



[Hulpcentrum](#) > [Gemeenschap](#) > [Feature Request](#) > [Ask user for feedback when rating an article negative](#)

Ask user for feedback when rating an article negative Collecting Feedback

- TB Thorsten Breuer
- **Naam forum:** #Feature Request

We would like to have an ability to set up a trigger / escalations for articles rated negative. At the moment this is only possible for tickets. Some user are rating articles negative and we want to ask them why, because they do not leave a comment.