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Article comments

SaComments allow readers to give feedback on articles.

You can read comments in the public view, or if you have admin access you can also see them from the comments tab in the knowledgebase.

To add a comment:

- Open the article to read it
- On the right click on **More** icon in the float panel on the right.
- This brings up the screen to choose an action. Click on the **Add Comment** icon.
- This brings up the screen to add a comment. Type in your comment. Type it in as plain text. Do not include HTML.
- If you wish to be notified when someone else adds a comment to this article, check **Subscribe**
- Unless the system administrator has changed the settings, you will then need to type in a confirmation code. Type the code exactly as you see it. Match upper and lower case.
- Click **Send**.

Your comment is displayed beneath the article.

By default, it is displayed immediately, but this can be changed in the settings to require approval first.

Rating Comments

Users can rate articles to say whether they were helpful or not helpful.

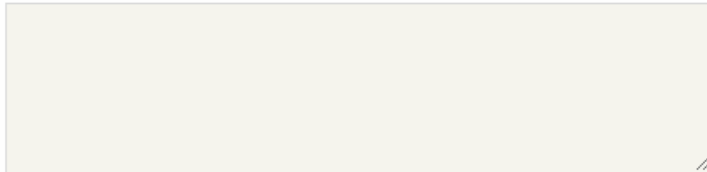
Depending on how you set your knowledgebase up, they can either rate an article as:

- Helpful/Not helpful, or
- Use a star rating system.

When a user rates an article they can also add a comment saying why they rated the article the way they did.

Thank you for your feedback!

If you would like to add a comment, please do so



Send

Cancel

These comments are emailed to the supervisor for that category, or if no supervisor is assigned, to the system administrator.

You can see these rating comments in the Admin area

- Choose the **Feedback** menu
- Select the **Rating Comments** tab

This functionality works in version 3.5 and above

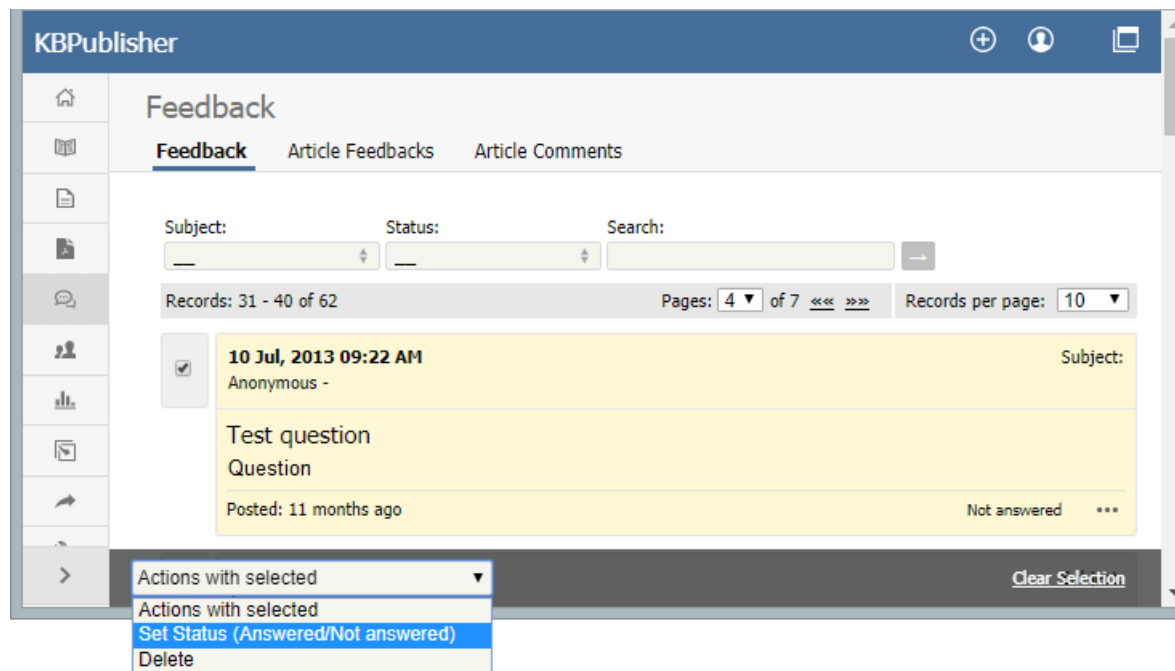
*Some functionality mentioned on this screen works in version 3.5 only or has been changed for version 4.0.
For a complete list of changed/new functionality, please see [version 4.0 release notes](#)*

Bulk update comments, rating comments and feedback

KBPublisher allows you to bulk update feedback, comments and rating comments to:

- Set a status
- Delete

You can do this direct from the **Feedback** menu, and choose the appropriate tab.



To set the status of a comment or a rating comment:

- Click on the appropriate tab
- Check one or more comment to update
- Choose the appropriate action from the drop down list of **actions with selected**
- This brings up further options to select from according to the action chosen. Choose the appropriate selection
- Click **OK**.

Note:

- Bulk actions available depend on your user access.
For example if your privilege does not allow you to delete comments then there is no 'Delete' action in the list of options.

