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## How to remove comments from Satisfaction Surveys

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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



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ajax-feedback.html

base\_view.html

edit.html

embeds/attachment\_full.html

embeds/person\_sidebar.html

embeds/ticket\_cc\_sidebar.html

feedback-simple.html

feedback.html

guest\_view.html

index.html

macros.html

pdf.html

resolve.html

sidebar.html

thank\_you.html

ticket\_form.html

ticket\_js\_tpl.html

ticket\_reply.html

timeline/agent\_message.html

timeline/chat\_from\_user.html

timeline/ticket\_feedback.html

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">

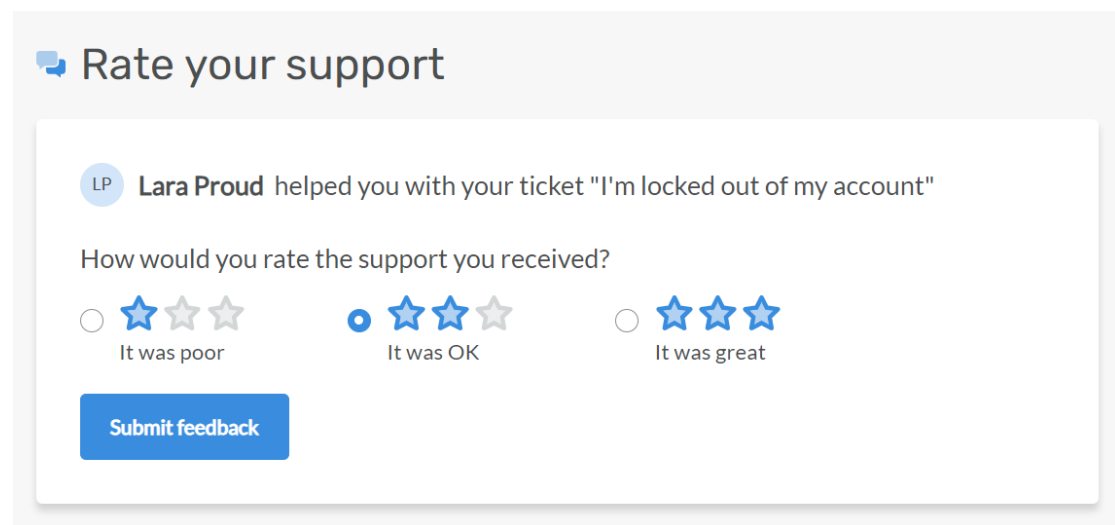
    <label for="feedback_comment">{{
    phrase('helpcenter.tickets.feedback_message_leave_comment') }}</label>

    <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.