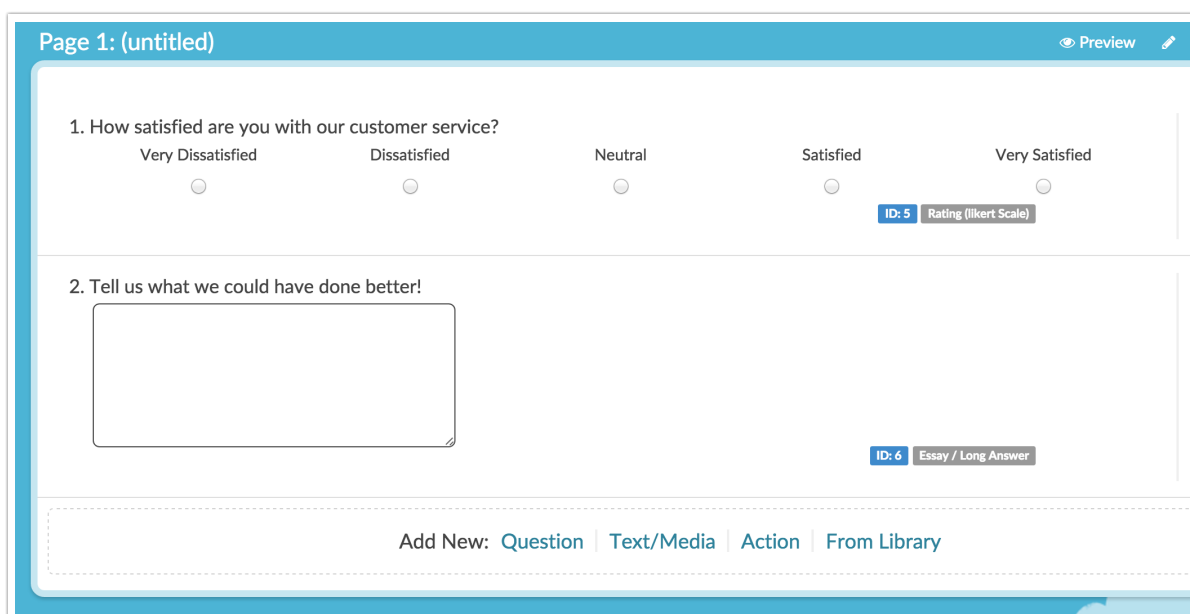


Collect Follow-Up Comments When Rating is Negative

The [Comments](#) feature is great for collecting open-text feedback for a given question however, Comments cannot be triggered by logic. If you are looking to collect open-text feedback only when the respondent's rating is negative you'll need to use an [Essay](#) question with [Question Logic](#). In this tutorial, we'll walk you through how to set this up!

Start by adding your rating question. This can be whatever question type you wish to use; in our example, we'll use a [Rating \(Likert Scale\)](#) question. On the same page or a later page, add an [Essay](#) question.



The screenshot shows a survey editor interface for "Page 1: (untitled)". At the top right, there is a "Preview" button with an eye icon and a pencil icon. The first question is "1. How satisfied are you with our customer service?" with a Likert scale. The scale has five points: "Very Dissatisfied", "Dissatisfied", "Neutral", "Satisfied", and "Very Satisfied", each with a radio button. A label "ID: 5 Rating (Likert Scale)" is positioned to the right of the scale. The second question is "2. Tell us what we could have done better!" with a large empty text box. A label "ID: 6 Essay / Long Answer" is positioned to the right of the text box. At the bottom, there is a dashed-line box containing the text "Add New: Question | Text/Media | Action | From Library".

On the **Logic** tab of your Essay question select the option to **Only show this question based on answers to previous question or other logic conditions**. In the first dropdown menu select your rating question that you wish to use to determine when this question shows then complete your logic rule.

QUESTION LOGIC VALIDATION LAYOUT PIPING / REPEAT NEED HELP?

Logic Rule

Only show this question based on answers to previous questions or other logic conditions

Remove All Logic

Q 1. How satisfied are you with our is one of the following answers

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

[+ Add Condition](#) [+ Add Group](#)

In our example, we set up the logic such that the follow-up question "Tell us what we could have done better:" is shown when the response is either Very Dissatisfied or Dissatisfied.

This question has display logic

Show if: Question "How satisfied are you with our customer service?" #1 is one of the following answers ("Very Dissatisfied", "Dissatisfied")

2. Tell us what we could have done better:

ID: 6 Essay / Long Answer

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