Issue and feedback collection

- Issue reporting feature
- Manage reported issues
- Customizing the Issues module

Issue reporting feature

Encourage your community members to use the Issue Reporting feature to voice their concerns. Promote constructive dialogue and transparency by actively managing the reported issues and providing updates on their resolution. Your proactive engagement and responsiveness are key to fostering a collaborative and well-maintained community.

This feature not only aids in resolving individual concerns but also provides valuable insights into the broader needs and priorities of your community. Leverage this tool to make data-driven decisions and to enhance community satisfaction and trust in your platform.

The issue reporting process

Your registered users have the capability to report issues through their member area, contributing to the collective well-being of the community. Here's the process they follow:

Reporting an issue

Users navigate to the `Issues` page in their member area and click on the `Report the problem` button. They are prompted to fill in details about the issue, including:

- Category: To classify the nature of the issue.
- Severity: To indicate the urgency.
- Description: To provide details about the issue.
- Attachments: Users can attach a picture to provide visual context.
- Location: Users have the option to share their current location or write down an address.
- Anonymous Reporting: Users can choose to hide their name for privacy reasons.

Viewing and interacting with other users' reported issues

WeSolve not only allows users to report issues but also enables them to view and interact with issues reported by other community members.

Issue page

All public issue reports are available under the `Issues` page. Here, users can see what concerns the community members have reported.

Interactive Features

For each reported issue, the user can:

- View the Description: Read the details of the issue as reported by the user.
- View the Uploaded Image: Visual context can be provided by the user through an uploaded image.
- Write Comments: Engage with the community by writing comments for each report. This is a great way to discuss potential solutions or share additional information.
- Leave a Like: If you support a report or want to emphasize its importance, you can leave a like.

Dynamic category filter

Community members can use the dynamic category filter to easily find reports that fall under specific categories. This feature allows to focus on areas of interest or concern.

Manage reported issues

All reported issues are listed on the `Issues` page of your admin dashboard. Here, you have a comprehensive view of each report, including:

- **Reported Issue**: The description of the problem as submitted by the user.
- **Images**: Any visual evidence attached by the user to complement the issue description.
- **Category**: The category assigned to the issue, aiding in classification and prioritization.
- **Comments**: User interactions and discussions related to the issue.
- **Likes**: The number of likes an issue has received, indicating community concern or support.
- **Severity**: The urgency or impact level of the reported issue.
- **User**: The identity of the user who reported the issue. If the report is anonymous, the username will not be displayed.
- **Approval Status**: Indicates whether the issue has been approved for public visibility. Administrators can change this by toggling the radio switch.
- **Status**: The current resolution status of the issue (e.g., In Progress, Solved, Rejected).
- **Actions**: Options to edit or delete the issue.

Filtering and Moderation

Administrators can streamline issue management using the following features:

- Moderation Status Filter: Use the 'Approved' or 'Not Approved' buttons to filter issues based on their moderation status.
- Category Filter: Employ the dropdown menu to filter issues based on their category, facilitating focused attention on specific types of concerns.

Managing Comments

Engage with and moderate community discussions related to reported issues using the comment management tools:

Accessing Comments:

- Click on the 'Comments' button associated with a reported issue to open the comment management window.

Comment Moderation:

- Each comment's approval status can be managed using a radio toggle switch, ensuring that community interactions remain constructive and respectful.
- View the number of likes for each comment to gauge community sentiment.

- Perform actions like reply, edit, or delete to manage the discussion effectively.

Filtering and Searching Comments:

- Filter comments based on their moderation status using the 'Approved' or 'Not Approved' buttons.
- Utilize the search functionality to find comments by specific text, making it easier to address particular issues or queries.

Adding Comments:

- Create a new comment by clicking the 'Create' button on the top right, allowing administrators to contribute to the discussion or provide official responses and updates.

Customizing the Issues module

The WeSolve platform offers a range of customization options for the Issues module, allowing administrators to tailor the feature to the specific needs and policies of their community. This guide outlines the available customization settings and how they can enhance the user experience and administrative control.

Enabling or Disabling the Issues Module

Control the availability of the Issues module to your users with simple steps:

- **Navigation**: Go to `Settings`, then select `Modules`.
- **Toggle Issues Module**: Enable or disable the Issues module by selecting or deselecting it. This determines whether the issue reporting feature is available to your community members.

Moderation Settings

Fine-tune how issues are moderated and displayed in your community:

- **Automatic Approval of Issues**:
  - Navigate to `Settings`, then `Moderation`.
  - Check or uncheck the option to enable or disable automatic approval of issues. With automatic approval enabled, new issues submitted by users will be visible immediately. If disabled, they will require administrative review before being published.

Additional Customization Options

Further customize the user interaction with the Issues module by managing the following settings located in `Settings`, `Visibility`:

- **Enable Anonymous Mode**:
  - If selected, users will have the option to report issues anonymously. Their names will be concealed, ensuring privacy for those who wish to report sensitive or personal

matters.

- **Enable Comments**:
  - If selected, the Issues module will support user comments. This setting fosters community discussion and engagement around reported issues, allowing users to contribute insights, experiences, or support.
- **Enable Rating**:
  - If selected, users can rate the submitted feedback. This feature can help gauge the community's sentiment about specific issues and prioritize them based on urgency or popularity.
- **Enable Location Address**:
  - If selected, users will have the option to include their address or a specific location when reporting an issue. This feature is particularly useful for location-specific concerns, helping administrators and relevant authorities to pinpoint and address the reported issues more effectively.

By customizing the Issues module to fit your community's preferences and needs, you create a more engaging, responsive, and user-friendly environment. These settings empower administrators to maintain a balance between user freedom and content moderation, ensuring that the platform remains a constructive space for community engagement and problem-solving.