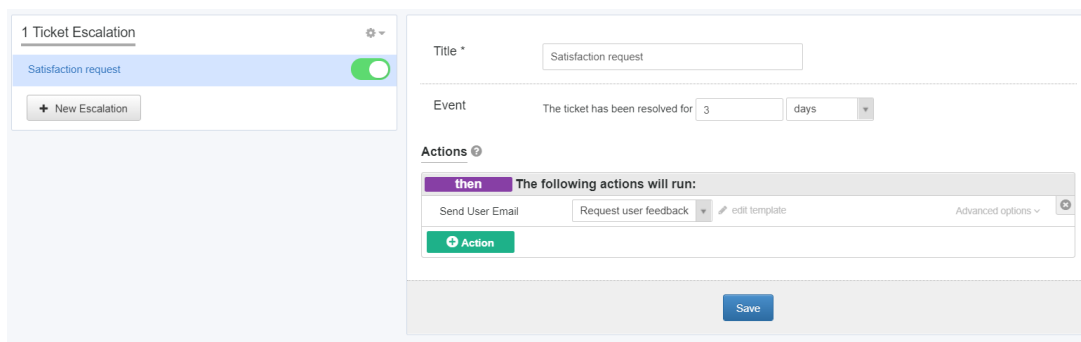


How do I prevent satisfaction survey requests being sent to particular users?

Benedict Sycamore - 2023-09-15 - Comments (0) - Deskpro Legacy

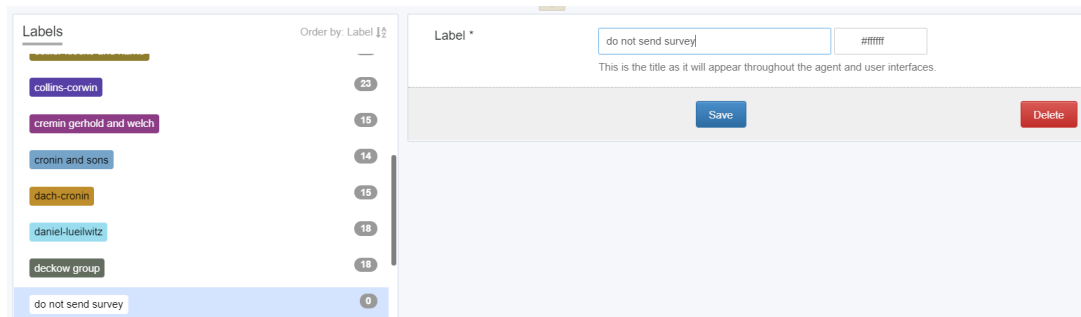
For a number of reasons, you might want to exclude particular users from being sent satisfaction survey requests from Deskpro.

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



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 > Tickets > Escalations**, click **+ New Escalation**.
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 > Tickets > Labels**, click **Add**.



5. Create a new Label titled something like 'do not send survey'.
6. Return to **Admin > Tickets > Escalations**, and click on the unfinished Escalation.
7. Under **Criteria**, add criteria, and select **Ticket Labels - does not contain - 'do not**

send survey'

8. Under **Actions**, add action, and select **Send User Email - Request user feedback**

9. Click **Save**

The screenshot shows the '2 Ticket Escalations' configuration page. On the left, there is a sidebar with two escalation rules: 'Satisfaction request' and 'Selective Satisfaction Request', both with green toggle switches. Below them is a '+ New Escalation' button. The main area is for configuring the 'Selective Satisfaction Request' rule. At the top, a note states: 'Note: Escalations only affect tickets created from this point onwards. This new escalation will NOT run on existing tickets that already exist in the helpdesk.' The configuration fields include: 'Title' (Selective Satisfaction Request), 'Event' (The ticket has been resolved for... 3 days), 'Criteria' (if Labels does not contain do not send survey), and 'Actions' (then Send User Email Request user feedback). At the bottom, there are 'Save' and 'Delete' buttons.

10. Disable the default escalation if you haven't already.

Now, whenever you would like to exclude a ticket from being followed up with a satisfaction survey request, simply attach the 'do not send survey' Label to the ticket.