

Ask Question and Quick Response

Ask a Question

If you still cannot find the information, you can use KBPublisher's "Ask a Question" feature. As you type in the **Question / Comment** textbox, KBPublisher will display articles that might answer your question. If that list doesn't provide the answer you're after, click **Send** to email your question to the knowledgebase administrator. Questions can be targeted, too, so that questions will be sent to different users in your knowledgebase based on the item selected in the Subject dropdown box.

For more information on configuring recipients for Ask a Question submissions, see the following articles:

- [Set Who Receives Emails](#)
- [How Can I Route a Question Based on the Subject?](#)
- [Add New Feedback Subject](#)

Quick Response

By "connecting" your contact form with your knowledge base, your visitors can get instant answers to questions that they would normally send you via email.

If a user clicks on **Ask a question**, when they start typing their query into the **Question/Comments** field, KBPublisher checks what they are typing and searches for articles that may answer the question.

It presents the five best matches at the bottom of the screen under a heading called 'Do these answers help?'

The five articles returned change as the user types more words.

The screenshot shows the KBPublisher interface. At the top is a blue header with the KBPublisher logo, a search icon, and a 'Sign in' button. Below the header is a navigation bar with tabs: Knowledgebase, News, Downloads, Glossary, Ask a Question (selected), and a menu icon. The main content area is titled 'KB Home / Ask a Question' and 'Ask a Question'. It contains a form with the following fields: Name (John), Email (empty), Subject (Default / Not sure), Title (User Role), and Question / Comment (How to create new user role?). There is also an Attachment field with a 'Browse...' button. A red arrow points to the 'Question / Comment' field with the text 'Start typing your question here'. Below the form, a green box titled 'Do these answers help?' contains the text 'We have found some articles in our knowledge base that might help to answer your question:'. Below this, a yellow box displays five suggested articles: 'Create new user role', 'User Manual -> Users -> Roles', 'User roles', 'User Manual -> Users -> Roles', and 'Add a user'. A red arrow points from the 'Do these answers help?' box to the suggested articles. At the bottom of the form are 'Send' and 'Cancel' buttons. The footer of the page says 'Powered by KBPublisher (Knowledge base software)' and has an RSS icon.

KBPublisher

Knowledgebase News Downloads Glossary Ask a Question ...

KB Home / Ask a Question

Ask a Question

Name: John

* Email:

* Subject: Default / Not sure

* Title: User Role

* Question / Comment: How to create new user role? Start typing your question here

Attachment: Browse...

Do these answers help?
We have found some articles in our knowledge base that might help to answer your question:

Create new user role
... Role ...
User Manual -> Users -> Roles
User roles
... Role ...
User Manual -> Users -> Roles
Add a user
... To add a new user Click on the Users menu ...

Send Cancel

Powered by KBPublisher (Knowledge base software)

Turning off quick response

This option can be turned off in Settings if you prefer a basic feedback form without this feature.

- Go to **Admin Area**
- Click on the **Settings** menu
- On the **Common** tab, under **Feedback**, uncheck **Enable 'quick response'**.

Article ID: 131

Last updated: 21 Jul, 2019

Updated by: Cherevko J.

Revision: 3

KBPublisher 8.0 Knowledge Management Handbook -> Feedback -> Ask Question and Quick Response

<https://www.kbpublisher.com/kb/entry/131/>