

# IMPROVING THE ONLINE DOCUMENTATION WORKFLOW

Alin Balasa

alin\_balasa@oxygenxml.com

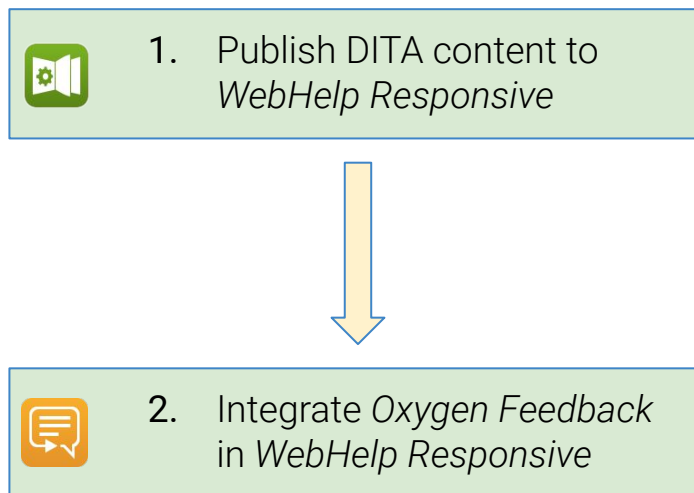
© 2022 Syncro Soft SRL. All rights reserved.



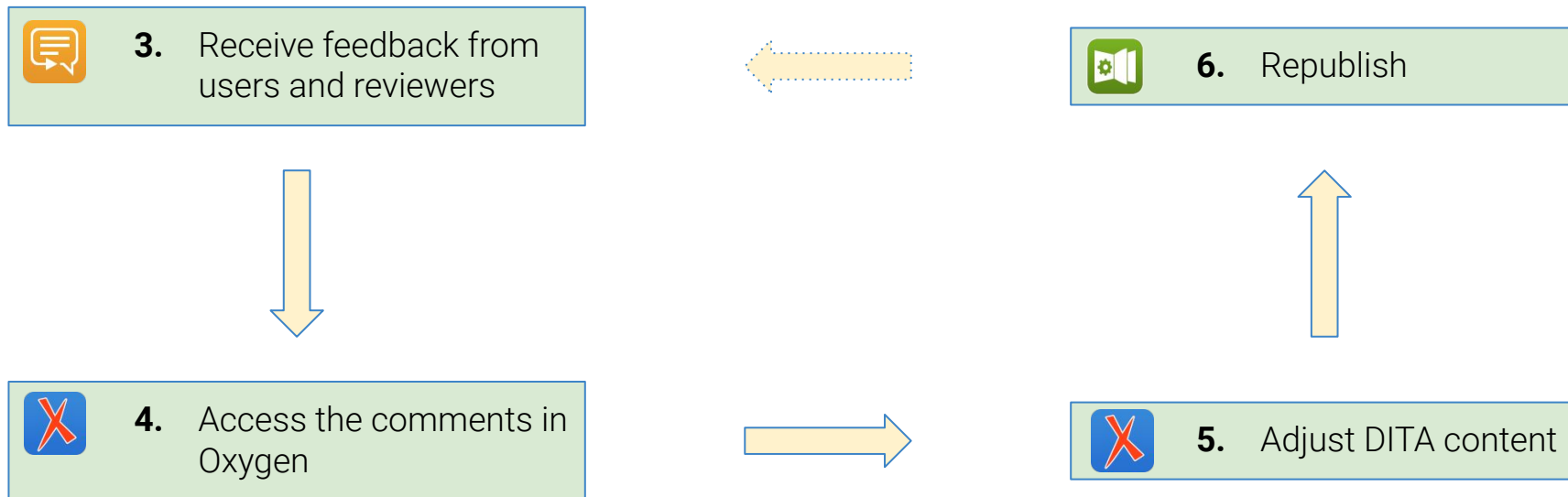
# The Tools

- Oxygen XML Editor / Author
  - Content Editing
  - Manual publishing
- Oxygen Publishing Engine
  - Automated publishing
- Oxygen Feedback
  - Comments management
  - Page ratings

## Workflow (Part I)



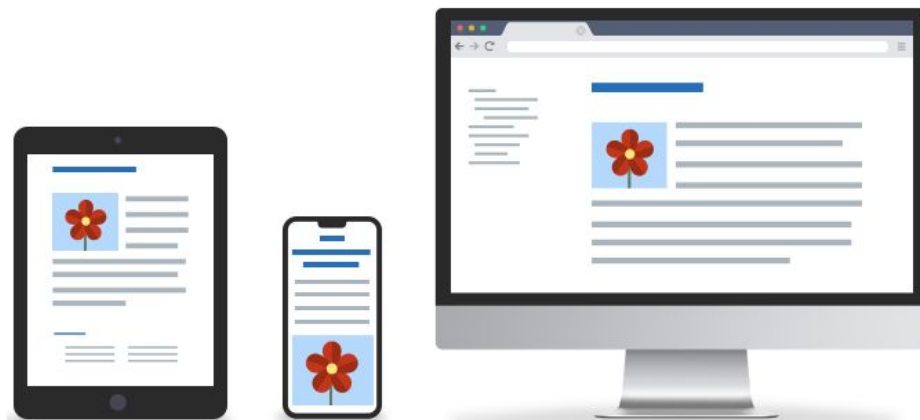
## Workflow (Part II)



# 1. Publish DITA to WebHelp Responsive

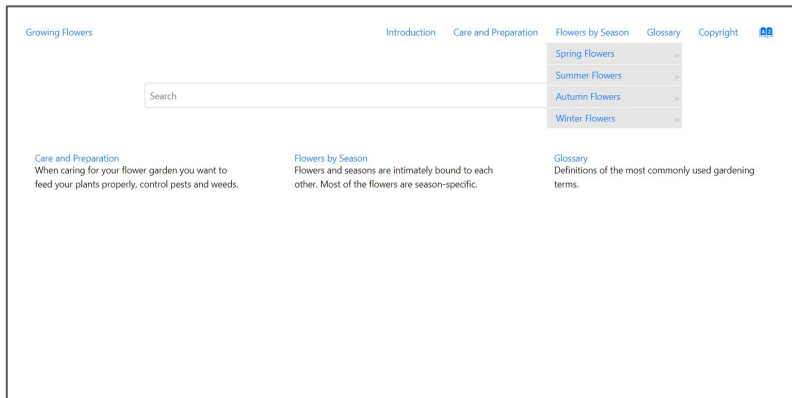
# WebHelp Responsive

- Online help format
- Responsive layout - adapts to any screen size
- Extensible & customizable
- Can be deployed:
  - On the local file system - offline help
  - On an HTTP server - online help

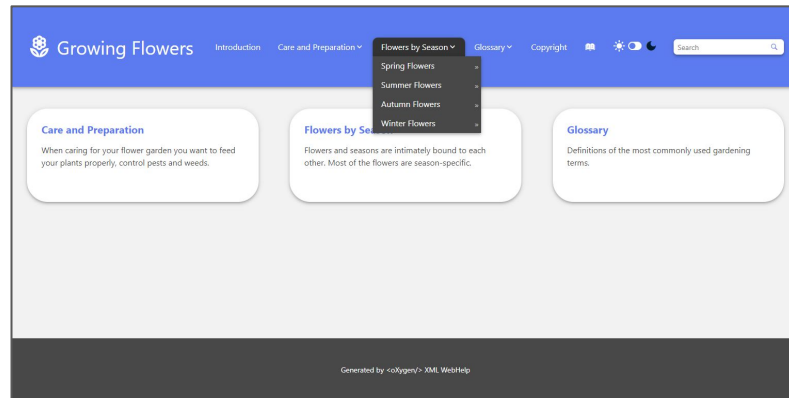


# Customizing the output

- Configure transformation parameters
- Change layout and styling using CSS
- Custom HTML fragments
- Add additional resources (such as images and fonts)
- Extend the default processing using XSLT extension points



*Basic*





*Customized*

## 2. Integrate Oxygen Feedback in WebHelp Responsive






# Oxygen Feedback



- Comment Management platform specialized for technical documentation websites
- Very easy to configure and integrate in any HTML based pages
- Simple interface for comment moderation
- Support for versioned comments
- Oxygen XML Editor integration


 Oxygen Feedback Alin Balasa 

Add a comment...

 **John**  
6 days ago  
I will get things started by offering a big **Welcome** to everyone joining our discussion.  
1 Reply  Reply

 **Mary**  
6 days ago  
Thank you John. I also want to welcome everyone to the *community*.

 **John**  
6 days ago  
Do I need my own server to manage and integrate *Oxygen Feedback*?  
1 Reply  Reply

 **Mary**  
6 days ago  
No, you can use the cloud-based distribution of *Oxygen Feedback* hosted at [feedback.oxygenxml.com](https://feedback.oxygenxml.com).

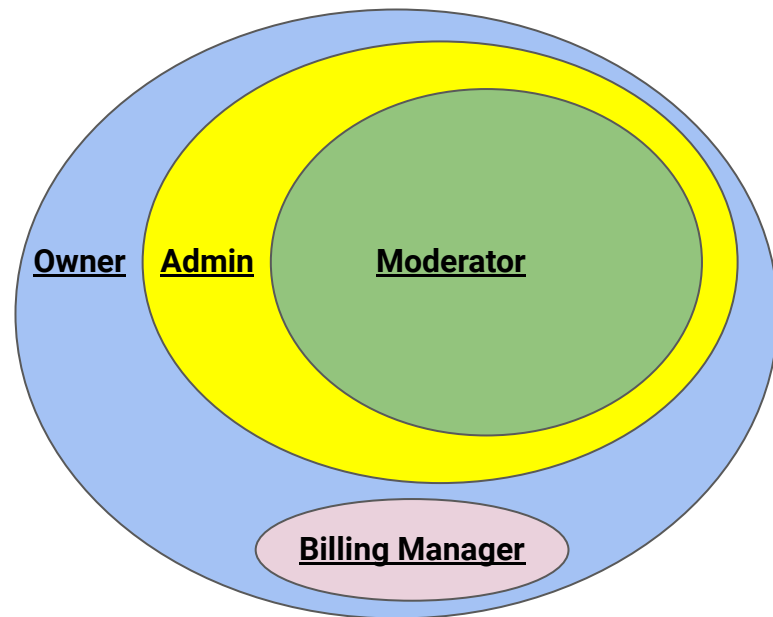
# Organization

- *Organization* - main concept of the Oxygen Feedback workflow
- All users and site configurations belong to an organization
- Each organization's data is isolated from other organizations
- Each organization can manage levels of access by specifying a user role for each member.



## User account

- Organization Members:
  - Moderator
  - Admin
  - Owner
  - Billing Manager (*Cloud only*)
- User account creation workflows
  - Administration Interface
  - Invitation link
  - Comment component



# Embedding Oxygen Feedback Component

1. Create a site configuration
2. Obtain an installation fragment
3. Contribute the fragment in the WebHelp output using the dedicated support

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>
```

### 3. Receive and manage feedback

# Posting Comments

## Roles:

- Regular User
    - has rights to post new comments
    - their comments require approval
  - Trusted - comments are automatically approved
  - Banned - cannot post comments
- 
- Comments types:
    - Global - page level
    - Contextual - element level

## Comment Editor

**B I**

\*Keep your car looking great by washing it regularly.\*

1. Move the car onto the driveway. **\*\*Avoid\*\*** washing the car in direct sunlight as this might damage the paint.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and gently remove the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.

[Preview](#)

*Keep your car looking great by washing it regularly.*

1. Move the car onto the driveway. **Avoid** washing the car in direct sunlight as this might damage the paint.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and gently remove the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.

[Cancel](#) [Add](#)



## Posted Comment

**John Volt**  
12 minutes ago Waiting for approval

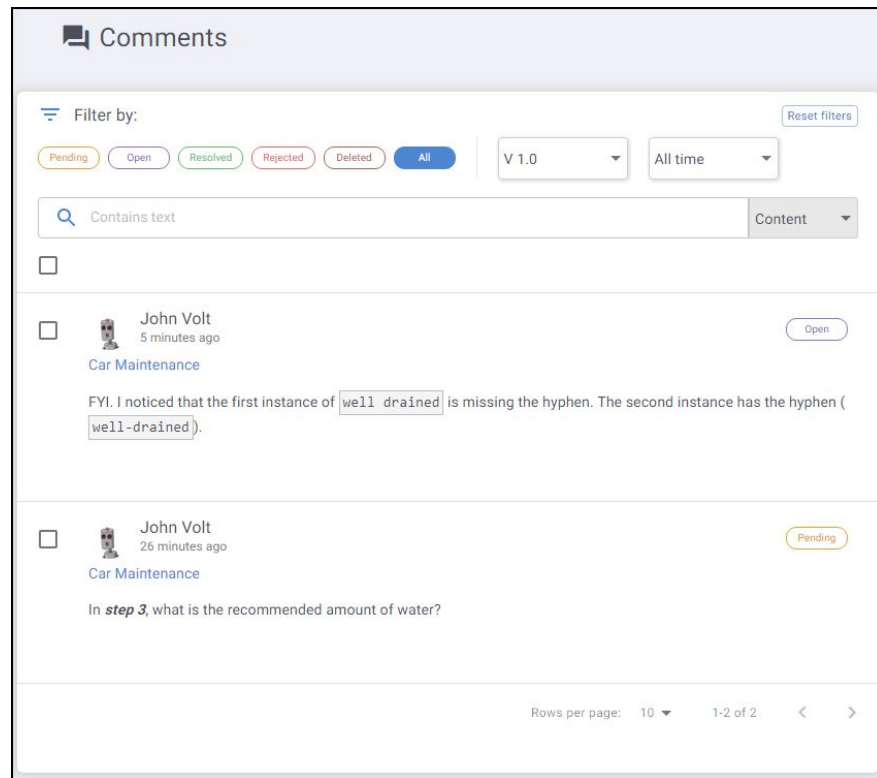
*Keep your car looking great by washing it regularly.*

1. Move the car onto the driveway. **Avoid** washing the car in direct sunlight as this might damage the paint.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and gently remove the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.

[Reply](#) [Edit](#) [Delete](#)

# Comments moderation

- Moderator role or higher
- Comments Administration page
- Comments Component embedded in an HTML page
- Approve / reject pending comments



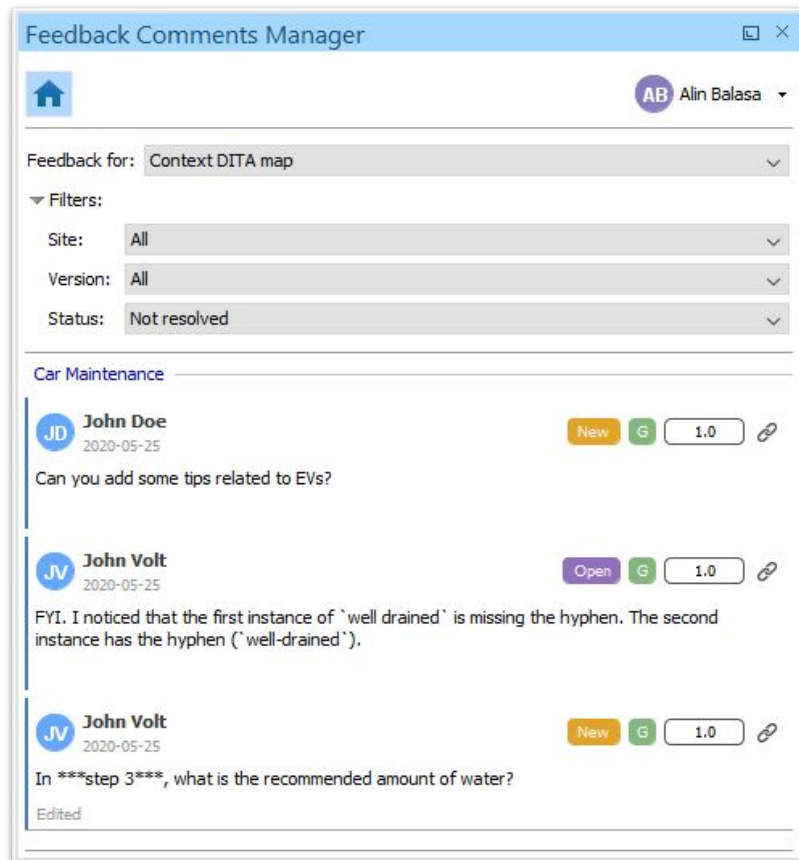
The screenshot shows a 'Comments' moderation interface. At the top, there's a 'Filter by:' section with buttons for 'Pending', 'Open', 'Resolved', 'Rejected', 'Deleted', and 'All'. The 'All' button is currently selected. To the right of these buttons are two dropdown menus: 'V 1.0' and 'All time'. A 'Reset filters' button is located at the top right. Below the filters is a search bar with the placeholder text 'Contains text' and a 'Content' dropdown menu. The main area displays a list of comments. The first comment is from 'John Volt' (5 minutes ago) regarding 'Car Maintenance'. 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)'. The second comment is also from 'John Volt' (26 minutes ago) regarding 'Car Maintenance'. The comment text is 'In **step 3**, what is the recommended amount of water?'. At the bottom right, there is a pagination control showing 'Rows per page: 10' and '1-2 of 2'.

## 4. Access comments in Oxygen



# 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

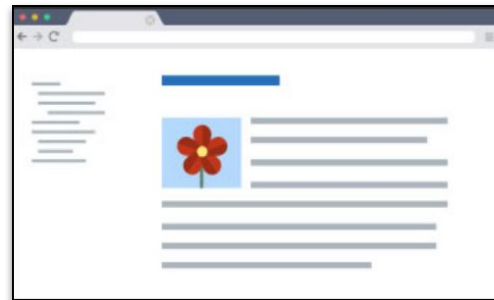


## 5. Adjust DITA content

## 6. Republish

## Conclusion

- Oxygen offers a complete solution for authoring, publishing and collaboration:
  - Use **Oxygen XML Editor** to edit your documentation
  - Use **Oxygen Publishing Engine** to publish your content
  - Use **Oxygen Feedback** as a commenting platform



# THANK YOU!

Alin Balasa

[alin\\_balasa@sync.ro](mailto:alin_balasa@sync.ro)