

# Comments Section

- [1. Comments Section: Overview](#)
- [2. Use Cases](#)
- [3. List of Pages](#)
- [4. List of Comments](#)

# 1. Comments Section: Overview

The Comments section in Wifox Business Content Solution provides a powerful interface for managing user feedback across different content pages. It enables administrators to view, moderate, rate, and evaluate user-submitted comments, helping maintain content quality and user trust.

This section is ideal for platforms that include public interaction or reviews, allowing full control over user-submitted content with moderation, rating, and detailed evaluation tools.

The following sections are available in the Comments module:

- [List of Pages](#)
- [List of Comments](#)

# 2. Use Cases

## **Use Case 1: Public Review Moderation**

Administrators regularly check the comments submitted by users to ensure they align with platform standards. Using the List of Comments, they review unmoderated submissions, approve helpful ones, and reject or delete inappropriate or spammy content. This ensures only relevant and respectful feedback is shown publicly.

## **Use Case 2: Identifying Popular Pages**

By checking the average ratings and comment counts in the List of Pages section, admins can identify which pages are receiving the most engagement. This helps the team focus on promoting or updating the most viewed and interacted-with content.

## **Use Case 3: Tracking User Sentiment**

Evaluations such as Security, Support, Usability, and Withdrawal are used to analyze user sentiment about a product or service. These detailed sliders, along with advantages/disadvantages fields, allow organizations to gather insights and make improvements based on real user feedback.

## **Use Case 4: Cleaning Up Irrelevant Comments**

Occasionally, admins use the List of Comments to find low-quality or irrelevant submissions. With the delete function, they quickly remove these to maintain content quality and prevent clutter in the comment section.

## **Use Case 5: Editing and Correcting Submitted Comments**

If a submitted comment includes a formatting issue, sensitive information, or a typo, the admin can edit the content instead of deleting it. This preserves useful feedback while ensuring clarity and compliance with platform standards.

## **Use Case 6: Investigating Low-Rated Content**

When a page has a low average rating, administrators can drill down into the specific comments using the List of Comments section to understand the reasons. This often leads to improvements in the content or services offered.

# 3. List of Pages

The **List of Pages** section provides an overview of all content pages that have received comments. It allows administrators to monitor where comments are being posted, how many require attention, and manage these entries quickly.

## Key Columns in the List of Pages Table

- **ID** - Unique identifier of the page.
- **Rating** - Average user rating for that page based on submitted comments.
- **Title** - The title of the content or page.
- **URL** - The source link or address where the comments are posted.
- **Total** - Total number of comments submitted for the page.
- **Waiting** - Number of comments pending moderation.
- **Actions** - Delete icon to remove a page's comment data if necessary.

## Steps to Use the List of Pages Section

### Step 1: Access the Section

Navigate to **Comments** → **List of Pages** in the left-hand menu.

### Step 2: Review Comment Activity

Check each row to see:

- How many total comments exist.
- How many are waiting for moderation.
- The average rating provided by users.

### Step 3: Search and Filter

Use the search icons at the top of columns (ID, Title, URL) to locate a specific page quickly.

### Step 4: Delete a Page's Comment Data (if needed)

Click the **Trash icon** in the Actions column to delete comments associated with that page. Confirm the deletion to proceed.

# 4. List of Comments

The **List of Comments** section displays individual user-submitted comments, including all relevant details. This is where administrators can view, edit, approve, deny, or delete each comment manually.

## Key Columns in the Comments Table

- **Page ID** – The page to which the comment belongs.
- **Comment** – The full text of the user’s comment, often including the user’s email.
- **Rating** – Star-based rating submitted with the comment.
- **Creation Date** – Date and time the comment was submitted.
- **Actions** – Icons for approving, editing, or deleting the comment.

## Steps to Use the List of Comments Section

### Step 1: Access the Section

Navigate to **Comments** → **List of Comments** in the left-hand menu.

### Step 2: Review Comments

Scroll through the list to view unmoderated comments. You’ll see full comment content and ratings at a glance.

### Step 3: Moderate or Manage Comments

In the **Actions** column, use:

- Checkmark to **approve** the comment.
- Pencil icon to **edit** the comment details.
- Trash icon to **delete** the comment permanently.

## Editing a Comment

Clicking the **Edit** icon opens a detailed moderation form. Here’s what you can manage:

**User Name & Email** – View who submitted the comment.

**Date** – Adjust the creation date if needed.

**Rating** – Modify the star rating (1–5 stars).

**Moderation Status** – Choose between:

- **Pending** – Awaiting moderation.

- **Approved** - Visible on the platform.
- **Denial** - Hidden or rejected.

**Evaluation Sliders** - Rate the content across specific metrics:

- Security
- Support
- Usability
- Withdrawal

**Advantages & Disadvantages** - Optional fields to describe the pros and cons mentioned in the comment.

**Comment Field** - The full comment text can be edited directly.

**Submit the Changes:** Once all updates are complete, click **Submit** to save the changes and update the moderation status.