How to remove comments from Satisfaction Surveys

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If you want to receive ratings on the support your organization provides, but don't want end-users to leave comments you can disable commenting on the Satisfaction Surveys by editing your Help Center Templates.

Go to **Admin** > **Help Center** > **Help Center Design** and scroll down to **Open Template Editor**. You need to open the following templates under **Template** > **Tickets**: ajax-feedback.html, feedback.html, and feedback-simple.html:

Help Cente

Template: ajax-feedback

Theme	▶	ajax-feedback.html
Approvals	▶	base_view.html
Articles	▶	edit.html
Chat	▶	embeds/attachment_full.html
Common	▶	embeds/person_sidebar.html
Community	▶	embeds/ticket_cc_sidebar.html
DirectMessages	▶	feedback-simple.html
Downloads	▶	feedback.html
Error	▶	guest_view.html
Guides	▶	index.html
Internal	▶	macros.html
Members	▶	pdf.html
NewTicket	▶	resolve.html
News	▶	sidebar.html
Password	▶	thank_you.html
Pdf	▶	ticket_form.html
Portal	▶	ticket_js_tpl.html
PublishCommon	▶	ticket_reply.html
Search	▶	timeline/agent_message.html
Tickets	▶	timeline/chat_from_user.html
TwoFactor	▶	timeline/ticket_feedback.html
ThemeTagTemplate	▶	timeline/timeline.html
		timeline/user_message.html
		view.html

Find this HTML in each of these templates and delete it to remove the comment box:

```
<div class="form-group">

    <label for="feedback_comment">{{
    phrase('helpcenter.tickets.feedback_message_leave_comment')
    }}</label>

    <textarea class="form-control" id="feedback_comment"
    name="ticket_feedback[message]"

    placeholder="{{
    phrase('helpcenter.tickets.feedback_message_your_comment')
    }}">{{ feedback.message }}</textarea>

</div>
```
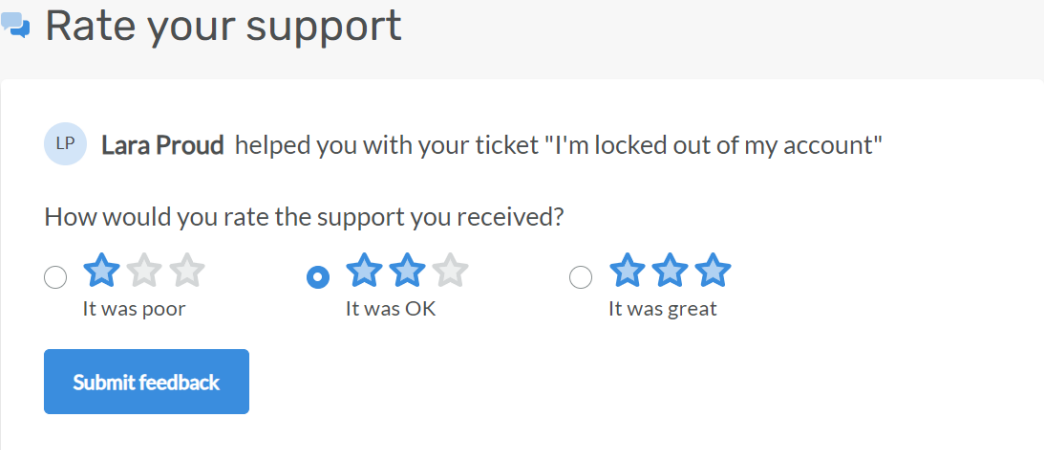
Then save the changes you make to each template. Then the comment box will be removed so that when an end-user goes to rate their support, only the ratings will be available.

If you want to add the comment box back in at a later date, you can simply go back to each template and use the **Delete Customization** button to revert the template to default.