

How to Set up Automated Emails for Ticket Rating

With Help Desk, you can set up automated emails for ticket rating. This allows your customers to rate the support they received. These emails are automatically sent to a customer once a ticket is closed.

Benefits of Ticket Rating:

- Assists in getting valuable customer feedback
- Helps in identifying the quality of customer service
- Helps in finding out the proficiency of agents

Here's how the ticket rating email would appear in the user's inbox:

Hello Brandon Mayer

Thank you for recently contacting Support.

We hope we were able to address your questions to your satisfaction.

If you feel your issue is unresolved, please reply to this email to continue working on it.

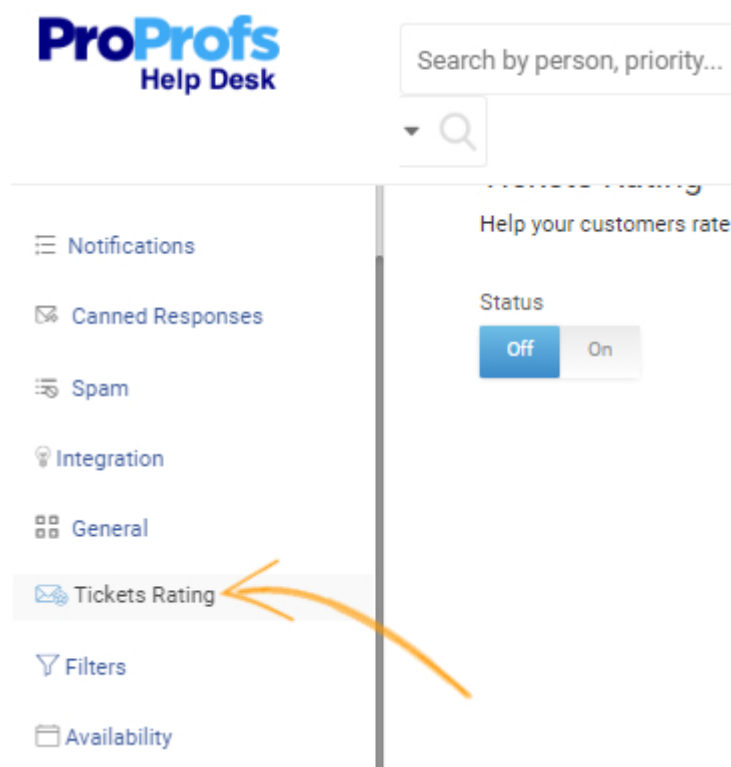
Otherwise, we'd love to hear what you think of our customer service. Please take a moment to rate our support you received:

How do you like our support?



Follow these steps to set up ticket rating email:

Step 1: Navigate to **Settings >> Tickets Rating**. Enable the **Status**.




Step 2: Enter the time period after which the survey will be sent and select the inbox for the ticket rating. Draft the email that will be sent to the customer. Once changes are complete, click **Save**.

Time* 

24 Hours 

Inbox* 

Tech Support 

Message*

B *I* U  |  - |  |    -

Hello{{username}}

We hope we were able to address your questions to your satisfaction. **If you feel your issue is unresolved, please reply to this email to continue working on it.** Otherwise, we'd love to hear what you think of our customer service. Please take a moment to rate our support you received:

How do you like our support?

{{ratingscale}}

Here's a reminder of what was last response from us: {{lastmessage}}

{{username}} - Displays the name of the client who has raised the ticket.

{{ratingscale}} - Inserts the feedback survey scale (one to five star).

{{lastmessage}} - Displays the last message sent by the assigned user.

Save

Related Articles:

- [How to Add Attachments and Notes to a Ticket Response?](#)
- [Agent Roles & Responsibilities](#)
- [How does Support Agent Interface Works?](#)