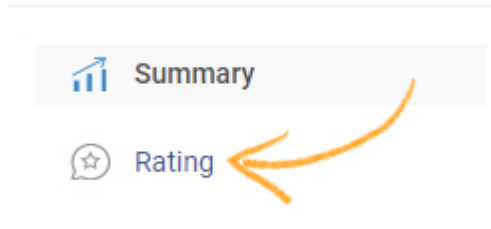


How to Access Rated Tickets

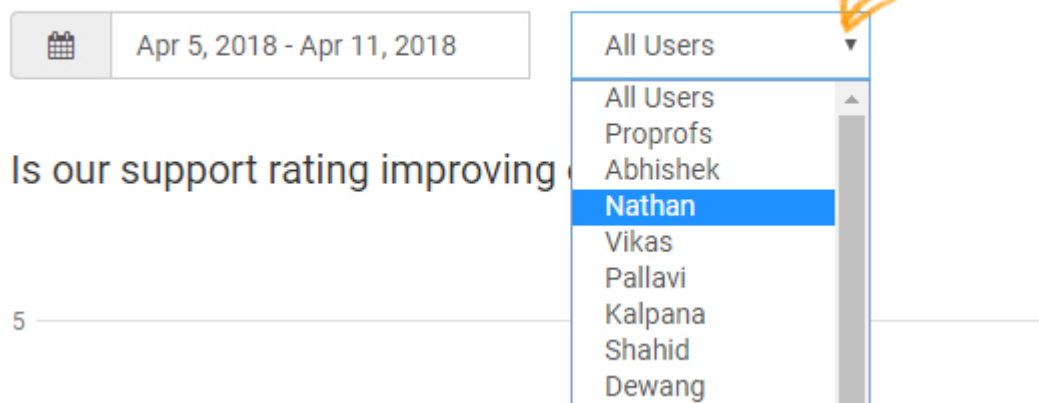
Follow these steps to access Rated Tickets:

Step 1: Navigate to **Reports >> Rating**.


















Step 2: You can select a particular agent to view their rated tickets. Click the drop-down menu button for users to choose an agent.

Are visitors happy with support experience?



Step 3: Scroll down to "**Recently Rated Tickets**" section, click "**View**" to open a ticket. You can view older tickets using the navigation buttons at the top right corner.

What were my recently rated tickets?

Visitor ↕	Operator ↕	Date ↕	Rating ↕	Feedback ↕	Ticket
NaLi Hater!	Nathan	Apr 10	★ ★ ★ ★ ★ 	Cause why not	 
Inge	Alex	Apr 10	★ ★ ★ ★ ★ 	N/A	
Luis	Shashankh	Apr 10	★ ★ ★ ★ ★ 	N/A	
Regina Dripps	Nathan	Apr 10	★ ★ ★ ★ ★ 	N/A	
Guest	Nathan	Apr 10	★ ★ ★ ★ ★ 	schon gut.	
Noslen	Alex	Apr 10	★ ★ ★ ★ ★ 	N/A	
Rophem Nursing	Nathan	Apr 10	★ ★ ★ ★ ★ 	N/A	

How to Improve Your Customer Support

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