

Enabling OKCS on Customer Portal

Release: 16.8

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1 Overview

The purpose of this document is to explain the changes that need to be made to a customer portal site to enable OKCS.

2 Pre-Requisites

This document describes changes required to update a 16.2 Oracle Service Cloud instance to Oracle Knowledge Cloud Service. This document may be used for future versions but changes may not translate as-is. The following pre-requisites apply:

1. You have a provisioned instance of Oracle Service Cloud which is connected to an Oracle Knowledge Cloud Service instance. This is typically done by the provisioning teams as part of a customer order.
2. You have enabled MOD_CP_DEVELOPMENT. This is required to ensure that you're able to modify code on customer portal using WebDav.
3. You have mapped a drive or path to customer portal using WebDav. All the paths below refer to the customer portal webdav paths
4. You have initialized Oracle Knowledge Search by creating content within Oracle Knowledge Authoring and Crawling this content. This will ensure search results are available.
5. Ensure that you have set the config parameter OKCS_ENABLED to true.

Note 1: Okcs Update

It's important to note that OKCS widgets and these changes are applicable to Standard and Mobile views of Customer Portal. These widgets are not supported on the basic view.

Note 2: 16.5 Release Update

As of part 16.5 release the mobile templates and pages are no longer available in the customer development area by default. To enable to mobile view we need to copy the templates and pages from the core folder

- **Copy mobile.php from cp/core/framework/views/templates/ to customer/development/views/templates/**
- **Copy the mobile folders (the entire folder) from cp/core/framework/views/pages/ to customer/development/views/pages/**

Note 3: 16.8 Release Update

As of part 16.8 release all okcs related pages are available in the customer development area by default. To view the site in okcs, you need to navigate to viewSite in administration page and click on OKCS reference. Here the site will be displayed in development mode , to view the site in production mode ,you need to manually copy and paste the files from

cp/customer/development/views/pages/okcs to cp/customer/development/views/pages

And deploy them to production.

Note: Now standard and mobile templates are referred as okcs_standard and okcs_mobile respectively.

3 Features Added as a part of 16.8 release

3.1 Content Recommendation

Below code changes required to enable this feature.

3.1.1 Go to page `/cp/customer/development/views/pages/okcs/browse.php`

Existing code:

```
<div id="rn_PageContentArticles" class="rn_AnswerList">
```

Modified code:

Add the below line after the above div

```
<rn:widget path="okcs/OkcsRecommendContent"/>
```

3.1.2 Go to page `/cp/customer/development/views/pages/okcs/mobile/browse.php`

Existing code:

```
<div class="rn_Report">
```

Modified code:

Add the below line after the above div

```
<rn:widget path="okcs/OkcsRecommendContent"/>
```

3.1.3 Go to page `/cp/customer/development/views/pages/okcs/answers/answer_view.php`

Existing code:

```
<rn:widget path="okcs/SubscriptionButton"/>
```

Modified code:

Replace the entire line with the below section

```
<div class="rn_OkcsAnswerAction">
    <rn:widget path="okcs/SubscriptionButton"/>
    <rn:widget path="okcs/OkcsRecommendContent"/>
</div>
```

Existing code:

```
<rn:widget path="okcs/DocumentRating"/>
```

Modified code:

Add the following line below the above widget path

```
<rn:widget path="okcs/OkcsRelatedAnswers"/>
```

3.1.4 Go to page `/cp/customer/development/views/pages/okcs/mobile/answers/answer_view.php`

Existing code:

```
<rn:widget path="okcs/SubscriptionButton"/>
```

Modified code:

Add the below line with **before** the above widget path

```
<rn:widget path="okcs/OkcsRecommendContent"/>
```

Existing code:

```
<rn:widget path="okcs/DocumentRating"/>
```

Modified code:

Add the following line below the above widget path

```
<rn:widget path="okcs/OkcsRelatedAnswers"/>
```

3.1.5 Go to page **/cp/customer/development/views/pages/okcs/account/overview.php**

Existing code:

```
<div class="rn_Notifs">
```

```
  <rn:widget path="okcs/OkcsAnswerNotificationManager" view_type="table"
```

```
  label_caption="<span
```

```
  class='rn_ScreenReaderOnly'>#rn:msg:ANSWER_NOTIFICATIONS_SLASH_SPAN_LBL#</span>"/>
```

```
  <a href="/app/account/notif/list#rn:session#">#rn:msg:SEE_ALL_NOTIFICATIONS_LBL#</a>
```

```
</div>
```

Modified code:

Add the below section after the above div

```
<div id="rn>LoadingIndicator" class="rn_Browse">
```

```
  <rn:widget path="okcs>LoadingIndicator"/>
```

```
</div>
```

```
<rn:container source_id="OKCSBrowse">
```

```
  <h2><a class="rn_Profile">#rn:astr:My Recommendations#</a></h2>
```

```
  <div id="rn_OkcsManageRecommendations">
```

```
    <rn:widget path="okcs/OkcsManageRecommendations" view_type="table"/>
```

```
    <a href="/app/account/recommendations/list#rn:session#">#rn:astr:See all  
recommendations#</a>
```

```
  </div>
```

```
</rn:container>
```

3.1.6 Go to page

/cp/customer/development/views/pages/okcs/account/recommendations/list.php

Create a folder recommendations and create a file list.php and add the below code entirely

```
<rn:meta title="#rn:astr:Recommendations#" template="okcs_standard.php"
```

```
login_required="true" force_https="true"/>
```

```
<div class="rn_Hero">
```

```
  <div class="rn_Container">
```

```
    <h1>#rn:astr:Recommendations#</h1>
```

```
  </div>
```

```
</div>
```

```
<div class="rn_PageContent rn_AccountOverview rn_Container">
```

```
  <rn:container source_id="OKCSBrowse">
```

```
    <h2><a class="rn_Profile">#rn:astr:My Recommendations#</a></h2>
```

```
    <div id="rn_OkcsManageRecommendations">
```

```

        <rn:widget path="okcs/OkcsManageRecommendations" per_page="10"
view_type="table"/>
        <div class="rn_FloatRight">
            <rn:widget path="okcs/OkcsPagination"
data_source="authoring_recommendations"/>
        </div>
    </div>
</rn:container>
</div>

```

4 Changes needed if customer migrated from Knowledge foundation to Knowledge Advanced

If a customer is migrated from Rightnow Knowledge to Okcs Knowledge, then the below modifications has to made in order to view the site in OKCS. This is a manual process so create a backup of your code or files before making any changes. Follow the steps below to modify your files to start using Oracle Knowledge Cloud Service (OKCS) widgets.

4.1 Changes related to standard and mobile templates.

Changes to /cp/customer/development/views/templates/okcs_standard.php

In the div rn_Navigation we need to dynamically set the NavigationTab widget after checking for config OKCS_ENABLED.

Changes to /cp/customer/development/views/templates/okcs_standard.php

Code changes to do the same can be found [here](#).

Changes to /cp/customer/development/views/templates/okcs_mobile.php

Code changes to mobile.php can be found [here](#).

4.2 Changes to related to the okcs_standard and okcs_mobile pages

4.2.1 Changes to /cp/customer/development/views/pages/home.php

Changes need to be done to the home.php file to modify the base CP search to OKCS specific search.

The code changes to modify the home page to display the OKCS version can be found [here](#).

Other changes to mobile home page

/cp/customer/development/views/pages/mobile/home.php can be found [here](#).

4.2.2 **Add a new page /cp/customer/development/views/pages/browse.php**

Code for browse.php can be found [here](#).

Code for Mobile browse.php can be found [here](#).

4.2.3 **Add a new page /cp/customer/development/views/pages/answers/answer_view.php**

Code for answer_view.php can be found [here](#).

Code for Mobile answer_view.php can be found [here](#). (Mobile page path below)

/cp/customer/development/views/pages/mobile/answers/answer_view.php

4.2.4 **Changes to /cp/customer/development/views/pages/ask.php**

To view the OKCS version of the smart assistant, we need to change the widget path input/SmartAssistantDialog to okcs/OkcsSmartAssistant as shown [here](#).

Code changes to the the mobile OKCS version of the 'ask' page

/cp/customer/development/views/pages/mobile/ask.php can be found [here](#).

4.2.5 **Changes to cp/customer/development/views/pages/search.php**

Code for search.php can be found [here](#).

Code for mobile search.php can be found [here](#).

(/cp/customer/development/views/pages/mobile/search.php

4.2.6 **Add the below pages under the below mentioned path**

cp/customer/development/views/admin

Code for answer.php can be found [here](#).

Code for okcs_answer_full_preview.php can be found [here](#).

4.2.7 **Changes to /cp/customer/development/views/pages/account/overview.php**

Code changes to the overview.php can be found [here](#).

4.2.8 **Changes to /cp/customer/development/views/pages/account/notif/list.php**

Code changes to the list.php can be found [here](#).

4.2.9 **Changes to /cp/customer/development/views/pages/chat/chat_landing.php**

Code changes to the chat_landing.php can be found [here](#).

4.2.10 **Changes to /cp/customer/development/views/pages/utls/create_account.php**

Code changes to create_account.php can be found [here](#).

4.2.11 **Changes to /cp/customer/development/views/pages/mobile/utls/create_account.php**

Code changes to create_account.php can be found [here](#).

4.2.12 **Changes to /cp/customer/development/views/pages/account/profile.php**

Code changes to profile.php can be found [here](#).





4.2.13 **Changes to /cp/customer/development/views/pages/mobile/account/profile.php**

Code changes to profile.php can be found [here](#).

4.3 Code Changes

4.3.1 Note: All the pages related to OKCS are below.

Color information:

	RED	Previous lines of code that have been changed
	GREEN	Modified Line of code
	BLACK	Existing code to help find the location of the changes in the file
	ORANGE	Newly added changes as a part of release.

4.3.2 Template changes

4.3.2.1 Changes related to /cp/customer/development/views/templates/okcs_standard.php

Modification 1:

Existing code:

```
<rn:theme path="/euf/assets/themes/standard" css="site.css "/>
```

Modified code:

```
<rn:theme path="/euf/assets/themes/standard" css="site.css, okcs.css"/>
```

Modification 2:

Existing code:

```
<rn:widget path="search/SimpleSearch" report_page_url="/app/results"/>
```

Modified code:

```
<rn:widget path="okcs/OkcsSimpleSearch" report_page_url="/app/search"/>
```

Modification 3:

Note: Please ignore if line is already having a class "rn_ScreenReaderOnly"

Existing code:

```
<input type="checkbox" id="rn_NavigationMenuToggleButton" role="button"/>
```

Modified code:

```
<input type="checkbox" id="rn_NavigationMenuToggleButton"  
  class="rn_ScreenReaderOnly" role="button"/>
```

Modification 4:

Existing code:

```
sub:input_Contact.NewPassword:label_input="#rn:msg:PASSWORD_LBL#"
```

Modified code:

Add the following code after the existing code:

```
sub:login:create_account_fields="Contact.Emails.PRIMARY.Address;Contact.Login;Contact.  
NewPassword;Contact.FullName"
```

Modification 5:Existing code:

```
<ul class="rn_NavigationMenu">
    <li><rn:widget path="navigation/NavigationTab"
label_tab="#rn:msg:SUPPORT_HOME_TAB_HDG#" link="/app/#rn:config:CP_HOME_URL#"
pages="home"/></li>
```

Modified code:

Add the below condition after the home page list index

```
<rn:condition config_check="OKCS_ENABLED == true">
    <li><rn:widget path="navigation/NavigationTab"
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/browse" pages="browse, answers/list,
answers/detail, answers/intent, answers/answer_view, search"/></li>
<rn:condition_else>
    <li><rn:widget path="navigation/NavigationTab"
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/search" pages="answers/list,
answers/detail, answers/intent, answers/answer_view, search"/></li>
</rn:condition>
```

Modification 6:

Note: Please ignore if line is not present

Existing code:

Remove the entire line which is available in the footer tag

```
<rn:widget path="search/ProductCategoryList" report_page_url="/app/products/detail"/>
```

4.3.2.2 Changes related to /cp/customer/development/views/templates/okcs_mobile.php

Modification 1:Existing code:

```
<rn:theme path="/euf/assets/themes/mobile" css="site.css"/>
```

Modified code:

```
<rn:theme path="/euf/assets/themes/mobile" css="site.css, okcs.css"/>
```

Modification 2:Existing code:

```
<rn:widget path="search/SimpleSearch" report_page_url="/app/results"/>
```

Modified code:

```
<rn:widget path="okcs/OkcsSimpleSearch" report_page_url="/app/search"/>
```

Modification 3:

Note: Please ignore if line is already having a class "rn_ScreenReaderOnly"

Existing code:

```
<input type="checkbox" id="rn_NavigationMenuButtonToggle" />
```

Modified code:

```
<input type="checkbox" id="rn_NavigationMenuButtonToggle"
class="rn_ScreenReaderOnly" role="button"/>
```

Modification 4:

Existing code:

```
sub:input_Contact.NewPassword:label_input="#rn:msg:PASSWORD_LBL#"

```

Modified code:

Add the following code after the existing code:

```
sub:login:create_account_fields="Contact.Emails.PRIMARY.Address;Contact.Login;Contact.
NewPassword;Contact.FullName"

```

Modification 5:

Existing code:

```
<ul class="rn_NavigationMenu">

```

```
    <li><rn:widget path="navigation/NavigationTab"

```

```
label_tab="#rn:msg:SUPPORT_HOME_TAB_HDG#" link="/app/#rn:config:CP_HOME_URL#"

```

```
pages="home"/></li>

```

Modified code:

Remove the code which is highlighted in RED below

```
<rn:condition config_check="MOD_CHAT_ENABLED == false">

```

```
    <li><rn:widget path="navigation/NavigationTab" label_tab="#rn:msg:CONTACT_US_LBL#"
link="/app/ask" subpages="#rn:msg:EMAIL_US_LBL# > /app/ask,
#rn:msg:ASK_THE_COMMUNITY_LBL# > /app/social/ask, #rn:msg:CALL_US_DIRECTLY_LBL#
> javascript:void(0); "/></li>

```

```
</rn:condition_else/>

```

```
    <li><rn:widget path="navigation/NavigationTab" label_tab="#rn:msg:CONTACT_US_LBL#"
link="/app/ask" subpages="#rn:msg:EMAIL_US_LBL# > /app/ask,
#rn:msg:ASK_THE_COMMUNITY_LBL# > /app/social/ask, #rn:msg:CHAT_LBL# >
/app/chat/chat_launch, #rn:msg:CALL_US_DIRECTLY_LBL# > javascript:void(0); "/></li>
</rn:condition>

```

Add the below code

```
<rn:condition config_check="OKCS_ENABLED == true">

```

```
    <li><rn:widget path="navigation/NavigationTab" label_tab="#rn:msg:ANSWERS_HDG#"
link="/app/browse" pages="browse, answers/list, answers/detail, answers/intent,
answers/answer_view, search"/></li>

```

```
    <li><rn:widget path="navigation/NavigationTab" label_tab="#rn:msg:CONTACT_US_LBL#"
link="/app/ask" subpages="#rn:msg:EMAIL_US_LBL# > /app/ask,
#rn:msg:CALL_US_DIRECTLY_LBL# > javascript:void(0); "/></li>

```

```
</rn:condition_else>

```

```
    <li><rn:widget path="navigation/NavigationTab" label_tab="#rn:msg:ANSWERS_HDG#"
link="/app/search" pages="answers/list, answers/detail, answers/intent,
answers/answer_view, search"/></li>

```

```
    <rn:condition config_check="MOD_CHAT_ENABLED == false">

```

```
        <li><rn:widget path="navigation/NavigationTab"
label_tab="#rn:msg:CONTACT_US_LBL#" link="/app/ask"
subpages="#rn:msg:EMAIL_US_LBL# > /app/ask, #rn:msg:ASK_THE_COMMUNITY_LBL# >
/app/social/ask, #rn:msg:CALL_US_DIRECTLY_LBL# > javascript:void(0); "/></li>

```

```
    </rn:condition_else/>

```

```
        <li><rn:widget path="navigation/NavigationTab"
label_tab="#rn:msg:CONTACT_US_LBL#" link="/app/ask"
subpages="#rn:msg:EMAIL_US_LBL# > /app/ask, #rn:msg:ASK_THE_COMMUNITY_LBL# >
/app/social/ask, #rn:msg:CHAT_LBL# > /app/chat/chat_launch,

```

```
#rn:msg:CALL_US_DIRECTLY_LBL# > javascript:void(0); "/></li>
</rn:condition>
</rn:condition>
```

4.3.3 Page changes

4.3.3.1 Changes related to /cp/customer/development/views/pages/home.php

Remove the existing code entirely and add the below code

```
<rn:meta title="#rn:msg:SHP_TITLE_HDG#" template="okcs_standard.php"
clickstream="home"/>

<div class="rn_Hero">
  <div class="rn_HeroInner">
    <div class="rn_HeroCopy">
      <h1>#rn:msg:WERE_HERE_TO_HELP_LBL#</h1>
    </div>
    <div class="rn_SearchControls">
      <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
      <form method="get" action="/app/search">
        <rn:container source_id="OKCSSearch">
          <div class="rn_SearchInput">
            <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#"/>
          </div>
          <rn:widget path="okcs/RecentSearches" />
          <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
        </rn:container>
      </form>
    </div>
  </div>
</div>
<div class="rn_PageContent rn_Home">
  <div class="rn_PopularKB">
    <div class="rn_Container">
      <rn:widget path="okcs/AnswerList" type="popular" target="_self" view_type="list"/>
    </div>
  </div>

  <div class="rn_PopularKB rn_RecentKB">
    <div class="rn_Container">
      <rn:widget path="okcs/AnswerList" type="recent" target="_self" view_type="list"/>
    </div>
  </div>
</div>
```

4.3.3.2 Changes related to /cp/customer/development/views/pages/mobile/home.php

Remove the existing code entirely and add the below code

```
<rn:meta title="#rn:msg:SHP_TITLE_HDG#" template="okcs_mobile.php"
clickstream="home"/>
```

```

<div class="rn_Hero">
  <div class="rn_HeroInner">
    <div class="rn_HeroCopy">
      <h1>#rn:msg:WERE_HERE_TO_HELP_LBL#</h1>
    </div>
    <div class="rn_SearchControls">
      <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
      <form method="get" action="/app/search">
        <rn:container source_id="KFSearch">
          <div class="rn_SearchInput">
            <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#"/>
          </div>
          <rn:widget path="okcs/RecentSearches" display_tooltip=true/>
          <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
        </rn:container>
      </form>
    </div>
  </div>
</div>
<div class="rn_PageContent rn_Home">
  <div class="rn_Container">
    <div class="rn_PopularKB">
      <rn:widget path="navigation/Accordion" toggle="rn_AccordTriggerPopular"/>
      <h2 id="rn_AccordTriggerPopular"
class="rn_Expanded">#rn:msg:MOST_POPULAR_ANSWERS_LBL#<span
class="rn_Expand"></span></h2>
      <div class="rn_Report">
        <rn:widget path="okcs/AnswerList" type="popular" show_headers="false"
per_page="5" target="_self" view_type="list"/>
      </div>
    </div>
    <div class="rn_PopularKB">
      <rn:widget path="navigation/Accordion" toggle="rn_AccordTriggerRecent"/>
      <h2 id="rn_AccordTriggerRecent"
class="rn_Expanded">#rn:msg:MOST_RECENT_ANSWERS_LBL#<span
class="rn_Expand"></span></h2>
      <div class="rn_Report">
        <rn:widget path="okcs/AnswerList" type="recent" show_headers="false"
per_page="5" target="_self" view_type="list"/>
      </div>
    </div>
  </div>
</div>

```

4.3.3.3 Changes related to </cp/customer/development/views/pages/browse.php>

Note: Check if browse.php is already available, if so remove the existing code entirely and

add the below changes .If it is not available, create a new file (browse.php) and add the below changes.

```
<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="okcs_standard.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
  <div class="rn_Container">
    <div id="rn_PageTitle" class="rn_ScreenReaderOnly">
      <h1>#rn:msg:BROWSE1_AB_HDG#</h1>
    </div>
    <rn:container source_id="OKCSBrowse">
      <div id="rn_PageContentChannel" class="rn_Browse rn_PageContentChannel">
        <div class="rn_PageContentChannelInner">
          <rn:widget path="okcs/ContentType"/>
        </div>
      </div>

      <div id="rn_LoadingIndicator" class="rn_Browse">
        <rn:widget path="okcs/LoadingIndicator"/>
      </div>

      <div id="rn_PageContentArticles" class="rn_AnswerList">
        <div class="rn_ResultPadding">
          <rn:widget path="okcs/OkcsRecommendContent"/>
        </div>
        <div>
          <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer">
            <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="products" view_type="explorer"/>
            <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="categories" view_type="explorer"/>
          </div>
          <div id="rn_OkcsRightContainer" class="rn_OkcsRightContainer">
            <div id="rn_Browse_Loading"></div>
            <div id="rn_OkcsAnswerList">
              <rn:widget path="okcs/AnswerList" target="_self"/>
              <div class="rn_FloatRight">
                <rn:widget path="okcs/OkcsPagination"/>
              </div>
            </div>
          </div>
        </div>
      </div>
    </rn:container>
  </div>
</rn:condition>
```

4.3.3.4 Changes related to </cp/customer/development/views/pages/mobile/browse.php>

Note: Check if browse.php is already available, if so remove the existing code entirely and

add the below changes .If it is not available, create a new file (browse.php) and add the below changes.

```
<rn:meta title="#rn:msg:BROWSE1_AB_HDG#" template="okcs_mobile.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
<div id="rn_PageTitle" class="rn_Home">
  <div class="rn_Hero">
    <div class="rn_HeroInner">
      <div class="rn_OkcsMobileBrowseHeader">
        <h1 class="rn_ScreenReaderOnly"><rn:page_title/></h1>
        <rn:container source_id="OKCSBrowse">
          <h2 id="rn_AccordTriggerContentType" class="rn_Collapsed"><a
href="javascript:void(0);">#rn:msg:CONTENT_TYPE_LBL#<span
class="rn_ButtonOff"></span></a></h2>
            <h2 id="rn_AccordTriggerProduct" class="rn_Collapsed"><a
href="javascript:void(0);">#rn:msg:PRODUCT_LBL#<span
class="rn_ButtonOff"></span></a></h2>
            <h2 id="rn_AccordTriggerCategory" class="rn_Collapsed"><a
href="javascript:void(0);">#rn:msg:CATEGORY_LBL#<span
class="rn_ButtonOff"></span></a></h2>
          <div class="rn_ClearBoth">
            <div id="rn_ContainerContentType" class="rn_Hidden">
              <rn:widget path="okcs/ContentType" list_display="vertical"
toggle_selection="true" toggle="rn_AccordTriggerContentType"
item_to_toggle="rn_ContainerContentType"/>
            </div>
            <div id="rn_ContainerProduct" class="rn_Hidden">
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="products" toggle_selection="true" toggle="rn_AccordTriggerProduct"
item_to_toggle="rn_ContainerProduct" view_type="explorer"/>
            </div>
            <div id="rn_ContainerCategory" class="rn_Hidden">
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="categories" toggle_selection="true" toggle="rn_AccordTriggerCategory"
item_to_toggle="rn_ContainerCategory" view_type="explorer"/>
            </div>
          </div>
        </div>
      </div>
    </div>
  </div>
<div class="rn_Container">
<section id="rn_PageContent" class="rn_Home">

  <div id="rn_LoadingIndicator" class="rn_Browse">
    <rn:widget path="okcs/LoadingIndicator"/>
  </div>

  <div id="rn_PageContentArticles">
```

```

<div class="rn_ResultPadding">
  <div id="rn_Browse_Loading"></div>
  <div id="rn_OkcsAnswerList">
    <div class="rn_Report">
      <rn:widget path="okcs/OkcsRecommendContent"/>
      <rn:widget path="okcs/AnswerList" view_type="list" show_headers="false"
per_page="5" target="_self"/>
    </div>
    <div class="rn_FloatRight">
      <rn:widget path="okcs/OkcsPagination"/>
    </div>
  </div>
</div>
</div>
</rn:container>
</section>
</div>
</rn:condition>

```

- 4.3.3.5 Changes related to /cp/customer/development/views/pages/answers/answer_view.php
Note: Check if answer_view.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (answer_view.php) and add the below changes.

```

<div class="rn_Container">
  <rn:condition config_check="OKCS_ENABLED == true">
    <rn:meta title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',
\RightNow\Utils\Url::getParameter('a_id'))#" template="okcs_standard.php"
clickstream="answer_view"/>
    <div class="rn_OkcsAnswerAction">
      <rn:widget path="okcs/SubscriptionButton"/>
      <rn:widget path="okcs/OkcsRecommendContent"/>
    </div>
    <div class="rn_AnswerView">
      <rn:widget path="okcs/AnswerTitle">
      <rn:widget path="okcs/AnswerStatus">
      <div class="rn_SectionTitle"></div>
      <rn:widget path="okcs/AnswerContent">
    </div>
    <rn:widget path="okcs/DocumentRating"/>
  </rn:condition>
</div>

```

- 4.3.3.6 Changes related to /cp/customer/development/views/pages/mobile/answers/answer_view.php
Note: Check if answer_view.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (answer_view.php) and add the below changes.

```

<div class="rn_Container">
  <rn:condition config_check="OKCS_ENABLED == true">
    <rn:meta title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',
\RightNow\Utils\Url::getParameter('a_id'))#" template="okcs_mobile.php"
clickstream="answer_view"/>
    <rn:widget path="okcs/OkcsRecommendContent" />
    <rn:widget path="okcs/SubscriptionButton"/>
    <section id="rn_PageContent" class="rn_AnswerDetail">
      <div id="rn_AnswerText">
        <rn:widget path="okcs/AnswerTitle">
        <rn:widget path="okcs/AnswerStatus">
        <div class="rn_SectionTitle"></div>
        <rn:widget path="okcs/AnswerContent">
      </div>
      <rn:widget path="okcs/DocumentRating"/>
    </section>
  </rn:condition>
</div>

```

4.3.3.7 Changes related to </cp/customer/development/views/pages/ask.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```

<rn:condition content_viewed="2" searches_done="1">
<rn:condition_else/>
<rn:widget path="input/SmartAssistantDialog"/>
</rn:condition>

```

Modified code:

```

<rn:widget path="okcs/OkcsSmartAssistant" view_type="explorer"/>

```

Modification 2:

Remove the entire code below which is available in the DIV element which is having class as "rn_HeroCopy"

```

<p>#rn:msg:NEED_A_QUICKER_RESPONSE_LBL# <a
href="/app/social/ask">#rn:msg:ASK_OUR_COMMUNITY_LBL#</a></p>

```

Modification 2:

Change the template name from standard to okcs_standard

```

<rn:meta title="#rn:msg:ASK_QUESTION_HDG#" template="okcs_standard.php"
clickstream="incident_create"/>

```

4.3.3.8 Changes related to </cp/customer/development/views/pages/mobile/ask.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```

<rn:condition content_viewed="2" searches_done="1">
<rn:condition_else/>

```

```
<rn:widget path="input/SmartAssistantDialog"/>
</rn:condition>
```

Modified code:

```
<rn:widget path="okcs/OkcsSmartAssistant" view_type="inline"/>
```

Modification 2:

Remove the entire code below which is available in the DIV element which is having class as "rn_HeroCopy"

```
<p>#rn:msg:NEED_A_QUICKER_RESPONSE_LBL# <a
href="/app/social/ask">#rn:msg:ASK_OUR_COMMUNITY_LBL#</a></p>
```

Modification 3:

Change the template name from mobile to okcs_mobile

```
<rn:meta title="#rn:msg:ASK_QUESTION_HDG#" template="okcs_mobile.php"
clickstream="incident_create"/>
```

4.3.3.9 Changes related to </cp/customer/development/views/pages/search.php>

Note: Check if search.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (search.php) and add the below changes.

```
<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="okcs_standard.php"
clickstream="answer_list"/>
<rn:container source_id="OKCSSearch">
  <div id="rn_LoadingIndicator" class="rn_Browse rn_Container">
    <rn:widget path="okcs/LoadingIndicator"/>
  </div>
  <div id="rn_PageTitle" class="rn_Search">
    <div class="rn_Hero">
      <div class="rn_HeroInner">
        <div class="rn_SearchControls">
          <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
          <form>
            <div class="rn_SearchInput">
              <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#" filter_label="Keyword"
filter_type="query"/>
            </div>
            <rn:widget path="okcs/RecentSearches" />
            <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
history_source_id="OKCSSearch"/>
            <rn:widget path="okcs/OkcsInteractiveSpellChecker"/>
            <div class="rn_StartOver">
              <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
            </div>
          </form>
        </div>
      </div>
    </div>
  </div>
</div>
```



```

</div>
<div id="rn_PageContent" class="rn_Container">
  <div class="rn_ResultList">
    <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer rn_ResultPadding">
      <rn:widget path="okcs/Facet"/>
    </div>
    <div id="rn_OkcsRightContainer" class="rn_OkcsRightContainer">
      <rn:widget path="okcs/SearchResult" hide_when_no_results="false"/>
      <div class="rn_FloatRight">
        <rn:widget path="okcs/OkcsPagination"/>
      </div>
    </div>
  </div>
  <aside class="rn_SideRail" role="complementary"><rn:widget path="utils/ContactUs"
channels="question,chat,feedback"/></aside>
</div>
</rn:container>

```

4.3.3.10 Changes related to </cp/customer/development/views/pages/mobile/search.php>

Note: Check if search.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (search.php) and add the below changes.

```

<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="okcs_mobile.php"
clickstream="answer_list"/>
<rn:container source_id="OKCSSearch">
<div id="rn_PageTitle" class="rn_Search">
  <div class="rn_Hero">
    <div class="rn_HeroInner">
      <div class="rn_SearchControls">
        <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
        <form method="get" action="/app/search">
          <rn:container source_id="OKCSSearch">
            <div class="rn_SearchInput">
              <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#"/>
            </div>
            <rn:widget path="okcs/RecentSearches" display_tooltip="true"/>
            <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
            <rn:widget path="okcs/OkcsInteractiveSpellChecker"/>
          </rn:container>
          <div class="rn_StartOver">
            <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
          </div>
        </form>
      </div>
    </div>
  </div>
</div>
</div>

```

```

</rn:container>
<div class="rn_Container">
  <section id="rn_PageContent" class="rn_Container">
    <rn:container source_id="OKCSSearch" truncate_size="200">
      <div class="rn_Module">
        <rn:widget path="okcs/Facet" toggle_title="true"/>
      </div>
      <div id="rn_OkcsRightContainer" class="rn_Padding">
        <rn:widget path="okcs/SearchResult" hide_when_no_results="false"/>
        <div class="rn_FloatRight rn_Padding">
          <rn:widget path="okcs/OkcsPagination"/>
        </div>
      </div>
    </rn:container>
  </section>
</div>

```

4.3.3.11 Changes related to </cp/customer/development/views/admin/answer.php>

Note: Check if answer.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (answer.php) and add the below changes.

```

<!DOCTYPE html>
<html>
  <head>
    <meta charset="utf-8"/>
    <style type='text/css'>
      .ok-highlight-title {background-color: #FF0;font-weight: bold;}
      .ok-highlight-sentence {background-color: #EBEFF5;}
      iframe {min-width: 100%; border-top-width: 0; border-left-width: 0; border-style:
ridge; width: 100%; height: 100%;}
      .mainDiv {width: 100%;height: 100%;overflow: hidden;}
      .headerDiv {width: 100%;height: 5%;position: fixed;background-color:
#40526b;top: 0px;min-height: 50px;color: white;font-size: 1em;line-height: 1.5em;font-
weight: bold;padding: 10px 0 0px 15px;min-height: 50px;text-align: left;overflow: hidden;}
      .containerDiv {width: 100%;height: 90%;margin-top: 75px;overflow:
hidden;position: fixed;}
      .childDiv {width: 100%;height: 100%;overflow: auto;}
      .iframeDiv {height: 95%;}
      .leftAnchor {padding: 0 10px;color: white;}
      .rightAnchor {padding-left: 10px;color: white; margin-right: 15px;}
    </style>
    <link type="text/css" rel="stylesheet" href="/euf/core/thirdParty/css/font-
awesome.min.css"/>
  </head>
  <body style="margin: 0px;">
    <? if($error === null) : ?>
      <div class="mainDiv">
        <div class="headerDiv">
          <? $CI = get_instance(); ?>

```

```

        <? if(($type === 'PDF' && ($CI->agent->browser() === 'Internet Explorer')) ||
$type !== 'PDF'): ?>
            <span style="margin-left:30%;text-align: center;"><?=
$highlightMsg;?></span>
            <span style="margin-right:5px;margin-top:5px;">
                <? if($type === 'PDF' && ($CI->agent->browser() === 'Internet Explorer')):
?>
                    <i class="icon-info-sign rightAnchor" onclick="alert('Install dt-search
plugin to view the highlighted version of the PDF')"></i>
                    <? endif; ?>
                </span>
                <span style="float:right;margin-right:5px;">
                    <a class="leftAnchor" href="javascript:void(0);"
onclick="window.prompt('<?= $copyClipboardMsg?>', '<?= $url;?>')"><?=
$copyLinkLable;?></a>|<a class="rightAnchor" href="javascript:void(0);"
onclick="window.open('<?= $url;?>');"><?= $viewLabel;?></a>
                </span>
                <? elseif($type === 'PDF'): ?>
                    <span style="float:right;margin-right:5px;margin-top:5px;">
                        <a class="rightAnchor" href="javascript:void(0);"
onclick="window.prompt('<?= $copyClipboardMsg?>', '<?= $url;?>')"><?=
$copyLinkLable;?></a>
                    </span>
                <? endif; ?>
            </div>

            <div class="containerDiv">
                <div class="childDiv">
                    <? if($type !== null) : ?>
                        <div class="iframeDiv"><iframe src='<?= $file;?>'></div>
                    <? elseif($html !== null): ?>
                        <div><frame><div><?= $html;?></div></frame></div>
                    <? endif; ?>
                </div>
            </div>
        <? else: ?>
            <?= $error;?>
        <? endif; ?>
    </body>
</html>

```

4.3.3.12 Changes related to /cp/customer/development/views/admin/okcs_answer_full_preview.php

Note: Check if okcs_answer_full_preview.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (okcs_answer_full_preview.php) and add the below changes.

```

<!DOCTYPE html>
<html>

```

```

<head>
  <meta charset="utf-8"/>
  <title><?=\RightNow\Utils\Config::getMessage(ANSWER_PRINT_PAGE_LBL);?></title>
  <style type='text/css'>
    .rn_ScreenReaderOnly{position:absolute; height:1px; left:-10000px; overflow:hidden;
top:auto; width:1px;}
    .rn_Hidden{display:none;}
    .rn_AnswerInfo {color:#666;margin:6px 0 20px;}
    .rn_Info {width: 30%;display: inline-block;margin-top: 10px;}
    .rn_SchemaAttribute {margin-bottom: 5px;font-weight: bold;}
    .rn_SchemaAttributeValue {margin-bottom: 10px;}
    .rn_Indent {margin-left: 20px;}
    .rn_SectionTitle {border-top: 1px solid #DDD;clear: both;padding: 10px 0;text-align:
right;}
    .rn_AnswerHeader section {display: inline-block;padding: 3px;width: 40%;word-wrap:
break-word;}
    .rn_AnswerHeader h1 {font-size: 1.7em;margin: 15px 0;}
    .rn_AnswerView {margin: 0 10px;}
  </style>
  <link href="/euf/assets/themes/standard/site.css" rel="stylesheet" type="text/css"
media="all" />
</head>

```

```

<body>
<div id="rn_Container">
  <div id="rn_Header"></div>
  <div id="rn_Navigation"></div>
  <div id="rn_Body">
    <div id="rn_MainColumn">
      <div class="rn_AnswerView">
        <div class="rn_AnswerDetail rn_AnswerHeader">
          <h1 id="rn_Summary"><?=$data['title']?></h1>
          <div class="rn_AnswerInfo">
            <span id="docIdHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(DOCUMENT_ID_LBL);?></span>
                <span><?= $data['docID']?></span>
              </section>
            </span>
            <span id="versionHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(VERSION_LBL);?></span>
                <span><?= $data['version']?></span>
              </section>
            </span>
            <span id="statusHeader">
              <section>

```

```

        <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(STATUS_LBL);?></span>
        <span><?= $data['published']?></span>
    </section>
</span>
<span id="publishedDateHeader">
    <section>
        <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(PUBLISHED_DATE_LBL);?></span>
        <span><?= $data['publishedDate']?></span>
    </section>
</span>
</div>
</div>
<div class="rn_SectionTitle"></div>
<div id="content">
<? $previousDepth = 1; ?>
<? $currentIndex = 1; ?>
<? foreach ($data['data'] as $data): ?>
    <? if ($data['type'] === 'META'): ?>
        <div class="rn_SectionTitle"></div>
    <? endif; ?>
    <? foreach ($data['contentSchema'] as $schemaPath): ?>
        <? $schemaXPath = str_replace('/', '', $schemaPath); ?>
        <? $attribute = $data['content'][$schemaXPath]; ?>
        <? if ($attribute['depth'] > 0) : ?>
            <? $value = $attribute['value']; ?>
            <? if($attribute['depth'] > $previousDepth ) : ?>
                <div class="rn_Indent">
            <? endif; ?>
            <? if($attribute['depth'] < $previousDepth) : ?>
                <? $diff = $previousDepth - $attribute['depth']; ?>
                <? for($i = $diff; $i > 0; $i--) : ?>
                    </div>
                <? endfor; ?>
            <? endif; ?>
        <? if($attribute['xPath'] !== '') : ?>
            <?$className = ucwords(strtolower($attribute['xPath']));?>
            <?$index = 0;?>
            <? foreach(array('_', '/') as $delimiter) : ?>
                <? if(strpos($className, $delimiter)) : ?>
                    <?$className = implode('_', array_map('ucfirst', explode($delimiter,
$className)));?>
                <? endif; ?>
                <? $index++;?>
            <? endforeach; ?>
            <? $className = 'rn_AnswerField_' . $className; ?>
        <? endif; ?>
    <? endforeach; ?>
    <? $className = 'rn_AnswerField_' . $className; ?>
    <? endif; ?>

```

```

<div class="<?= $className?>">
  <div class='rn_SchemaAttribute'>
    <? if ($type === 'CHECKBOX') : ?>
      <? $checkboxID = $className . $index;
        $checked = $value === 'Y' ? 'checked' : '';
      ?>
      <label for="<?= $checkboxID ?>"
class="rn_AttributeCheckboxLabel"><?= $attribute['name'] ?></label>
      <input id="<?= $checkboxID ?>" type="checkbox" disabled <?=
$checked ?> class="rn_AttributeCheckbox"/>
    <? else: ?>
      <?= $attribute['name'] ?>
    <? endif; ?>
  </div>
  <? if($this->data['attrs']['type'] !== 'NODE') : ?>
    <div class='rn_SchemaAttributeValue'>
      <? if ($type === 'FILE') : ?>
        <a target='_blank'
href="/ci/okcsFattach/get/<?=$attribute['encryptedPath'];?>"><?=$attribute['value'];?></a>
      <? elseif ($type !== 'CHECKBOX') : ?>
        <?= $value ?>
      <? endif; ?>
    </div>
  <? endif; ?>
</div>

<? if (count($data['contentSchema']) === $currentIndex) : ?>
  <? for($i = $attribute['depth']; $i > 1; $i--) : ?>
  </div>
  <? endfor; ?>
<? endif; ?>
  <? $previousDepth = $attribute['depth']; ?>
<? endif; ?>
  <? $currentIndex++; ?>
<? endforeach; ?>
<? endforeach; ?>
</div>
</div>
</div>
</body>
</html>

```

4.3.3.13 Changes related to /cp/customer/development/views/pages/chat/chat_landing.php

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```
<rn:widget path="chat/ChatQueueSearch" popup_window="true" />
```

Modified code:

```
<rn:condition config_check="OKCS_ENABLED == true">
<rn:widget path="chat/ChatQueueSearch" report_page_url="/app/search"
popup_window="true" />
<rn:condition_else>
<rn:widget path="chat/ChatQueueSearch" popup_window="true" />
</rn:condition>
```

4.3.3.14 Changes related to </cp/customer/development/views/pages/account/notif/list.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```
<rn:widget path="notifications/AnswerNotificationManager" />
<h2>#rn:msg:PRODUCTCATEGORY_ANSWER_NOTIFICATIONS_LBL#</h2>
<rn:widget path="notifications/ProdCatNotificationManager"
report_page_url="/app/#rn:config:CP_PRODUCTS_DETAIL_URL#" />
<rn:condition is_social_user="true">
  <h2>#rn:msg:DISCUSSION_NOTIFICATIONS_LBL#</h2>
  <rn:container report_id="15104">
    <rn:widget path="reports/ResultInfo" static_filter="User=#rn:profile:socialUserID#" />
    <rn:widget path="notifications/DiscussionSubscriptionManager"
static_filter="User=#rn:profile:socialUserID#" />
  </rn:container>
  <h2>#rn:msg:PRODUCT_DISCUSSION_NOTIFICATIONS_LBL#</h2>
  <rn:container report_id="15105">
    <rn:widget path="reports/ResultInfo" static_filter="User=#rn:profile:socialUserID#" />
    <rn:widget path="notifications/DiscussionSubscriptionManager"
static_filter="User=#rn:profile:socialUserID#" subscription_type="Product"
label_no_notification="#rn:msg:CURRENTLY_DONT_ANY_DISC_NOTIF_MSG#" />
  </rn:container>
</rn:condition>
```

Modified code:

```
<rn:widget path="okcs/OkcsAnswerNotificationManager" view_type="list" />
```

Modification 2:

Change the template name from standard to okcs_standard

```
<rn:meta title="#rn:msg:NOTIFICATIONS_HDG#" template="okcs_standard.php"
login_required="true" force_https="true" />
```

4.3.3.15 Changes to </cp/customer/development/views/pages/account/overview.php>

Remove the existing code entirely and add the below code

```
<rn:meta title="#rn:msg:ACCOUNT_OVERVIEW_LBL#" template="okcs_standard.php"
login_required="true" force_https="true" />
```

```
<div class="rn_Hero">
  <div class="rn_Container">
    <h1>#rn:msg:ACCOUNT_OVERVIEW_LBL#</h1>
  </div>
```

</div>

```
<div class="rn_PageContent rn_AccountOverview rn_Container">
  <h2><a class="rn_Questions"
    href="/app/account/questions/list#rn:session#">#rn:msg:QUESTIONS_HDG#</a></h2>
  <div class="rn_Questions">
    <rn:widget path="reports/Grid" report_id="196" per_page="4" label_caption="<span
      class='rn_ScreenReaderOnly'>#rn:msg:YOUR_RECENTLY_SUBMITTED_QUESTIONS_LBL#</span>"/>
    <a
      href="/app/account/questions/list#rn:session#">#rn:msg:SEE_ALL_QUESTIONS_LBL#</a>
  </div>
  <h2><a class="rn_Profile"
    href="/app/account/profile#rn:session#">#rn:msg:SETTINGS_LBL#</a></h2>
  <div class="rn_Profile">
    <a
      href="/app/account/profile#rn:session#">#rn:msg:UPDATE_YOUR_ACCOUNT_SETTINGS_CMD#</a><br/>
    <rn:condition external_login_used="false">
      <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
        <a
          href="/app/#rn:config:CP_CHANGE_PASSWORD_URL##rn:session#">#rn:msg:CHANGE_YOUR_PASSWORD_CMD#</a>
        </rn:condition>
      </rn:condition>
    </div>
  <h2><a class="rn_Notifs"
    href="/app/account/notif/list#rn:session#">#rn:msg:NOTIFICATIONS_HDG#</a></h2>
  <div class="rn_Notifs">
    <rn:widget path="okcs/OkcsAnswerNotificationManager" view_type="table"
      label_caption="<span
        class='rn_ScreenReaderOnly'>#rn:msg:ANSWER_NOTIFICATIONS_SLASH_SPAN_LBL#</span>"/>
    <a
      href="/app/account/notif/list#rn:session#">#rn:msg:SEE_ALL_NOTIFICATIONS_LBL#</a>
  </div>
  <div id="rn_LoadingIndicator" class="rn_Browse">
    <rn:widget path="okcs/LoadingIndicator"/>
  </div>
  <rn:container source_id="OKCSBrowse">
    <h2><a class="rn_Profile">#rn:astr:My Recommendations#</a></h2>
    <div id="rn_OkcsManageRecommendations">
      <rn:widget path="okcs/OkcsManageRecommendations" view_type="table"/>
      <a href="/app/account/recommendations/list#rn:session#">#rn:astr:See all recommendations#</a>
    </div>
  </rn:container>
</div>
```


4.3.3.16 Changes related to

</cp/customer/development/views/pages/okcs/account/recommendations/list.php>

Create a folder recommendations under account folder and create a file list.php and add the below code entirely

```
<rn:meta title="#rn:astr:Recommendations#" template="okcs_standard.php"
  login_required="true" force_https="true"/>
<div class="rn_Hero">
  <div class="rn_Container">
    <h1>#rn:astr:Recommendations#</h1>
  </div>
</div>
<div class="rn_PageContent rn_AccountOverview rn_Container">
  <rn:container source_id="OKCSBrowse">
    <h2><a class="rn_Profile">#rn:astr:My Recommendations#</a></h2>
    <div id="rn_OkcsManageRecommendations">
      <rn:widget path="okcs/OkcsManageRecommendations" per_page="10"
view_type="table"/>
      <div class="rn_FloatRight">
        <rn:widget path="okcs/OkcsPagination"
data_source="authoring_recommendations"/>
      </div>
    </div>
  </rn:container>
</div>
```

4.3.3.17 Changes to /cp/customer/development/views/pages/utils/create_account.php

Make the following changes to create_account.php

Modification 1:

Existing Code:

```
<div class="rn_PageContent rn_CreateAccount rn_Container">
```

Modified Code:

Add the below code after existing code mentioned above

```
<rn:condition config_check="OKCS_ENABLED == true">
  <form id="rn_CreateAccount" action="/ci/ajaxRequest/sendForm">
    <div id="rn_ErrorLocation"></div>
    <rn:widget path="input/FormInput" name="Contact.Emails.PRIMARY.Address"
required="true" validate_on_blur="true" initial_focus="true"
label_input="#rn:msg:EMAIL_ADDR_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Login" required="true"
validate_on_blur="true" label_input="#rn:msg:USERNAME_LBL#"
hint="#rn:msg:TH_PRIVATE_S_LOG_IN_SITE_JUST_WANT_MSG#"/>
    <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
      <rn:widget path="input/FormInput" name="Contact.NewPassword"
require_validation="true" label_input="#rn:msg:PASSWORD_LBL#"
label_validation="#rn:msg:VERIFY_PASSWD_LBL#"/>
    </rn:condition>
    <rn:condition config_check="intl_nameorder == 1">
      <rn:widget path="input/FormInput" name="Contact.Name.Last"
```

```

label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
    <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
    <rn:condition_else/>
        <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
        <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
    </rn:condition>
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:CREATE_ACCT_CMD#"
on_success_url="/app/account/overview" error_location="rn_ErrorLocation"/>
</form>
<rn:condition_else/>
    <div class="rn_ThirdPartyLogin">

```

Modification 2:

Existing Code:

```

    <rn:widget path="input/CustomAllInput" table="Contact"/>
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:CREATE_ACCT_CMD#"
on_success_url="/app/account/overview" error_location="rn_ErrorLocation"/>
</form>
</div>

```

Modified Code:

Add the below close tag of rn:condition under the form tag

```

    <rn:widget path="input/CustomAllInput" table="Contact"/>
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:CREATE_ACCT_CMD#"
on_success_url="/app/account/overview" error_location="rn_ErrorLocation"/>
    </form>
    </rn:condition>
</div>

```

Modification 3:

Change the template name from standard to okcs_standard

```

<rn:meta title="#rn:msg:CREATE_NEW_ACCT_HDG#" template="okcs_standard.php"
login_required="false" redirect_if_logged_in="account/overview" force_https="true" />

```

4.3.3.18 Changes to /cp/customer/development/views/pages/mobile/utils/create_account.php

Make the following changes to create_account.php

Modification 1:

Existing Code:

```

<div class="rn_PageContent rn_CreateAccount rn_Container">

```

Modified Code:

Add the below code after existing code mentioned above

```

    <rn:condition config_check="OKCS_ENABLED == true">
        <form id="rn_CreateAccount" action="/ci/ajaxRequest/sendForm">
            <fieldset>
                <div id="rn_ErrorLocation"></div>
                <rn:widget path="input/FormInput" name="Contact.Emails.PRIMARY.Address"

```

```

required="true" validate_on_blur="true" initial_focus="true"
label_input="#rn:msg:EMAIL_ADDR_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Login" required="true"
validate_on_blur="true" label_input="#rn:msg:USERNAME_LBL#"
hint="#rn:msg:TH_PRIVATE_S_LOG_IN_SITE_JUST_WANT_MSG#"/>
    <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
    <rn:widget path="input/FormInput" name="Contact.NewPassword"
require_validation="true" label_input="#rn:msg:PASSWORD_LBL#"
label_validation="#rn:msg:VERIFY_PASSWD_LBL#"/>
    </rn:condition>
    <rn:condition config_check="intl_nameorder == 1">
    <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
    <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
    <rn:condition_else/>
    <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
    <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
    </rn:condition>
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:CREATE_ACCT_CMD#"
on_success_url="/app/account/overview" error_location="rn_ErrorLocation"/>
    </fieldset>
</form>
<rn:condition_else/>
<div class="rn_ThirdPartyLogin">

```

Modification 2:

Existing Code:

```

    <rn:widget path="input/CustomAllInput" table="Contact"/>
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:CREATE_ACCT_CMD#"
on_success_url="/app/account/overview" error_location="rn_ErrorLocation"/>
    </fieldset>
</form>
</div>

```

Modified Code:

```

    <rn:widget path="input/CustomAllInput" table="Contact"/>
    <rn:widget path="input/FormSubmit"
label_button="#rn:msg:CREATE_ACCT_CMD#" on_success_url="/app/account/overview"
error_location="rn_ErrorLocation"/>
    </fieldset>
</form>
</rn:condition>
</div>

```

Modification 3:

Change the template name from mobile to okcs_mobile

```
<rn:meta title="#rn:msg:CREATE_NEW_ACCT_HDG#" template="okcs_mobile.php"
```

```
login_required="false" redirect_if_logged_in="account/overview" force_https="true" />
```

4.3.3.19 Changes to </cp/customer/development/views/pages/account/profile.php>

Make the following changes to profile.php

Modification 1:

Note: Ignore this modification if the below line is not having role="alert"

Existing Code:

```
<div class="rn_MessageBox rn_InfoMessage" role="alert">#rn:url_param_value:msg#</div>
```

Modified Code:

```
<div class="rn_MessageBox rn_InfoMessage">#rn:url_param_value:msg#</div>
```

Modification 2:

Remove the following lines of code:

Note: Check the below line is available or not. If so remove that line as well

```
<rn:condition is_social_user="false" is_active_social_user="true">
```

```
<h2>#rn:msg:PUBLIC_PROFILE_LBL#</h2>
```

```
<fieldset>
```

```
<legend>#rn:msg:PUBLIC_PROFILE_LBL#</legend>
```

```
<rn:condition is_social_user="true">
```

```
<a class="rn_AvatarLink"
```

```
href="/app/#rn:config:CP_PUBLIC_PROFILE_URL#/user/#rn:profile:socialUserID##rn:session#"
```

```
title="#rn:msg:VIEW_YOUR_PUBLIC_PROFILE_LBL#">
```

```
<rn:widget path="user/AvatarDisplay" user_id="#rn:profile:socialUserID#">
```

```
</a>
```

```
<br>
```

```
</rn:condition>
```

```
<a
```

```
href="/app/account/profile_picture#rn:session#">#rn:msg:CHANGE_YOUR_PROFILE_PICTURE_LBL#</a>
```

```
<rn:widget path="input/DisplayNameInput" always_required="false"/>
```

```
</fieldset>
```

```
</rn:condition>
```

Modification 3:

Change the template name from standard to okcs_standard

```
<rn:meta title="#rn:msg:ACCOUNT_SETTINGS_LBL#" template="okcs_standard.php"
```

```
login_required="true" force_https="true" />
```

4.3.3.20 Changes to </cp/customer/development/views/pages/mobile/account/profile.php>

Make the following changes to profile.php

Modification 1:

```
<div class="rn_MessageBox rn_InfoMessage" role="alert">#rn:url_param_value:msg#</div>
```

Modified Code:

```
<div class="rn_MessageBox rn_InfoMessage">#rn:url_param_value:msg#</div>
```

Modification 2:

Remove the following lines of code:

Note: Check the below line is available or not. If so remove that line as well

```
<rn:condition is_social_user="false" is_active_social_user="true">

<h2>#rn:msg:PUBLIC_PROFILE_LBL#</h2>
<fieldset>
  <legend>#rn:msg:PUBLIC_PROFILE_LBL#</legend>

  <rn:condition is_social_user="true">
    <a class="rn_AvatarLink"
href="/app/#rn:config:CP_PUBLIC_PROFILE_URL#/user/#rn:profile:socialUserID##rn:session#"
title="#rn:msg:VIEW_YOUR_PUBLIC_PROFILE_LBL#">
      <rn:widget path="user/AvatarDisplay" user_id="#rn:profile:socialUserID#">
        </a>
      <br>
    </rn:condition>
    <a
href="/app/account/profile_picture#rn:session#">#rn:msg:CHANGE_YOUR_PROFILE_PICTURE
_LBL#</a>
      <rn:widget path="input/DisplayNameInput" always_required="false"/>
    </fieldset>
  </rn:condition>
```

Modification 3:

Change the template name from mobile to okcs_mobile

```
<rn:meta title="#rn:msg:ACCOUNT_SETTINGS_LBL#" template="okcs_mobile.php"
login_required="true" force_https="true" />
```

5 Steps to Configure OKCS Syndication widget in a web page

5.1 Pre-requisites and step by step process

1. For pre-requisites please refer to the [point2](#)
2. To go to the OkcsKnowledgeSyndication widget, the path structure is like below
https://<site name>/ci/tags/syndicated_widgets/standard/OkcsKnowledgeSyndication
3. The page displays a preview of the widget and the code you will add to your page.
4. To preview your changes, click Apply at the bottom left of the Configure Widget section.
For specific information about the attributes, refer to [Configuring the OkcsKnowledgeSyndication widget](#).
5. Open the source code for the web page you want to add the widget to.
6. To ensure the page renders correctly in Internet Explorer 7, add the following code to the top of the page before your first HTML tag.

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
```

7. On the right side of the widget page, click the top Select Text button to select the code in the first yellow box and press **Ctrl+c** to copy the code.
8. Paste the code into your page file just before the closing `</body>` tag. Even if you plan to use multiple syndicated widgets on the page, you need to paste this code only once.
9. Click the second Select Text button and copy the code that defines the widget.
10. Paste the copied code just below the code you copied in step 7.
11. Add the following line into the page code wherever you want that widget to appear

```
<div_id="myDiv"></div>
```
12. Save the page

5.2 Configuring OkcsKnowledgeSyndication widget attributes.

5.2.1 Edit the labels

In order to change the labels related to the widget. You can do so by editing any of the following label attributes.

- `label_more_results`
- `label_no_results`
- `label_search_button`

5.2.2 Setting the keyword for the search query

You can define the search term automatically so that the answers returned by the OkcsKnowledgeSyndication widget are related to that keyword. The default is blank.

Type the search word in the field for the `q` attribute of the OkcsKnowledgeSyndication widget.

5.2.3 Filter answer list by product and/or category

In order to filter the answer list based on product and/or category .We can supply the product or category reference key as value of the attribute **product_category**. If both 'product' and 'category' will be used as filters, values should be separated by colon (:)

5.2.4 Filter answer list by content type

In order to filter the answer list based on content type .We can supply the content type reference key as value of the attribute **content_type**. To specify multiple values, the values should be separated by colon (:))

5.2.5 Determining search results based on page information

The OkcsKnowledgeSyndication widget can “read” the content of the page and use context-sensitive information to determine what answers should be returned. It does this when you specify the HTML tags on the page that you want the widget to evaluate for context sensitivity. If you leave the field for this attribute blank, the OkcsKnowledgeSyndication widget will not use page content to determine what answers should be returned. When you specify the page tags, the content within those tags is passed to the server for evaluating answers that are relevant to the page content.

If you enter information in the context attribute's field, the keyword for the search query defined in the q attribute is overridden. If the HTML tags you define are not found on the page, the widget defaults to the empty string, and top answers will be returned.

You can list any div ID, as well as title, document, and meta tags in the field for the context attribute. If you list a meta tag, only meta elements that are named description and keywords will be evaluated. If you use a document tag, the entire contents of the page will be evaluated.

Type comma-separated HTML tags in the **context field**. The content within those tags will be used to determine search results.

5.2.6 **Enabling external document searching**

In order to return external documents from a search we need to click on the checkbox related to the attribute called **ext_docs**

5.2.7 **Enable or disable the recent answer list**

In order to enable or disable the recent answer list we can modify the attribute called **enable_recent** and click on the checkbox

5.2.8 **Enable or disable the search excerpt**

In order to enable or disable the search excerpt we can modify the attribute called **description** and click on the checkbox

5.2.9 **Enable or disable the search box**

In order to enable or disable the search box we can modify the attribute called **search_box** and click on the checkbox

5.2.10 **Hide initial answers**

In order to hide the initial answers on page load we can modify the attribute called **hide_initial_answers** and click on the checkbox

5.2.11 **Editing the target window**

The target attribute defines where linked documents and additional search results (the More Results link) should be opened. The default value is “_self” to open the linked document or the additional search results in the same window.

Type one of the following target values for the HTML anchor (<a>) tag in the field for the widget's target attribute.

_blank—opens the link in a new window.

_self— opens the link in the current window.

_parent— opens the link in the parent frameset.

_top— opens the link in the full window.

5.2.12 **Truncating answer title**

The default length of answer title is 100 characters, but you can edit that value by modifying the attribute called **truncate_size**

5.2.13 Editing the number of displayed answers

By default, ten answers are displayed when customers conduct a search using the OkcsKnowledgeSyndication widget. But you can edit the value by modifying the attribute called **number_answers**

5.2.14 Editing the div element

The default div element that defines where you want the OkcsKnowledgeSyndication widget to appear on the page is myDiv. If you change the **div_id** attribute, the code you add to the page also changes.

5.2.15 Editing the instance ID

If you have more than one OkcsKnowledgeSyndication widget on a page, you must have unique ID values for each of them. The default value is skw_0.

Replace the “0” in “skw_0” in the instance_id attribute with another value for each widget you add to the page. Each instance of the widget must have a unique value.

6 Modifying the Query Source sent to search

Query source field is primarily used in analytics reports to distinguish search questions. Query Source is sent for the following actions Simple Search and regular search.

6.1 Simple search

The widget attribute “report_page_url” can be used to add parameters to the search URL when the request origin is OkcsSimpleSearch.

In the templates/okcs_mobile.php and templates/okcs_standard.php modify the okcs/OkcsSimpleSearch widget to pass the querySource parameter.

```
<div class="rn_SearchBar">
    <rn:widget path="okcs/OkcsSimpleSearch"
    report_page_url="/app/search/querySource/QuickSearch"/>
</div>
```

6.2 Search from home/search and pagination

The widget attribute “query_source” can be used to override the default querySource while using the search widget on the home/search page.

7 Optional changes on Answer list widget after upgrading site from 15.11

The default view_type of the AnswerList widget has been changed to table in 16.2. Due to this change after the upgrade to higher version (say 16.2, 16.8) the most popular and the most recent widgets on the home page are displayed in a tabular view. To revert the AnswerList widgets (MostPopular and MostRecent) back to list view the following changes need to be done.

Changes to /cp/customer/development/views/pages/home.php from 15.11

Existing code:

```
<rn:widget path="okcs/AnswerList" type="popular" target="_self"/>
```

Modified Code:

```
<rn:widget path="okcs/AnswerList" type="popular" target="_self" view_type="list"/>
```

Changes to /cp/customer/development/views/pages/mobile/home.php from 15.11

Existing code:

```
<rn:widget path="okcs/AnswerList" type="recent" target="_self"/>
```

Modified Code:

```
<rn:widget path="okcs/AnswerList" type="recent" target="_self" view_type="list"/>
```