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.
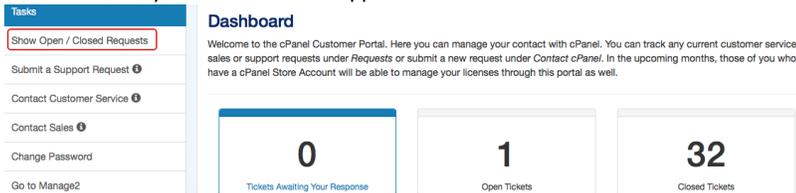
Provide feedback for a ticket

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, L.L.C. employee, the average response time, and the total interaction time.

The Closed requests from the last 180 days *table.*

An example of ticket details in the Feedback *interface.*

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Provide feedback ratings.

The rating options provide feedback about each Technical Support Analyst who responded to your ticket. Click the rating that you wish to give to the Technical Support Analyst.

- You may give Positive (thumbs up), Negative (thumbs down), or Neutral feedback. The option defaults to Neutral.
- The rating options are 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 options for each employee.

  The available rating options.

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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, L.L.C.'s processes and procedures.

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Submit your feedback.

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

> **Note:**
> To allow cPanel, L.L.C. to use your feedback, select the **optional** *I approve cPanel, L.L.C. to list my feedback on* cpanel.com *or use for other purposes without limitation.* checkbox.

Submit revised feedback.

After you submit your initial feedback for a ticket, you can revise your rating selection **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.

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

- cPanel Migration Services and Guides
- Feedback for Tickets
- How to Open a Technical Support Ticket
- How to Authenticate your Server for cPanel Technical Support
- Technical Support Services

- How to Open a Technical Support Ticket
- How to Configure Microsoft Windows 7 to use TLS Version 1.2
- Tutorial Videos
- Questions and Answers with cPanel Technical Support

- cPanel Migration Services and Guides
- Feedback for Tickets
- How to Open a Technical Support Ticket
- How to Authenticate your Server for cPanel Technical Support
- Technical Support Services

- WHM API 1 Functions - ticket_get_support_agreement

- WHM API 1 Functions - ticket_get_support_info
- WHM API 1 Functions - ticket_grant
- WHM API 1 Functions - ticket_create_stub_ticket
- WHM API 1 Functions - ticket_list