Customization of who the Customer Satisfaction Survey is sent to Collecting Feedback

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- **Forum name:** #Feature Request

Looking to have the feature where by satisfaction surveys are sent to a select group of customers only. With different customer bases, it's not always appropriate to send out a survey after each communications. Corporate customers for example send multiple queries each day, it would not be a good feature to ask them to rate support every time. Additional sense features, where the satisfaction rating is only requested once within a set time frame would also be beneficial when we have customers emailing multiple times. We utilise a number of different emails to direct customers to an appropriate support queue, being able to split by this feature would be ideal.