Using "Pages" in AnswerDash

The "Pages" feature in AnswerDash's Customer Tools allow you to control where on your site or app the AnswerDash service appears. Our recommended approach is that you put the AnswerDash JavaScript snippet on all your pages, and then control where the service actually appears via "Pages." Entries in "Pages" are given a URL pattern and linked to groups of questions called "Question Groups." Entries in "Pages" are also given other settings such as whether to allow new questions to be asked, or whether certain pages should be excluded from analytics.

How to Specify a URL Pattern

Entries in "Pages" are specified as URL patterns. URL patterns can be URLs themselves (e.g., www.company.com), which require an exact match to show the AnswerDash service, or URLs with wildcards (*), which are placeholders that match any substring in their position. (Protocols like http:// and https:// are stripped automatically; wildcards are not needed for these.) An example of a wildcarded URL is www.company.com*, which matches all of the following:

- www.company.com
- www.company.com/
- http://www.company.com/
- https://www.company.com/products
- www.company.com/products
- …

Note that www.company.com and www.company.com/ are different URLs due to the trailing slash ("/"). For visual elegance, some browsers choose to omit displaying the trailing slash even though it is actually present in the loaded URL.

Hiding and Showing the AnswerDash Service

The "Hide" and "Show" buttons govern whether the AnswerDash service shows on the corresponding pages indicated by their URL pattern. *By default, pages on which the AnswerDash JavaScript snippet is installed **do not** show the AnswerDash service unless an explicit "Show" setting is made for those pages.* This means you do not (and should not) put any "Hide" patterns in place by default. Rather, simply put "Show" patterns in place for the pages on which you want the AnswerDash service to show.

When *should* you use "Hide" patterns? *For URL patterns that overlap, any "Hide" patterns will override any "Show" patterns, so you use "Hide" when you want to carve out pages on which to avoid showing AnswerDash from within more expansive URL patterns that show AnswerDash.* Here's an example:

Hide or Show?	Name	URL Pattern
Hide | **Show**	"Site wide"	www.company.com*
Hide | Show	"Demo pages"	www.company.com/demo*

In the above example, the "Site wide" pattern indicates that the AnswerDash service should be shown on every page of the site. But perhaps the company does not want to show AnswerDash on their site's own demo pages. The second "Demo pages" pattern hides AnswerDash on these demo pages, even though they are within the more expansive "Show" pattern above. Because "Hide" overrides "Show," the second pattern can carve out pages in this way.

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Annotated Screenshot
The annotated screenshot below shows the "Pages" functionality with the following annotations:

1. The "Pages" screen.
2. Hide / Show buttons.
3. Name for a given URL pattern. Names are optional and "Empty" by default.
4. Pages defined by URL patterns. Note the wildcards (*).
5. Question Groups associated with each URL pattern.