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How to remove comments from Satisfaction Surveys

Lara Proud - 2023-09-08 - [Comments \(0\)](#) - [Help Center](#)

If you want to receive ratings on the support your organization provides, but don't want end-users to leave comments you can disable commenting on the Satisfaction Surveys by editing your Help Center Templates.

Go to **Admin > Help Center > Help Center Design** and scroll down to **Open Template Editor**. You need to open the following templates under **Template > Tickets**: ajax-feedback.html, feedback.html, and feedback-simple.html:

Help Center

Template: ajax-feedback



- Theme ▶
- Approvals ▶
- Articles ▶
- Chat ▶
- Common ▶
- Community ▶
- DirectMessages ▶
- Downloads ▶
- Error ▶
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- Internal ▶
- Members ▶
- NewTicket ▶
- News ▶
- Password ▶
- Pdf ▶
- Portal ▶
- PublishCommon ▶
- Search ▶
- Tickets ▶**
- TwoFactor ▶
- ThemeTagTemplate ▶

ajax-feedback.html

base_view.html

edit.html

embeds/attachment_full.html

embeds/person_sidebar.html

embeds/ticket_cc_sidebar.html

feedback-simple.html

feedback.html

guest_view.html

index.html

macros.html

pdf.html

resolve.html

sidebar.html

thank_you.html

ticket_form.html

ticket_js_tpl.html

ticket_reply.html

timeline/agent_message.html

timeline/chat_from_user.html

timeline/ticket_feedback.html

timeline/timeline.html

timeline/user_message.html

view.html

Find this HTML in each of these templates and delete it to remove the comment box:

```
<div class="form-group">

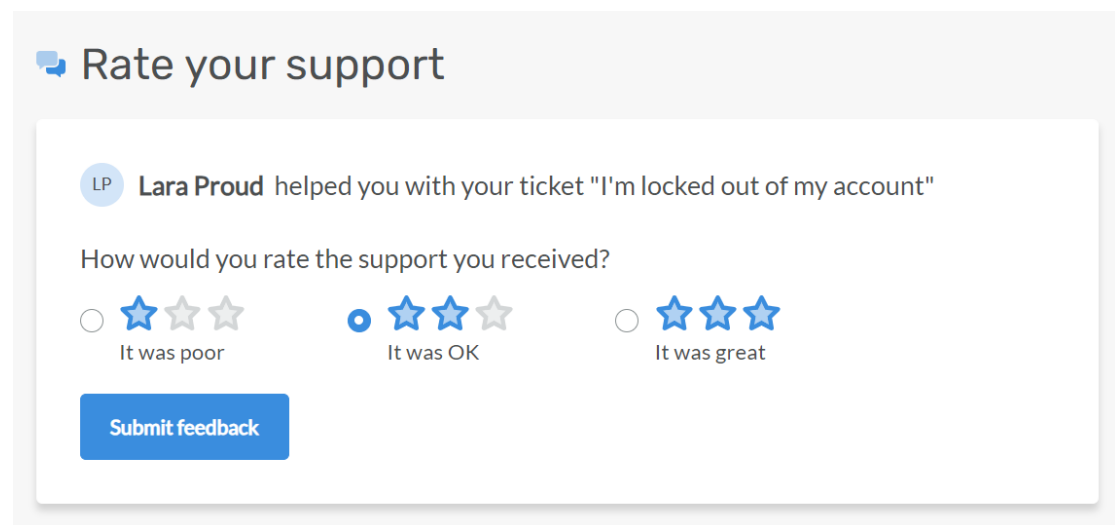
    <label for="feedback_comment">{{
    phrase('helpcenter.tickets.feedback_message_leave_comment') }}</label>

    <textarea class="form-control" id="feedback_comment"
    name="ticket_feedback[message]"

    placeholder="{{ phrase('helpcenter.tickets.feedback_message_your_comment')
    }}">{{ feedback.message }}</textarea>

</div>
```

Then save the changes you make to each template. Then the comment box will be removed so that when an end-user goes to rate their support, only the ratings will be available.



Rate your support

LP Lara Proud helped you with your ticket "I'm locked out of my account"

How would you rate the support you received?

☐ ★ ★ ★ It was poor ☒ ★ ★ ★ It was OK ☐ ★ ★ ★ It was great

[Submit feedback](#)

If you want to add the comment box back in at a later date, you can simply go back to each template and use the **Delete Customization** button to revert the template to default.