# Comments reporting

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**Reporting > Comments** displays all comments left on your knowledge base:




Unless you've checked the box to **Auto Approve** comments in **KB settings > Comments**, all comments must be approved to be visible in your live knowledge base.

Use the dropdown near the top of the page to select your comments filter:

- **Awaiting Approval:** Shows only new comments that need to be approved or deleted.
- **Approved:** Shows comments that have already been approved.
- **Deleted:** Shows deleted comments, which can still be approved.
- **All Comments:** Shows all comments, regardless of status.

Refer to the resources below for information on approving and deleting comments.

## View 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.

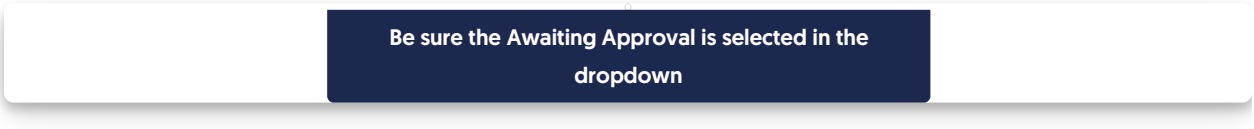
## Approve or delete comments

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

1. Go to **Reporting > Comments**.

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2. Use the dropdown near the top of the page to filter to the comments **Awaiting Approval**.




3. Check the boxes to select individual comments and then select the **Approve** or **Delete** link to perform that action.




Approved comments will be visible to readers with the appropriate permissions. Deleted comments are stored but not shown.

## 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 you delete a comment, 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.




You can still Approve deleted comments to restore and approve them.

If you'd like comments permanently deleted from your account, contact us.

## Create a CSV export of your Comments report

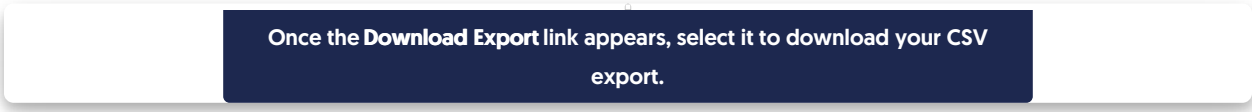
To help you review comments, analyze them for trends, or do some kind of reporting on them, generate a CSV export of your Comments report.

The CSV export will grab the complete list of comments for the current filter and search terms, even if it spans multiple pages.

To generate an export:

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1. Go to **Reporting > Comments**.
2. Select the filter from the dropdown at the top that best matches the comments you wish to export. Choose from:
    a. **Awaiting Approval**: Shows comments with a **Pending** status only. Refer to Comments moderation overview for more information.
    b. **Approved**: Shows comments with an **Approved** status only. These comments are visible in your live knowledge base.
    c. **Deleted**: Shows comments with a **Deleted** status only.
    d. **All Comments**: Shows all comments regardless of status.
3. To further refine this filter, enter a **Search** word or phrase. You can enter words or phrases that appear in the **Comment**,
   **Article Commented On**, or **Submitter** name or email address.
4. Once you have the comments list set the way you'd like, select **Export Comments to CSV**.
5. Once the CSV generates, select **Download Export** to download the CSV export:




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