



Knowledge Feedback

For Lightning Experience



@salesforcedocs

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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

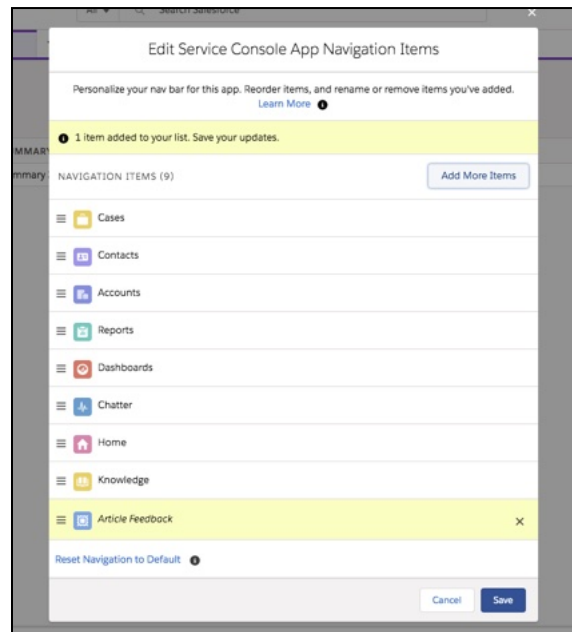
the FeedItem (post) that is created with the hashtag lacks the necessary information to retrieve the translation language of the Knowledge Article.

- 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](#).

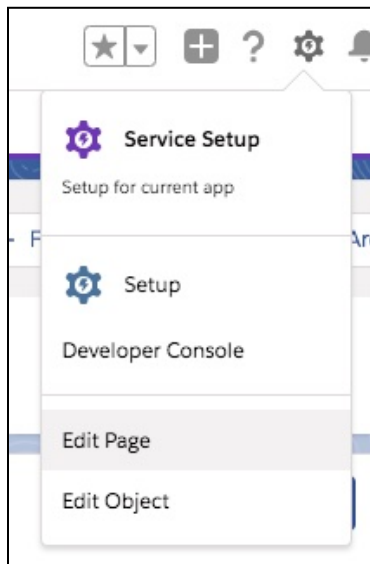


Setup Article Ratings and Feedback Lightning Web Component

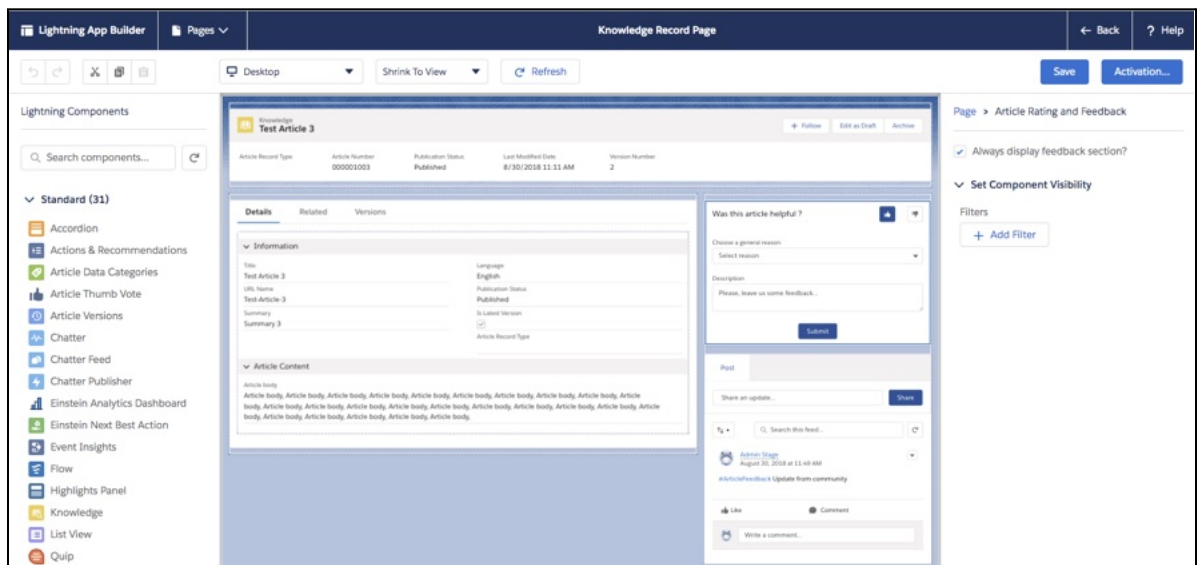
Users can submit ratings and/or written feedback for an article. For instance, if a user thinks an article was helpful, they can give it a thumbs up. If the admin opts for a feedback section, a text field can appear to provide additional written feedback.

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.

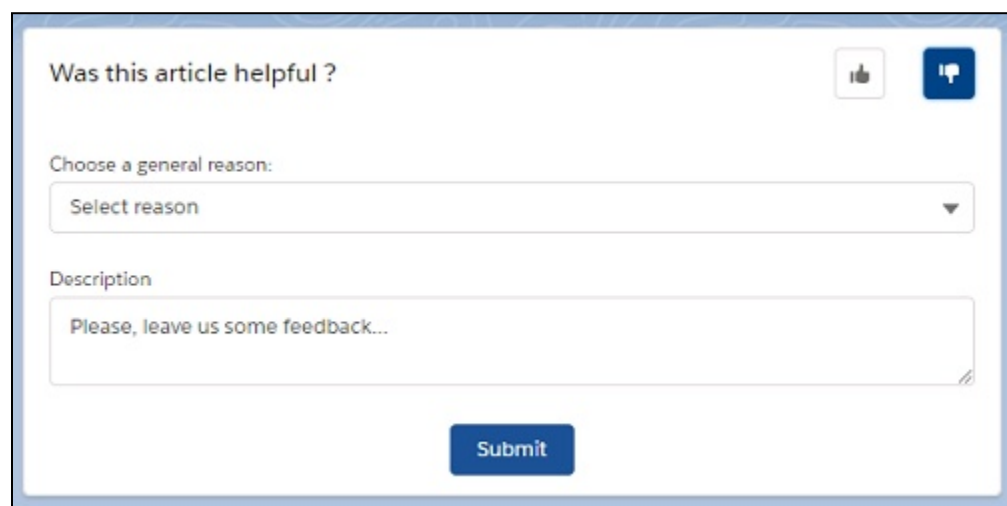


4. Next, the admin decides where the written feedback textbox will show.
 - a. If the pref “Always display feedback section?” is left unchecked, the user sees the thumbs up and thumbs down icons in the component and written feedback is not an option for the user.



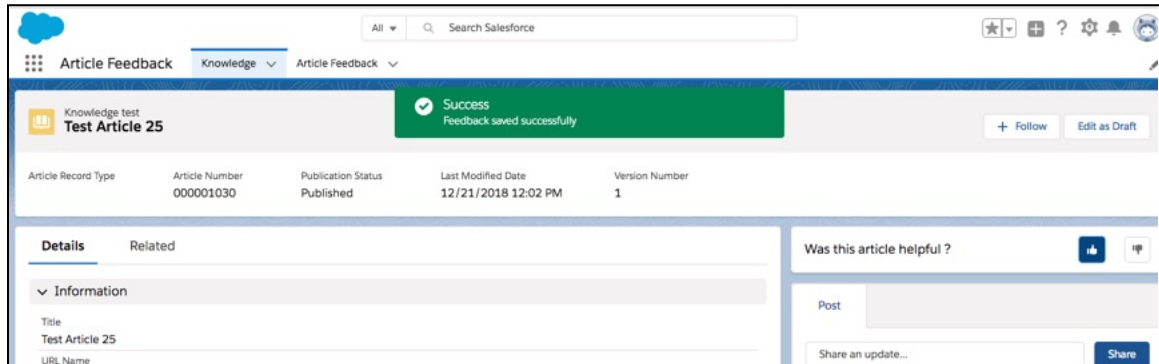
If no rating is selected, the user will not have the option to provide written feedback.

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 Salesforce Lightning App Builder interface for editing a Knowledge Record Page. The left sidebar shows the 'Components' panel with a search bar and a list of standard components. The 'Flow' component is highlighted with a green box. The main canvas shows the 'Knowledge Record Page' for 'Art 7'. The 'Related' tab is active, displaying a table of 'Article Feedback' records. The right sidebar shows the 'Page > Flow' configuration panel. The 'Flow' component is selected, and the 'afl_ArticleFeedbackFlow' flow is chosen. The 'recordId' variable is set to '{Record.Id}', and the checkbox 'Pass record ID into this variable' is checked. The 'Set Component Visibility' section is also visible.

Name	Feedback Source	Status	Feedback Reason	Assigned To
a025a000000L0H027	Internal	New	Enhancement suggestion	
a025a000000L0H022	Internal	New	Information inaccurate	
a025a000000L0H0F4	Internal	New	Enhancement suggestion	
a025a000000L0H0B0	Internal	New	Positive feedback	
a025a000000L0H0B9	Internal	New	Duplicate	
a025a000000L0H0N1	Internal	New	Enhancement suggestion	
a025a000000L0H0D0	Internal	New	Duplicate	
a025a000000L0J0C6	Internal	New	Enhancement suggestion	Carolina Larroque
a025a000000L0J0C8	Internal	New	Information inaccurate	adm admin

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

The screenshot shows the 'Knowledge Art 7' article page. At the top, there's a header with 'Knowledge Art 7' and buttons for '+ Follow', 'Edit as Draft', and 'Archive'. Below this is a table with article metadata: Article Record Type (FAQ), Article Number (000001007), Publication Status (Published), Last Modified Date (29/9/2022 13:39), and Version Number (4). The main content area is divided into 'Related' (Cases, Files, Article Feedback), 'Details', and 'Versions' tabs. The 'Article Feedback (23)' section shows a table with columns: Name, Feedback Source, Status, Feedback Reason, and Assigned To. The feedback form on the right asks 'Was this article helpful?' and includes a dropdown for 'Choose a general reason' (Enhancement suggestion), a text area for 'Description' (Please, leave us some feedback...), an 'Upload Files' section with 'Upload Files' and 'Or drop files' buttons, and a 'Submit' button. The 'Categories (0)' section is at the bottom right.

Setup the Flow in Experience Cloud

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

The screenshot shows the 'Article Detail' page in Experience Cloud. The 'Components' panel on the left lists various components, including 'Flow'. The 'Flow' component is selected, and its configuration panel on the right is visible. The 'Flow' panel shows the flow name 'afl_ArticleFeedbackFlow' and a 'Layout' dropdown set to 'One Column'. The 'recordid' field is highlighted with a green box, showing the value '{!recordId}'. The 'Flow' panel also includes a 'SEARCH' button and a 'Publish' button.

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.

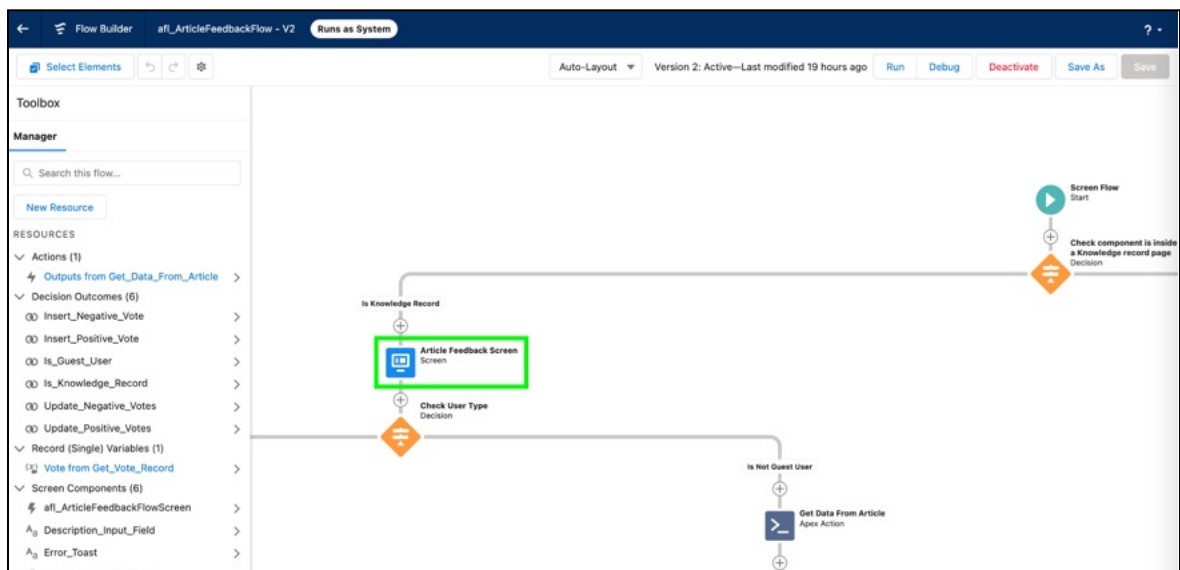
To allow guest user access from Experience Builder:

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.

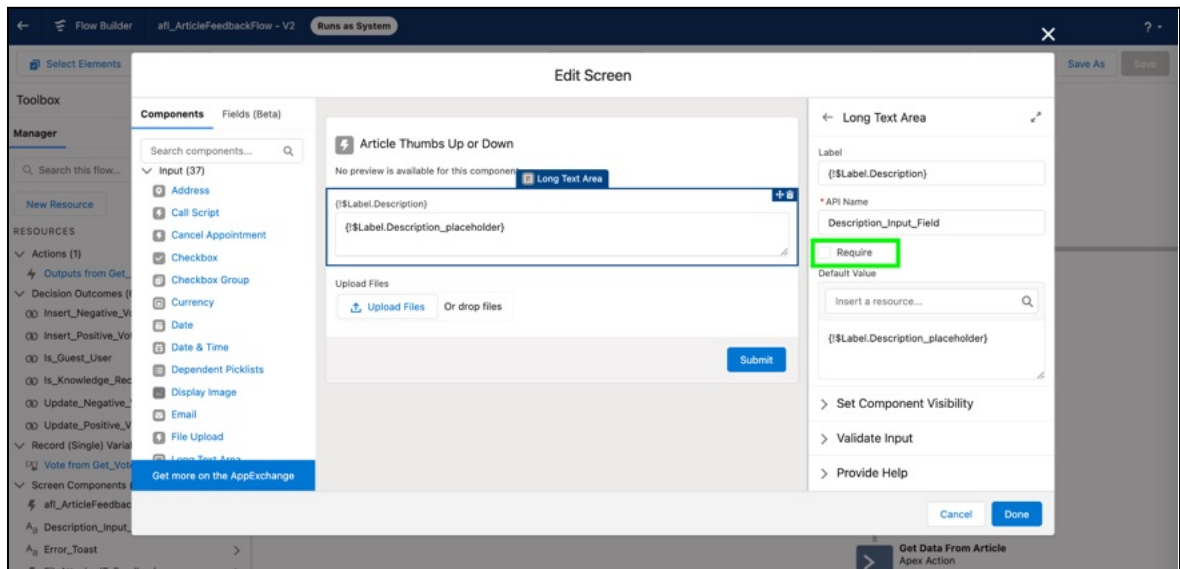
How to make the Description field required

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



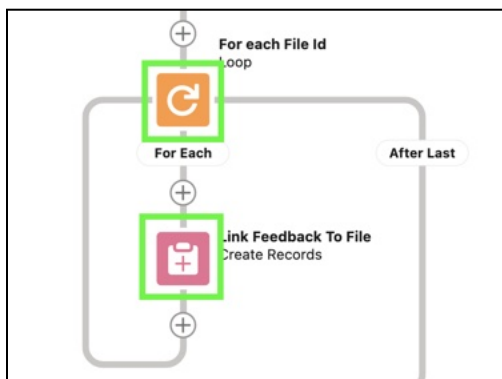
4. Select the field and mark the option “Require”



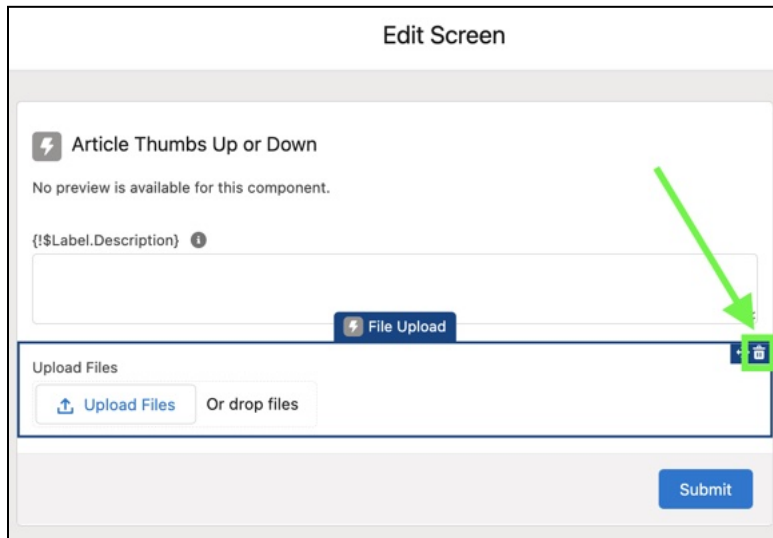
How to delete the File Upload section

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:



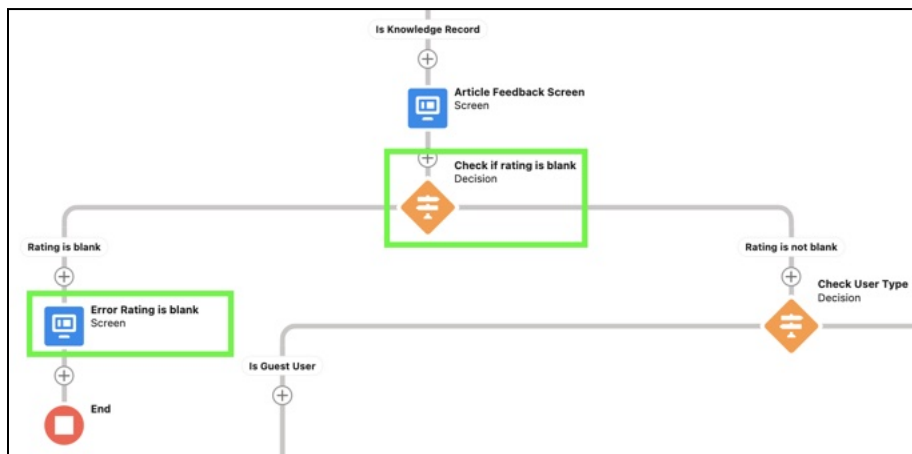
4. Edit the Article Feedback Screen and delete the File Upload component



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:



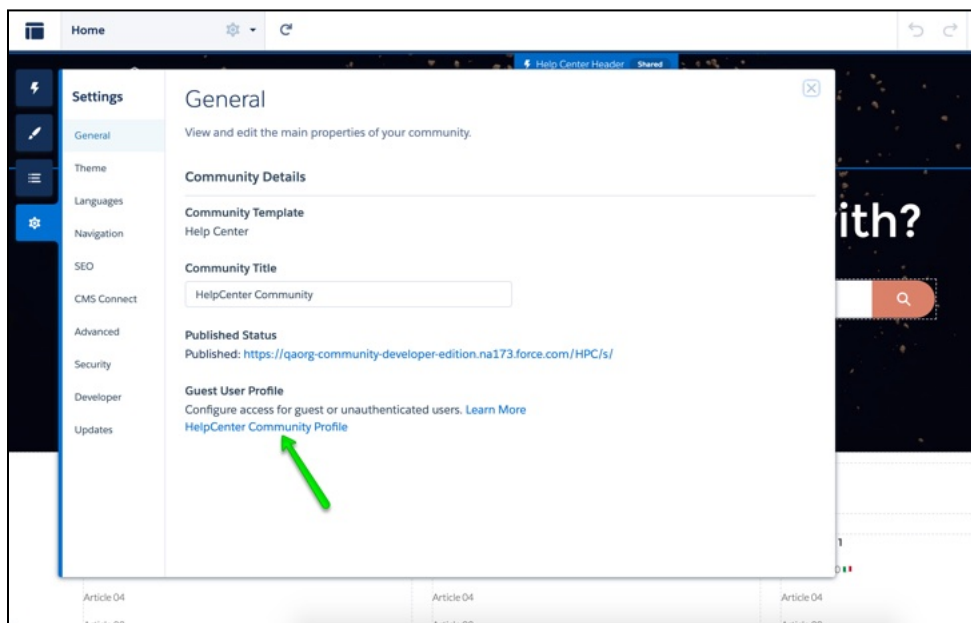
Permissions needed

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	
Analytics Studio (standard__Insights)	☐	☐	
App Launcher (standard__AppLauncher)	☐	☐	
Article Feedback (Article_Feedback)	☐	☐	
Platform (standard__Platform)	☒	☒	
Work.com (standard__Work)	☐	☐	
Connected App Access			
Ant Migration Tool	☐		Salesforce for Outlook ☐
CPQ Integration User Connected App	☐		Salesforce Mobile Dashboards ☐

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	☐
Article Link	URL	☐
Article Number	Text	☐
Article Record Type	Text	☐
Article Title	Text	☐
Article Version	Number	☐
Assigned To	Lookup	☐
Community Name	Text	☐
Created By	Lookup	☒
Feedback from Article Feed	Long Text Area	☐
Feedback from Rating	Long Text Area	☒
Feedback Reason	Text	☒
Feedback Reason (Developer Value)	Text Area	☐
Feedback Reason Picklist Values	Picklist	☒
Feedback Source	Picklist	☐
Feedback Status	Picklist	☐
Internal Notes	Rich Text Area	☐

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

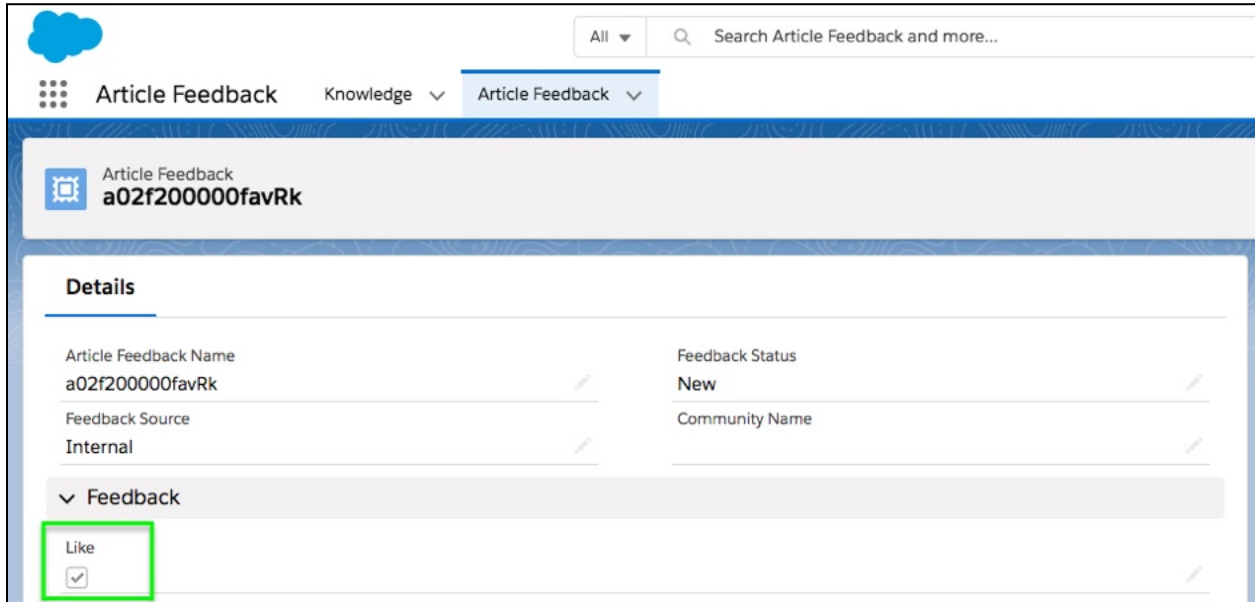
Enabled Apex Class Access		Edit	Enabled Apex Class Access Help ?
Apex Class Name	AppExchange Package Name		
afl_ArticleThumbVoteCtrl			

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.



The screenshot displays the 'Article Feedback' interface. At the top, there is a search bar with the text 'Search Article Feedback and more...' and a dropdown menu set to 'All'. Below this, the 'Article Feedback' tab is selected, showing a record with the ID 'a02f200000favRk'. The 'Details' section contains fields for 'Article Feedback Name' (a02f200000favRk), 'Feedback Status' (New), 'Feedback Source' (Internal), and 'Community Name'. Below the details, there is a 'Feedback' section with a 'Like' checkbox, which is currently checked and highlighted with a green box.

- 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

Knowledge Article Feedback

Article Feedback a02f200000favka

Details

Article Feedback Name a02f200000favka	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

Knowledge Article Feedback

Article Feedback a02f200000favkL

Details

Article Feedback Name a02f200000favkL	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	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Enhancement suggestion	Enhancement suggestion	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Information inaccurate	Information inaccurate	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Link broken	Link broken	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Need to archive	Need to archive	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Outdated (needs update)	Outdated (needs update)	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Positive feedback	Positive feedback	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Poorly Written (not clear)	Poorly Written (not clear)	☐	Assigned dynamically	Mau Car , 2/21/2020, 7:38 AM
Edit Del Deactivate	Other	Other	☐	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.

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

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.

The screenshot shows the Salesforce Knowledge record page for 'Test article 01'. The 'Details' tab is active, displaying article information and a 'Was this article helpful?' section. A green box highlights the 'Article Feedback (10)' related list component, which displays a table of feedback records.

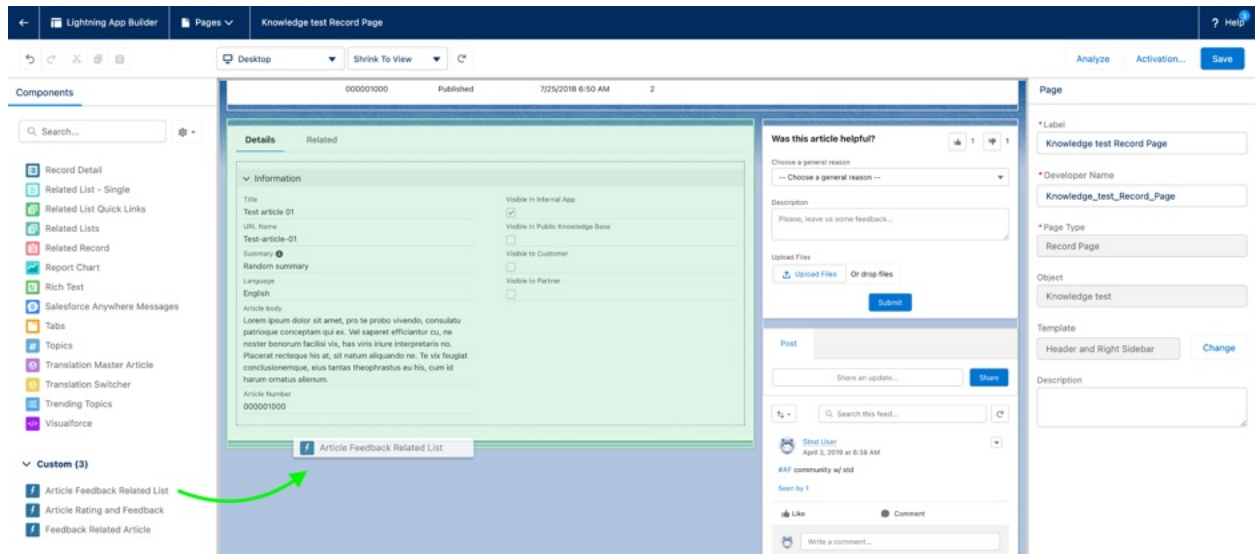
Name	Feedback Source	Status	Feedback Reason	Assigned To
a02f200000fawuM	Communities	New		
a02f200000fawjv	Internal	New		
a02f200000fawjq	Internal	New		
a02f200000fawkv	Internal	New		
a02f200000fawQ8	Internal	New		
a02f200000faw9Z	Internal	New		
a02f200000faw9U	Internal	New		
a02f200000faw9P	Internal	New		
a02f200000faw9F	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*.

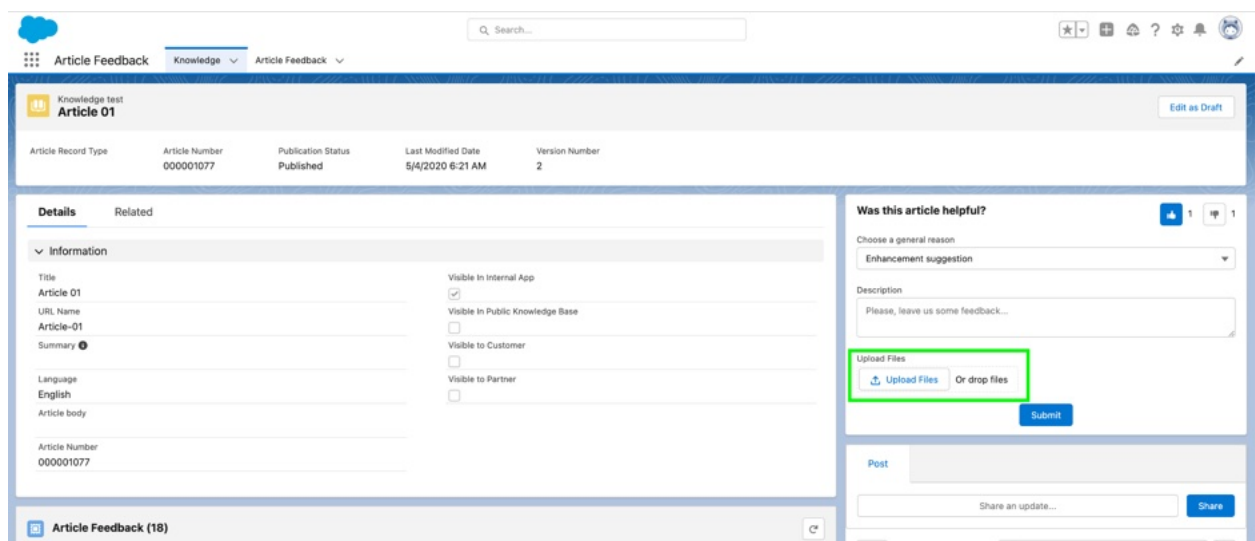
Once in the *Lightning App Builder* interface scroll down to the Custom components section and drag and drop the component to the section of the page you want.



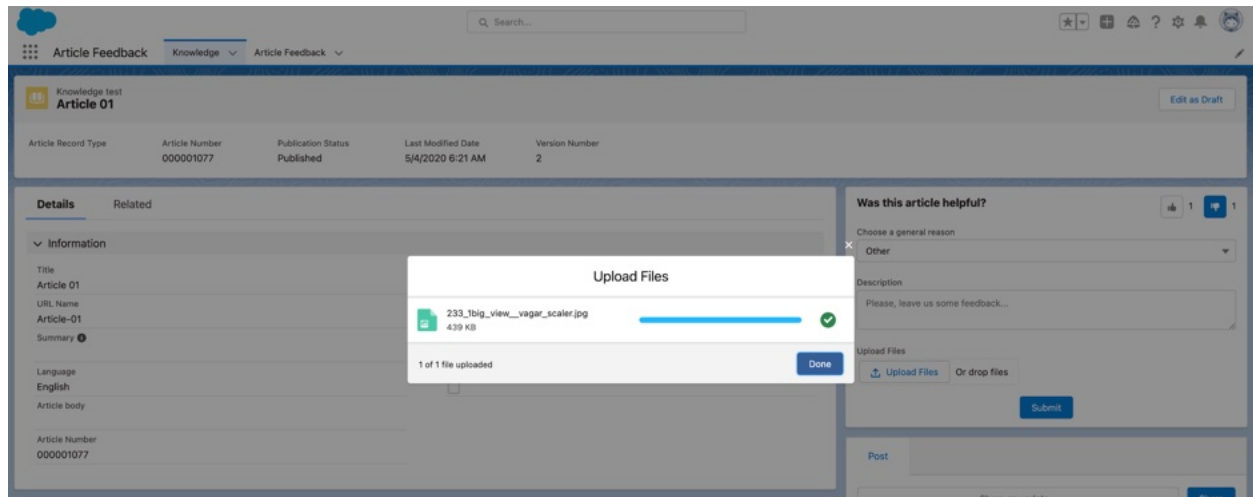
Once the component is added, click **Save** and go back to the Knowledge article page.

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.

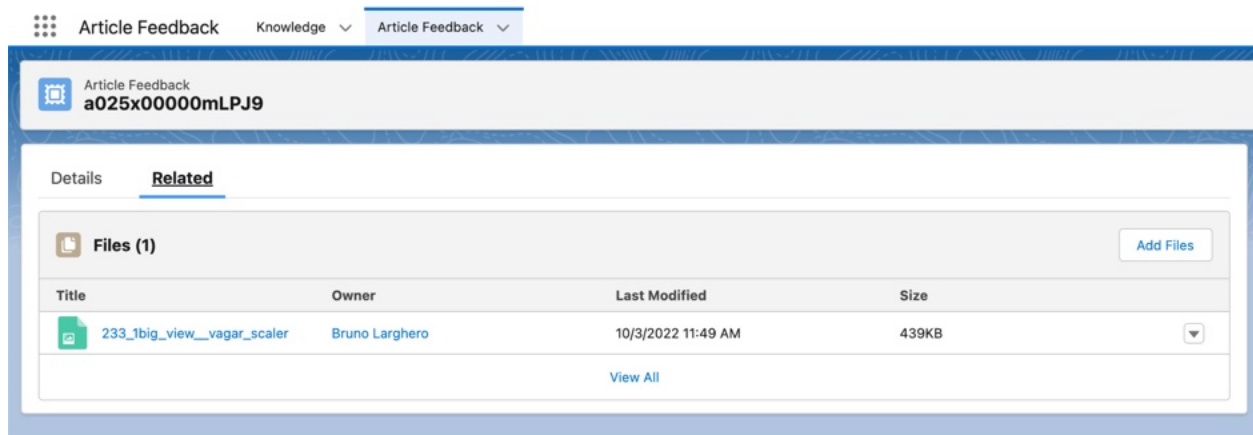


When a file is being attached the user will see a new window displaying the progress of the upload process.

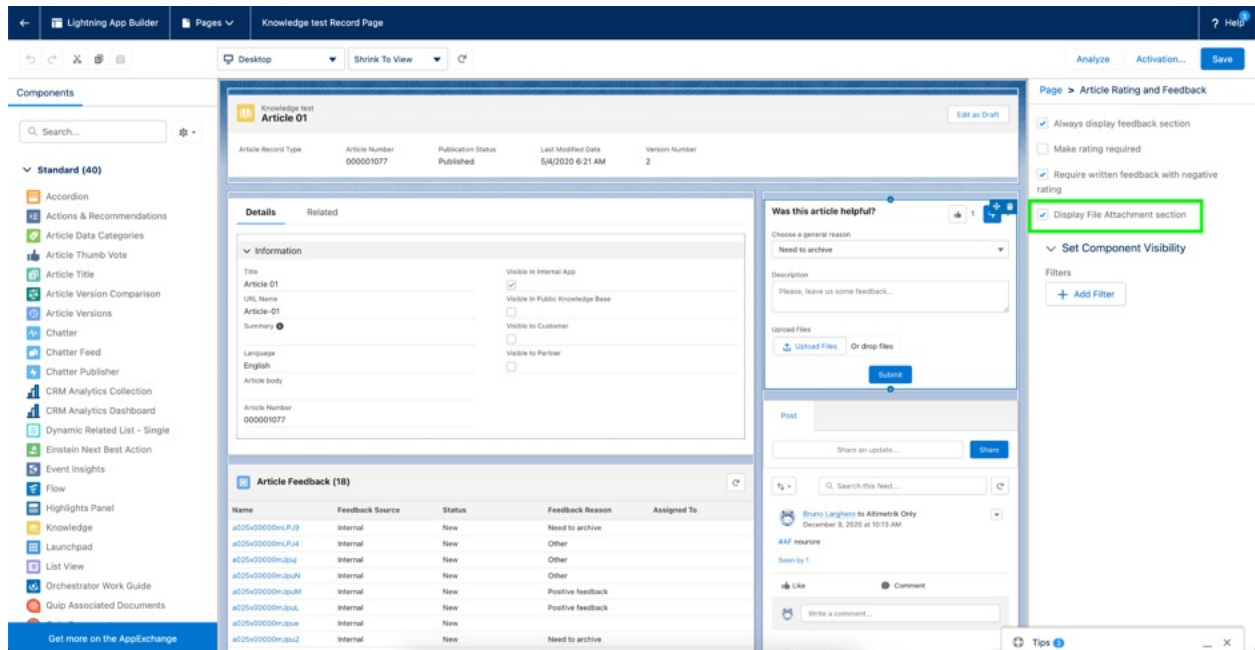


Once the file has been uploaded, the user just needs to click *Done* and then submit the feedback.

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*.

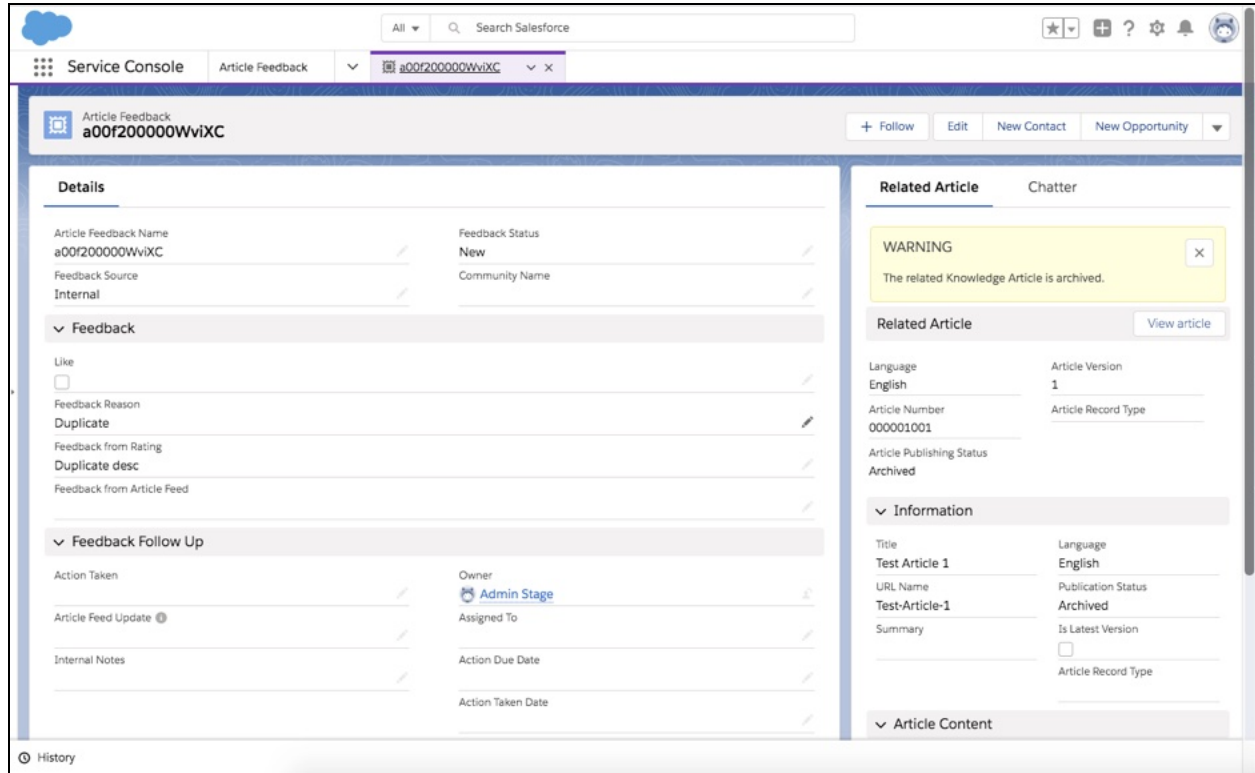


Limitations:

- 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 (afl__afl_Article_Feedback__c)

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



The screenshot displays the Salesforce Service Console interface for an Article Feedback record. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The main header shows the record ID 'a00f200000WviXC' and action buttons like 'Follow', 'Edit', 'New Contact', and 'New Opportunity'. The left pane, titled 'Details', contains fields for 'Article Feedback Name', 'Feedback Status' (New), 'Feedback Source' (Internal), 'Feedback Reason' (Duplicate), 'Feedback from Rating' (Duplicate desc), 'Feedback from Article Feed', 'Feedback Follow Up', 'Action Taken', 'Article Feed Update', and 'Internal Notes'. The right pane, titled 'Related Article', shows a warning message: 'The related Knowledge Article is archived.' Below this, it lists 'Related Article' details: Language (English), Article Version (1), Article Number (000001001), Article Publishing Status (Archived), and 'Information' section with Title (Test Article 1), URL Name (Test-Article-1), and Summary. The bottom section is labeled 'Article Content'.

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.

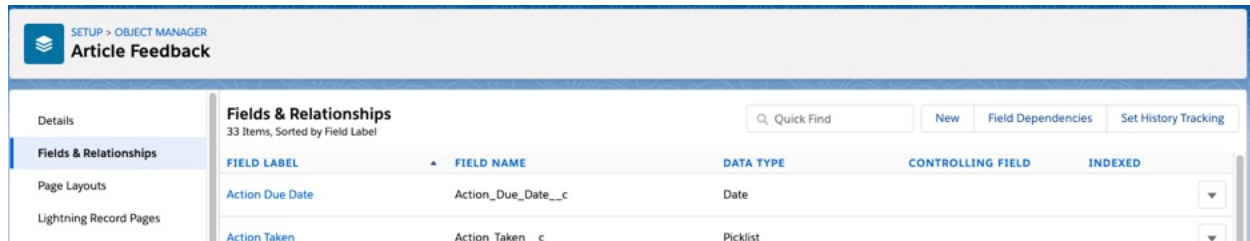
To manage picklist values go to Setup > Object Manager > Article Feedback > Fields & Relationships and select the field 'Feedback Reason Picklist Values'.

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

Values						Values Help ?
New Reorder Replace Printable View Chart Colors						
Action	Values	API Name	Default	Chart Colors	Modified By	
Edit Del Deactivate	Duplicate	Duplicate	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Enhancement suggestion	Enhancement suggestion	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Information inaccurate	Information inaccurate	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Link broken	Link broken	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Need to archive	Need to archive	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Outdated (needs update)	Outdated (needs update)	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Positive feedback	Positive feedback	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Poorly Written (not clear)	Poorly Written (not clear)	☐	Assigned dynamically	Mau Car	2/21/2020, 7:38 AM
Edit Del Deactivate	Other	Other	☐	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.

Article Feedback Field Dependencies

[Back to Custom Object: Article Feedback](#)

[Help for this Page](#)

This page allows you to define dependencies between fields (e.g., dependent picklists).

Field Dependencies				New
Action	Controlling Field	Dependent Field	Modified By	
Edit Del	Thumb Vote	Feedback Reason	Mau Car, 2/21/2020, 7:38 AM	

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.

Click button to include or exclude selected values from the dependent picklist:

[Include Values](#) [Exclude Values](#)

Thumb Vote:	Thumb Up	Thumb Down
Feedback Reason:	Duplicate	Duplicate
	Enhancement suggestion	Enhancement suggestion
	Information inaccurate	Information inaccurate
	Link broken	Link broken
	Need to archive	Need to archive
	Outdated (needs update)	Outdated (needs update)
	Positive feedback	Positive feedback
	Poorly Written (not clear)	Poorly Written (not clear)
	Other	Other

Showing Columns: 1 - 2 (of 2) < Previous | Next > [View All](#) [Go to](#)

Click button to include or exclude selected values from the dependent picklist:

[Include Values](#) [Exclude Values](#)

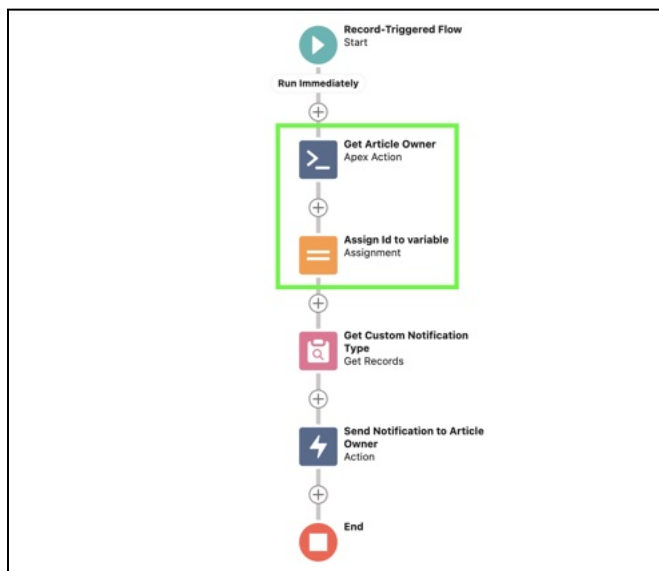
[Save](#) [Cancel](#) [Preview](#)

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

Custom Notification Type ID

Notification Body

Notification Title

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.

Service Console

Article Feedback

Article Feedback

All

48 Item

LIST VIEWS

All

Backlogged Feedback

Feedback Queue

My Feedback - All

My Feedback - Open

New Feedback

Recently Viewed (Pinned list)

ASSIGNED TO

OWNER ALIAS

CREATED DATE

ACTION DU...

ACTION TAKEN

	astag	11/28/2018 4:27 PM		
	astag	11/28/2018 4:29 PM		
	astag	11/29/2018 11:18 AM		
	astag	11/29/2018 11:21 AM		
	astag	11/29/2018 11:23 AM		
	astag	11/29/2018 11:24 AM		
	astag	11/30/2018 2:35 PM		
	astag	11/30/2018 3:04 PM		
	astag	11/30/2018 3:04 PM		
	astag	11/30/2018 3:07 PM		
	astag	11/30/2018 3:05 PM		
	astag	12/18/2018 5:55 PM		
	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

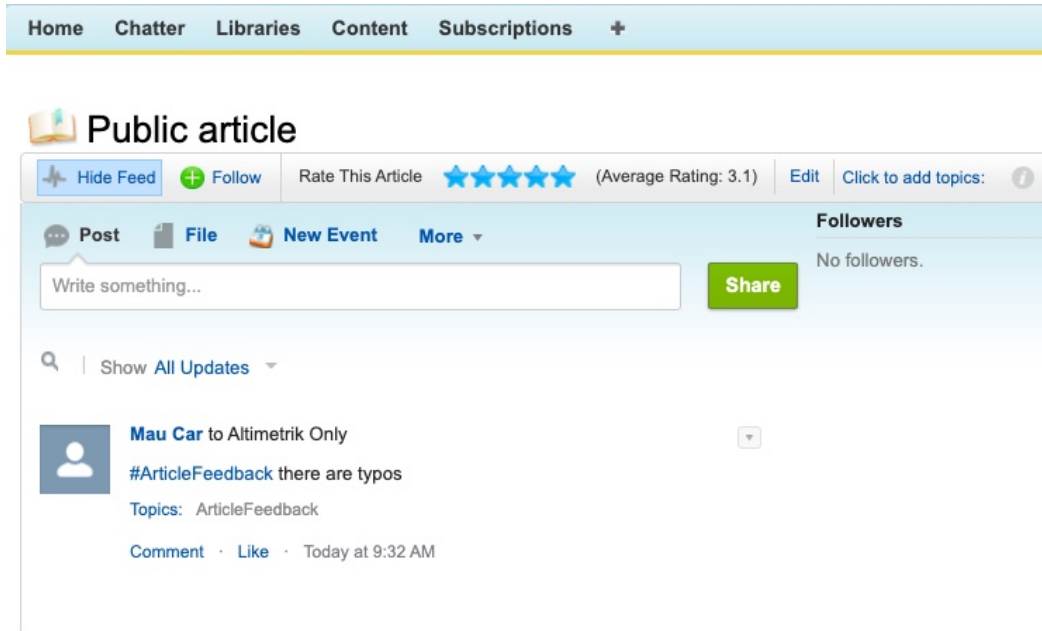
Language_Disclaimer	This Article Feedback originated from a trigger, the master language of the Knowledge Article will be displayed by default.
Language_Disclaimer_Helptext	When you create a Feedback record using the designated hashtag, the language of the article cannot be retrieved in that context. 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 Article Feedback Tab

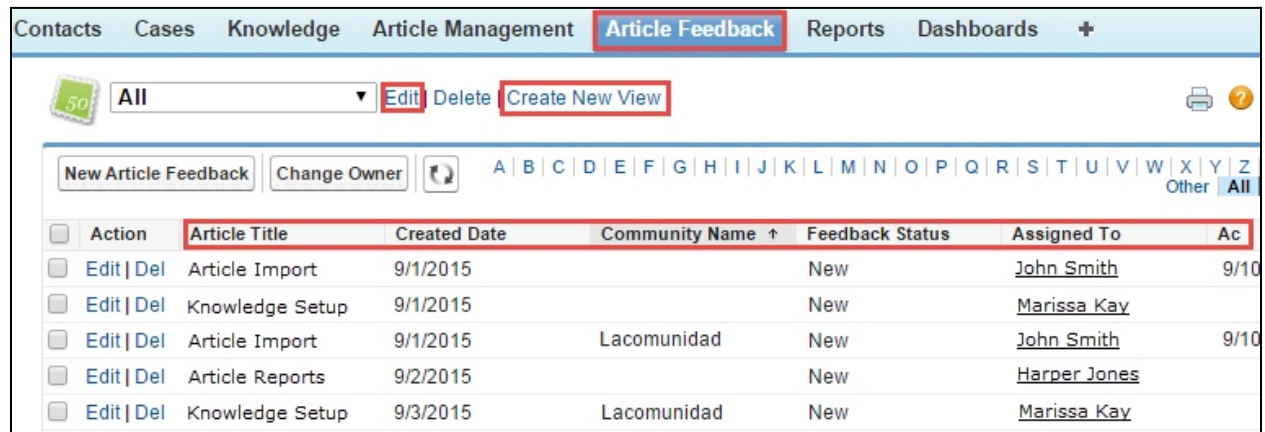
You can access all feedback previously submitted from the Article Feedback tab.

The screenshot displays the 'Article Feedback' tab in a web application. On the left, there is a sidebar with a 'Create New...' button and a 'Recent Items' list containing 'Public article', 'a016g00000TytoM', 'test vote error', and 'a016g00000Tyti3'. Below this is a 'Recycle Bin' button. The main area features a table of feedback items. At the top of the table, there are buttons for 'New Article Feedback', 'Change Owner', and a dropdown menu. The table has columns for 'Action', 'Article Feedback Name', 'Article Number', 'Owner Alias', 'Created Date', 'Action Due Date', and 'Action Taken'. The table contains 15 rows of data, each with a checkbox for selection and links for 'Edit' and 'Del'. The bottom of the interface shows pagination information: '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
☐ Edit Del	a016g00000TytoM	000001040	MCar	8/18/2020		
☐ Edit Del	a016g00000Tyti3	000001040	MCar	8/18/2020		
☐ Edit Del	a016g00000TxIVh	000001039	MCar	7/20/2020		
☐ Edit Del	a016g00000TxIVa	000001039	MCar	7/20/2020		
☐ Edit Del	a016g00000TxIVS	000001039	MCar	7/20/2020		
☐ Edit Del	a016g00000OCtoM	000001039	MCar	7/6/2020		
☐ Edit Del	a016g00000OCtoH	000001039	MCar	7/6/2020		
☐ Edit Del	a016g00000OCtoX	000001039	MCar	7/6/2020		
☐ Edit Del	a016g00000KmLPt	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KmLPf	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KmLPk	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KmLPj	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KmLPa	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KmLPe	000001039	guest	6/8/2020		
☐ Edit Del	a016g00000KIZbC	000001038	MCar	5/13/2020		
☐ Edit Del	a016g00000KIZEC	000001037	MCar	5/13/2020		
☐ Edit Del	a016g00000KIZE7	000001037	MCar	5/13/2020		
☐ Edit Del	a016g00000KIZE3	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.



Contacts Cases Knowledge Article Management Article Feedback Reports Dashboards +						
50 All Edit Delete Create New View						
New Article Feedback Change Owner						
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All						
☐	Action	Article Title	Created Date	Community Name ↑	Feedback Status	Assigned To
☐	Edit Del	Article Import	9/1/2015		New	John Smith
☐	Edit Del	Knowledge Setup	9/1/2015		New	Marissa Kay
☐	Edit Del	Article Import	9/1/2015	Lacomunidad	New	John Smith
☐	Edit Del	Article Reports	9/2/2015		New	Harper Jones
☐	Edit Del	Knowledge Setup	9/3/2015	Lacomunidad	New	Marissa Kay

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	← → B I U S Link Image List Table Code Fullscreen We had the same feedback from a community member. Let's fix this!		
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

[1.14] - 2025-05-08

Fixed	• Upgrade of APIVersion for 'afl_ArticleFeedbackPage' visualforce page to 52.0 from 33.0
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[1.13] - 2023-04-21

Added	• 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	• Article Feedback Links are now opened in Lightning instead of Classic
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[1.11] - 2022-10-28

Added	• 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
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	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	Votes are now counted in the component next to the thumbs button (except for Guest User Profile)
Fixed	- 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	- 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	Article Link was being set incorrectly when the feedback came from the community.

[1.8] - 2020-07-31

Added	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.
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Changed	Allow the org to translate the publication status of knowledge by default and get the translated record type description in the related article component.
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[1.7] - 2020-07-23

Changed	- 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, the count is not changed when a Guest User Profile submits a vote.
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[1.6.] - 2019-04-16

Added	- All visible labels can be translated in the 'Translation' workbench. The custom text values can be translated in the Custom Labels menu. - 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	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	Article Feedback Values object (afl__Article_Feedback_Values__c) has been deprecated

[1.5.] - 2019-12-03

Added	Checks for knowledge permissions in several instances to prevent nullPointer error
Fixed	Error displayed when profile without permissions over Knowledge object tries to post in Chatter

[1.4.] - 2019-10-18

Fixed	The arrows to select available values are not visible
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[1.3.] - 2019-09-26

Added	- 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
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	• 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	• 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	• Permissions checks missing on methods
Changed	• Update structure to fit new SFDX project

[1.1.] - 2019-04-03

Fixed	• 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