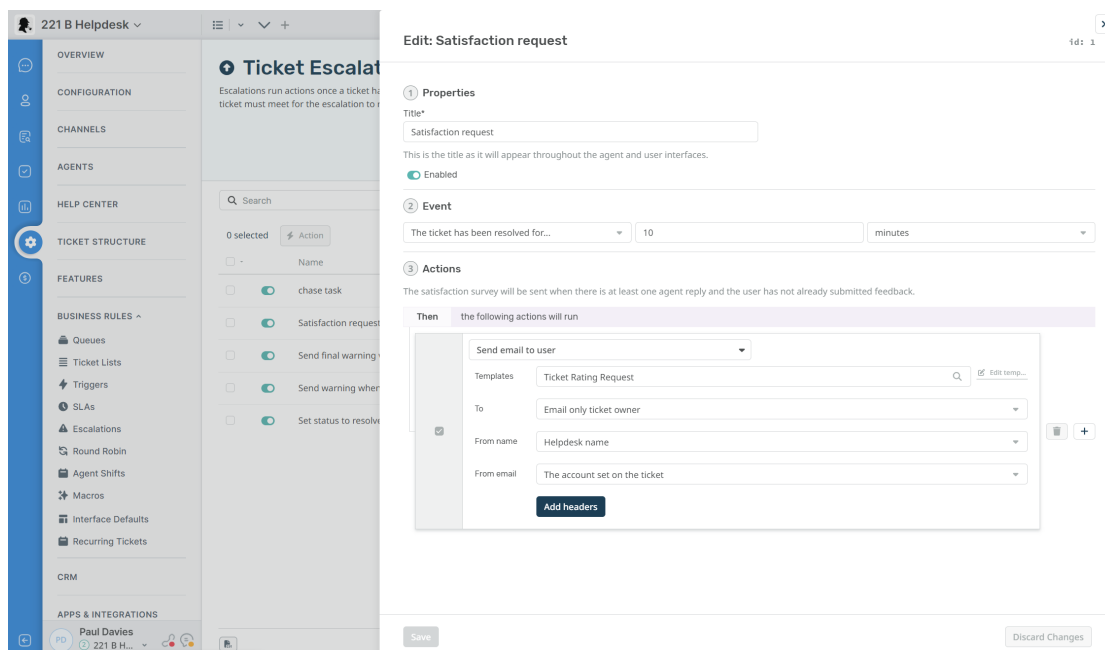


# How do I prevent satisfaction survey requests being sent to particular users?

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

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

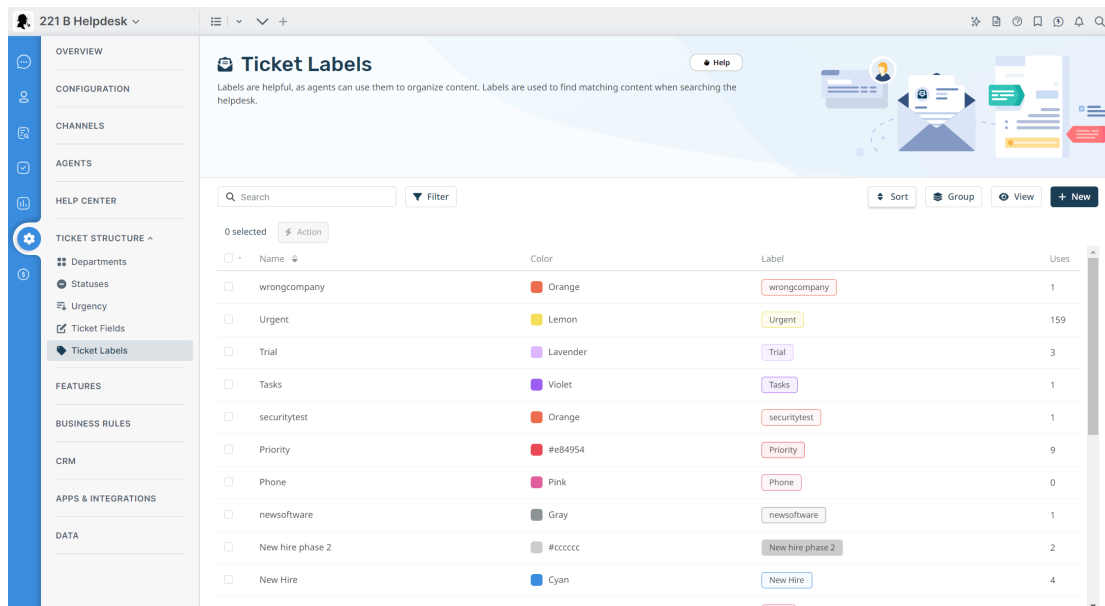
In Deskpro, satisfaction survey requests are sent using an Escalation.



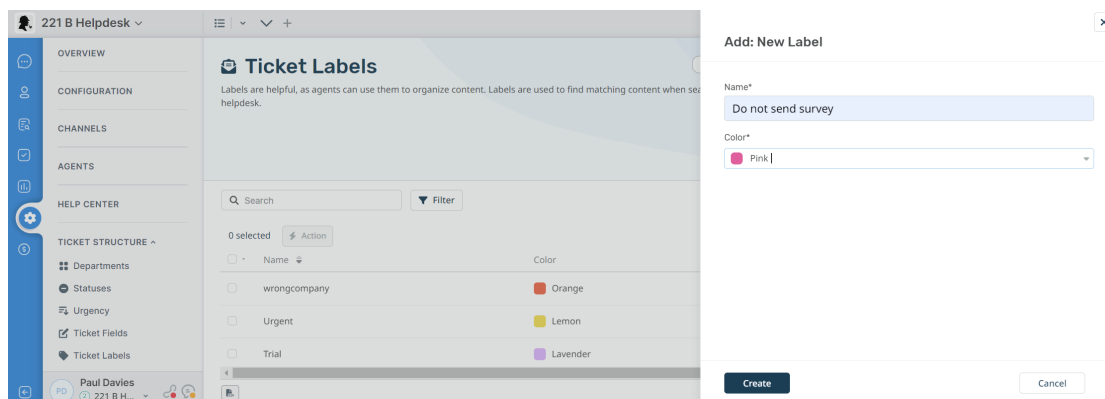
The screenshot displays the 'Edit: Satisfaction request' interface in Deskpro. On the left, a sidebar lists navigation options: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES (expanded), and APPS & INTEGRATIONS. The 'BUSINESS RULES' section includes Queues, Ticket Lists, Triggers, SLAs, Escalations, Round Robin, Agent Shifts, Macros, Interface Defaults, and Recurring Tickets. The main area is titled 'Ticket Escalation' and shows a list of escalations with columns for Name, Status, and Actions. Below this, the 'Edit: Satisfaction request' form is visible. It is divided into three sections: 1. Properties, where the title is 'Satisfaction request' and it is marked as 'Enabled'; 2. Event, where the trigger is 'The ticket has been resolved for...' followed by a dropdown for '10' and 'minutes'; 3. Actions, where the action is 'Send email to user' using the 'Ticket Rating Request' template, sent to 'Email only ticket owner' from 'Helpdesk name'. The 'From email' field is set to 'The account set on the ticket'. At the bottom, there are 'Save' and 'Discard Changes' buttons.

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.