

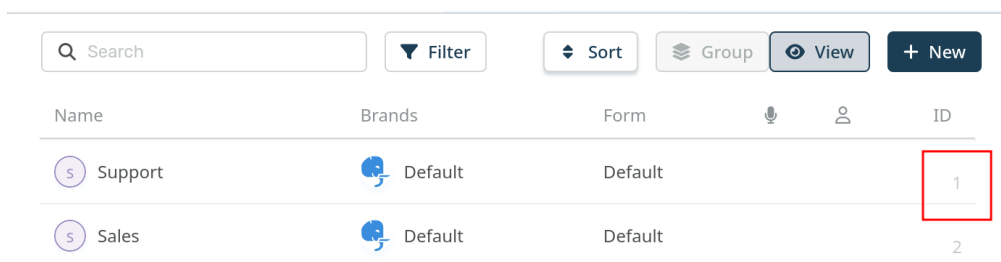
Can I show the Satisfaction survey only for tickets in a certain department?

Felipe Bessa Coelho - 2023-09-14 - Comments (0) - Business Rules

You can do this by modifying Email and Help Center templates so that the survey links are only shown for tickets in certain departments.

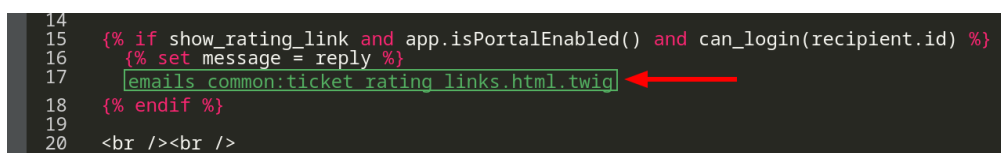
In the example below, we're going only to show survey links for tickets in the Support department.

1. Find the department ID by going into **Admin > Ticket Structure > Departments**. The department ID will be located under the ID column, in this case, it's 1.



Name	Brands	Form	ID
Support	Default	Default	1
Sales	Default	Default	2

2. Go into Admin > Channels > Email > Templates and use the Templates dropdown to select **User Email Templates > Ticket Emails > New Agent Reply**.
3. Find the block named `emails_common:ticket_rating_links.html.twig` and select it. It'll be shown in green and if you haven't modified this template before, it'll be located in line 17.



```
14
15 {% if show_rating_link and app.isPortalEnabled() and can_login(recipient.id) %}
16 {% set message = reply %}
17 emails_common:ticket_rating_links.html.twig
18 {% endif %}
19
20 <br /><br />
```

4. In the new view, at the very first line of the template, insert `{% if ticket.department.id == 1 %}` where 1 is the ID of the target department. If you wanted the survey displayed for multiple departments, you could use `{% if ticket.department.id in [1, 2, 3] %}` where 2, 3, are the IDs of the extra

departments.

After the last line of the template, add `{% endif %}` and save the template. It should look like this:

```
1 {% if ticket.department.id == 1 %}
2 <div class="rate-link">
3   Was this message helpful?
4   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
5   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
6   <a href="{{ url_full('user_tickets_feedback', {'ticket_ref': ticket.ref_id }) }}">
7 </div>
8 {% endif %}
```

If your Helpdesk uses the Help Center, users can log in and see the ticket survey there as well. To modify this template:

1. Go into **Admin > Help Center > Help Center Design** and click **Open Template Editor** from the bottom of the left panel.
2. From the Template dropdown, select the **Tickets > timeline/timeline.html** template.
3. Locate the Theme:Tickets:timeline/agent_message.html.twig green block and select it. If you haven't modified this template before, it'll be in line 33.
4. Find a line that reads `{% if app.getSetting('core_tickets.enable_feedback') %}`. If you haven't modified this template before, it'll be line 35. Edit this line to add a check for the department at the end. It should look like the following: `{% if app.getSetting('core_tickets.enable_feedback') and ticket.department.id == 1 %}`. Like in the Email templates section, you can also target multiple departments by using `in [1, 2]` instead of `== 1`. Remember to click **Save** after you've made your changes.

Finally, if you are sending automated satisfaction requests through the **Satisfaction request** escalation, you'll need to create a new custom escalation to send the survey only for the departments you want.

1. Go into **Admin > Business Rules > Escalations** and select the **Satisfaction request** escalation. Turn off the **Enabled** toggle and save the escalation.
2. Create a new custom escalation that is the same as the Satisfaction request escalation, but only applies to the department you want surveys for:

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Send email to user

Templates

To

From name

Custom name

From email

Templates

New ticket Confirmation

New Agent Reply

New Ticket Reply From Web

User Reply Auto-Response

New reply rejected because ticket is resolved

Ticket Awaiting Warning

Ticket Awaiting Final Warning

Auto-Close Warning

Ticket Rating Request

Edit tem...