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.