# Track CSAT in real-time within issues

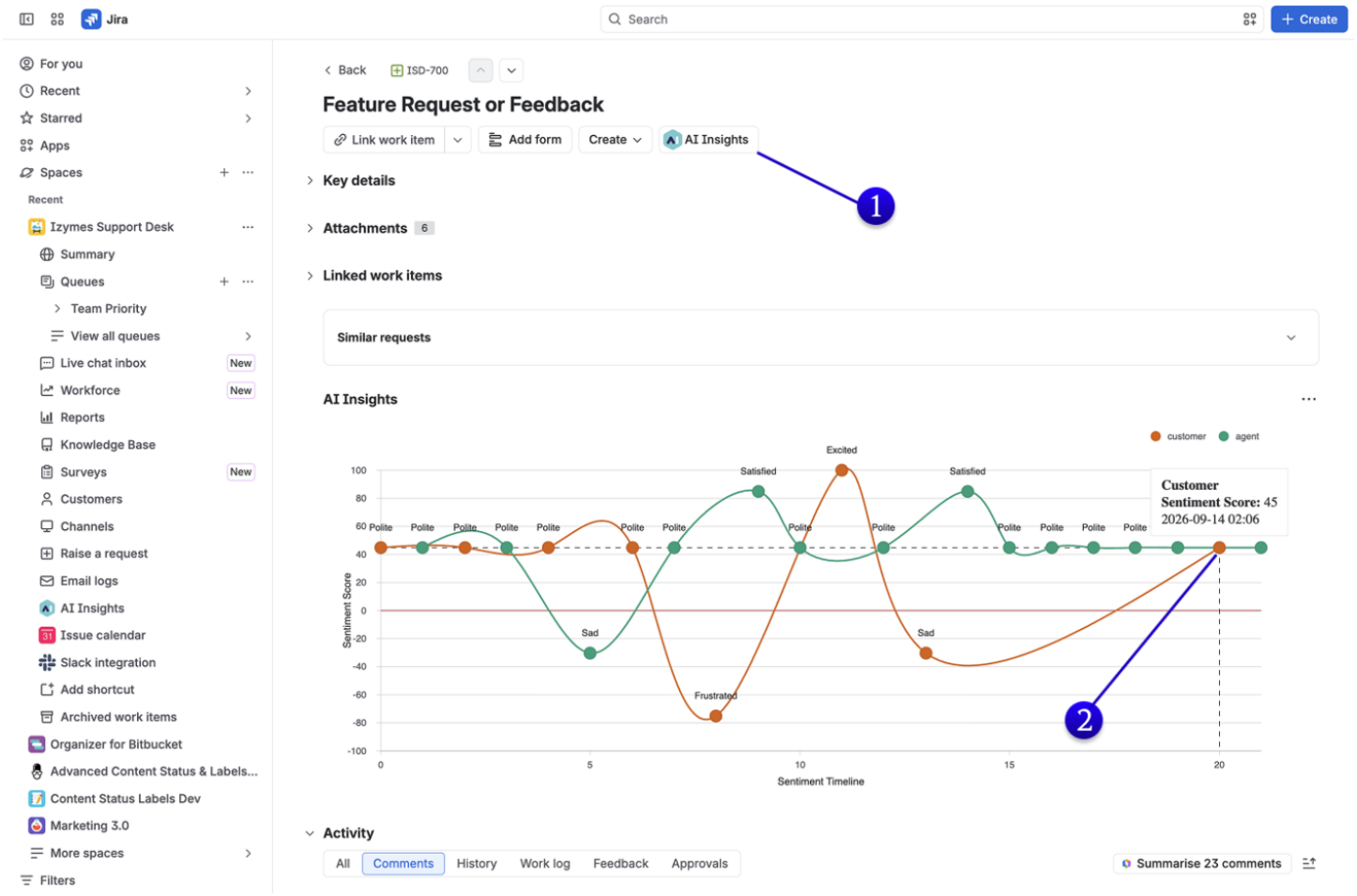
Feature Guide AI Insights · https://izymes.com/docs/ai-insights-track-csat-in-real-time-within-issues/

Track customer satisfaction within Jira Service Management issues.

You can track customer and agent sentiment in real-time directly inside issues. Issue summaries and issue comments are evaluated. A history of sentiments and the underlying emotional tone of conversations is recorded against the issue.

**To track sentiment within an issue:**

1. Whilst viewing an issue, open the AI Insights issue panel
2. Mouse over conversation points to reveal sentiment scores and dates
3. Utilise custom fields to display the most recent customer sentiment



Note: AI Insights may not be able to detect the sentiment or underlying emotional tone of all comments within a conversation.

Try AI Insights!