

#### Customer ratings can be sent out in 4 ways:

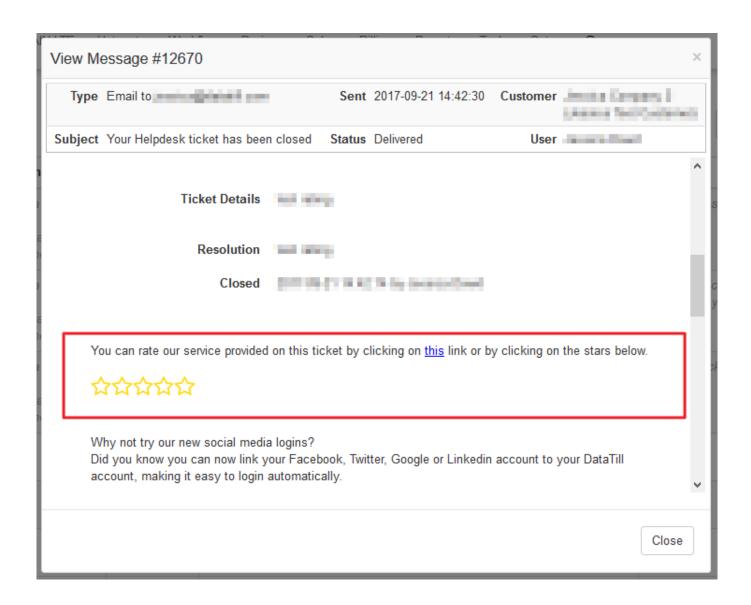
- 1. On completing a job card in lead to receipt. (This needs to be enabled in sales setup.)
- 2. On closing a helpdesk ticket. (This needs to be enabled in helpdesk settings.)
- 3. Customer can add a service rating at any time from their customer portal. (This can be enabled in sales setup.)
- 4. An admin user of the system can request a service rating from a customer from the Edit Customer screen.

This post only looks at service ratings sent out on closure of helpdesk tickets.

# Include service rating in "ticket has been closed" email:

Email sent to customer that notifies them that their helpdesk ticket has been closed. This email can include the service rating feature if it has been enabled.



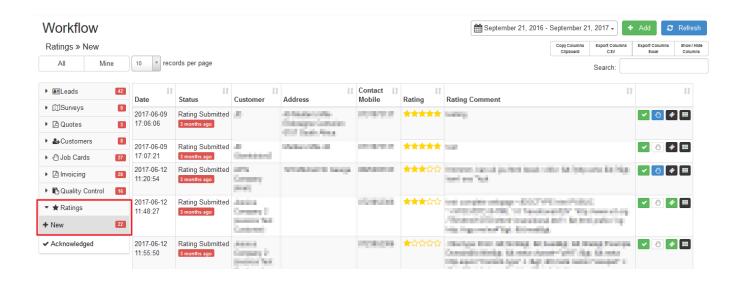


# How to view ratings:

Go to Sales -> Sales Leads and click on Ratings.

Here you will be able to see and acknowledge ratings received from various sources.





### How to enable the ticket service ratings:

Go to Setup -> System Settings -> Helpdesk

Then turn the "Enable Ticket Service Ratings" on.

#### Helpdesk Setup

