New Feature: Better Satisfaction Surveys

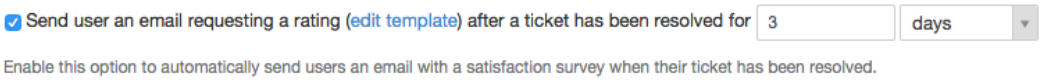
2015-05-06 - Ben Henley - Comments (0) - Product

DeskPRO can already track user satisfaction by asking users to rate agent replies. We've now added some powerful new features to help you get the most out of satisfaction surveys.

Now you can improve the user response rate with a custom survey request email, and act on those responses instantly with special triggers.

Survey request email

Your users are prompted to fill in the survey when they receive an agent reply by email or view it on the portal; but they may be more focused on getting their problem fixed than on rating your support. We've created a new option to send out a final survey after the ticket has been resolved for a while.

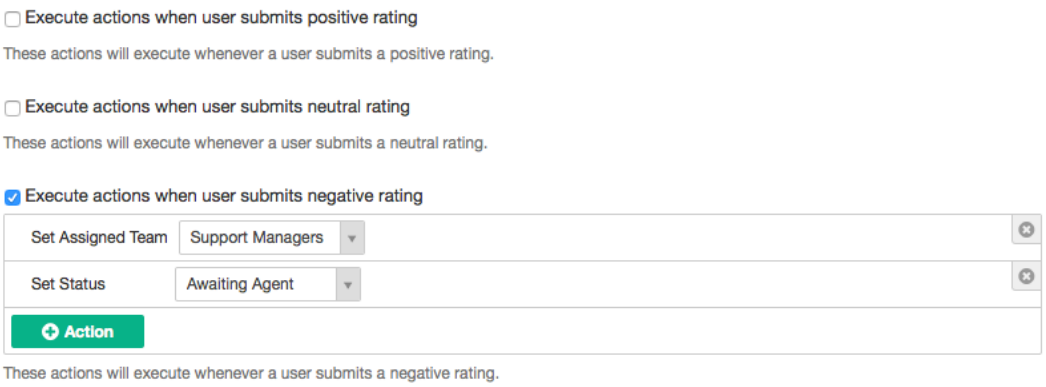


You can change the wording of the email to encourage your users to fill in the survey by letting them know their rating is important to you.

Survey response triggers

Of course, to deliver great support, it's not enough to collect ratings: you have to act on them too. Now you can use special satisfaction triggers to carry out automatic actions in response to user ratings.

Label positive ratings for your marketing team to use, or follow up on negative ratings before you lose a customer.



These features are available in the latest DeskPRO update. If you're a Cloud customer, we'll be rolling them out to you over the next few days. Download administrators, you can get them now by updating your helpdesk as usual.