Enabling OKCS on Customer Portal

Overview

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

Pre-Requisities

This document describes changes required to update a 15.5 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:

a. 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.
b. You have enabled MOD_CP_DEVELOPMENT. This is required to ensure that you're able to modify code on customer portal using WebDav.
c. You have mapped a drive or path to customer portal using WebDav. All the paths below refer to the customer portal webdav paths
d. You have initialized Oracle Knowledge Search by creating content within Oracle Knowledge Authoring and Crawling this content. This will ensure search results are available.

Notes

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.

Description of Changes

Connect to your customer portal site and create a back of your code before making any changes. Follow the steps below to modify your pages to start using Oracle Knowledge Cloud Service (OKCS) widgets:

1. **Changes to /cp/customer/development/views/templates/standard.php**
   We need to include the font-awesome css file to see font-awesome related styles in the <head> section.
   Include the line {CORE_ASSETS}/thirdParty/css/font-awesome.min.css along with the other css files.

   In the div rn_Navigation we need to dynamically set the NavigationTab widget after checking for config OKCS_ENABLED. Code changes to do the same can be found here.

2. **Changes to /cp/customer/development/views/templates/mobile.php**

   We need to include the font-awesome css file to see font-awesome related styles in the <head> section.
   Include the line {CORE_ASSETS}/thirdParty/css/font-awesome.min.css along with the other css files.
   Other code changes to mobile.php can be found here.

3. **Changes to site.css(/cp/customer/assets/themes/standard/site.css)**

   Additional site.css modifications are required to apply the required styles to the OKCS widgets which can be found here.
   The list of changes required in the /cp/customer/assets/themes/mobile/site.css file can be found here.

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.

   To view the mobile OKCS version of the 'ask' page, code changes to the /cp/customer/development/views/pages/mobile/ask.php can be found here.

5. **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. Code changes to show the OKCS version of the search box which also features the supported languages can be found here.
   The code changes to modify the home page to display the OKCS version of most recent and most popular answers can be found here.

   Other changes to mobile home page
   /cp/customer/development/views/pages/mobile/home.php can be found here.

6. **Changes to /cp/customer/development/views/pages/answers/list.php**
   Code changes to the list.php can be found here.

7. **Changes to /cp/customer/development/views/pages/chat/chat_landing.php**
   Code changes to the chat_landing.php can be found here.

8. **Add /cp/customer/development/views/pages/browse.php**
   Code for browse.php can be found here.
   Code for Mobile browse.php can be found here.
   (/cp/customer/development/views/pages/mobile/browse.php)
   Usage of the Product Category Filter
   To narrow down the browse results, the product category filters found on the left corner can be used.
   Note:
   The product category filter from OKCS cannot be used on the Smart assistant because of its incompatibility with SA.

9. **Add /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.
   (/cp/customer/development/views/pages/mobile/answers/answer_view.php)

10. Add 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)

Code changes

Black   – *existing code to help find the location of the changes in the file*
Red   – *previous lines of code that have been changed*
Green   – *modified version of the code.*

Please find the red lines of code in your files and change it to the code in green.

1. /cp/customer/development/views/templates/standard.php

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

2. /cp/customer/development/views/templates/mobile.php

```
 <title><rn:page_title/></title>
<rn:theme path="/euf/assets/themes/mobile" css="site.css"/>
<rn:theme path="/euf/assets/themes/mobile" css="site.css, {CORE_ASSETS}/thirdParty/css/font-awesome.min.css"/>
 <rn:head_content/>

<li>
<a ref="/app/#rn:config:CP_HOME_URL##rn:session#">#rn:msg:HOME_LBL#</a>
</li>
<rn:condition config_check="OKCS_ENABLED == true">
<li>
<a href="/app/browse#rn:session#">#rn:msg:ANSWERS_HDG#</a>
</li>
</rn:condition>
<li>

<div id="rn_SearchForm" class="rn_Hidden">
<rn:widget path="search/MobileSimpleSearch" report_page_url="/app/answers/list"/>
<form method="get" action="/app/search">
<rn:container source_id="OKCSSearch">
```

```
<rn:widget path="searchsource/SourceSearchField" label_placeholder="#rn:astr:Enter a
question...#"/>
<rn:widget path="searchsource/SourceSearchButton" search_results_url="/app/search"/>
<rn:widget path="okcs/SupportedLanguages" />
</rn:container>
</form>
</div>
```

3. /cp/customer/assets/themes/mobile/site.css

```
.rn_Collapse {
    background:url(images/layout/rightArrow.png) no-repeat scroll;
    float:right;
    height:12px;
    margin-top:6px;
    width:12px;
}


/**************************
    10. OKCS Related
**************************/
.rn_OkcsMobileBrowseHeader {
    width: 100%;
    background: #E1E1E1;
    background: -moz-linear-gradient(top, #FEFEFE,#E0E0E0);
    background: -webkit-gradient(linear, 0% 0%, 0% 100%, from(#FEFEFE),to(#E0E0E0));
    text-shadow: 1px 2px 1px #FFF;
    -moz-box-shadow: 0 1px 3px rgba(0, 0, 0, 0.7);
    -webkit-box-shadow: 0 1px 3px rgba(0, 0, 0, 0.7);
}
.rn_OkcsMobileBrowseHeader h2{
    float: left;
    margin-right: 5%;
    background: none;
    -moz-box-shadow: none;
    -webkit-box-shadow: none;
}
.rn_OkcsMobileBrowseHeader h2 span{
    margin-left: 5px;
}
.rn_OkcsMobileBrowseHeader h3{
    font-size: 1.3em;
    padding: 18px 8px 8px;
    border-bottom: 1px solid #dfdfdf;
}
.rn_SectionTitle{
    border-top: 1px solid #DDD;
    clear: both;
```

```
        padding: 10px 0;
        text-align: right;
    }
    .rn_StartOver {
        float: right;
        margin-top: 5px;
        text-decoration: underline;
    }

    #rn_PageContent .rn_home .rn_report ul li a{
     font-size: 0.7em;
    }
```

4. /cp/customer/assets/themes/standard/site.css
```
    @@ -172,7 +172,7 @@ button {
        font:bold 12px Helvetica,Arial,sans-serif;
        line-height:normal;
        margin-right:6px;
-    padding:6px 8px;
+ padding:5px 8px; text-
        decoration:none;
        text-shadow:2px 2px 2px rgba(0,0,0,0.25);
        /*Fix for IE6/7 button width bug*/
    @@ -296,6 +296,7 @@ button[disabled] {
          overflow:visible;
          padding:0 0 10px 6px;
          width:74%;
+        position:relative;
      }
      #rn_SideBar {
          float:right;
    @@ -447,6 +448,7 @@ Main search form at the top of many pages
          padding:4px 4px 3px;
          width:100%;
      }
+
     /**********************
     PageTitle -
     Appears at the top of each page
    @@ -458,6 +460,7 @@ Appears at the top of each page
        padding:16px 0 0;
     }
     #rn_PageTitle.rn_Home,
+#rn_PageTitle.rn_Search,
     #rn_PageTitle.rn_QuestionList,
     #rn_PageTitle.rn_AnswerList {
        border-bottom:0;
```

```diff
@@ -512,7 +515,7 @@ form fieldset {
     padding-left:8px;
 }
 form button {
-    margin-top:20px;
+    margin:4px 2px;
 }
 form .rn_Column {
    margin-bottom:10px;
@@ -749,7 +752,6 @@ Columns
 #rn_AnswerText {
    clear:both;
    line-height:1.4em;
-    padding:5px 0 15px;
 }
 #rn_FileAttach {
   padding-bottom:1em;
@@ -828,6 +830,54 @@ List styles for answer content
   padding:8px 0;
   text-align: right;
 }
+/** OKCS Integration **/
+.rn_StartOver {
+   margin-left: 73%;
+   margin-top: 15px;
+   position: absolute;
+}
+.rn_OkcsLeftContainer {
+   display: inline-block;
+   margin-left: 0;
+   margin-top: 0;
+   vertical-align: top;
+   width: 33%;
+   }
+#rn_OkcsRightContainer a {
+   text-decoration: none !important;
+}
+.rn_OkcsRightContainer {
+   display: inline-block;
+   margin-left: 11px;
+   width: 64.5%;
+}
+.rn_ResultPadding {
+   padding: 15px 0 0 0;
+}
+.rn_AnswerListContainer {
+   margin-top: 30px;
+}
```

```css
+.rn_OkcsLoading {
+    background: url(images/loading.gif) no-repeat center center #EEE;
+    height:100%;
+    opacity: 0.6;
+    position: absolute;
+    margin-left: -6px;
+    width: 100%;
+    z-index: 500;
+    clear: both;
+}
+.rn_AnswerListContainer {
+    border-top: 30px;
+}
+.rn_SectionTitle{
+    border-top: 1px solid #DDD;
+    clear: both;
+    padding: 10px 0;
+    text-align: right;
+}
+
+
/*************************************
    09. Home Page : Top Answers
*************************************/
@@ -849,7 +899,6 @@ List styles for answer content
}
#rn_PageContent.rn_Home .rn_Module ul li a{
    float:left;
-    font-size:.8em;
    margin:4px;
}
#rn_PageContent.rn_Home .rn_AnswersLink {
@@ -1175,3 +1224,78 @@ Create account page
    position: relative;
    top: 6px;
}
+
+/**
+* From treeview-menu.css
+*/
+/* first or middle sibling, no children */
+.ygtvtn { background: transparent; width:1em; height:20px; }
+
+/* first or middle sibling, collapsable */
+.ygtvtm { background: url(images/treeview-menu-sprite.gif) 0 6px no-repeat;width:1em; height:22px; cursor:pointer; }
+
+/* first or middle sibling, collapsable, hover */
```

```
+.ygtvtmh { background: url(images/treeview-menu-sprite.gif) 0 -794px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* first or middle sibling, expandable */
+.ygtvtp { background: url(images/treeview-menu-sprite.gif) 0 -2392px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* first or middle sibling, expandable, hover */
+.ygtvtph { background: url(images/treeview-menu-sprite.gif) 0 -3191px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* last sibling, no children */
+.ygtvln { background: transparent; width:1em; height:20px; }
+
+/* Last sibling, collapsable */
+.ygtvlm { background: url(images/treeview-menu-sprite.gif) 0 6px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* Last sibling, collapsable, hover */
+.ygtvlmh { background: url(images/treeview-menu-sprite.gif) 0 -794px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* Last sibling, expandable */
+.ygtvlp { background: url(images/treeview-menu-sprite.gif) 0 -2392px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* Last sibling, expandable, hover */
+.ygtvlph { background: url(images/treeview-menu-sprite.gif) 0 -3191px no-repeat; width:1em;
height:22px; cursor:pointer; }
+
+/* Loading icon */
+.ygtvloading { background: url(images/treeview-menu-loading.gif) -2px 4px no-repeat;
width:1em; height:22px; }
+
+/* the style for the empty cells that are used for rendering the depth
+ * of the node */
+.ygtvdepthcell { background: transparent; width:1em; height:20px; }
+
+.ygtvblankdepthcell { background: transparent; width:1em; height:20px; }
+
+/* the style of the div around each node */
+.ygtvitem { border: 0 solid grey; }
+
+/* the style of the div around each node's collection of children */
+* html .ygtvchildren { height:1%; }
+
+/* the style of the text label in ygTextNode */
+.ygtvlabel, .ygtvlabel:link, .ygtvlabel:visited, .ygtvlabel:hover {
```

```
+    color:#111;
+    margin-left:2px;
+    text-decoration: none;
+    font-size: 12px;
+}
+
+/**Added to default yui css **/
+.ygtvfocus {
+        background-color: #c0e0e0;
+        border: none;
+}
+.ygtvfocus .ygtvlabel, .ygtvfocus .ygtvlabel:link, .ygtvfocus .ygtvlabel:visited, .ygtvfocus
.ygtvlabel:hover {
+        background-color: #c0e0e0;
+}
+
+.ygtvfocus  a {
+        outline-style:none;
+}
+
+a.ygtvspacer {
+    display:block;
+    text-decoration:none;
+    width:100%;
+}
```

5. /cp/customer/development/views/pages/ask.php
```
<rn:widget path="input/SmartAssistantDialog"/>
<rn:widget path="okcs/OkcsSmartAssistant" view_type="explorer"/>

<rn:widget path="input/ProductCategoryInput" name="Incident.Category"/>
<rn:widget path="input/ProductCategoryInput" name="Incident.Category"
data_type="Category"/>
```

/cp/customer/development/views/pages/mobile/ask.php

```
@@ -17,14 +17,14 @@
        </rn:condition>
            <rn:widget path="input/FormInput" name="Incident.Threads" required="true"
label_input="#rn:msg:ADD_ADDITIONAL_DETAILS_CMD#"/>
            <rn:widget  path="input/FileAttachmentUpload"/>
-           <rn:widget path="input/MobileProductCategoryInput" />
-           <rn:widget path="input/MobileProductCategoryInput" data_type="Category"/>
-           <rn:widget path="input/CustomAllInput" table="Incident"/>
+           <rn:widget path="input/MobileProductCategoryInput" name="Incident.Product"/>
+           <rn:widget path="input/MobileProductCategoryInput" name="Incident.Category"
data_type="Category"/>
```

```
+          <!--<rn:widget path="input/CustomAllInput" table="Incident"/>-->
           <br/><br/><br/>
           <rn:widget path="input/FormSubmit"
label_button="#rn:msg:CONTINUE_ELLIPSIS_CMD#" on_success_url="/app/ask_confirm"
error_location="rn_ErrorLocation"/>
           <rn:condition answers_viewed="2" searches_done="1">
           <rn:condition_else/>
-          <rn:widget path="input/SmartAssistantDialog" accesskeys_enabled="false"
display_button_as_link=""/>
+          <rn:widget path="okcs/OkcsSmartAssistant" accesskeys_enabled="false"
display_button_as_link="" view_type="inline"/>
           </rn:condition>
        </fieldset>
      </form>
```

6. /cp/customer/development/views/pages/home.php

```
<form onsubmit="return false;">
  <rn:container report_id="176">
  <div class="rn_SearchInput">
    <rn:widget path="search/AdvancedSearchDialog" report_page_url="/app/answers/list"/>
    <rn:widget path="search/KeywordText"
label_text="#rn:msg:FIND_THE_ANSWER_TO_YOUR_QUESTION_CMD#"  initial_focus="true"/>
    </div>
      <rn:widget path="search/SearchButton" report_page_url="/app/answers/list"/>
  <form method="get" action="/app/search">
    <rn:container source_id="OKCSSearch">
    <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:astr:Enter a question...#"/>
    <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
      <rn:widget path="okcs/SupportedLanguages" />
```

/cp/customer/development/views/pages/home.php – changes to view OKCS version of
most recent and most popular categories.

```
      <rn:widget path="search/ProductCategoryList" data_type="categories"
label_title="#rn:msg:FEATURED_SUPPORT_CATEGORIES_LBL#"/>
      <br/><br/>
      <div class="rn_Module">
        <h2>#rn:msg:MOST_POPULAR_ANSWERS_LBL#</h2>
        <rn:widget path="reports/TopAnswers"/>
        <a class="rn_AnswersLink"
href="/app/answers/list#rn:session#">#rn:msg:SEE_ALL_POPULAR_ANSWERS_UC_LBL#</a>
      <div class="rn_Module rn_AnswerListContainer">
        <rn:widget path="okcs/AnswerList" type="popular" target="_self "/>
      </div>
      <div class="rn_Module rn_AnswerListContainer">
```

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

Other changes to /cp/customer/development/views/pages/mobile/home.php

```
@@ -3,18 +3,17 @@
 <section id="rn_PageContent" class="rn_Home">
   <h1  class="rn_ScreenReaderOnly"><rn:page_title/></h1>
   <div class="rn_Module">
-      <rn:widget path="navigation/Accordion" toggle="rn_AccordTrigger"/>
-      <h2 id="rn_AccordTrigger"
class="rn_Expanded">#rn:msg:MOST_POPULAR_ANSWERS_LBL#<span
class="rn_Expand"></span></h2>
+      <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="reports/TopAnswers" limit="6"/>
-         <a class="rn_AnswersLink"
href="/app/answers/list#rn:session#">#rn:msg:SEE_ALL_POPULAR_ANSWERS_UC_LBL#</a>
+         <rn:widget path="okcs/AnswerList" type="popular" show_headers="false"
per_page="5" target="_self"/>
       </div>
   </div>
   <div class="rn_Module">
-      <rn:widget path="navigation/Accordion" toggle="rn_ListTrigger"/>
-      <h2 id="rn_ListTrigger"
class="rn_Collapsed">#rn:msg:FEATURED_SUPPORT_CATEGORIES_LBL#<span
class="rn_Expand"></span></h2>
-      <div class="rn_Hidden">
-        <rn:widget path="search/MobileProductCategoryList" data_type="categories" levels="1"
label_title=""/>
+      <rn:widget path="navigation/Accordion" toggle="rn_AccordTriggerRecent"/>
+      <h2 id="rn_AccordTriggerRecent" class="rn_Collapsed">#rn:astr:Most Recent
Answers#<span class="rn_Expand"></span></h2>
+      <div class="rn_Report rn_Hidden">
+        <rn:widget path="okcs/AnswerList" type="recent" show_headers="false" per_page="5"
target="_self "/>
       </div>
   </div>
   <div class="rn_Module">
```

7. /cp/customer/development/views/pages/answers/list.php

```
@@ -1,27 +1,42 @@
 <rn:meta title="#rn:msg:FIND_ANS_HDG#" template="standard.php"
clickstream="answer_list"/>
```

```
-<rn:widget path="knowledgebase/RssIcon"/>
-<rn:container report_id="176">
-<div id="rn_PageTitle" class="rn_AnswerList">
+<h1><i class='icon-lightbulb'></i> Knowledge Base Results</h1>
+
+<rn:container source_id="KFSearch" per_page="10" history_source_id="KFSearch">
+
+<div id="rn_PageTitle" class="">
    <div id="rn_SearchControls">
-        <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
-        <form onsubmit="return false;">
-            <div class="rn_SearchInput">
-                <rn:widget path="search/AdvancedSearchDialog"/>
-                <rn:widget path="search/KeywordText"
label_text="#rn:msg:FIND_THE_ANSWER_TO_YOUR_QUESTION_CMD#" initial_focus="true"/>
-            </div>
-            <rn:widget path="search/SearchButton"/>
+        <form class="rn_Group">
+            <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
filter_label="Keyword" filter_type="query"/>
+            <rn:widget path="searchsource/SourceSearchButton"
report_page_url="/app/answers/list"/>
        </form>
-        <rn:widget path="search/DisplaySearchFilters"/>
    </div>
+    <br>
+
+    <form class="rn_Group">
+        <div class="rn_FloatRight rn_Padding">
+            <!-- Commented as this widget is not available in okcs branch -->
+            <!--<rn:widget path="searchsource/SourceSortFilter" filter_type="direction"
source_id="KFSearch" labels="Ascending,Descending" label_input="#rn:astr:Sort order#"
search_on_select="true"/>-->
+        </div>
+        <div class="rn_FloatRight rn_Padding">
+            <!-- Commented as this widget is not available in okcs branch -->
+            <!--<rn:widget path="searchsource/SourceSortFilter" filter_type="sort"
source_id="KFSearch" label_default="Default" labels="Created,Updated"
label_input="#rn:astr:Sort by#" search_on_select="true"/>-->
+        </div>
+    </form>
 </div>
+
 <div id="rn_PageContent" class="rn_AnswerList">
-    <div class="rn_Padding">
-        <h2 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_RESULTS_CMD#</h2>
-        <rn:widget path="reports/ResultInfo"/>
```

```
-        <rn:widget path="knowledgebase/TopicWords"/>
-        <rn:widget path="reports/Multiline"/>
-        <rn:widget path="reports/Paginator"/>
+   <div class="rn_Padding rn_Group">
+       <div class="rn_FloatRight">
+           <rn:widget  path="searchsource/SourceResultDetails"/>
+       </div>
+       <rn:widget path="searchsource/SourceResultListing" hide_when_no_results="true"
more_link_url=""/>
+       <rn:widget path="searchsource/SourcePagination" history_source_id="KFSearch"/>
+
+       <br><br>
+       <h3>Can't find what you're looking for? Check the <a
href="/app/social/questions/list/kw/#rn:url_param_value:kw#">thriving community
results</a></h3>
    </div>
 </div>
+
 </rn:container>
```

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

```
@@ -44,7 +44,11 @@
                <rn:widget path="chat/ChatTranscript"/>
            </div>
            <div id="rn_ChatQueueSearchContainer">
-               <rn:widget path="chat/ChatQueueSearch" popup_window="true"/>
+               <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>
            </div>
        </div>
        <div id="rn_PreChatButtonContainer">
```

9. Adding /cp/customer/development/views/pages/browse.php

```
<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="standard.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
    <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:widget path="okcs/ContentType"/>
        </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">
                <div>
                  <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer">
                    <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="products"/>
                    <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="categories"/>
                  </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>
            </div>
          </rn:container>
      </rn:condition>
```

10. Adding /cp/customer/development/views/pages/mobile/browse.php

```
<rn:meta title="#rn:msg:BROWSE1_AB_HDG#" template="mobile.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
<section id="rn_PageContent" class="rn_Home">
  <h1  class="rn_ScreenReaderOnly"><rn:page_title/></h1>
  <rn:container source_id="OKCSBrowse">
    <div class="rn_Module rn_OkcsMobileBrowseHeader">
      <h2 id="rn_AccordTriggerContentType"
class="rn_Collapsed">#rn:msg:CONTENT_TYPE_LBL#<span  class="rn_Expand"></span></h2>

      <h2 id="rn_AccordTriggerProduct" class="rn_Collapsed">#rn:msg:PRODUCT_LBL#<span
class="rn_Expand"></span></h2>

      <h2 id="rn_AccordTriggerCategory" class="rn_Collapsed">#rn:msg:CATEGORY_LBL#<span
class="rn_Expand"></span></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"/>
        </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"/>
        </div>
      </div>
    </div>

    <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/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>
  </div>
  </rn:container>
</section>
</rn:condition>
```

11. /cp/Customer/development/views/pages/answers/answer_view.php
```
<rn:condition config_check="OKCS_ENABLED == true">
  <rn:meta  title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',
\RightNow\Utils\Url::getParameter('a_id'))#" template="standard.php"
clickstream="answer_view"/>
  <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>
```

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

```
    <rn:condition config_check="OKCS_ENABLED == true">
        <rn:meta  title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',
\RightNow\Utils\Url::getParameter('a_id'))#" template="mobile.php"
clickstream="answer_view"/>
        <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>
```

13. /cp/customer/development/views/pages/search.php

```
    <rn:meta title="#rn:msg:FIND_ANS_HDG#" template="standard.php"
clickstream="answer_list"/>

    <rn:widget path="knowledgebase/RssIcon"/>

    <rn:container source_id="OKCSSearch">
        <div id="rn_LoadingIndicator" class="rn_Browse">
            <rn:widget path="okcs/LoadingIndicator"/>
        </div>
        <div id="rn_PageTitle" class="rn_Search">
            <div id="rn_SearchControls">
                <h1  class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
                <form>
                    <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:astr:Enter a question...#" filter_label="Keyword" filter_type="query"/>
                    <rn:widget path="searchsource/SourceSearchButton"
history_source_id="OKCSSearch"/>
                    <rn:widget path="okcs/SupportedLanguages" />
                    <div class="rn_StartOver">
                        <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
                    </div>
                </form>
            </div>
        </div>
```

```
        <div id="rn_PageContent" class="rn_AnswerList">
            <div class="rn_ResultPadding rn_Group">
                <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer">
                    <rn:widget path="okcs/Facet"/>
                    <rn:widget path="okcs/SearchRating"/>
                </div>
                <div id="rn_OkcsRightContainer" class="rn_OkcsRightContainer">
                    <rn:widget path="okcs/SearchResult"/>
                    <div class="rn_FloatRight">
                        <rn:widget path="okcs/OkcsPagination"/>
                    </div>
                </div>
            </div>
        </div>
    </rn:container>
```

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

```
    <rn:meta title="#rn:msg:FIND_ANS_HDG#" template="mobile.php" clickstream="answer_list"/>
    <section id="rn_PageTitle" class="rn_AnswerList">
        <rn:container source_id="OKCSSearch">
        <div class="rn_Module">
            <h1>#rn:msg:SEARCH_RESULTS_CMD#</h1>
            <form onsubmit="return false;">
                <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
    label_placeholder="#rn:astr:Enter a question...#" filter_label="Keyword" filter_type="query"/>
                <rn:widget path="searchsource/SourceSearchButton" history_source_id="OKCSSearch"/>
                <rn:widget path="okcs/SupportedLanguages" />
                <div class="rn_StartOver">
                    <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
                </div>
            </form>
        </div>
        </rn:container>
    </section>
    <section id="rn_PageContent" class="rn_AnswerList">
        <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"/>
                <div class="rn_FloatRight rn_Padding">
                    <rn:widget path="okcs/OkcsPagination"/>
                </div>
            </div>
            <div class="rn_Module">
                <div class="rn_Padding">
```

```
            <rn:widget path="okcs/SearchRating" toggle_title="true" />
        </div>
      </div>
    </rn:container>
</section>
```