## **Managing Comments**

🖹 90 🔕 Gurjeet Kaur 🛗 August 4, 2017 🖿 Comments

Article Comments Screen - You can moderate the comments posted by users through the admin panel. Comments are categorized into two types:

- 1. Pending Comments: These comments need superuser's approval before being listed on the article page.
- 2. **Approved Comments:** Once the pending comments are approved by the superuser, they are listed in approved comments.

To view this screen, Click on "**Pending**" link under "**Comments**" section in left navigation bar. It consists of columns which are explained as below:

	Pending Comr	ner	nts					YOU ARE	HERE:	Dashboard / A	Articles
View an perform	nd manage user submitte n various actions on com ending • Approved	d com ments	ments on articles in yo s such as approve/disa	our kr pprov	nowledgebase. P ve, edit or delete	review them.	a comr	nent by clicking c	on the i	its title. You ca	n
Show	10 - entries							Select Bulk Act	tion	~ App	oly
ID 🔻	Comment	\$	Posted on Article	\$	Posted By	\$	(	Commented On	\$	Actions	
11	♀ Now i can solve dire based problems easily.	ction	Directions		Gurjeet Kaur		Jul 29	9, 2016 at 11:24 A	M	🗲 Actions 🗸	
10	Q It was a helpful artic	de.	Number series		Gurjeet Kaur		Jul 29	9, 2016 at 11:10 A	M		
Display	ying 1 to 2 of 2 records							First 🔇	Page 1	lof1• >	Last

ID: This column displays the unique serial ID of comment in the database.

Comment: This column displays the comment posted by the reader. You can click on the comment to view it.

Posted On Article: This column shows the title of an article on which the comment is posted. You can click on it to preview the article.

**Posted By:** This column displays the name of the person who posted the comment. You can click on the name to send an email to a user.

Commented On: This column displays the date and time when the comment was posted.

Actions: This column contains actions that can be performed on a comment.

**Edit** - Click to modify the comment. Public users generally commit typing or grammatical mistakes while posting a comment. In that case, Admin users can edit the name, email address, comment or comment status. **Edit Comment** page will be displayed as shown in the screenshot below:

Edit Comment -	English	Language drop-down list
Name *	Gurjeet Kaur	
Email Address *	admin@example.com	
Comment *	Thank you for sharing the content.	
		/_
Comment Status	Approved	
Comment Status	Pending	
	- Tending	
	Save Changes Cancel	

Click "Save Changes" button to save the changes you have made or you can click on "Cancel" button to abandon the process.

Approve/Disapprove - Click to approve or disapprove a pending or approved comment respectively.

You can perform the same action on more than one comment using "Select Bulk Action". For this, mark the check boxes corresponding to the comments on which operation is required and then, select action from select bulk action drop-down and click "Apply" button. Click on "Approved" link under "Comments" section to view the approved comments. The columns are same as in pending comments section.

## **Manage Comment Settings**

Click on "Manage Settings" link under Tools section of left navigation bar to manage comment settings. This section is further divided into sub-sections to categorize the settings properly.

By default, 'General settings' page is displayed. Click on "**Article**" tab and then navigate to "**Article Features**" section to manage the comment settings. All the settings related to comments are as shown in the screenshot below:

Enable Article Comments?	Yes	
Order of Comments	<ul> <li>Latest on Top</li> <li>First On Top</li> </ul>	
Auto Approve Comments?	Yes	🖺 SAVE
Send Approval Notification?	Yes	
Email Privacy Protection	Yes	
Pending Comment Notification?	Yes	

Enable Article Comments?: If enabled, users are allowed to comment on the article.

Order of Comments: If you want that recently posted comments appear a the top, check Latest On Top option else, choose First On Top option.

Auto Approve Comments?: If enabled, the knowledge base will auto approve the comments posted by users and makes them visible to the user immediately. Otherwise, comments need to be approved by either the superuser or editor.

Send Approval Notification?: If it is checked, users will receive a notification on approval of his comment.

Email Privacy Protection: If checked, it will not create an email link on user's name in front-end.

Pending Comment Notification ?: If enabled, Superuser will receive a notification to approve a newly posted comment. The

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setting would be effective only when the Auto Approve Comments setting is disabled.

Click on "Save" button to save the changes made in the comments settings.

## **Custom Fields**

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: https://www.phpkb.com/kb/article/managing-comments-90.html