Deskpro

Submit Feedback via web portal Collecting Feedback

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- **Nome do Fórum:** #Feature Request

I want to ask about feedback that the user gives through the web portal.
From what I know that user can give feedback through web portal only if the ticket status is open (awaiting agent or awaiting user) and then the user chooses to close tickets. But, if the ticket status is resolved, the user can't give feedback to that ticket, on the portal. Can I make user still can give/submit feedback if status **resolved** but **user never give feedback to this ticket**s before.