



Knowledge Feedback

For Lightning Experience



[@salesforcedocs](https://twitter.com/salesforcedocs)

Last updated: April 21, 2023

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ABOUT THIS GUIDE

The Lightning Knowledge Feedback app provides the ability to create feedback for Lightning Knowledge articles. The Feedback app is available in both Lightning Experience and Salesforce Classic. This guide gives insight into the latest updates to the app, what's been added, and how it works in the Lightning UI.

EDITIONS

Available in Lightning Experience and Salesforce Classic.

- Enterprise
- Developer
- Performance
- Unlimited

USER PERMISSIONS

To install and customize the Article Quality Index App:

- “Customize Application”

To view and edit object permissions:

- “View Setup and Configuration”
- “Customize Application”
- “Manage Profiles and Permission Sets”

Overview

The Lightning Knowledge Feedback app captures user feedback on Knowledge articles from both internal staff and/or external customers who view articles in a Community. With all of the user feedback collected in one place, Knowledge users can easily improve articles for greater customer success. Organizations responsible for Article content and quality are able to make sure that feedback is handled in a reasonable time by assigning the feedback to the right people, tracking the status of feedback assigned, monitoring backlogged feedback, and tracking how the feedback was handled. You can incorporate these trends into reports to track who is managing feedback when, and how efficiently this feedback is being handled.

The updated version of the package works with the Lightning Knowledge data model. This model has a consolidated single object (named Knowledge by default) and works on the concrete objects KA and KAV, rather than Abstract Entity used in Classic Knowledge.

Lightning Knowledge must be enabled to use this package. However, Feedback can be used in Lightning Experience or Salesforce Classic interface.

Feedback can be created in two ways with this package:

- You can add a Lightning component to the Lightning Knowledge record page and/or the Community Article Detail page. Then, your users can create feedback while viewing an article. With this method, the user doesn't see the written feedback after it has been submitted.

Additionally, this component can be made visible based on specific criteria by using the conditional visibility feature in each component in App Builder. For instance, you can make it so that others, or specific people, only see the article after it has been published.

- Article Feedback records can also be created from a post in the Article Feed on a Knowledge article in the desktop app or in the Community. The post must include a specific hashtag. The default tag is #ArticleFeedback but it can be configured in your org.

Limitations

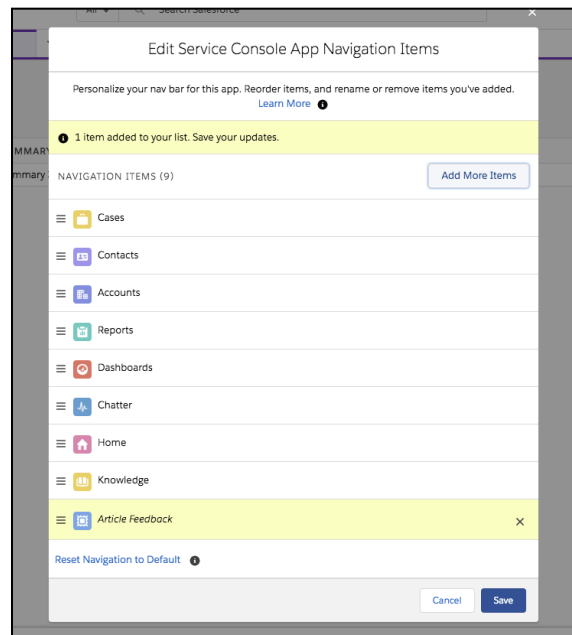
- Article Feedback records cannot be created directly from the Article Feedback record page.
- If the post or the Knowledge article that the post belongs to is deleted, the Article Feed Update field cannot be modified.
- Feed is registered when the type of the Feed Publisher is 'Record'. If the user selects 'Global,' the posts that are created are published directly in Chatter. The Parent ID of the posts ends up being the user's ID and not the Knowledge Article itself, so these types of posts are not processed in the trigger that creates Article Feedback records.
- When a Feedback record is created in the Article Feed on a translated version of the article, the master language version of the article will be displayed by default. This happens because the FeedItem (post) that is created with the hashtag lacks the necessary information to retrieve the translation language of the Knowledge Article.

- The Article Rating and Feedback component provided in the package works in the Knowledge Lightning Record Home page and in Communities.

Install and Configure

Before installing and configuring the Knowledge Feedback App, make sure:

- Salesforce Knowledge is enabled in your org. [Learn More](#)
- Lightning Knowledge is enabled. Once enabled, you can use feedback in both Lightning Experience and Salesforce Classic, but you can only use the Article Rating component in Lightning Experience.
- (Optional) Chatter feed is enabled on articles. Feeds must be enabled if you plan to use this method to capture feedback. [More Info](#).
- In the Salesforce Apps, add the Article Feedback Object in the place you will want to access it. Access additional help in the Salesforce [help center](#).

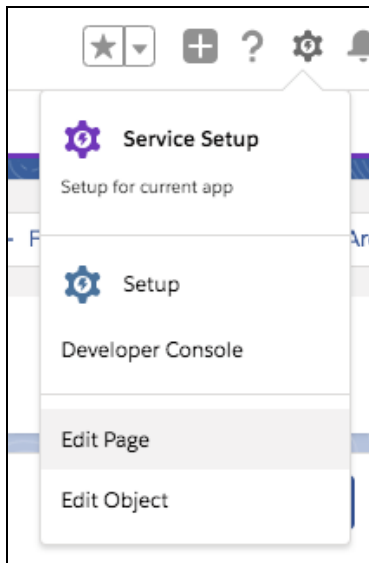


Setup Article Ratings and Feedback Lightning Web Component

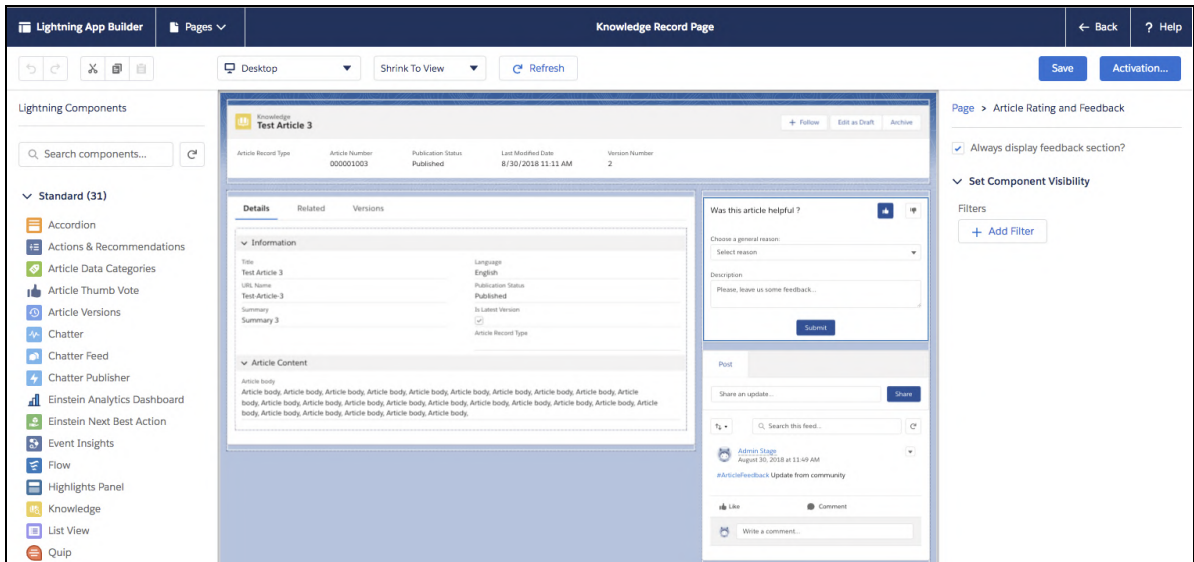
Users can submit ratings and/or written feedback for an article. For instance, if a user thinks an article was helpful, they can give it a thumbs up. If the admin opts for a feedback section, a text field can appear to provide additional written feedback.

After the package is installed, the admin needs to add the new component to the record page (or pages) where it will be used. Use the following instructions to set it all up:

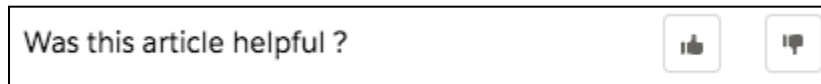
1. Go to the record page.
2. Go to **Setup > Edit Page**



3. Add the Article Rating and Feedback tool to the page in place of the standard Article Thumb Vote tool. The Article Rating and Feedback can be added in any section, including a tabbed or accordion section. If the admin only wants this feature to be exposed to certain users in specific conditions, choose Set Component Visibility and add filters.

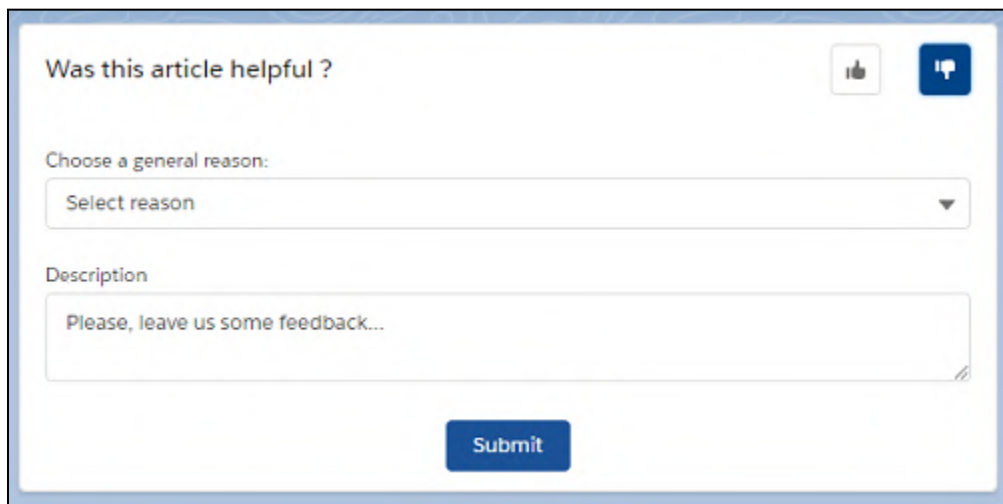


4. Next, the admin decides where the written feedback textbox will show.
 - a. If the pref “Always display feedback section?” is left unchecked, the user sees the thumbs up and thumbs down icons in the component and written feedback is not an option for the user.



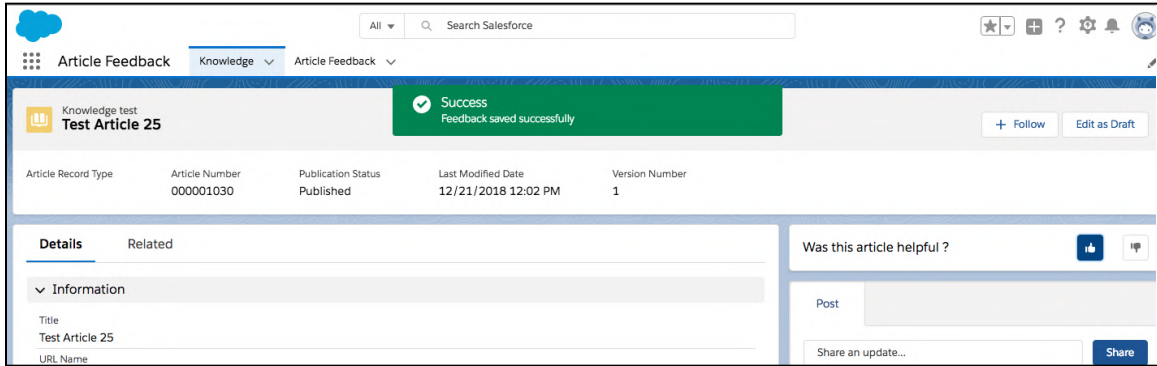
If no rating is selected, the user will not have the option to provide written feedback.

Let’s say the user clicks the thumbs down icon. A user can choose from a dropdown list and select why they believe the article is unhelpful and have the option to leave additional feedback.



- b. If the pref “Always display feedback section?” is checked, the user will always have the option to leave written feedback when choosing either the thumbs up and thumbs down icon.

If the thumbs up icon is clicked when “Make rating required?” appears, a rating is required every time written feedback is submitted.



Use Article Feedback Flow Component

Starting from version 1.11, there is a Flow Template (afl_ArticleFeedbackFlow), which recreates all the functionalities available in the Article Feedback Lightning Web Component and it can be edited and customized to meet your organization's needs.

Setup the Flow

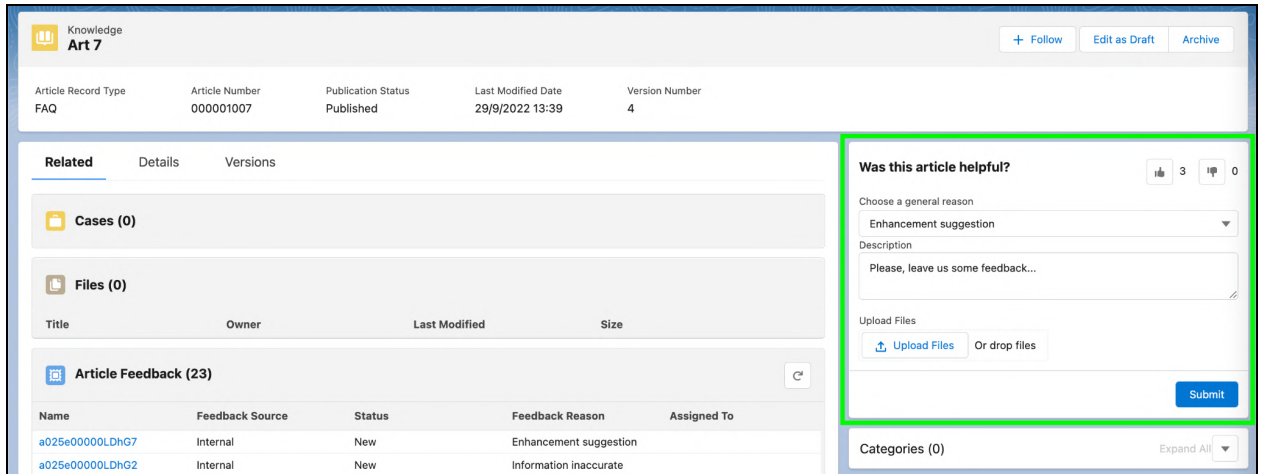
1. From Setup, go to **Process Automation > Flows**
2. Search for the **“afl_ArticleFeedbackFlow” Flow** and activate it.
3. Create a Permission Set where the **“Run Flows”** system permission is enabled and assign it to the users who will be using the Article Feedback flow component.
4. Go to the Knowledge record page and edit it.
5. Drag and drop the standard Flow component, select the **“afl_ArticleFeedbackFlow” Flow** and enable the record id option.

The screenshot displays the Lightning App Builder interface for editing a Knowledge Record Page. The main canvas shows a Knowledge record for 'Art7' with a table of 'Article Feedback' records. The 'Components' panel on the left lists various components, with 'Flow' highlighted. The 'Page > Flow' configuration panel on the right shows the 'afl_ArticleFeedbackFlow' component selected, with the 'recordId' variable set to '{Record.id}' and the 'Pass record ID into this variable' checkbox checked.

Article Record Type	Article Number	Publication Status	Last Modified Date	Version Number
FAQ	00001007	Published	29/9/2022 13:39	4

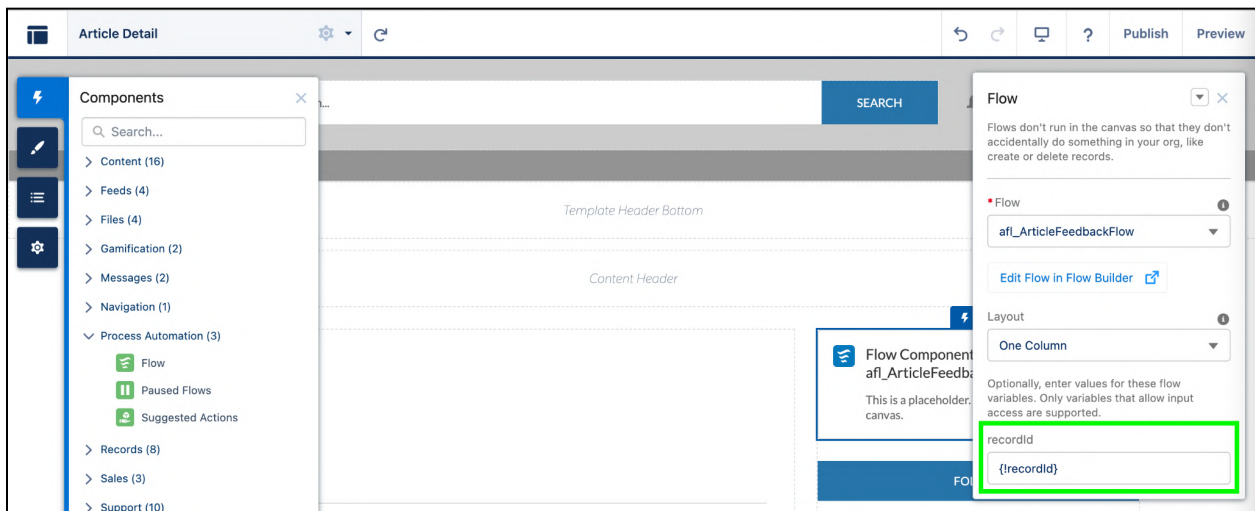
Name	Feedback Source	Status	Feedback Reason	Assigned To
#025e00000L0N67	Internal	New	Enhancement suggestion	
#025e00000L0N62	Internal	New	Information inaccurate	
#025e00000L0N6x	Internal	New	Enhancement suggestion	
#025e00000L0N60	Internal	New	Positive feedback	
#025e00000L0N68	Internal	New	Duplicate	
#025e00000L0N7Y	Internal	New	Enhancement suggestion	
#025e00000L0N4D	Internal	New	Duplicate	
#025e00000E0DCI	Internal	New	Enhancement suggestion	Carolina Larroque
#025e00000E0DCE	Internal	New	Information inaccurate	adm adm

6. Save all the changes and go back to the record page to visualize the flow.



Setup the Flow in Experience Cloud

In order to use the Flow in Experience Cloud, add the value `{!recordId}` to the record Id field.



You will also need to clone the existing flow, save it with another name and activate it. After that follow these instructions:

For every flow you want accessible to the guest user, you must provide individual access. To provide access:

1. Go to the Flows menu in your Org.
2. Locate the flow to update and, from the actions dropdown next to the flow, select *Edit Access*.
3. Select **Override default behavior and restrict access to enabled profiles or permission sets**.
4. Save your flow.

Repeat this process with any flow that you want accessible to the Guest User profile.

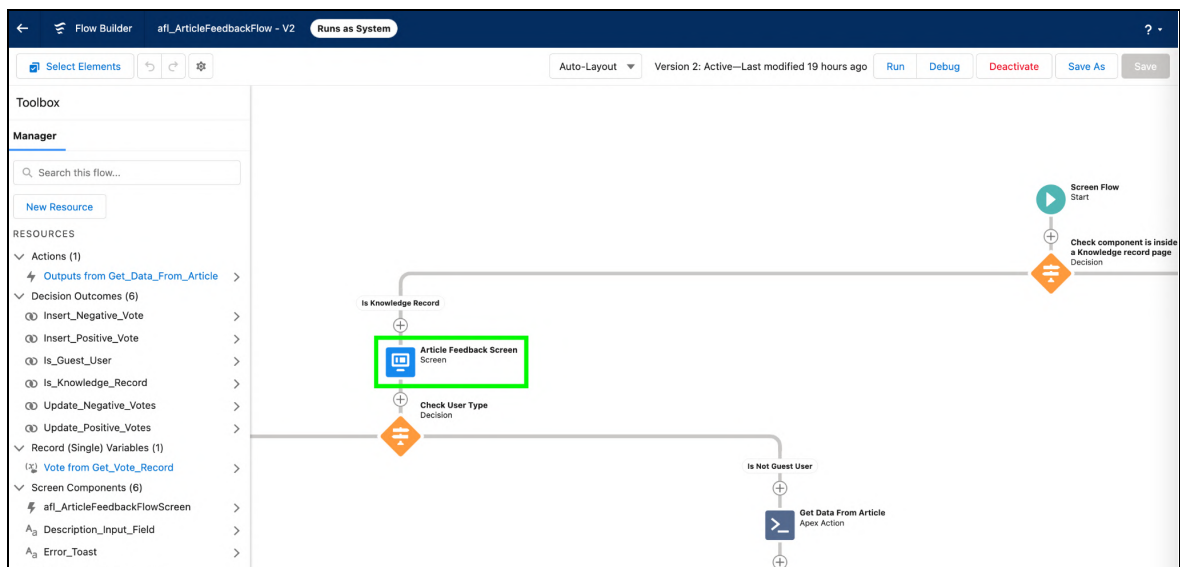
To allow guest user access from Experience Builder:

1. Go to Settings.
2. On the General tab, select the checkbox **Guest users can see and interact with the site without logging in** and then click the guest user profile.
3. Under *Enabled Flow Access*, click Edit.
4. Choose flows from the Available Flows column and add them to the Enabled Flows column.
5. Save.

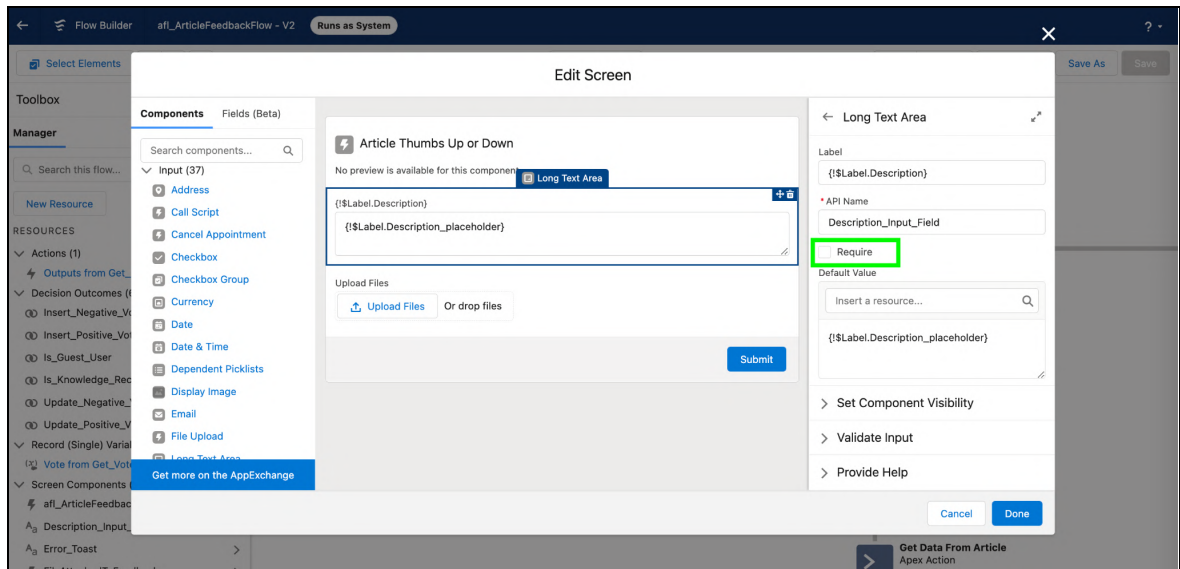
How to make the Description field required

If you'd like to make the Description field required:

1. From Setup, go to **Process Automation > Flows**
2. Edit the **“afl_ArticleFeedbackFlow” Flow**
3. Edit the Article Feedback Screen



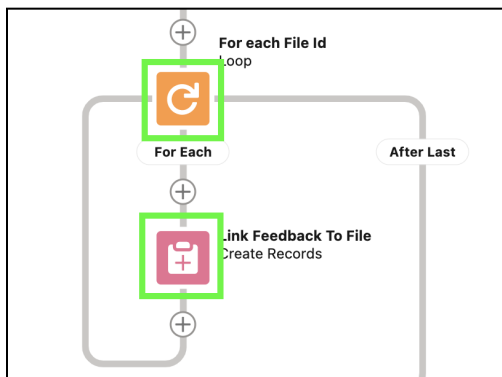
4. Select the field and mark the option “Require”



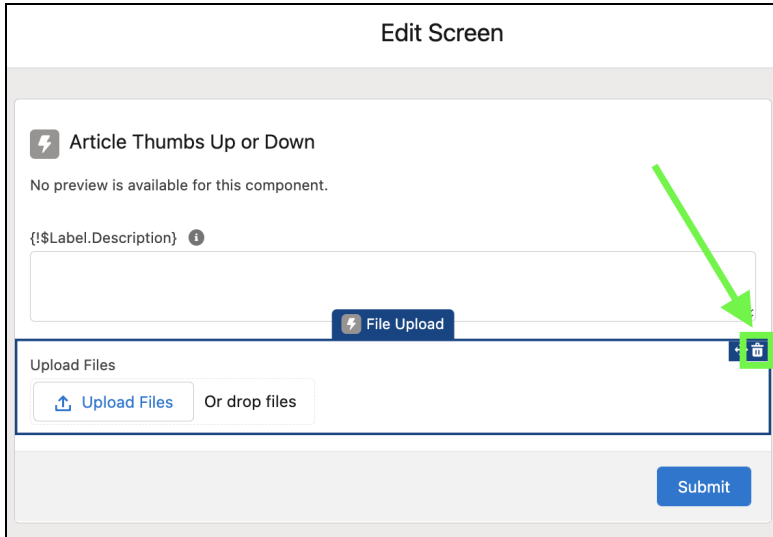
How to delete the File Upload section

If you'd like to delete the File Upload section:

1. From Setup, go to **Process Automation > Flows**
2. Edit the **“afl_ArticleFeedbackFlow” Flow**
3. Delete these two elements:



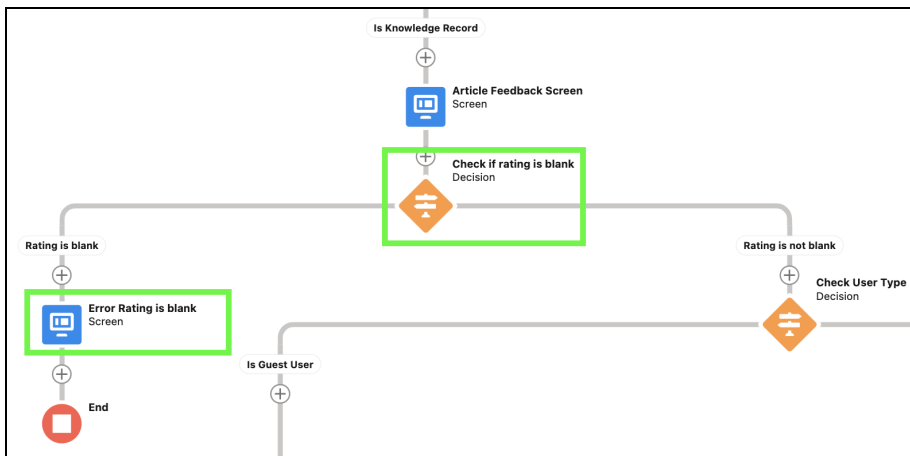
4. Edit the Article Feedback Screen and delete the File Upload component



How to make the Rating not required

If you don't want the Rating to be required:

1. From Setup, go to **Process Automation > Flows**
2. Edit the **“afl_ArticleFeedbackFlow” Flow**
3. Delete these two elements:



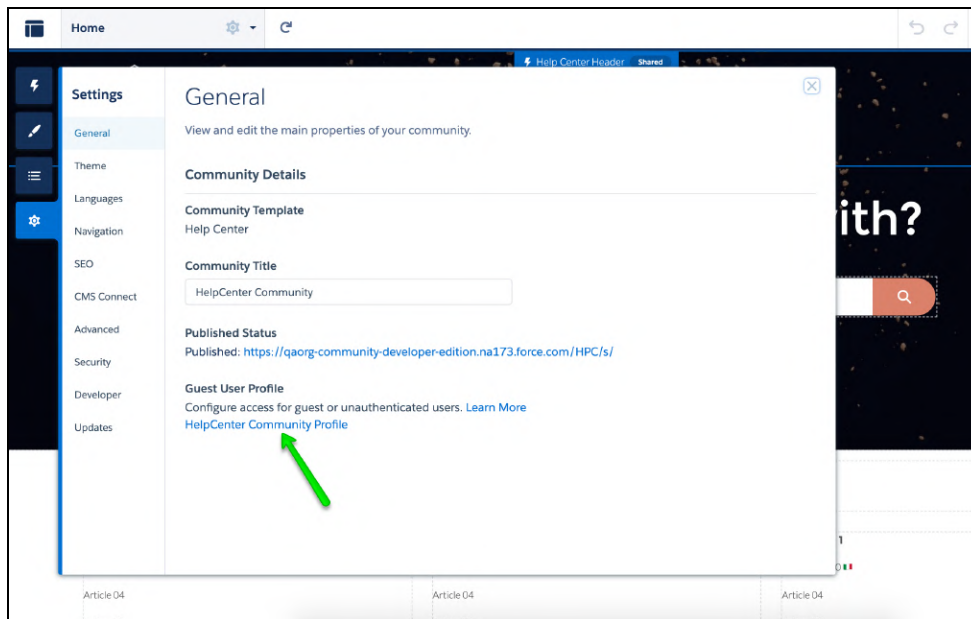
Permissions needed

For non admin users, there is a permission set named ArticleFeedback that grants all that is needed to use the tool except for Knowledge permissions.

Guest user profile

To be able to see the Feedback Reason picklist values with a Guest User profile the Admin needs to follow these steps:

1. Access the Builder page of your community
2. Go to **Settings**, then **General** and click on the Guest user profile link



3. Scroll down until you find the **Custom Field-Level Security** option. Click **“View”** next to Article Feedback.

Feedback	[View]	Product Consumption Schedule	[View]
Feedback Question	[View]	Quick Text	[View]
Feedback Question Set	[View]	Recommendation	[View]
Feedback Request	[View]	Social Persona	[View]
Goal	[View]	Solution	[View]
Goal Link	[View]	Task	[View]
Idea	[View]	User	[View]
Individual	[View]	User Provisioning Request	[View]
Custom Field-Level Security		Knowledge test	[View]
Article Feedback	[View]		
Article Feedback Values (Deprecated)	[View]		

Custom App Settings

	Visible	Default		Visible	Default
Analytics Studio (standard__Insights)	<input type="checkbox"/>	<input type="checkbox"/>	Platform (standard__Platform)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
App Launcher (standard__AppLauncher)	<input type="checkbox"/>	<input type="checkbox"/>	Work.com (standard__Work)	<input type="checkbox"/>	<input type="checkbox"/>
Article Feedback (Article_Feedback)	<input type="checkbox"/>	<input type="checkbox"/>			

Connected App Access

Ant Migration Tool	<input type="checkbox"/>	Salesforce for Outlook	<input type="checkbox"/>
CPQ Integration User Connected App	<input type="checkbox"/>	Salesforce Mobile Dashboards	<input type="checkbox"/>

4. Once inside, click **Edit** and give Read access to *Feedback Reason*, *Feedback Reason Picklist Values* and *Thumb Vote* fields. Save changes.

Article Feed Update	Long Text Area	<input type="checkbox"/>
Article Link	URL	<input type="checkbox"/>
Article Number	Text	<input type="checkbox"/>
Article Record Type	Text	<input type="checkbox"/>
Article Title	Text	<input type="checkbox"/>
Article Version	Number	<input type="checkbox"/>
Assigned To	Lookup	<input type="checkbox"/>
Community Name	Text	<input type="checkbox"/>
Created By	Lookup	<input checked="" type="checkbox"/>
Feedback from Article Feed	Long Text Area	<input type="checkbox"/>
Feedback from Rating	Long Text Area	<input checked="" type="checkbox"/>
Feedback Reason	Text	<input checked="" type="checkbox"/>
Feedback Reason (Developer Value)	Text Area	<input type="checkbox"/>
Feedback Reason Picklist Values	Picklist	<input checked="" type="checkbox"/>
Feedback Source	Picklist	<input type="checkbox"/>
Feedback Status	Picklist	<input type="checkbox"/>
Internal Notes	Rich Text Area	<input type="checkbox"/>

5. Lastly, in the **Enabled Apex Class Access** section, add the Apex Classes `afl.afl_ArticleThumbVoteCtrl` and `afl.afl_ArticleFeedbackFlowAction`.

Enabled Apex Class Access [Enabled Apex Class Access Help](#) ?

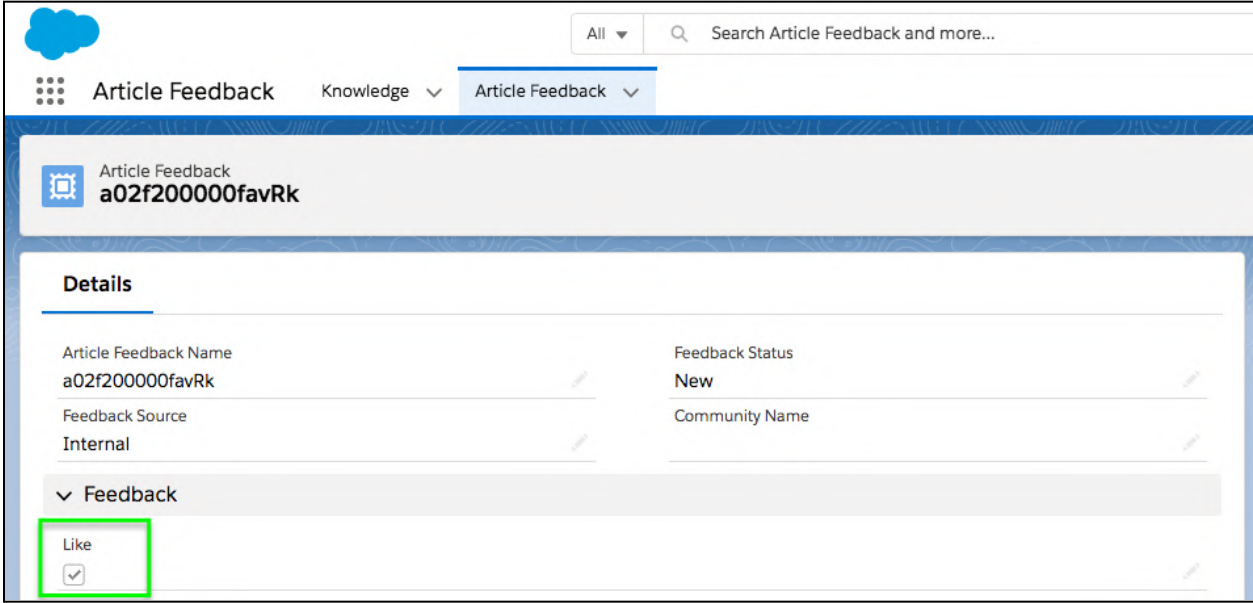
Apex Class Name	AppExchange Package Name
<code>afl_ArticleThumbVoteCtrl</code>	

Important note: From version 1.7 Guest user votes are no longer registered on the standard vote object. The positive or negative vote is only stored on the Article Feedback record.

Use Article Ratings and Feedback component

Once a user rates an article, they can leave as many comments as they'd like. They will not be allowed to give a second rating, but they can change the reason selected in the list view. A new Article Feedback record is created every time an article is either rated or commented on.

- The Like checkbox in the Article Feedback record shows the thumbs up or thumbs down rating.



- When a user selects a reason from the dropdown list, it will be tracked in the Feedback Reason field under the Article Feedback tab.

Article Feedback
a02f20000favka

Details

Article Feedback Name	a02f20000favka	Feedback Status	New
Feedback Source	Internal	Community Name	

Feedback

Like

Feedback Reason
Enhancement suggestion

- When the user leaves feedback in the text area, the written feedback is tracked in the Feedback from Rating field in the Article Feedback record.

Article Feedback
a02f20000favkL

Details

Article Feedback Name	a02f20000favkL	Feedback Status	New
Feedback Source	Internal	Community Name	

Feedback

Like

Feedback Reason
Enhancement suggestion

Feedback from Rating
Test

- When a user submits their feedback, the vote counter will increase or decrease depending on their vote.

Was this article helpful? 👍 2 👎 0

Choose a general reason

-- Choose a general reason --

Description

Please, leave us some feedback...

[Submit](#)

- Configure Feedback Reason picklist values: You can add, remove and edit picklist values to be shown as Feedback Reason in the Article Ratings component. To manage picklist values, go to Setup > Object Manager > Article Feedback > Fields & Relationships and select the field 'Feedback Reason Picklist Values'. Here you can add new values, edit or delete existing ones:

Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Duplicate	Duplicate	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Enhancement suggestion	Enhancement suggestion	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Information inaccurate	Information inaccurate	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Link broken	Link broken	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Need to archive	Need to archive	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Outdated (needs update)	Outdated (needs update)	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Positive feedback	Positive feedback	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Poorly Written (not clear)	Poorly Written (not clear)	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Other	Other	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM


Use Feed Tracking

Want to track mentions and hashtags related to your articles? Use Feed Tracking to keep tabs every time someone uses a #ArticleFeedback or hashtag of your choice.

1. Download and install the Knowledge Feedback app from the AppExchange. Follow the installation wizard and your company's preferences.
2. Using App Builder or Community Builder, add the Article Rating and Feedback components to your Knowledge record pages and/or Communities Articles pages.
3. (Optional) Configure the hashtag used to capture feedback from an article feed.
 - a. From Setup, go to **Build > Develop > Installed Packages**.
 - b. Click **Configure** next to the Knowledge Feedback app.

Installed Packages									
Action	Package Name	Publisher	Version Number	Namespace Prefix	Install Date	Limits	Apps	Tabs	Objects
Uninstall Configure	Knowledge Feedback Tracking Tool	Salesforce.com	1.0	aft	9/1/2015 12:53 PM	✓	0	1	2

- c. Click **Edit**.
- d. The default hashtag for the package is “#ArticleFeedback”. If you would like to change that hashtag to something else, enter a hash (#) and the word you want to use to create an Article Feedback record and click **Save**. You can also change the hashtag through **Build > Develop > Custom Settings**. Click **Manage**, then click **Edit** to get to the following screen.

 Settings for Knowledge Feedback Tracking

* Hashtag

Edit

You're done! Any time a user enters the selected hashtag in an article's feed, internally or in a community, the comment is tracked on the Article Feedback tab.

4. Configure the feedback options to your liking, including whether to require ratings, require feedback, or require feedback only for thumbs down ratings.

For more details on configuring the feedback and ratings. See “Use Article Ratings and Feedback.”

Article Feedback Related List component

The purpose of this component is to display the Article Feedback records related to the Article Version the user is viewing. The records are displayed as a list in the Knowledge record page.

With this change the users don't need to dig through the Chatter feed to see all feedback for an Article.

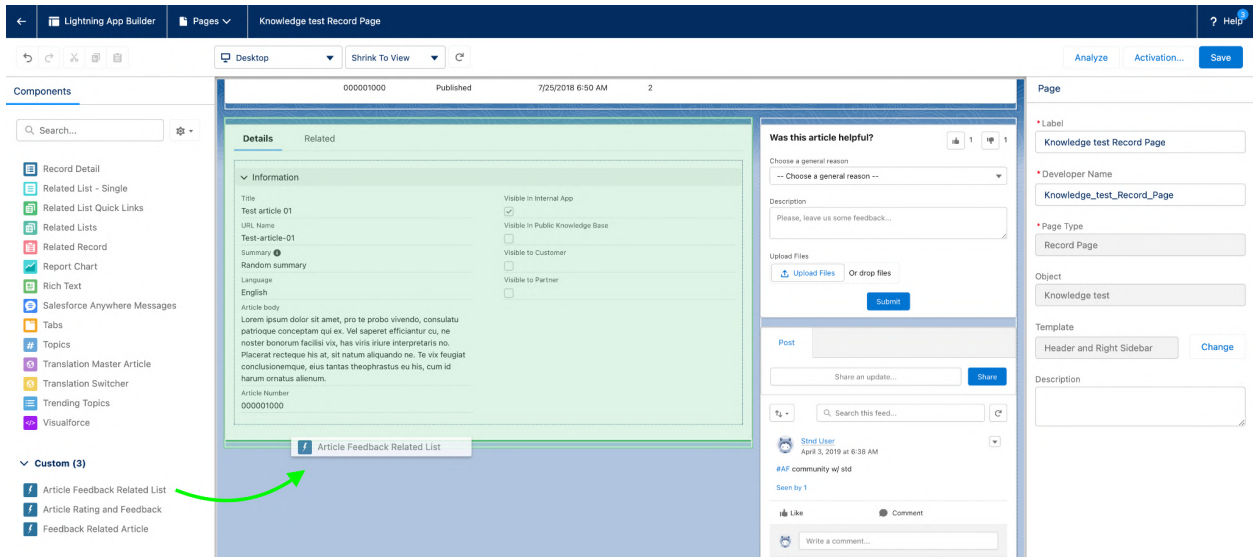
Name	Feedback Source	Status	Feedback Reason	Assigned To
a02f200000fawuM	Communities	New		
a02f200000fawjv	Internal	New		
a02f200000fawjq	Internal	New		
a02f200000fawkV	Internal	New		
a02f200000fawQ8	Internal	New		
a02f200000fan9Z	Internal	New		
a02f200000fan9U	Internal	New		
a02f200000fan9P	Internal	New		
a02f200000fan9F	Internal	New		

This Lightning Web Component contains a datatable with the following columns:

- Article Feedback Name
- Feedback Source
- Feedback Status
- Feedback Reason
- Assigned To

In order to add the component to the Knowledge record page open any Knowledge article click the Setup wheel on the upper right side of the screen and select *Edit Page*.

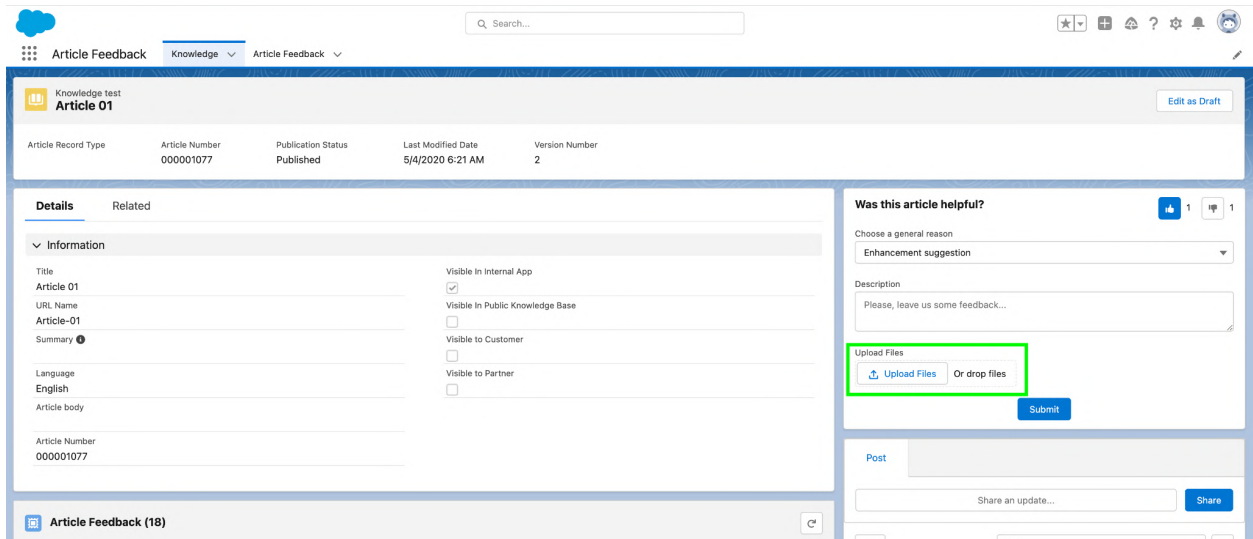
Once in the *Lightning App Builder* interface scroll down to the Custom components section and drag and drop the component to the section of the page you want.



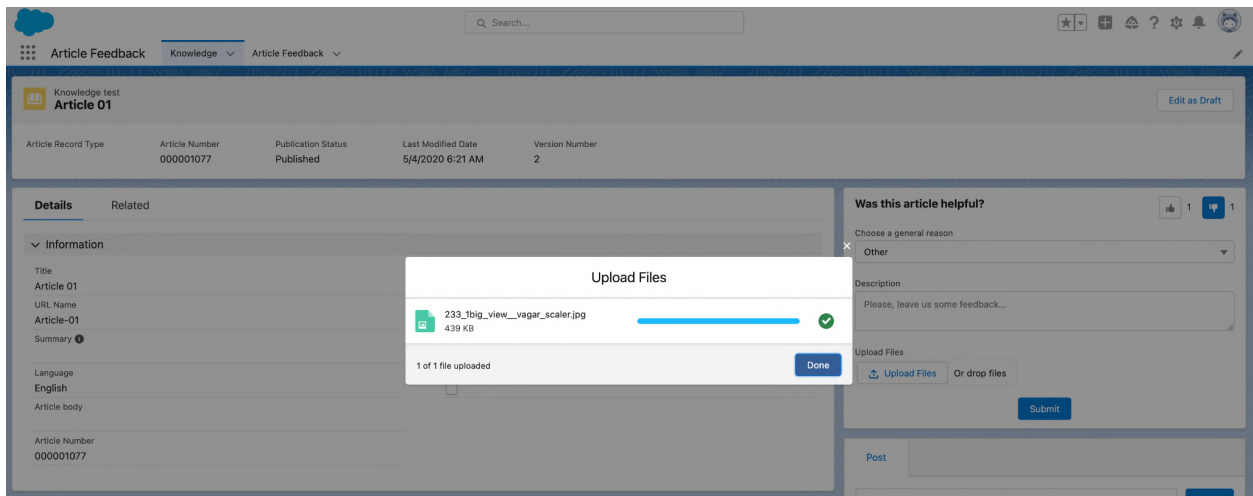
Once the component is added, click *Save* and go back to the Knowledge article page.

File Upload

Starting on version 1.11 the user can attach files along with the feedback. This is helpful to upload things such as replacement screenshots for an outdated article, a new version of a form to apply to an article, etc.

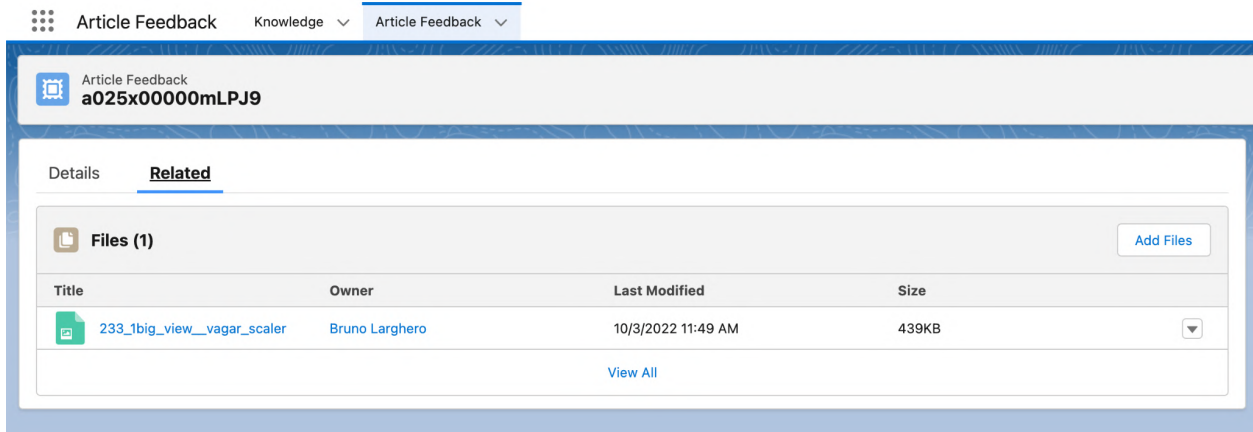


When a file is being attached the user will see a new window displaying the progress of the upload process.

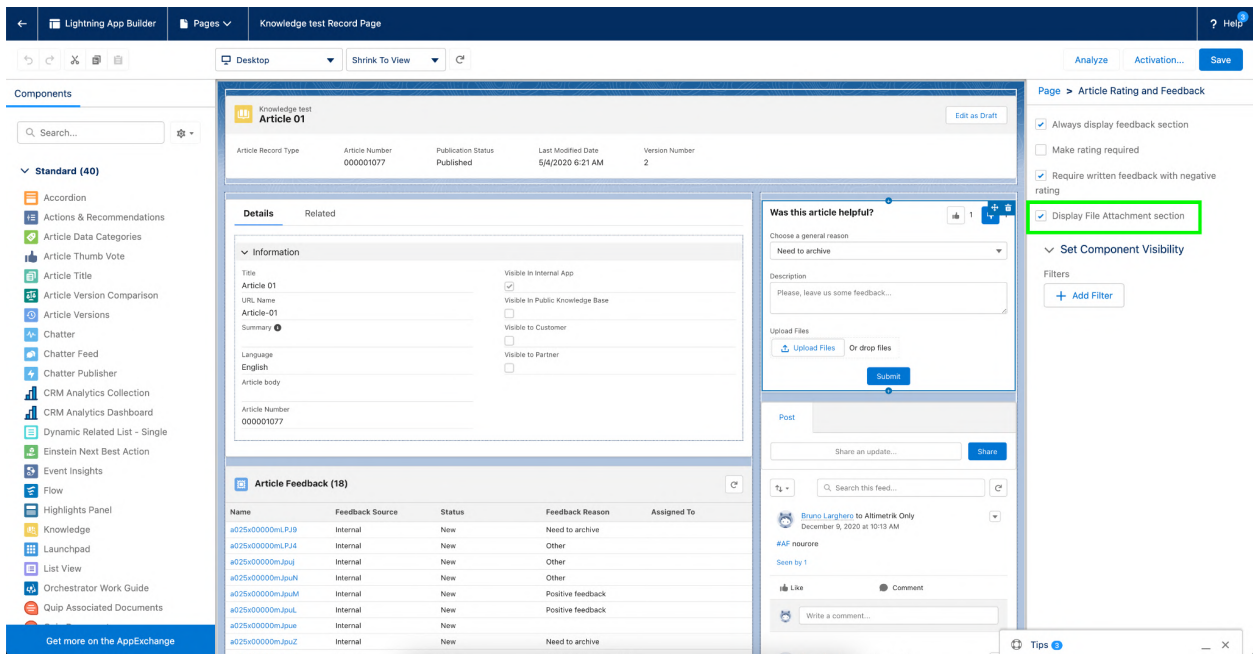


Once the file has been uploaded, the user just needs to click *Done* and then submit the feedback.

Once the feedback is submitted and the record is created the attached file can be seen by going to the Related tab.



Note: Even though this feature is enabled by default, the user can disable it by going to the *Lightning App Builder* and deselect the option *Display File Attachment Section*.

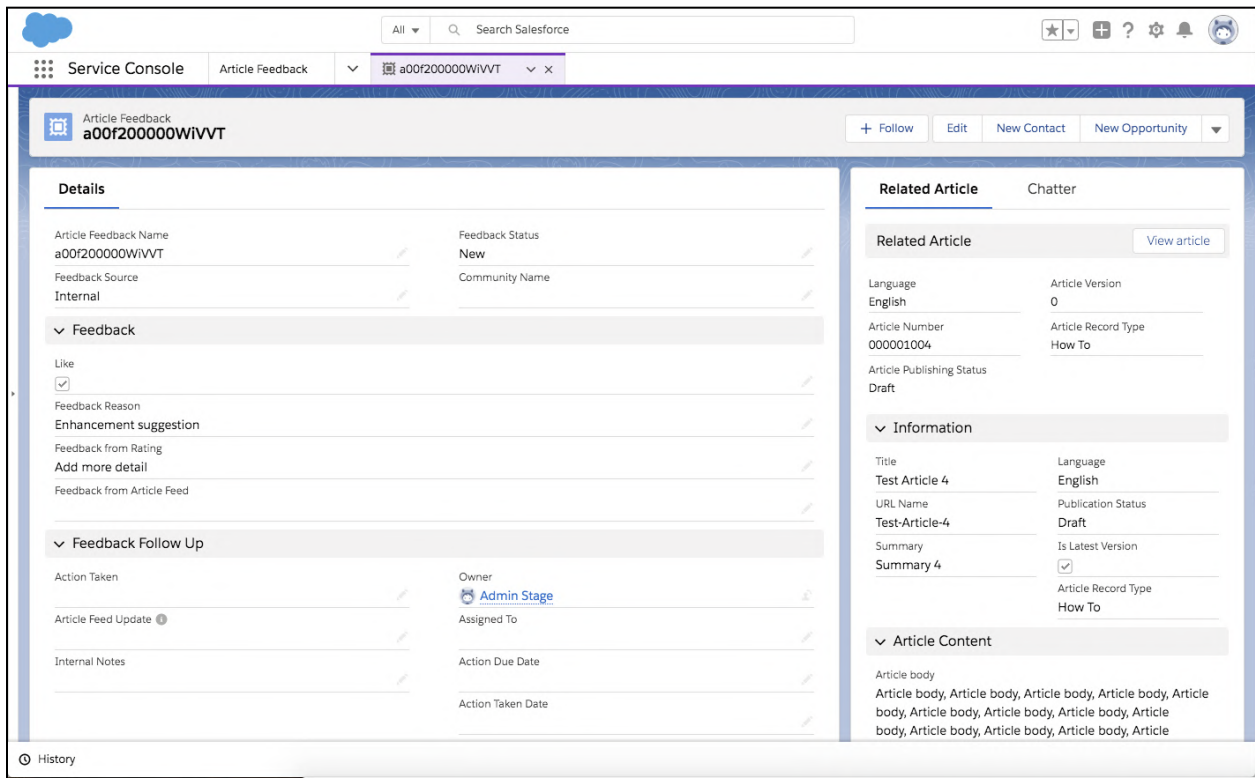


Limitations:

- The supported file types are: image/**png**, image/**jpg**, image/**jpeg**, **.zip**, **.doc**, **.docx**, **.pdf**, **.xlsx**, **.xls**. Maximum file size allowed is **2 Gb**. Up to **10 files** can be uploaded at once.

Article Feedback Records

Knowledge managers can use the Article Feedback Record Home page to assign Knowledge users and track the feedback resolution progress.



The Details section contains the record details for all submitted Feedback.

The Related Article component makes it easy to view the related article and the feedback along with it. The component can be placed anywhere on the page.

If the Related Article is Archived, a warning will show in the Related Article tab on Article Feedback Record Home.

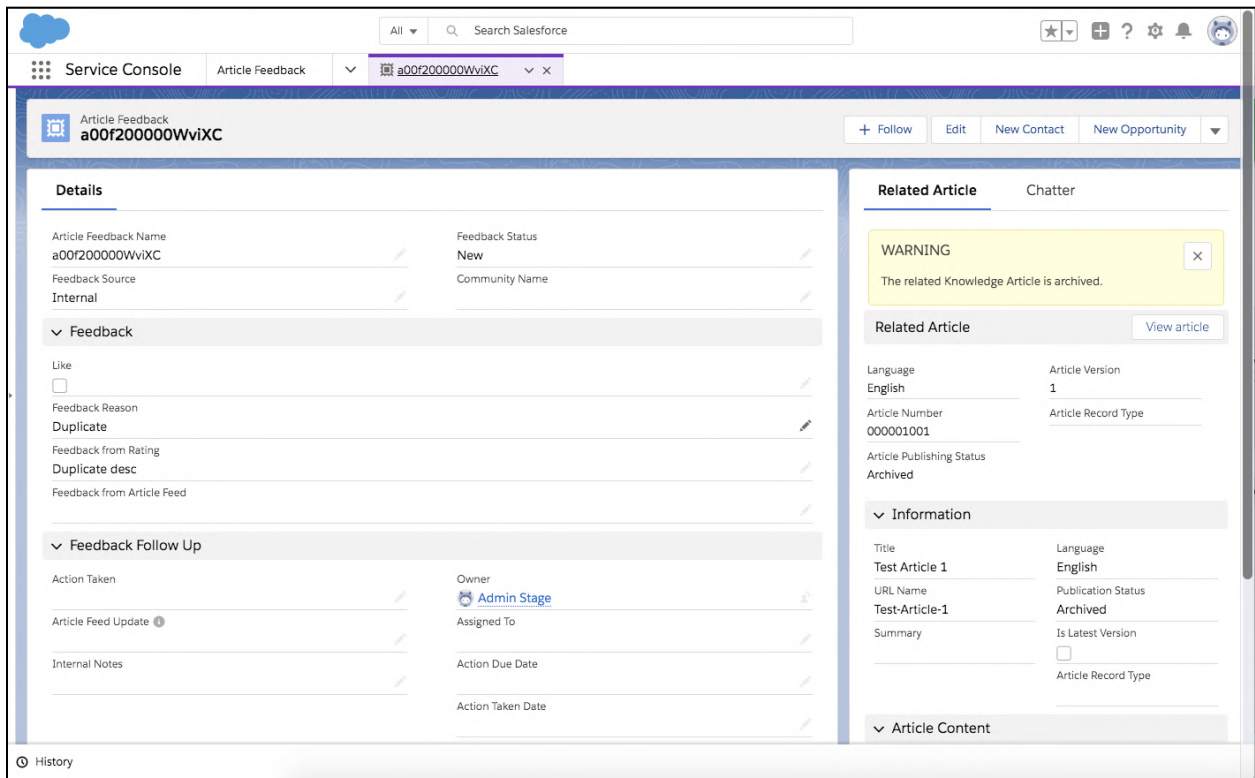


Table 1: Helpful Fields to Filter or Display (for both Lightning and Classic)

Field	Description
Action Date	Date action was taken. Complete this field when you are done handling the feedback.
Action Taken	Identifies if the article was archived or updated or if no action was needed. Complete this field when you are done handling the feedback
Article Created Date	The date the article was originally created
Article Feedback Name	A unique number assigned to the feedback
Article Feed Update	Public comments made on the article feed where the original feedback came from, visible

	to both internal and community users that have access to the article and Article feed
Article Link	The link to the published article
Article Number	A unique number assigned to the article
Article Record Type	The record type of the article
Article Title	The title of the published article
Article Version	The iteration number, one is the first publication
Assigned to	The Knowledge user assigned to resolve the feedback
Community Name	The community where the feedback originated (if it came from a Community)
Feedback	The description a user writes on the page after rating an article, including any hashtags
Feedback Reason	The choice a user selects from a listview of reasons for their feedback
Feedback Status	Identifies if the feedback is New, Assigned to a Knowledge user, In Progress, or Closed. When Closed is selected, make sure to also update the Action Date and Action Taken fields
Feedback Source	Identifies if the feedback came internally or from a community
Internal Notes	Article Feedback users can use this field to record information not shown to community users and not posted to the Article feed. This note is only visible in the Article feedback record.

Language	The language of the article
Last Published By	The type of user who last published the article, internal User, Partner User, or Customer Portal User, and the user's name
Last Published Date	The last date the article was published
Like	Rated thumbs up if checked and down if unchecked
Owner	The person that gave the feedback

Configure 'Feedback Reason' picklist values

You can add, remove, and edit picklist values to be shown as Feedback Reason in the Article Ratings component.

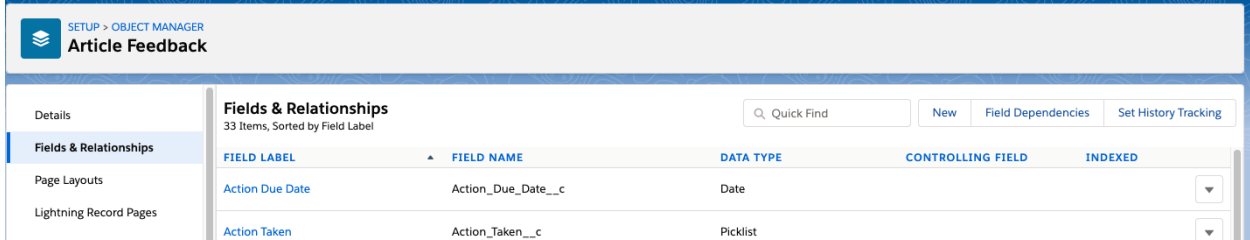
To manage picklist values go to Setup > Object Manager > Article Feedback > Fields & Relationships and select the field 'Feedback Reason Picklist Values'.

Here you can add new values and edit or delete existing ones:

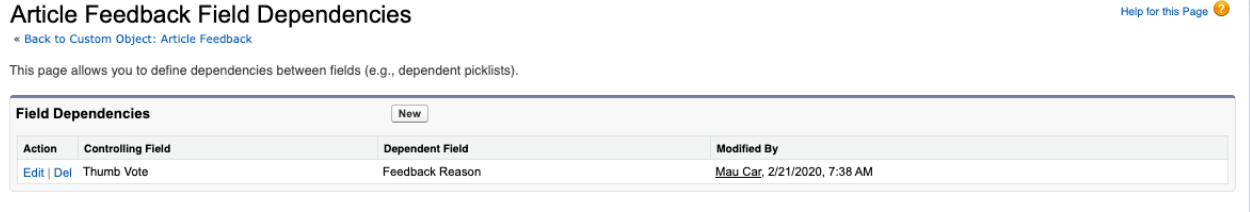
Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Duplicate	Duplicate	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Enhancement suggestion	Enhancement suggestion	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Information inaccurate	Information inaccurate	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Link broken	Link broken	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Need to archive	Need to archive	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Outdated (needs update)	Outdated (needs update)	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Positive feedback	Positive feedback	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Poorly Written (not clear)	Poorly Written (not clear)	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Other	Other	<input type="checkbox"/>	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM

Manage picklist values displayed for Thumbs up or Down in Article Rating component

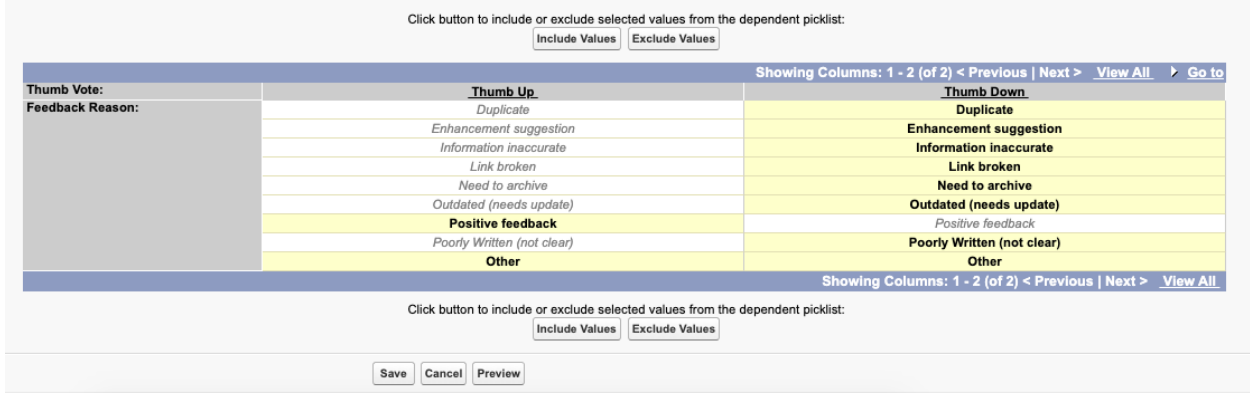
You can choose which values should be displayed when a user selects either Thumbs Up or Down. 'Feedback Reason picklist' has a field dependency with the controlling field 'Thumb Vote'. These values can be mapped in Setup > Object Manager > Article Feedback > Fields & Relationships. Here, select the button 'Field Dependencies'



You can see that there is a dependency already created between the fields mentioned above. Select 'Edit' to modify these values.



Select the values you want for each type of 'Thumb Vote'. Be sure to click either 'Include Values' or 'Exclude Values' accordingly. Click 'Save' to persist the changes made.



Send notifications when new Feedback is submitted

Starting on version 1.11, you can activate a Flow called 'afl_SendArticleFeedbackNotification' that will send notifications to the article owner whenever their article gets new feedback.

The notification recipient can be changed by editing the Flow.

1. From Setup, go to **Process Automation > Flows**
2. Search for the **“SendArticleFeedbackNotification” Flow** and open it.
3. Delete the elements highlighted in the screenshot below



4. Edit the 'Send Notification to Article Owner' action and change the field 'Recipients ID' to the Id of the user you'd like to send the notifications to.

Edit "Send Custom Notification" core action

Use values from earlier in the flow to set the inputs for the "Send Custom Notification" core action. To use its outputs later in the flow, store them in variables.

Send Notification to Article Owner (Send_Notification)

Set Input Values

A_a * Custom Notification Type ID

A_a * Notification Body

A_a * Notification Title

A_a * Recipient IDs

List Views

On the Article Feedback tab, you can create list views that filter what you want to see on your page to fit your current needs. For example, you can filter on feedback that is new, older that still needs attention, assigned to you, associated with a particular article, or from a Community.

The screenshot displays the Service Console interface for Article Feedback. At the top, there is a search bar and navigation icons. Below the navigation bar, the 'Article Feedback' tab is active. A dropdown menu for 'LIST VIEWS' is open, showing options: All (selected), Backlogged Feedback, Feedback Queue, My Feedback - All, My Feedback - Open, New Feedback, and Recently Viewed (Pinned list). The main area shows a table of feedback items with columns: ASSIGNED TO, OWNER ALIAS, CREATED DATE, ACTION DU..., and ACTION TAKEN. The table contains 10 rows of data, including items with IDs like a00f200000Vs2T4 and a00f200000Wl3yz.

Item ID	Assigned To	Owner Alias	Created Date	Action Du...	Action Taken
25		astag	11/28/2018 4:27 PM		
26		astag	11/28/2018 4:29 PM		
27		astag	11/29/2018 11:18 AM		
28		astag	11/29/2018 11:21 AM		
29		astag	11/29/2018 11:23 AM		
30		astag	11/29/2018 11:24 AM		
31		astag	11/30/2018 2:35 PM		
32		astag	11/30/2018 3:04 PM		
33		astag	11/30/2018 3:04 PM		
34		astag	11/30/2018 3:07 PM		
35		astag	11/30/2018 3:05 PM		
36		astag	12/18/2018 5:55 PM		
37		astag	12/18/2018 5:58 PM		

Translation

Custom labels

All visible labels can be translated in the 'Custom labels' section under 'User interface' in the setup. Here's a list of the custom labels present in the package:

Feedback vote lightning component

Label Name	Value
Was_this_article_helpful	Was this article helpful?
Choose_a_general_reason	Choose a general reason
Description	Description
Description_placeholder	Please, leave us some feedback...
Submit_button	Submit
No_information_title	There's no information to show.
Appropriate_record_page_message	Please make sure the component is placed in the appropriate Record Page.
Rate_the_article_toast	Please, rate the article before leaving any comments
Provide_a_description_toast	Please, provide a description before submitting your vote
Feedback_saved_toast	Feedback saved successfully

Article Feedback setup page

Label Name	Value
Setup_page_title	Settings for Knowledge Feedback Tracking
Hashtag_settings_title	Hashtag settings
Save_button	Save
No_hashtag_error	The text needs to include a hashtag (#) sign at the beginning to be valid.

No_hashtag_or_square_bracket_error	This field cannot be empty or include a closing square bracket (])
Square_bracket_error	This field cannot include a closing square bracket (])
Hashtag_value_updated_message	Hashtag value successfully updated
Update_hashtag_error	An error occurred while updating the hashtag value
Hashtag_helptext	Set up a specific hashtag to capture article feed posts both in desktop and communities. If no hashtag is configured the default hashtag is #ArticleFeedback.

Article Feedback picklist field

Picklist values for Article Rating's Feedback reason can be translated.

Object Article Feedback

Article Feedback standard record page

Picklist values for Article Rating's Feedback reason can be translated.

Article_Feedback_creation_alert	Users can only create Article Feedback records from knowledge articles.
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Related Article component

Language_Disclaimer	This Article Feedback originated from a trigger, the master language of the Knowledge Article will be displayed by default.
Language_Disclaimer_Helptext	When you create a Feedback record using the designated hashtag, the language of the article cannot be retrieved in that context. In those cases, the master language will be displayed by default.
Related_Article_Title	Related Article
View_Article_Button	View Article
Article_was_not_found_error	The article was not found.
Related_article_not_found_error	The related article could not be found. It might have changed or no longer exists.
Article_Feedback_id_not_found_on_Related_Article_error	An error occurred getting the Id of the article feedback, please check that the component is in the correct record page.

Related_article_information_retrieval_error

An error occurred while retrieving the information, the related article was not found.

Use Feedback in Salesforce Classic

When you install the Knowledge Feedback app in a Lightning Knowledge org, you can add and review feedback in Salesforce Classic.

The screenshot displays the Salesforce Classic interface for a public article. At the top, a navigation bar includes links for Home, Chatter, Libraries, Content, and Subscriptions. Below this, the article title "Public article" is shown with a book icon. The article's interaction bar includes "Hide Feed", "Follow", "Rate This Article" (with a 5-star rating and an average rating of 3.1), "Edit", and "Click to add topics". A secondary bar offers "Post", "File", "New Event", and "More" options. A "Followers" section indicates "No followers." A text input field with the placeholder "Write something..." and a green "Share" button are present. Below the input, a search icon and "Show All Updates" are visible. A comment from "Mau Car to Altimetrik Only" is shown, containing the text "#ArticleFeedback there are typos" and the topic "ArticleFeedback". The comment is timestamped "Today at 9:32 AM" and includes "Comment" and "Like" options.

The Article Feedback Tab

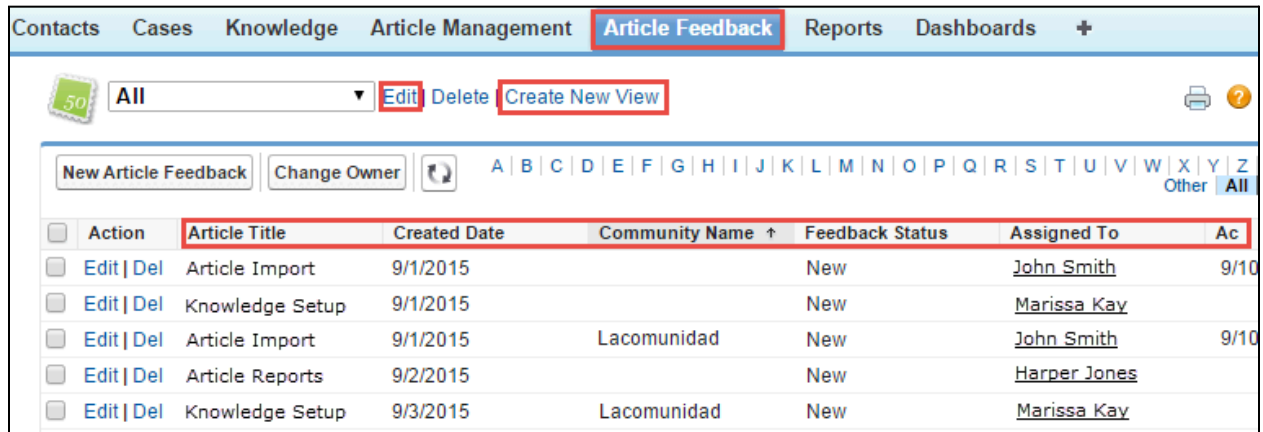
You can access all feedback previously submitted from the Article Feedback tab.

The screenshot displays the 'Article Feedback' tab in a software application. On the left, there is a 'Recent Items' sidebar with a 'Recycle Bin' button. The main area shows a table of feedback entries. At the top, there are navigation options like 'Create New...', 'All', 'Edit | Delete | Create New View', and 'List | Feed'. The table has the following columns: Action, Article Feedback Name, Article Number, Owner Alias, Created Date, Action Due Date, and Action Taken. The table contains 20 rows of data, each with a checkbox for selection and links for 'Edit' and 'Del'. The bottom of the interface shows a pagination bar with '1-55 of 74', '0 Selected', and 'Page 1 of 2'.

Action	Article Feedback Name	Article Number	Owner Alias	Created Date	Action Due Date	Action Taken
<input type="checkbox"/> Edit Del	a016g00000TytoM	000001040	MCar	8/18/2020		
<input type="checkbox"/> Edit Del	a016g00000Tytl3	000001040	MCar	8/18/2020		
<input type="checkbox"/> Edit Del	a016g00000Txlvh	000001039	MCar	7/20/2020		
<input type="checkbox"/> Edit Del	a016g00000TxlVA	000001039	MCar	7/20/2020		
<input type="checkbox"/> Edit Del	a016g00000TxlV5	000001039	MCar	7/20/2020		
<input type="checkbox"/> Edit Del	a016g00000OCtqM	000001039	MCar	7/6/2020		
<input type="checkbox"/> Edit Del	a016g00000OCtqH	000001039	MCar	7/6/2020		
<input type="checkbox"/> Edit Del	a016g00000OCtoX	000001039	MCar	7/6/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPf	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPf	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPk	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPj	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPa	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KmlPe	000001039	guest	6/8/2020		
<input type="checkbox"/> Edit Del	a016g00000KJzbC	000001038	MCar	5/13/2020		
<input type="checkbox"/> Edit Del	a016g00000KJzEC	000001037	MCar	5/13/2020		
<input type="checkbox"/> Edit Del	a016g00000KJZE7	000001037	MCar	5/13/2020		
<input type="checkbox"/> Edit Del	a016g00000KJZE3	000001036	MCar	5/13/2020		
<input type="checkbox"/> Edit Del	a016g00000KJZE9	000001036	MCar	5/13/2020		

List Views with Salesforce Classic

On the Article Feedback tab, you can create list views to filter your article feedback. For example, you can filter on feedback that is new, older feedback that still needs attention, feedback that is assigned to you or associated with a particular article, or from a Community.



The screenshot shows the Salesforce Classic interface for the Article Feedback tab. At the top, there are navigation tabs: Contacts, Cases, Knowledge, Article Management, Article Feedback (highlighted), Reports, and Dashboards. Below the tabs, there is a search bar with the text 'All' and buttons for 'Edit', 'Delete', and 'Create New View'. A '50' icon is visible on the left. Below the search bar, there are buttons for 'New Article Feedback', 'Change Owner', and a refresh icon. A navigation bar contains letters A through Z, with 'Other' and 'All' at the end. The main content is a table with columns: Action, Article Title, Created Date, Community Name, Feedback Status, Assigned To, and Ac. The table contains five rows of data.

Action	Article Title	Created Date	Community Name	Feedback Status	Assigned To	Ac
<input type="checkbox"/> Edit Del	Article Import	9/1/2015		New	John Smith	9/10
<input type="checkbox"/> Edit Del	Knowledge Setup	9/1/2015		New	Marissa Kay	
<input type="checkbox"/> Edit Del	Article Import	9/1/2015	Lacomunidad	New	John Smith	9/10
<input type="checkbox"/> Edit Del	Article Reports	9/2/2015		New	Harper Jones	
<input type="checkbox"/> Edit Del	Knowledge Setup	9/3/2015	Lacomunidad	New	Marissa Kay	

Feedback Record with Salesforce Classic


Knowledge managers can use the Article Feedback detail page to assign Knowledge users and track the feedback resolution progress.

Information			
Article Feedback Name	AF-000000	Owner	John Smith
Feedback Source	Internal	Assigned To	User Marissa Kay
Community Name		Action Date	9/10/2015 [9/10/2015]
Feedback Status	In Progress	Action Taken	Article Updated
Feedback	Old screen shots! #ArticleFeedback		
Internal Notes	<p>← → B <i>I</i> <u>U</u> S [Link] [Image] [List] [List] [List] [List] [List] [List]</p> <p>We had the same feedback from a community member. Let's fix this!</p>		
Article Feed Update	Screen shot updates coming next week.		


Enable/disable the trigger

The trigger provided helps create Article Feedback based on post/comments (FeedItem and FeedComment objects) with a designated hashtag. It is part of the Feedback and Chatter functionality and is not intended to be disabled because it might cause issues with the intended use of the package. Nevertheless, if users feel the need to disable it in order to run jobs or flows that might use the objects FeedItem and FeedComment, the trigger can be disabled and then reactivated once everything is done.


To do so, just uncheck the checkbox located in the setup page for the package:

 **Settings for Knowledge Feedback Tracking**

Hashtag settings

Hashtag 

Chatter triggers enabled

Chatter triggers enabled 

Application Changelog

[1.13] - 2023-04-21

Added	<ul style="list-style-type: none">• The Article Feedback component is now compatible with Lightning Web Runtime Sites• New setting “Show Upvote/Downvote Count” which controls if the number of votes are shown on the component or not.• New setting “Feedback Form Behavior” which controls when the feedback form is shown• The Article Feedback record name is now a concatenation of “Reviewer name - Article Title - Date the feedback was left”
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[1.12] - 2023-01-17

Fixed	<ul style="list-style-type: none">• Article Feedback Links are now opened in Lightning instead of Classic
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[1.11] - 2022-10-28

Added	<ul style="list-style-type: none">• Added a Screen Flow Template for feedback submission, that recreates all the functionality that’s available in the Lightning Web Component equivalent. The advantage of the Flow Template is that you can customize the feedback form to meet your organization’s requirements!• Added an Article Feedback Related List for the Knowledge Record Page (available as a Lightning Web Component for the Record Page)• Added the option to add a file attachment to feedback• Added a record-triggered Flow Template that sends a notification when new Feedback is submitted
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[1.10] - 2021-07-29

Added	<ul style="list-style-type: none">• Votes are now counted in the component next to the thumbs button
Fixed	<ul style="list-style-type: none">• Vote issue when interacting with the standard component Article Thumb Vote.• Minor issue with the setup page and the hashtag input. A hashtag is no longer required to save the component.

[1.9] - 2021-03-10

Added	<ul style="list-style-type: none">• A new feature in the Configuration page that lets the Admin disable the Chatter triggers temporarily. This is to avoid possible disruptions between AFL and other Salesforce processes.• A new Permission Set, so users without certain permissions can be configured easily to use the app.
Fixed	<ul style="list-style-type: none">• Article Link was being set incorrectly when the feedback came from the community.

[1.8] - 2020-07-31

Added	<ul style="list-style-type: none">• New Article Feedback Rating component - The existing Aura component was migrated to Lightning Web Component. The behaviour is the same, but if you had the component in a record page you will need to change it to the new one.
Changed	<ul style="list-style-type: none">• Allow the org to translate the publication status of knowledge by default and get the translated record type description in the related article component.

[1.7] - 2020-07-23

Changed	<ul style="list-style-type: none">• Version created to remove standard voting for guest users on communities.• Guest user votes are no longer registered on the standard vote object. The positive or negative vote is only stored on the Article Feedback record.
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[1.6.] - 2019-04-16

Added	<ul style="list-style-type: none">• All visible labels can be translated in the 'Translation' workbench. The custom text values can be translated in the Custom Labels menu.
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	<ul style="list-style-type: none"> • There is a new option on the Rating component to require written feedback when a negative vote is registered. The option is a checkbox in the component with the name • Require written feedback with negative rating and is available in the App Builder.
Changed	<ul style="list-style-type: none"> • First version with LWC. The existing Aura component was migrated to Lightning Web Component. The behaviour is the same, but if you had the component in a record page you will need to change it to the new one. • We removed the configuration of the Feedback Reason picklist values from the Settings page. Only the hashtag configuration remains in the aforementioned page. • Now the values of the Feedback Reason picklist are managed from the field 'Feedback Reason Picklist Values' located inside the Article Feedback object (Setup > Object Manager > Article Feedback > Fields & Relationships and select the field 'Feedback Reason Picklist Values'). • The way we manage picklist values displayed for Thumbs up or Down in the Article Rating component also changed. 'Feedback Reason picklist' has a field dependency with the controlling field 'Thumb Vote'. These values can be mapped in Setup > Object Manager > Article Feedback > Fields & Relationships. Here, select the button 'Field Dependencies'. • The fields Feedback Reason and Feedback Reason Picklist have been changed to Feedback Reason (Developer Value) and Feedback Reason Picklist Values respectively.
Removed	<ul style="list-style-type: none"> • Article Feedback Values object (afl__Article_Feedback_Values__c) has been deprecated

[1.5.] - 2019-12-03

Added	<ul style="list-style-type: none"> • Checks for knowledge permissions in several instances to prevent nullPointer error
Fixed	<ul style="list-style-type: none"> • Error displayed when profile without permissions over Knowledge object tries to post in Chatter

[1.4.] - 2019-10-18

Fixed	<ul style="list-style-type: none">• The arrows to select available values are not visible
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[1.3.] - 2019-09-26

Added	<ul style="list-style-type: none">• Let the user add values for Reason for Feedback picklist.• Hashtag config: Control that the hashtag is present and Added at the beginning of the text field• Insert picklist values by default• Rebuild settings page to display one single list instead of dual multi picklist• Added error message when 'Create AQI' tab is accessed from Lightning UI
Fixed	<ul style="list-style-type: none">• Values in the Selected list are moved back to the Available list when a new value is added or deleted

[1.2.] - 2019-06-21

Added	<ul style="list-style-type: none">• Permissions checks missing on methods
Changed	<ul style="list-style-type: none">• Update structure to fit new SFDX project

[1.1.] - 2019-04-03

Fixed	<ul style="list-style-type: none">• Check isCreateable permissions when the custom setting is created.• Security review issues: CRUD/FLS Enforcement Vulnerability. Added isAccessible check on SELECT• Removed the field "Article Type" from the Page Layout of the Article Feedback object
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[1.0.] - 2019-02-22

- First version of the package