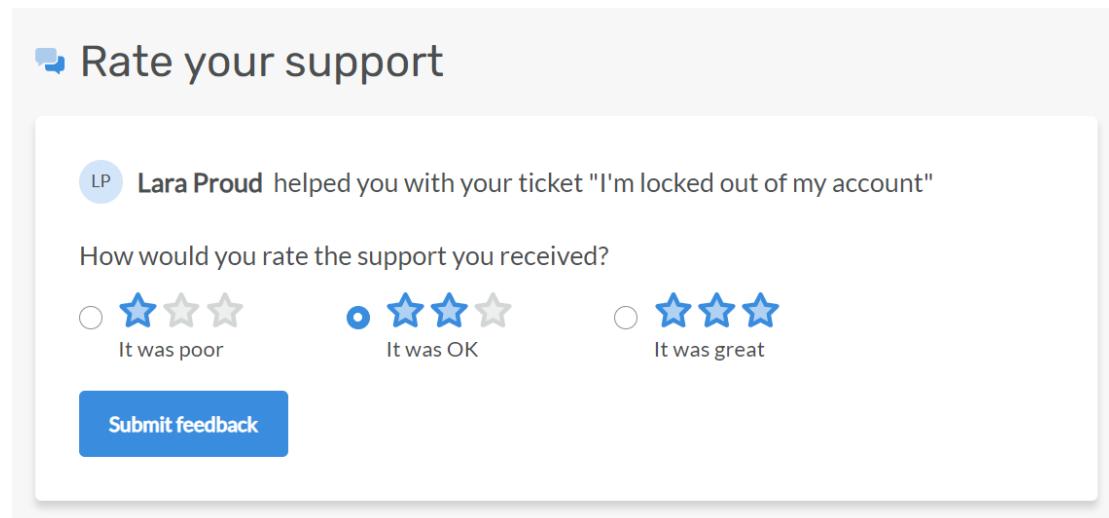
Template: ajax-feedback

Theme	▶	ajax-feedback.html
Approvals	▶	base_view.html
Articles	▶	edit.html
Chat	▶	embeds/attachment_full.html
Common	▶	embeds/person_sidebar.html
Community	▶	embeds/ticket_cc_sidebar.html
DirectMessages	▶	feedback-simple.html
Downloads	▶	feedback.html
Error	▶	guest_view.html
Guides	▶	index.html
Internal	▶	macros.html
Members	▶	pdf.html
NewTicket	▶	resolve.html
News	▶	sidebar.html
Password	▶	thank_you.html
Pdf	▶	ticket_form.html
Portal	▶	ticket_js_tpl.html
PublishCommon	▶	ticket_reply.html
Search	▶	timeline/agent_message.html
<b>Tickets</b>	▶	timeline/chat_from_user.html
TwoFactor	▶	timeline/ticket_feedback.html
ThemeTagTemplate	▶	timeline/timeline.html
		timeline/user_message.html
		view.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.



Rate your support

LP Lara Proud helped you with your ticket "I'm locked out of my account"

How would you rate the support you received?

It was poor

It was OK

It was great

Submit feedback

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.