



## <u>Help Center</u> > Community > Feature Request > Add a variable for the ticket satisfaction comments left by users

Add a variable for the ticket satisfaction comments left by users Collecting Feedback

- Jamey Steinmann
- Forum name: #Feature Request

We're using email templates to send a message to our team anytime positive/neutral feedback is received. We'd like to be able to include the comment left by the user as well as the rating.