



bazaarvoice™

Questions & Answers (beta) content management in Portal

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Questions & Answers (beta)

Note: In the current beta phase, app functionality is limited to searching, sorting, and viewing content. To carry out content moderation tasks, answer consumer questions, and manage contributors, you'll need to use the legacy Workbench app.


Get started

1. Sign in to [Portal](#) .
2. From the Portal menu , select **Questions & Answers (beta)**.

Tip: Select  in the upper-right corner of Portal to view help.

Note: To access Questions & Answers in Portal, you'll need to have been assigned the Questions & Answers solution and one of the following Portal roles:

- Content Administrator
- Content Responder
- Content Moderator
- Content Viewer

Learn more about these roles by referring to the [users and permissions](#)  topic in the Bazaarvoice knowledge base.

Search, sort, and filter your questions and answers

The list view

When you sign in to Portal and select **Questions & Answers (beta)**, you'll see a list view of questions submitted by consumers. You can search, sort, and filter your content in the list view. You can also explore your content in detail by opening up the detailed view of any question.

Perform a quick search

The list view includes a search bar that allows you to search your content in the following ways:

- **Search by keyword**—Enter keyword or phrase in search field and press **Enter**.
- **Search by product**—Enter product name or ID and press **Enter**.
- **Search by brand or category**—Enter brand or category ID and press **Enter**.
- **Search by content contributor**—Enter contributor name or ID and press **Enter**.
- **Search for specific questions and answers**—Enter question ID or answer ID and press **Enter**.

Tip: To clear active filters before searching, select **Clear all**.

The following illustration highlights some of the key features of the search bar:



A—Saved filters drop-down

B—Sort methods

C—Search field

Sort your questions

In the list view, from the drop-down list, select one of the following sort methods:

- Sort by date: Old to new
- Sort by date: New to old

Apply and save filters

Select various filter categories and values to narrow down your content, making it easier to explore your questions and answers. In addition, you can set up and save multiple custom filters.

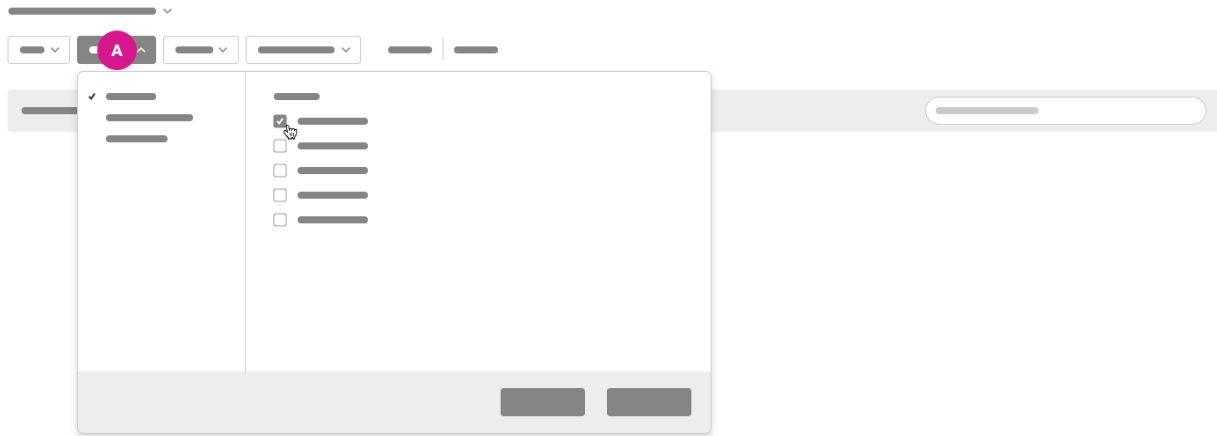
The following table shows the filter categories and values you can apply and save:

Filter category	Filter values and additional criteria	
Date	Select one: <ul style="list-style-type: none"> ● Yesterday ● Last 7 days ● Last 30 days ● This month ● Last month ● This calendar quarter Or enter custom dates.	
Content	Question ID	Enter question IDs
	Answer ID	Enter answer IDs
	Visual content	Select one or more: <ul style="list-style-type: none"> ● Questions with photos ● Answers with photos ● Questions with videos ● Answers with videos
	Locale (If your instance includes more than one locale, your locales will be listed)	For example Select one or more: <ul style="list-style-type: none"> ● de_US ● en_US ● es_US ● fr_US ● jp_US ● no_US ● zh_US
Products	Product	Enter product names or IDs
	Product status	Select active products or inactive products.
	Brand	Enter brand names or IDs
	Category	Enter the category names or IDs
Moderation	Answer status	Select one or more: <ul style="list-style-type: none"> ● Approved ● Rejected ● Pending
	Question status	Select one or more: <ul style="list-style-type: none"> ● Approved ● Rejected ● Pending

To select and apply filters:

1. In the list view, select the filter button for the filter category you want to define.
2. Select the values and criteria, and enter any required information.
3. Select **Apply and close**.

Repeat steps 2 and 3 to apply more filters.

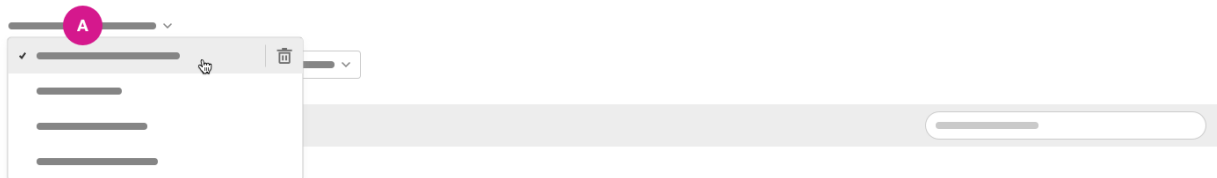


A—Filter category open, with filter value and criteria selected.

To set up and save a custom filter:

1. Select the filter values and criteria you need, ensuring you select **Apply and close** in each filter category you define.
2. Select **Save filters**.
3. Enter a unique name for the custom filter and select **Save**.

Your saved custom filter names will appear in the **Saved filters** drop-down list.



A—Saved filters drop-down.

To delete a custom filter:

1. In the alphabetically ordered drop-down list, find the name of the custom filter you want to delete.
2. Point to the name you want to delete so that it is highlighted in the list.
3. Select the trashcan icon to delete the highlighted name.

Note: If you accidentally delete a custom filter, you can set it up and save it again.

View details

Open the detailed view to read questions and answers, inspect visual content, and view answer helpfulness votes contributed by consumers who have read the answers. You'll also find information about the product and the question contributor.

To open up the detailed view:

- Select the title of any question.
Or
- Select **View details**.

View visual content

If a question includes visual content, the number of attached photos or videos will be displayed as a link underneath the review text in the list view. To view the content:

1. Select the link.
You'll navigate straight to the video and photo thumbnails in the detailed view.
2. Select **Expand and view** to inspect the visual content.

Alternatively, when you select either the question title or **View details**, you can scroll to the photo or video thumbnails and select **Expand and view**.

Tip: To quickly find questions and answers that include photos or videos, use the **Visual content** filter in the **Content** category.

Navigate between questions

To open a detailed view of the question, select either the question title or **View details**. Within the detailed view, you can navigate to the next listed question by selecting **Next question**, or go back to the previous one by selecting **Previous question**.

View information about the product

The following product information is displayed under **Product details** in the panel to the left of the question:

- Product ID
- Product category
- Category ID
- Brand ID
- Brand


Tip: You can view the product description by selecting **Show description**.

Tip: Select the product link to open the product details page on the brand or retailer website.

View information about the question contributor

The following information is displayed under **Question contributor** in the panel to the left of the question:

- The name provided by the question contributor
- The question contributor ID
- The question contributor's location (if provided)

Note: The question contributor's email address is personally identifiable information (PII) that is redacted by default. PII can be viewed only by users who have been granted [access to PII](#)  by the Account Administrator.

View helpfulness votes

For each answer, you can view the number of helpfulness votes registered by shoppers who have seen the answer.

- A thumbs-up icon is displayed above the number of votes registered by consumers who found the answer helpful.

- A thumbs-down icon is displayed above the number of votes registered by consumers who found the answer unhelpful.

View and add internal notes

When you select either the review title or **View details** to open a review, you can view notes added by members of your team. If you have been assigned the role of Content Administrator, Content Moderator, or Content Responder, you'll also be able to add notes.

Note: Internal notes you add in the new Portal experience will also be visible in Workbench.

View moderation status


Every question and all individual answers are labeled with a moderation status: **APPROVED**, **REJECTED**, or **PENDING**. The moderation status label is displayed above the title of each question, both in the list view and in the detailed view. The date and time of Bazaarvoice moderation are displayed beside the moderation status label.

Understanding moderation status:

APPROVED—Either the Bazaarvoice moderation process has approved the content, or it has been approved in Workbench by a member of your team. Questions and answers with the 'approved' status label are currently displayed on your site. If you have a distribution package, approved content is also eligible for syndication to other sites in the Bazaarvoice Network.

REJECTED—Either the Bazaarvoice moderation process has rejected the review, or it has been rejected in Workbench by a member of your team. Questions and answers with the 'rejected' status label are not currently displayed on your site. If you have a distribution package, rejected content is not eligible for syndication to other sites in the Bazaarvoice Network.

PENDING—The UGC has not yet passed through the Bazaarvoice moderation process, which determines whether content is approved or rejected. Questions and answers with the 'pending' status label are not currently displayed on your site. If you have a distribution package, pending content is not eligible for syndication to other sites in the Bazaarvoice Network.

Note: The Bazaarvoice moderation process can take up to 48 hours. If some of your questions are labeled **ON HOLD**, or if a **PENDING** label remains in place for more than 48 hours, it is probable that you have a customized setting added to the moderation process for your UGC. To report unexpected delays in the moderation process, contact [Bazaarvoice Client Care](#) .