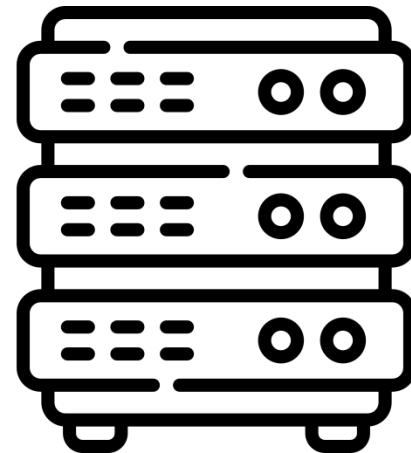
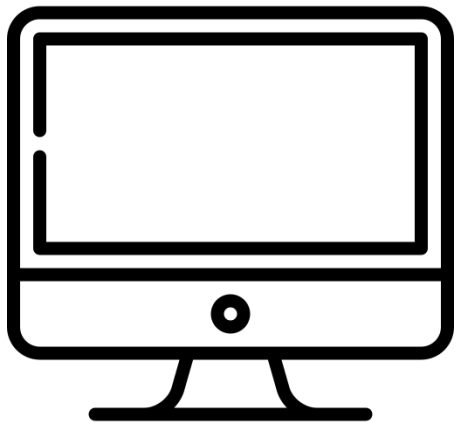




# What's New in Oxygen Feedback 3.0

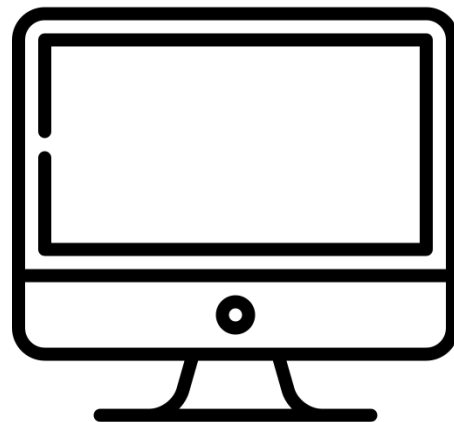
- Server-side search engine for Oxygen WebHelp Responsive powered by Oxygen Feedback
- Main benefits:
  - Faster search process
  - Up-to-date index
  - Indexing according to the preferred language
- Tips for optimizing search results
- An overview of various other new features

# Client-Side vs Server-Side Search Processes



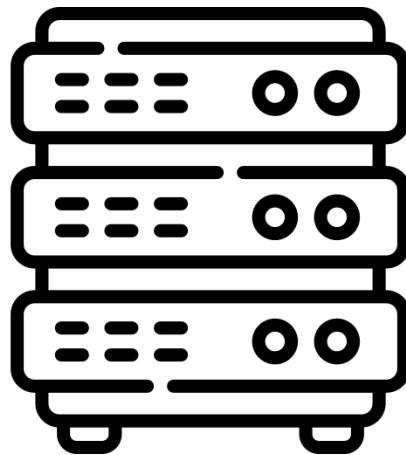
## Client-Side Search Process

- Runs in the user's web browser
- Can be **slower** and **less efficient** than server-side searching
- Requires downloading the entire search index to the user's device
- Can be **limited** by the resources available on the user's device



## Server-Side Search Process

- Runs on a server
- Can be faster and more efficient than client-side searching
- Requires server-side infrastructure
- Returns only the relevant search results to the user's web browser
- Is not limited by the resources available on the user's device




# Content Indexing

- Available for each version of a site configuration
- Can be enabled or disabled at any time
- Indexed output must be generated with Oxygen WebHelp 25.0+

### Content Indexing and Search

Note: The content indexing functionality requires the indexed output to be generated using Oxygen WebHelp version 25 or higher.

Content indexing/search service functionality is enabled for English. [Edit](#)

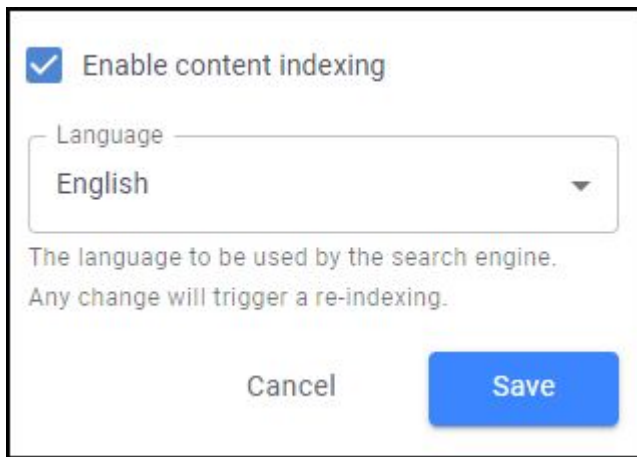
Status: Ready 

Content was indexed on Friday, March 24, 2023 at 08:55:41 GMT+2.  
Content indexing will be triggered automatically every 5 minutes.

[Reindex](#) [Delete](#)

## Multi-Language Support

- Indexed content can be analyzed using specific rules for a selected language
- There are numerous different languages to choose from
- Changing the language will trigger re-indexing

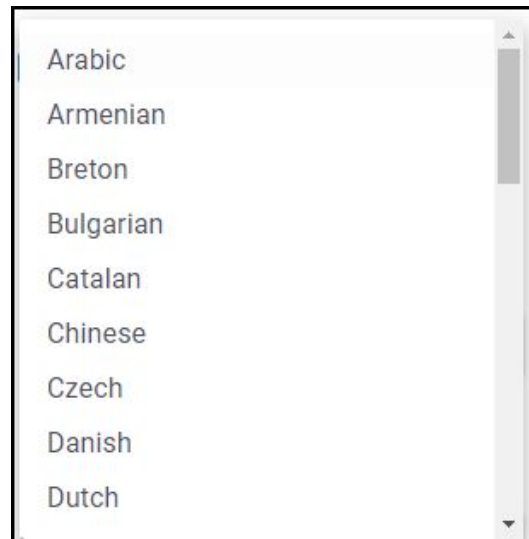
A screenshot of a dialog box titled "Enable content indexing". It features a checked checkbox, a language selection dropdown menu currently set to "English", a descriptive text block, and "Cancel" and "Save" buttons at the bottom.

Enable content indexing

Language

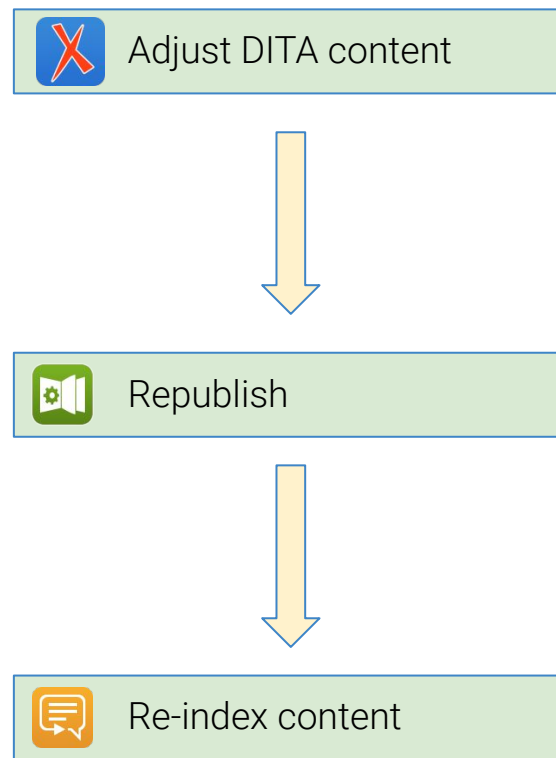
The language to be used by the search engine.  
Any change will trigger a re-indexing.

Cancel



## Automatic Re-indexing

- Changes in the published content are automatically detected
- Content is automatically re-indexed
- Re-indexing can also be triggered on request





## Index Status

- Displayed in the Version Page
- Index statuses:
  - **Not indexed**, **Scheduled**, **In Progress**, **Ready**, **Failed**
- Displays the date when content was last indexed

Status: **Ready** 

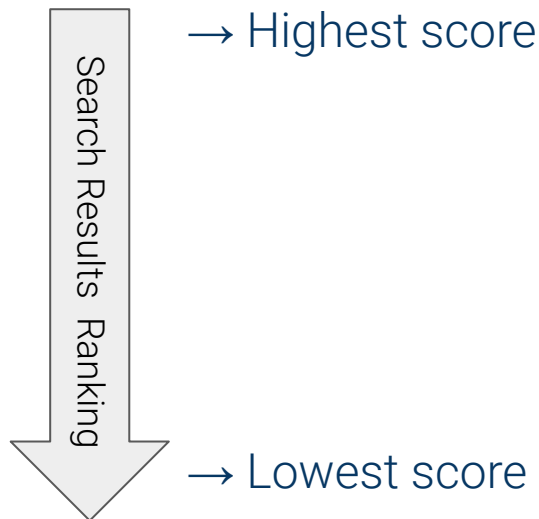
Content was indexed on Tuesday, April 11, 2023 at 19:45:42 GMT+3.

Content indexing will be triggered automatically every 5 minutes.

# Searching WebHelp Responsive Output

- Indexing is enabled → **Server-side search engine** powered by Oxygen Feedback
- Indexing is disabled → Embedded **client-side search engine**
- Search results ranking - depends on the number of occurrences in:

- Title
- **Keywords & index terms**
- Short description
- H1 to H6
- Bold text
- Italic & underlined text
- Plain text



# Page Ratings

- Display **like/dislike icons** instead of text responses

## Site Settings

The screenshot shows the 'Site Settings' interface for page ratings. On the left is a navigation sidebar with icons for users, analytics, stars, settings (highlighted), layers, and security. The main content area has a checked box for 'Allow page ratings'. Below this, the 'Question' is 'Was this page helpful?' and the 'Page ratings custom question text' is blank. Under the 'Answers' section, the 'Use like/dislike icons' radio button is selected, with a green callout box labeled 'NEW in 3.0' pointing to it. The 'Text' radio button is unselected. At the bottom, 'Option 1 (positive)' is 'Yes' and 'Option 2 (negative)' is 'No'. A black arrow points from the 'Text' option to the 'Comments Component' example below.

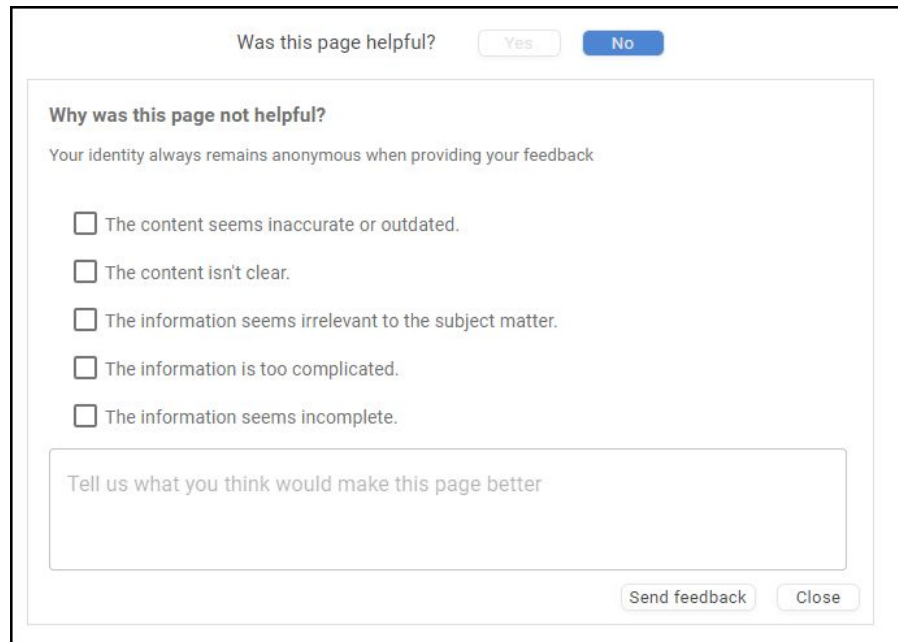
## Comments Component

This example shows the 'Comments Component' with the 'Use like/dislike icons' setting. It displays the question 'Was this page helpful?' followed by a thumbs-up icon and a thumbs-down icon.

This example shows the 'Comments Component' with the 'Text' setting. It displays the question 'Was this page helpful?' followed by 'Yes' and 'No' buttons. A black arrow points from the 'Text' option in the settings above to this example.

# Negative Page Ratings

- Users can leave **anonymous feedback** about the page
- Up to **5 predefined** answers
- UI text is customizable in the Site Settings page
- Collected feedback is available to site admins in the **Page Ratings Statistics** page

A screenshot of a feedback form. At the top, it asks "Was this page helpful?" with "Yes" and "No" buttons. Below that, it asks "Why was this page not helpful?" and includes a note: "Your identity always remains anonymous when providing your feedback". There are five checkboxes with corresponding text: "The content seems inaccurate or outdated.", "The content isn't clear.", "The information seems irrelevant to the subject matter.", "The information is too complicated.", and "The information seems incomplete.". At the bottom, there is a text input field with the placeholder "Tell us what you think would make this page better" and two buttons: "Send feedback" and "Close".

Was this page helpful?

**Why was this page not helpful?**

Your identity always remains anonymous when providing your feedback

The content seems inaccurate or outdated.

The content isn't clear.

The information seems irrelevant to the subject matter.

The information is too complicated.

The information seems incomplete.

Tell us what you think would make this page better

## Conclusion

- Configure server-side search process for WebHelp Responsive
- Collect anonymous feedback from users

# THANK YOU!

Alin Balasa

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