



<u>帮助中心 > 社区 > Feature Request</u> > Add a variable for the ticket satisfaction comments left by users

Add a variable for the ticket satisfaction comments left by users Collecting Feedback

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- 论坛名称: #Feature Request

We're using email templates to send a message to our team anytime positive/neutral feedback is received. We'd like to be able to include the comment left by the user as well as the rating.