



Oxygen Feedback Comment Management Platform



Alin Balasa



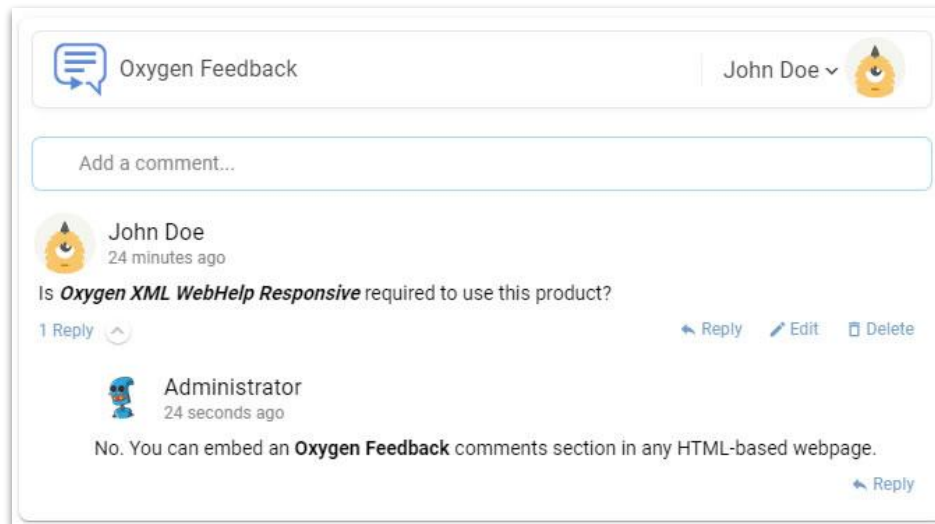
alin_balasa@oxygenxml.com

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What is Oxygen Feedback?

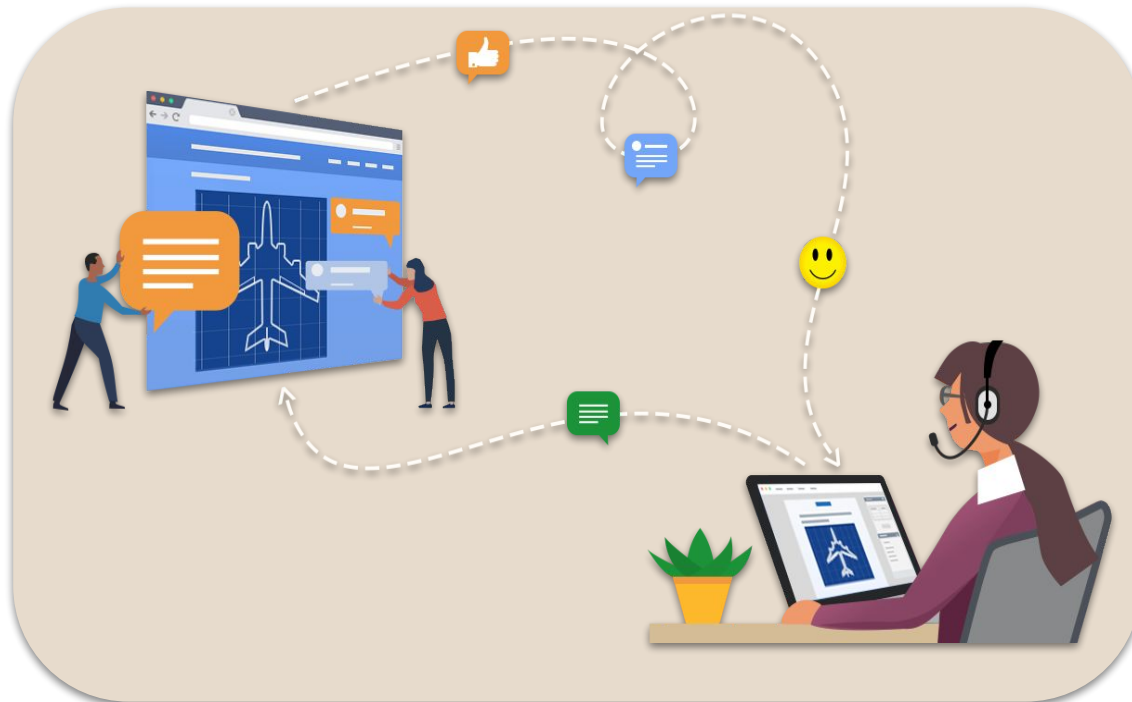
- Comment Management platform for WebHelp documentation or HTML-based web pages
- Very easy to configure and integrate
- Simple interface for comment moderation
- Support for versioned comments
- Oxygen XML Editor integration





Scenario

1. Integrate Oxygen Feedback in your Online Documentation
2. Receive feedback from your end users
3. Access the comments stream directly in Oxygen
4. Adjust your Documentation content using based on user feedback
5. Republish revised content





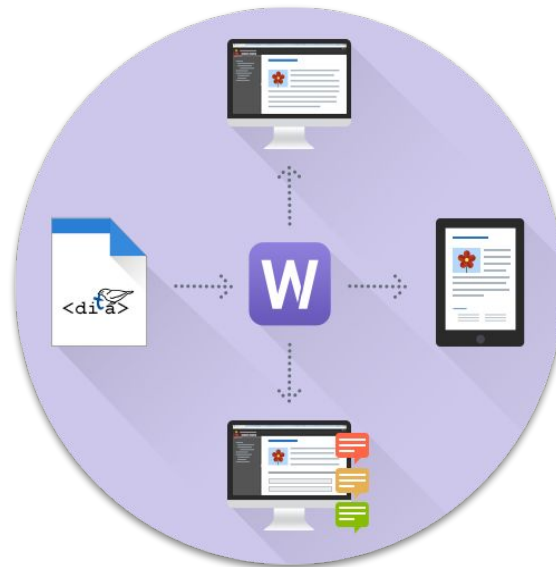
Content

DITA

- OASIS open standard
- XML data model for representing documents
- Has modular design
- Used for authoring and publishing

Oxygen WebHelp

- Publish DITA content HTML output
- WebHelp Output has a responsive layout
- Adapts to any device and screen size
- Extensible and customizable





Published Output

 <https://balasaalin.github.io/XML-Prague-2020>





Oxygen Feedback

 <https://feedback.oxygenxml.com>





Authentication

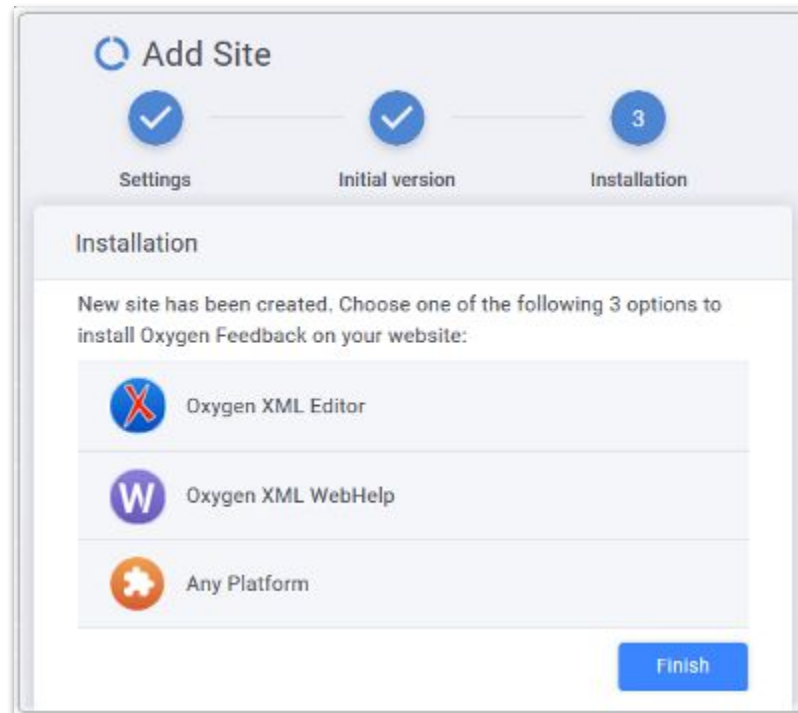
- Log in with:
 - Google account
 - Facebook account
 - Email & Password
- Automatically link accounts associated with the same email address

The screenshot shows the Oxygen Feedback login interface. At the top left is the Oxygen Feedback logo. Below it are two tabs: 'LOG IN' (selected) and 'SIGN UP'. The login form contains an 'Email' input field, a 'Password' input field with a toggle icon, and a 'Remember me' checkbox. A blue 'LOG IN' button is centered below the form. Below the button is a link for 'Forgot password'. A horizontal line separates the password-based login from the social login options. Below the line, the text 'Log in with' is displayed. At the bottom are two buttons: a red 'Google' button and a blue 'Facebook' button.



New Site Configuration

- 3 steps process
- Specify the site's name, description and logo
- Configure moderation settings
- Configure initial version
- Obtain the installation fragment





Install Oxygen Feedback

- Contribute the Installation Fragment in the WebHelp output
- Republish the documentation content
- Check the result

Sample installation fragment:

```
<div xmlns="http://www.w3.org/1999/xhtml" id="oxygen-feedback-frame-container">  
  <script id="feedback-init" src="https://feedback.oxygenxml.com/app/init/init.js?deploymentToken=[...]">  
    <!-- --></script>  
</div>
```



Posting Comments

- Regular user POV:
 - Navigate on the documentation website
 - Choose a topic of interest
 - Post a comment
 - Wait for post approval



Moderating Comments

- Moderator POV:
 - Go to comments admin page
 - Search for pending comments
 - Approve or reject

The screenshot displays the 'Comments' admin interface. At the top, there's a 'Filter by:' section with buttons for 'Pending', 'Approved', 'Resolved', 'Rejected', 'Deleted', and 'All'. The 'All' button is currently selected. To the right of the filters are dropdown menus for 'All versions' and 'All time'. Below the filters is a search bar with the placeholder text 'Contains text' and a 'Content' dropdown menu. The main area shows a list of comments. The first comment is from 'John Doe', posted '6 minutes ago', with a status of 'Pending' and version '0.5.2'. The comment text is 'In step 3, what is the recommended amount of water?'. The second comment is also from 'John Doe', posted '15 minutes ago', with a status of 'Approved' and version '0.5.2'. The comment text is 'FYI. I noticed that the first instance of well drained is missing the hyphen. The second instance has the hyphen (well-drained)'. At the bottom right, there's a pagination control showing 'Rows per page: 10' and '1-2 of 2'.



Site Users Roles

- **Owner**
 - Moderate comment posts (edit, approve, reject, or delete)
 - Configure site settings, versions, team members, and user roles
 - Delete or transfer the ownership of the site configuration
- **Moderator**
 - Moderate comment posts (edit, approve, reject, or delete).
- **Admin**
 - Moderate comment posts (edit, approve, reject, or delete)
 - Configure site settings, versions, team members, and user roles
- **Member**
 - Can post new comments.
 - If site is moderated, his comments require approval
- **Trusted**
 - His comments are automatically approved
- **Banned**
 - Cannot post new comments



Community page




- The site community consists of:
 - Site management team: Owner, Admins & Moderators
 - Users that posted comments on the website
- Page is accessible to the site Owner and to the Admin users
- Allows user roles management

Community

This is where you see all the users for the site and where you can associate user roles for each of them (Admin, Moderator, Trusted, Member, or Banned).

Name or Email All Roles ▾

Start typing a name or email address

User	Registration Date	Activity	Role
 Owner	February 15, 2019	18 posts 11 replies	Owner ▾
 Administrator	September 20, 2019	6 posts	Admin ▾
 John Doe	September 20, 2019	6 posts	Member ▾

Rows per page: 10 ▾ 1-3 of 3 < >



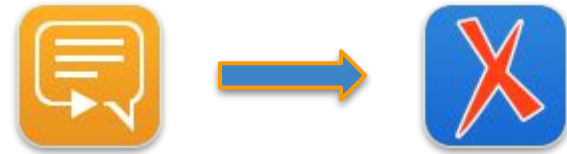
Site statistics

- Available metrics:
 - **Page views** - how many times a page was accessed
 - **Comments** - the total number of comments added
- Chart types:
 - Line
 - Bar
 - Stack
- Predefined or custom time intervals
- Popular pages - displays the pages with the highest number of page views in the selected interval



Oxygen integration

- **Oxygen Feedback Connector** Plugin
- Contributes a dedicated view
- 2 display modes:
 - Context DITA Map - displays the comments for the entire publication
 - Current editor - comments associated with the current opened editor (it must be a DITA topic)
- Offers basic comment management actions
- Can trace a comment back to its associated page



The screenshot shows the 'Feedback Comments Manager' window. At the top, there is a home icon and a user profile for 'RP Radu PISOI'. Below this, there are two dropdown menus: 'Feedback for: Context DITA map' and 'Status: Not resolved'. The main content area is titled 'topics/ofb-configuring-managing.html' and displays two comments. The first comment is from 'RP Radu PISOI' (2019-10-20), marked as 'Approved' and 'OF' (Open Feedback) with a version number '0.7'. The comment text is: '**FIXED:** I don't see the documentation about Versions page. Also, we should add documentation about how to add a new version.' Below the text is a link: [topics/ofb-configuring-managing.dita](#). The second comment is from 'S Steven' (2019-10-24), also marked as 'Approved' and 'OF' with a version number '0.7.1'. The comment text is: 'It's in "Site Settings".' Below the text is a link: [topics/ofb-configuring-managing.dita](#). At the bottom of the window, there is a link to 'glossary/banned.html'.



Conclusion

- Use **Oxygen WebHelp** to publish online documentation
- Use **Oxygen Feedback** as a commenting platform
- Use **Oxygen XML Editor** to integrate feedback from end users





Thank you!

Any questions?

Alin Balasa

alin_balasa@oxygenxml.com