



Discuss FAQ's

Can an unwanted post in a Discussion be deleted?

Yes, KB comments can be deleted by:

- A user who has the 'Create article' permission in a KB category; can delete someone else's comment on articles they've created in that category.
- A user who has the 'Delete all articles' permission in a KB category; can delete someone else's comment on any article published within that category.

A user that fits the above scenario(s) can delete a single comment straight away using the 'delete' function:

A screenshot of a discussion channel interface. At the top, there is a text box with instructions: "You can also add and assign tasks to your staff within each Discuss channel. This is handy when you have action items that need to be completed by certain employees by a certain date, whilst keeping all related information in one place." Below this, it says "Created on 24 July 2020 by Claromentis Administrator. Last modified on 26 October 2022". There is a "Was this helpful?" section with "Like" and "0 Likes" buttons, and a "Share" button. A "Comments" section is visible with a text input field "Type your message...". Below the input field, there is a comment by "Abigail Clark" that says "when will this be available?". At the bottom of the comment, there are options: "Reply", "Like", "Delete", and a timestamp "26-10-2022 10:04".

However, if there have been replies to a comment these will need to be removed first before the ability to do so for the original comment will appear under it.

How do I pin something to the top of a Discussion?

It is not currently possible to pin a comment in a discussion, but a workaround is to edit the description of a Discussion topic and put in the link/information you wish to be 'pinned' as it will always show at the top:

A screenshot of a discussion channel interface for "Finance Team". The topic description is "We do numbers...". There are "Subscribe", "Edit", and "Lock" buttons. The "Created by" field shows "Nigel Davies on 24 August 2017" and the "Last Modified by" field shows "Claromentis Administrator on 6 September 2021". There is a "Comments" section with a text input field "Type your message...". On the right side, there are sections for "Upcoming Events" (showing "No upcoming events") and "Your Tasks".

Last modified on 30 November 2023 by Hannah Door

Created on 11 November 2019 by Mhairi Hutton

Tags: user guide, discussion, FAQ