

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.

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