

Feedback for Tickets

Overview

The *Feedback* interface in the cPanel Customer Portal allows our customers to provide feedback and suggestions for their resolved tickets.

Note:

The email notification that you receive for each closed ticket includes a direct link to provide feedback for that ticket. If you use that link, proceed to Step 3.

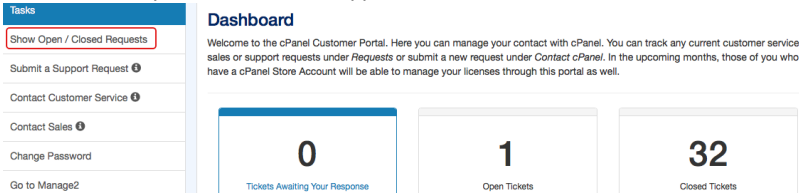
Provide feedback for a ticket



Navigate to your list of tickets.

To access the list of tickets, perform the following steps:

1. Log in to the [cPanel Customer Portal](#). The *Dashboard* interface will appear.
2. In the *Tasks* menu in the interface's left column, click *Show Open / Closed Requests*. The *Requests* interface will appear.



The Dashboard interface in the cPanel Customer Portal.



Select the desired ticket.

To select the desired ticket and access the *Feedback* interface for it, perform the following steps:

1. In the *Closed requests from the last 180 days* list, use the *ID* column to locate the desired ticket.
2. Click *Leave Feedback* in the *Actions* column for the desired ticket. The *Feedback* interface will appear.

The *Feedback* interface displays details for the selected cPanel Support ticket. This includes the following data:

- The ticket identification number.
- The ticket's creation and completion dates.
- The total duration from the ticket's creation date to its completion date.
- A summary of the total number of responses received from the specific cPanel employee, the average response time, and the total interaction time.

Closed requests from the last 180 days
[View requests from the last 360 days](#)

Show 10 requests per page Search:

ID	Submitter	Subject	Type	Actions
839273				Reopen Leave Feedback
839271				Reopen Leave Feedback
839498				Reopen Leave Feedback
831328				Reopen Leave Feedback

The Closed requests from the last 180 days table.

Feedback for Request 8392673

Our system learns from your feedback! It will assign staff to your future requests based on how you respond below. Please provide the most detailed and accurate response possible as it will improve your future experience.

Request Opened	Request Closed	Total Duration
2017-04-13 16:52:58	2017-04-18 19:20:08	122 hours 7 minutes

An example of ticket details in the Feedback interface.



Provide feedback ratings.

The *Rating* scale provides feedback about each Technical Support Analyst who responded to your ticket. To select a rating, drag the slider (



) to the rating that you want to select for the indicated Technical Support Analyst.

- The *Rating* scale uses values from one to ten. One is the **lowest**-possible rating and indicates poor performance. Ten is the **highest**-possible rating and indicates excellent performance.
- The *Rating* scale is employee-specific. The rating should reflect that individual employee's performance and how they addressed your issue.
- Tickets that involved multiple Technical Support Analysts will display separate *Rating* scales for each employee.

Note:

We do **not** require you to provide feedback for every Technical Support Analyst. If you do not wish to provide a rating for a Technical Support Analyst, drag the slider (



) to the arrow (



) starting position.



The Rating scale with a rating of 10 for the Technical Support Analyst.

Please rate how well **Test** handled your request.

Poor Fair Good

1 2 3 4 5 6 7 8 9 10

Out of 10

The Rating scale without a supplied rating *f* or the Technical Support Analyst .



Provide additional feedback.

You can also provide the following additional feedback and suggestions:

- In the *How well did this employee handle this request?* text box, enter feedback about your experience with the **specific** Technical Support Analyst.
 - In the *How could your experience be better in the future?* text box, enter your recommendations for improvements to cPanel, Inc.'s processes and procedures.
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Submit your feedback.

To send your feedback to cPanel, Inc., click *Submit Feedback*.

Note:

To allow cPanel, Inc. to use your feedback, select the **optional** *I approve cPanel, Inc. to list my feedback on cpanel.net or use for other purposes without limitation.* checkbox.



Submit revised feedback.

After you submit your initial feedback for a ticket, you can revise your ratings **once** without the need to open a new ticket. This feedback will supersede your original ratings.

To revise your feedback, perform the steps in this tutorial again for that ticket.

Important:

After you resubmit your ratings, you **cannot** revise them again.

Closed requests from the last 180 days
(View requests from the last 360 days)

Show requests per page Search:

ID	Submitter	Subject	Type	Actions
640607				Reopen
636873				Reopen Leave Feedback

An already-revised ticket in the Closed requests from the last 180 days list.

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- Questions and Answers with cPanel Technical Support
- cPanel Migration Services and Guides
- Technical Support Services
- How to Authenticate your Server for cPanel Technical Support
- Feedback for Tickets

- Questions and Answers with cPanel Technical Support
- How to Open a Technical Support Ticket
- Tutorial Videos

- Questions and Answers with cPanel Technical Support
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- WHM API 1 Functions - ticket_ssh_test
- WHM API 1 Functions - ticket_grant
- WHM API 1 Functions - ticket_list
- WHM API 1 Functions - ticket_revoke
- WHM API 1 Functions - ticket_get_support_agreement