

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 for asking a question. The form includes fields for Name (John), Email, Subject (Default / Not sure), Title (User Role), and Question / Comment (How to create new user role?). A red arrow points to the question field with the text "Start typing your question here". Below the form, a green box titled "Do these answers help?" contains a list of 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 text "And the Knowledgebase brings up possible articles that might answer your question." to the list of articles. The form also has a "Browse..." button for attachments and "Send" and "Cancel" buttons at the bottom.

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

User Manual v7.0 -> Feedback -> Ask Question and Quick Response

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