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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.

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

The screenshot shows the 'Edit: Satisfaction request' configuration page in Deskpro. The left sidebar contains a navigation menu with sections like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, and APPS & INTEGRATIONS. The main content area is titled 'Ticket Escalation' and shows a list of actions with checkboxes for 'chase task', 'Satisfaction request', 'Send final warning', 'Send warning when', and 'Set status to resolved'. The right panel shows the configuration for a satisfaction request, including properties, event, and actions sections.

Edit: Satisfaction request id: 1

1 Properties

Title*
Satisfaction request

This is the title as it will appear throughout the agent and user interfaces.

☒ Enabled

2 Event

The ticket has been resolved for... 10 minutes

3 Actions

The satisfaction survey will be sent when there is at least one agent reply and the user has not already submitted feedback.

Then the following actions will run

Send email to user

Templates: Ticket Rating Request

To: Email only ticket owner

From name: Helpdesk name

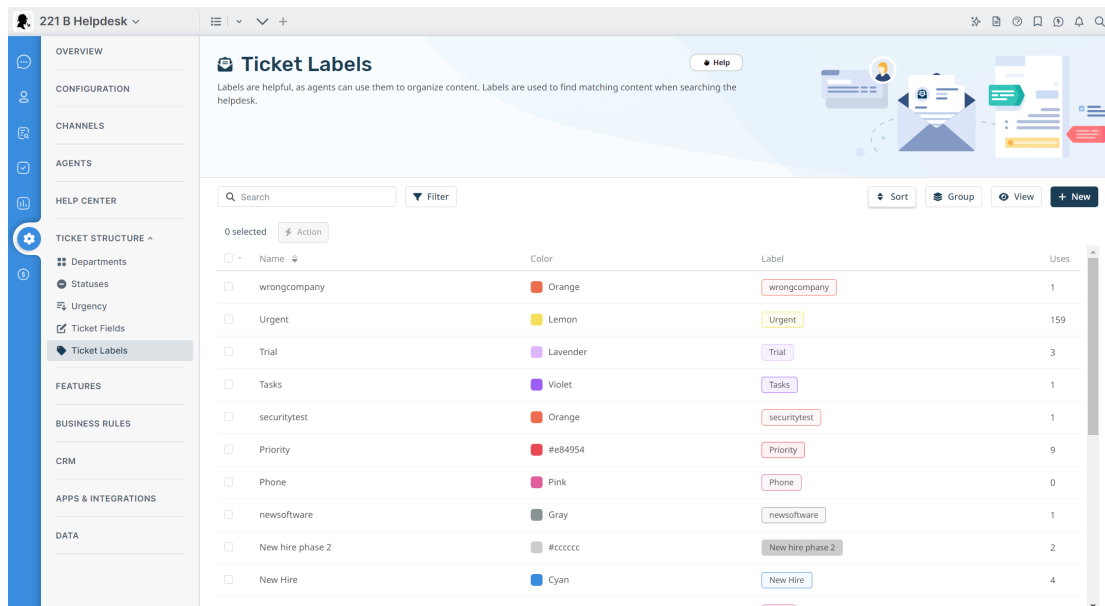
From email: The account set on the ticket

[Add headers](#)

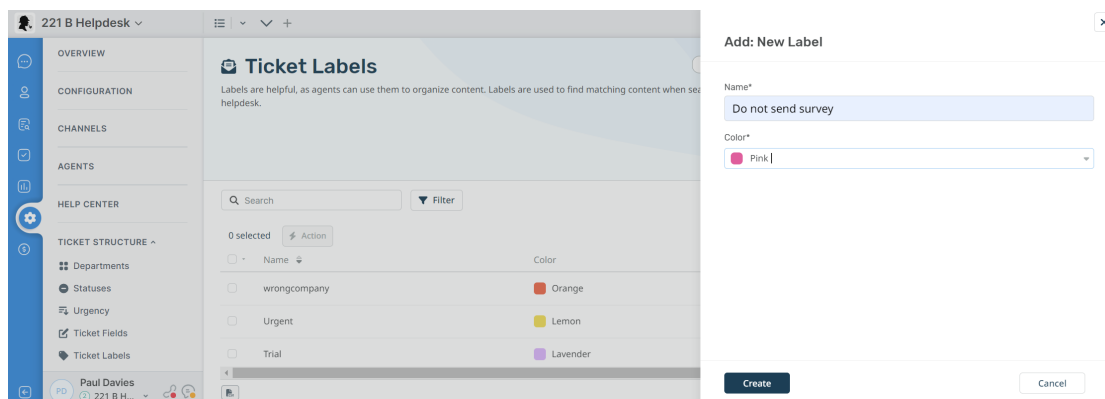
[Save](#) [Discard Changes](#)

As you can see, the default built-in escalation does not allow for custom criteria which are integral in allowing for selective survey requests - so it is necessary to create a custom escalation:

1. Under **Admin > Business Rules > Escalations**, click **+ New**.
2. Determine the Event properties for sending the request. In this example, we've selected the same properties as the default Escalation.
3. Save the Escalation, so you can return to it in a moment.
4. Under **Admin > Ticket Structure > Ticket Labels**, click **Add**.



1. Create a new Label, titled something like 'Do not send survey'.



1. Return to **Admin > Business Rules > Escalations**, and click on the unfinished Escalation.
2. Under Criteria, add criteria, and select Ticket Labels - does not contain - 'do not send survey'
3. Under Actions, add action, and select Send User Email - Ticket Rating Request
4. Click **Save**
5. Then go back and disable the default Escalation.

Now whenever you would like to exclude a ticket from being sent a Satisfaction Survey request, simply attach the “Do not send survey” label to the ticket.