Comments feature overview

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One of the keys to improving your documentation is to get feedback from your readers.

If you use **Comments** in your knowledge base, readers can submit freeform text comments on your articles and categories. Sometimes this might be to ask questions not answered by your documentation, or to correct typos or incorrect information.

These comments trigger notifications in app.knowledgeowl.com. You can also send them as emails to one or more email addresses of your choice, either for every comment submitted or in a digest at a set interval.

You can control whether comments are immediately displayed in the content or whether they must be approved to be displayed. Using approval means you can vet the comments before publishing them--or you can choose to never approve anything, so the comments remain a quiet/unseen feedback loop you can respond to and handle without publishing publicly.

Approved comments display below the comments box, like this (or head to Nat'l Moldy Cheese Day bugfixes to view the comment yourself):



Start using comments

Comments are turned on in all new knowledge bases by default, so you don't need to turn anything on to use them.

To decide how you want to be notified of new comments or whether they should require approval before displaying, review the resources in Set up comments. To learn more about using moderation and approval with comments, refer to Moderate and approve comments.

To change all comments-related placeholder, prompt, and button text used with comments, go to **Customize > Default text > Article**. Refer to Customize default text for more information on using this feature and Customize Article text guide for details on the text strings you can customize here.

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