



Comments reporting

Last Modified on 04/03/2024 1:12 pm EDT

View and moderate all comments your knowledge base has received.

All comments left on your knowledge base will go to **Reporting > Comments**.

Comments

Awaiting Approval Search by content, article, or poster...

[Approve](#) Comments per page: 20 [50](#) [100](#)

<input type="checkbox"/> Comment	Article Commented On	Status	<u>Date Submitted</u> ▲	Submitter
<input type="checkbox"/> La la la we leave comments	Apple	Pending	Kate Sassypants 08/23/2021 2:00 pm EDT	
<input type="checkbox"/> I comment, you comment, we all comment	Apple	Pending	Kate Sassypants 08/23/2021 2:08 pm EDT	

Unless you've checked the box to Auto Approve comments (**Settings > Comments**), all comments must be moderated.

You can use the dropdown in the upper left to show comments by status:

- **Awaiting Approval:** shows only new comments that need to be approved/deleted
- **Approved:** shows comments that have already been approved
- **Deleted:** shows deleted comments
- **All Comments:** shows all comments, regardless of status

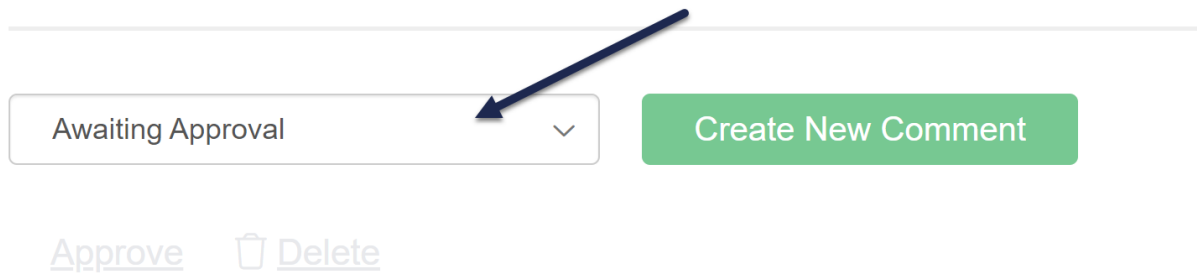
See below for information on approving and deleting comments.

Approve or delete comments

To view, approve, or delete comments submitted to your knowledge base:

1. Go to **Reporting > Comments**.
2. Use the dropdown near the top of the page to filter to the comments **Awaiting Approval**.

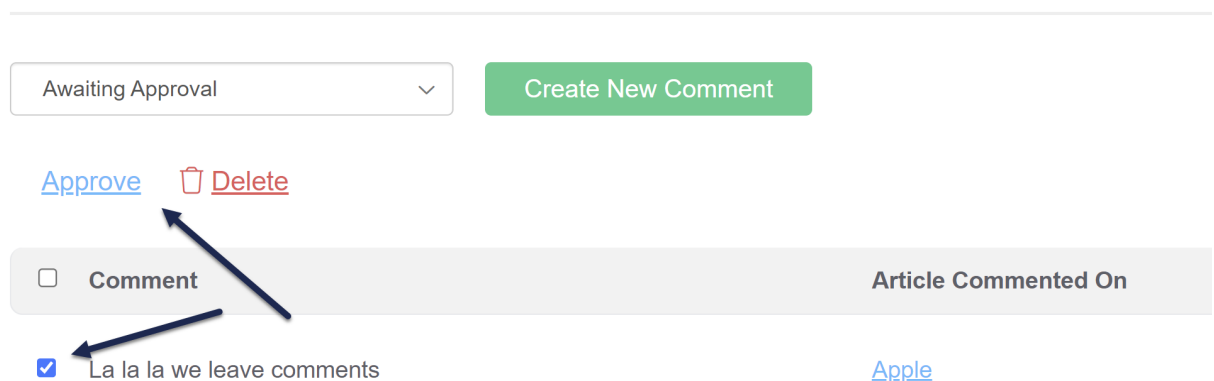
Comments



Be sure the Awaiting Approval is selected in the upper left

3. Check the boxes to select individual comments and then use the **Approve** or **Delete** links at the top to approve or delete the selected comments.

Comments



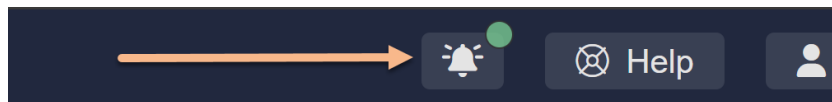
Sample comment approval

Approved comments will be visible to [readers with the appropriate permissions](#). Deleted comments are [stored but not shown](#).

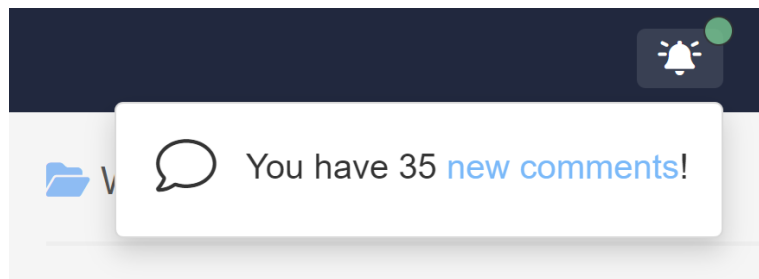
How do I know when there are comments pending approval?

There are two ways you'll know about new comments:

- You'll see a green dot in the notifications area in the KnowledgeOwl banner.



If you click on the bell icon, a message will tell you how many comments you have, and you can click the **new comments** link to jump directly to **Reporting > Comments**:



- If you've enabled email notifications for comments in **Settings > Comments**, the email address(es) you've added will receive an email based on the **Email frequency** you've selected. See [Enable and configure comments](#) for more details.

Only [approved comments](#) will show in your knowledge base.

Who can view, approve, and delete comments?

The default [Writer and Editor](#) roles have the power to view, approve, and delete comments.

With [custom roles](#), you can get more detailed and allow a role to do one or more of the following:

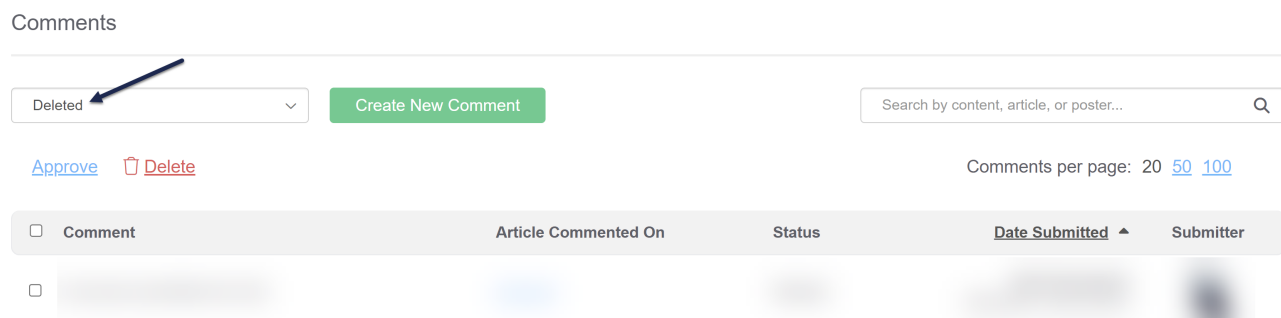
- Create new comments
- Approve submitted comments
- Delete submitted comments

See [Available custom role permissions](#) for more options with custom roles.

What happens when I delete a comment?

When a comment is deleted, it gets moved to the Deleted filter in **Reporting > Comments**.

You can view all deleted comments by selected the Deleted filter near the top of the page.



View deleted comments by selecting the Deleted filter in the upper left

You can still [Approve](#) deleted comments to restore and approve them.

If you'd like comments permanently deleted from your account, [contact us](#) .