



[Kennisbank](#) > [Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [How do I prevent satisfaction survey requests being sent to particular users?](#)

## How do I prevent satisfaction survey requests being sent to particular users?

Paul Davies - 2023-09-15 - [Reacties \(0\)](#) - [Business Rules](#)

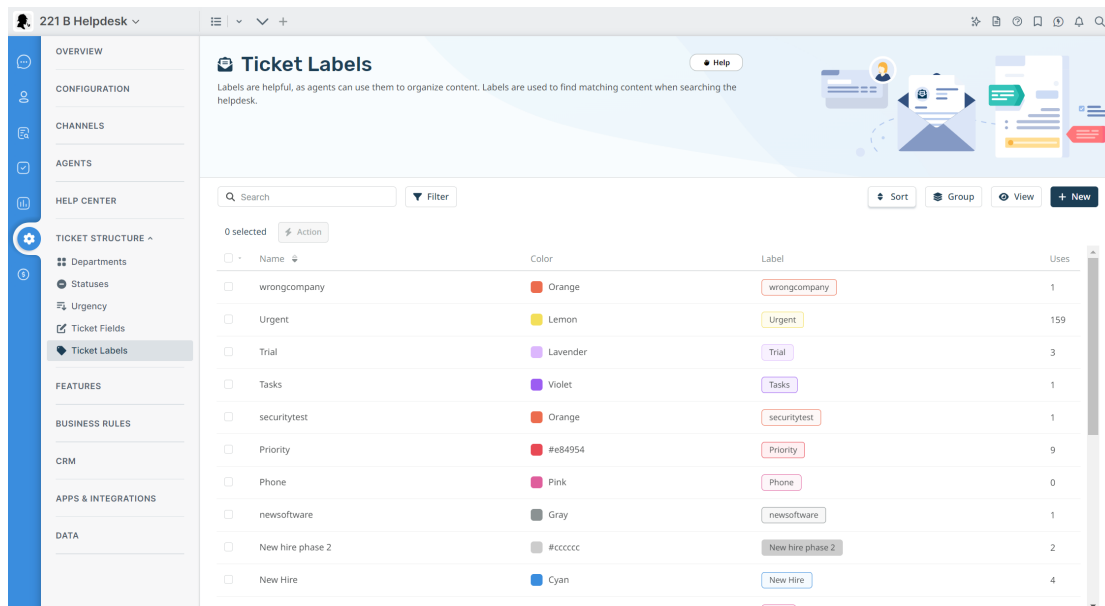
For a number of reasons, you might want to exclude particular users from being sent satisfaction survey requests.

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

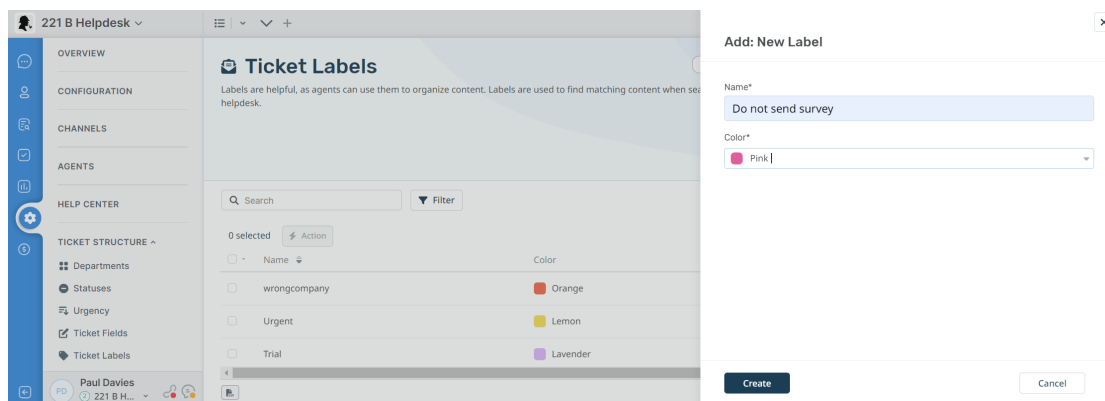
The screenshot shows the 'Edit: Satisfaction request' configuration page in Deskpro. The left sidebar contains navigation options like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, and APPS & INTEGRATIONS. The main content area is titled 'Ticket Escalation' and shows the configuration for a satisfaction request. The 'Properties' section has a title of 'Satisfaction request' and is 'Enabled'. The 'Event' section is set to 'The ticket has been resolved for...' with a duration of '10 minutes'. The 'Actions' section is set to 'Send email to user' with a template of 'Ticket Rating Request', sent to 'Email only ticket owner', from 'Helpdesk name', and from email 'The account set on the ticket'. A 'Send email to user' dialog box is open, showing these settings.

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.