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Allow users to leave feedback after rating an article Collecting Feedback

- Jeroen van der Steen
- **Nome do fórum:** #Feature Request

It would be nice if users would be able to leave feedback after rating an article, because this would make it easier for agent to improve articles with a poor rating. This could be in the form of some kind of prompt when users receive a confirmation of their rating (Please tell us why you ... ).

Comentários (2)

**Colin Dunn**

há 6 anos

This is something that is technically possible by enabling comments on articles from the backend, this can be improved though as you have described a trigger/escalation to prompt the user to justify their rating for better visibility.

**Kenneth**

há 7 anos

Enable the requirement of a text comment, in case of a negative rating (articles/downloads)