

# 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.

---

Revision #4

Created 20 January 2024 23:43:48 by WeSolve

Updated 21 January 2024 00:51:42 by WeSolve