

# 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.

Page 1: (untitled) Preview

1. How satisfied are you with our customer service?

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

ID: 5   Rating (Likert Scale)

2. Tell us what we could have done better!

ID: 6   Essay / Long Answer

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 i

is one of the fo

☒ 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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