

Guest Book Video

Welcome back to the EngagementHQ video series.

In this video we're going to take a look at one of our newer citizen feedback tools, the Guestbook.

The Guestbook is a simple and very safe mechanism for your stakeholders to provide comments on your site.

You'll find the Guestbook by clicking on the tab on the Sub-Nav bar.

Your Guestbook can be the default "tool" on the Sub-Nav bar if you prefer.

Okay, you can see that there is a space for some introductory text – this can be used to invite your community to leave a comment and – if you are pre-moderating comments – to let them know that the comment will appear on the site when your moderators have had a chance to review it during working hours.

Immediately below the introduction text is the Comment Box with a very simple UI and a Post button.

The comments are listed below the comment box, with the most recent arrivals at the top.

Along with the comment the participant's screen name and the time and date the comment was left appear on screen.

It is worth noting what participants cannot do on the Guestbook.

Unlike our Smart Forums, participants are not encouraged to dialogue.

There is no "reply to comment" function and there are no "agree or disagree" buttons.

The other critical difference between the Guestbook and the Smart Forums is that the Guestbook can be pre-moderated.

Let's take a look at the backend.

We'll log in as admin.

And now you can see the Content Management System for the Guestbook. It is a very simple tool with a very simple user interface.

You can edit and format the text for the introduction using the WYSIWIG editor, including linking to any important content – like your moderation rules for example.

And you can choose whether you would like the comments to be pre or post moderated.

Comments captured by the Guestbook can be sorted using the “Comment Analysis” tool on the site.

Click on the Comment Analysis link.

Click on the Guestbook link in the list of topics.

And tag up your comments – Check out the other videos for more detail about Comment Analysis in more details

You can then download a report for each of your tags.