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Feedback

How feedback works on KBPublisher.

Optimizing Knowledge Systems Through User Feedback

Users can contact the knowledgebase by sending a feedback request. They can use the feedback form to ask questions, provide general feedback or even to suggest updates.

Different subjects can be emailed to different moderators.

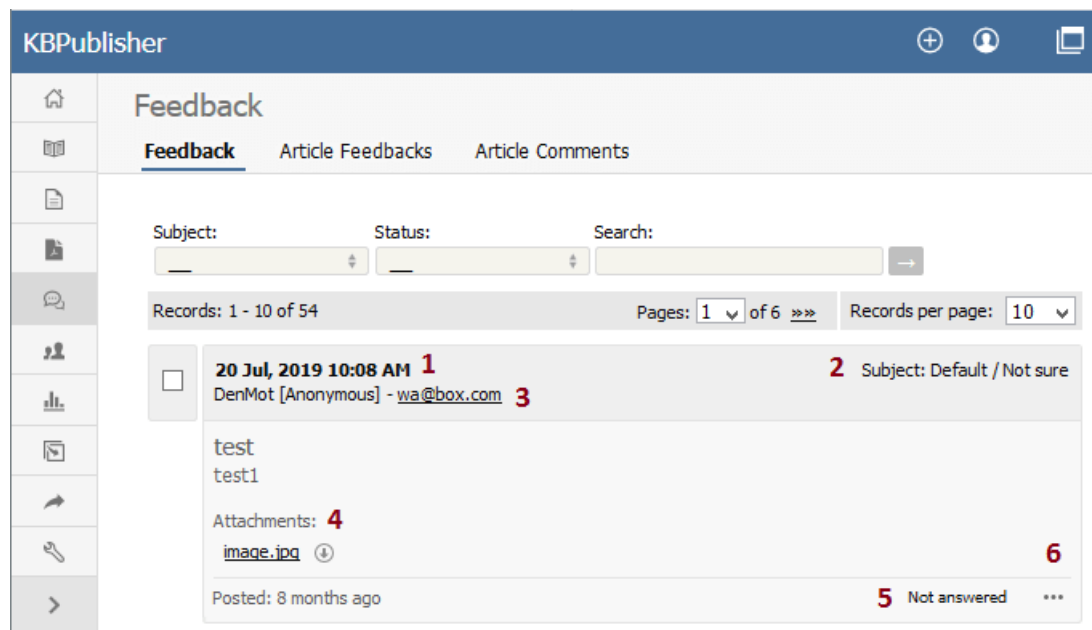
The feedback request also provides a 'Quick Response' answer. As the user types their question, KBPublisher searches for articles appropriate to the words typed and brings back the five articles most likely to match the query. If the answer is in one of the listed articles, the user doesn't have to send the query at all. They can simply click on the article instead.

The request is sent to an email address defined in the settings.

The person who receives the email can:

- Reply by email, or
- Publish the feedback to the knowledgebase as an article, or
- Both reply and publish.

A user with administrator, moderator or editor access can view the feedback by clicking on the **Feedback** menu.



This brings up a list of the feedback that users have sent.

1. The date and time the user sent the feedback.
2. The subject area the user chose from the list of subjects when they sent the mail. The person reading the mail may also change the subject.
3. Username and Email of the user who has sent the feedback.
4. Attachments shows files the user has attached with their feedback.
5. The status of the feedback shows if an answer has been sent to the user or not.
6. When clicking the [...] icon, the menu with the following commands opens:
 - Click **Details** to view the history of messages sent to this feedback. The command is available only for a feedback with the *Answered* status.
 - Click **Create An Article** to add a new article based on this feedback to the knowledge base. A screen for creating a new article opens when selecting the command.
 - Click **Set status - Answered** to change the feedback status from *Not answered* to *Answered*.
 - Click **Set status - Not answered** to change the feedback status from *Answered* to *Not answered*.
 - Click **Answer** to reply to the user by email.
 - Click **Delete** to delete the user feedback.

It is quite common to both answer the user by email and then post to the knowledgebase. For example a user might ask a question that you think deserves to be a knowledgebase article, so you write the article and then email the user back to say that the answer is now on the knowledgebase.

The templates for the initial email and the reply are controlled in the settings.

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 'Ask a Question' 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 for Knowledgebase, News, Downloads, Glossary, Ask a Question, and a menu icon. The 'Ask a Question' tab is active. The main form area has a breadcrumb 'KB Home / Ask a Question' and a title 'Ask a Question'. The form fields are: Name (John), Email (empty), Subject (Default / Not sure), Title (User Role), and Question / Comment (How to create new user role?). An attachment field with a 'Browse...' button is also present. 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:'. A yellow box below this displays five suggested articles: 'Create new user role', 'Role', 'User Manual -> Users -> Roles', 'User roles', 'Role', 'User Manual -> Users -> Roles', 'Add a user', and 'To add a new user Click on the Users menu ...'. 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 includes 'Powered by KBPublisher (Knowledge base software)' and a logo.

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'**.

Reply to feedback from a user

There are two ways to reply to emailed feedback from a user.

The first is to click on the link supplied in the email:

- Click on the link after **Read and respond to this message at** in the email
- This brings up a mail template for you to reply to.

Or you can do it from the feedback option:

- Click on the **Feedback** menu
- Click the Options icon under **Actions** to display the dropdown list, and then click **Answer**
- This brings up a mail template for you to reply to

Once the email template is open:

- Type your answer in the **Answer** section
- Click **Send**
- You return to the Feedback screen. The answered box is checked.

Add an article as a result of user feedback

Sometimes, feedback from a user generates an idea for another article.
You can create this article direct from the feedback page.

- Click on the **Feedback** menu.
- Click the [...] icon in a user feedback to display the dropdown list, and then click **Create An Article**.
- This brings up a new article screen for you to start creating the new article. The text in the email is listed in the article title.
- [Create the article](#) as you normally would and save it.

Add New Feedback Subject

You can create your own feedback subjects:

- From the **Tools** menu choose the **Lists** tab
- Click on **Feedback Subject**
- Choose **Add New**

You must include:

- A **title**. This is the subject the user picks from the drop-down list of subjects when they are sending feedback.

You can also add:

- A **description**, which is an explanation of what this subject is used for.
- A **supervisor**. This allows you to determine which user will receive feedback for this subject. If you do not assign a supervisor, then the email assigned to receive Support email will get the feedback. To assign the supervisor click on the **Add New** icon, find the person you want to receive the emails, and click **Assign**. You can add more than one supervisor. Each person on the list will receive the emails.
- Choose a **color** that will be associated with this feedback subject.
- The **order** this item is in the list of feedback subjects. This defaults to *1*, which places the new type at the top of the list.
- Whether or not the feedback subject is **active**. If the subject is not active, then the user will not be able to choose this as a subject.

Lastly

- Click **Save**.

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.

The article comments screen explained

The **Article Comments** screen displays a list of the comments users have added to articles.

To get to this screen:

- Select the **Feedback** menu
- Click on the the **Article Comments** tab.



1. The **Status** drop-down list allows you to filter comments by whether they have been published or are unpublished.
2. Use the **Search** field to search for specific text in the comment.
3. Once you have changed the status or typed in a search command, use the [→] button to get the results back.
4. The records line contains information about how many comments are displayed here, how many pages there are in the list, and the number of records per page. You can use this to move through the list of comments.

Information shown for each comment includes:

5. The date and time the comment was posted, plus a name and email of the user who posted the comment.
6. The first 200 characters of the comment are displayed initially. If there are more than 200 characters, this will be shown by '... more' at the end. You can click on 'more' to display the full comment.
7. The title of the article for which the comment was made, plus the total number of comments for this article.
8. The status of the comment. Articles can be published or not published.
9. When clicking the [...] icon, the menu with the following commands opens:
 - **Article details** opens detailed information about the article for which the comment was made.
 - **Set Inactive/Set Active** changes the status of the comment.
 - **Edit** allows you to edit the user comment.
 - **Delete** is used to delete the comment.

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](#)*

The rating comments screen explained

The **Article Feedbacks** screen displays a list of the comments users have added when they rated an article 'Helpful / Not helpful'.

To get to this screen:

- Select the **Feedback** menu
- Then click on the **Article Feedbacks** tab.



1. The **Status** drop-down list allows you to filter the rating comments list by a single status, such as *New*, *Ignore*, *In progress*, *Processed*.
2. Use the **Search** field to search for specific text in rating comments.
3. Once you have changed the status or typed in a search command, use the [→] button to get the results back.
4. The records line contains information about how many rating comments are displayed, how many pages there are in the list, and the number of records per page. You can use this to move through the list of rating comments.

Information shown for each article includes:

5. The date and time the feedback was posted, plus a name and email of the user who made the comment.
6. The first 200 characters of the comment are displayed initially. If there are more than 200 characters, this will be shown by '... more' at the end. You can click on 'more' to display the full comment.
7. The title of the article about which the comment was made, plus the total number of rating comments for this article.
8. The current status of the comment is shown as a color. Red denotes a new comment, yellow denotes in progress (the article is being reviewed), blue denotes that the article is currently being updated, and grey denotes a comment that you have chosen to ignore. (You can change the statuses and the colors from the **Settings** menu, **Lists** tab.)
9. When clicking the [...] icon, the menu with the following commands opens:
 - **Article details** opens detailed information about the article for which the comment was made.
 - **Set status** changes the current status of the comment.
 - **Edit** allows you to edit the comment.
 - **Delete** is used to delete the comment.

This functionality works in version 3.5 and above

