2021 - All about

COOL days

Collabora Online

User sentiment reporting
(Facilitating User Feedback on CODE)

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Thanks to Henry Castro for all the work on the Back-end!

User writes in various places

Forum, Telegram, Twitter, etc

- Creates topics

- Starts threads

GitHub

- Reports bugs

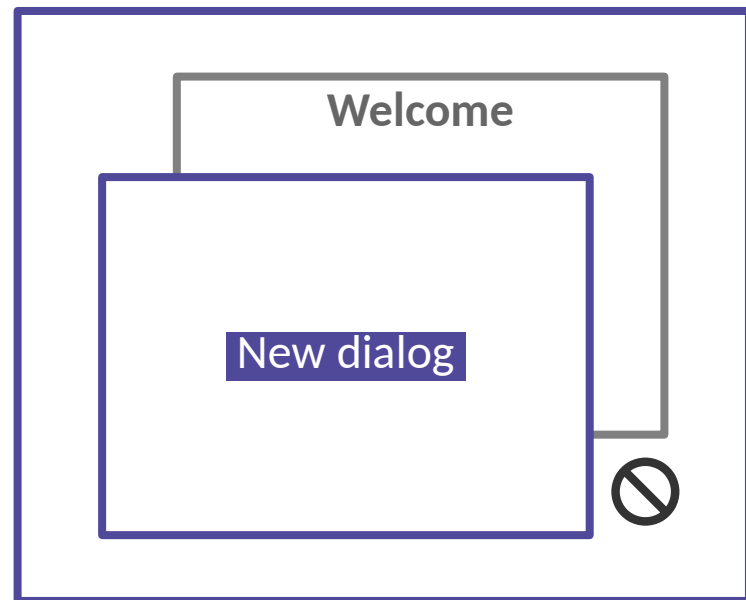- Reports questions in form of a bug

Missing link

- See how well we're doing with our users and to prioritize our work

- Feedback VS Satisfaction

- Pinpoint WSD hash

- Make it easier to send notes without signing up on any platform

- Reduce the amount of stuff that ends up on GH (valuable but many times not really a bug)

Thanks to Henry Castro for all the work on the Back-end!

The solution

- **Prompt user with a feedback request (dialog)**

  - Try not to be annoying or obtrusive

  - Adapt depending on the device: PC, Tablet, Mobile

- **Make it possible to enable/disable it**

  - A new flag to ./configure

- **Make it easy to keep dialog's content up-to-date**

  - It should be no need to update CODE

  - No additional storage should be needed from the integrator's side
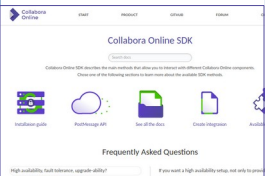
  - Allow for quick iterations

Welcome

New dialog

How?

- Switch ENABLE_FEEDBACK to true by adding to your `./configure`:
  - `--enable-feedback`
  - `--with-feedback-location=`https://rating.collaboraonline.com
    - Dialog's content and results are stored in a separated Django server allowing for up-to-date information without updating CODE
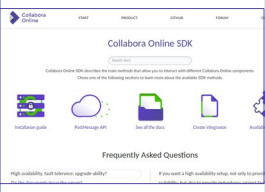- `make run`

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How?

- Switch ENABLE_FEEDBACK to true by adding to your `./configure`:

  - `--enable-feedback`

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    - Dialog's content and results are stored in a separated Django server allowing for up-to-date information without updating CODE

```
MariaDB [star_rating]> SELECT * FROM Rate_rating;
+----+--------------+--------+-------------------------+--------------+----------------------------+------------------+-------------------------+
| id | how_do_you_feel | rating | ways_we_can_improve     | version_hash | date                       | can_we_ask_you_more | email                |
+----+--------------+--------+-------------------------+--------------+----------------------------+------------------+-------------------------+
|  1 |              |      3 | Would it be possible to have Notebookba | 32875428 | 2021-09-20 00:20:16.093650 |                0 | pedro.silva@collabora.com |
|    |              |        | r mode switched on by default? |          |                            |                  |                         |
|  2 |              |      4 |                         | d0c94d86     | 2021-07-20 14:38:57.006846 |                0 |                         |
+----+--------------+--------+-------------------------+--------------+----------------------------+------------------+-------------------------+
2 rows in set (0.000 sec)
```

Prompt within sight

YOUR REVIEW IS OUR BEST MOTIVATION

Description   optional

Your feedback is important. Tell us what you think about Collabora Online. Would you recomend it? why?

Fill-in your email and stay in contact   optional

Tap to rate   ★ ★ ★ ★ ☆

Do not show again   Later   Submit

- **Fields**
  - Description is optional
  - Email address is optional
  - Rating is **not** optional allowing for a better sense of satisfaction markers

- **Offer options**
  - Do not make it a nuisance (do not show again)

- **Add visual cues**
  - On hover; Make Submit button automatically go from disable to enable state etc..

Passing values to "feedback" iframe

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| Do not show again | | Later | Submit |

```
var cssVar =
getComputedStyle(document.documentElement).getProp
ertyValue('--co-primary-element');


cssVar = cssVar.replace(/\s/g, '');
url += '?'+this._isMobile;
url += cssVar;
url += window.app.socket.WSDServer.Hash;



this._iframe.src = url;
```

User sentiment reporting

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Mobile: more flexibility

- With mobile friendly UI

- Does not depend on Android/Apple API service

  - It allows users using the responsive mode (no app) to be heard

- Allows for more control over

  - what and how we request that feedback

Hello world

YOUR REVIEW IS OUR BEST MOTIVATION

Description   optional

Your feedback is important. Tell us what you think about Collabora Online. Would you recomend it? why?

Fill-in your email and stay in contact   optional

Tap to rate   ★ ★ ★ ★ ☆

Do not show again

Later

Submit

Thanks and Hack on!

- ## https://collaboraonline.github.io/
  - ➔ Build COOL and Start with small bite easy hacks; Translate; File a Bug; etc

- ## https://forum.collaboraonline.com/t/your-first-pull-request/
  - ➔ Push your first Pull Request

- ## https://collaboraonline.github.io/post/communicate/
  - ➔ Come say hi in the weekly COOL meetings

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