

# Enabling OKCS on Customer Portal with SOCS Styles

Version: 1.0

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## 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-Requisites

This document describes changes required to update a 15.8 Oracle Service Cloud instance to Oracle Knowledge Cloud Service with new styling called as SOCS. This document may be used for future versions but changes may not translate as-is. The following pre-requisites apply:

- a. CP framework version should be 3.3.
- b. 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.
- c. You have enabled MOD\_CP\_DEVELOPMENT. This is required to ensure that you're able to modify code on customer portal using WebDav.
- d. You have mapped a drive or path to customer portal using WebDav. All the paths below refer to the customer portal webdav paths
- e. 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 backup 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  
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](#).  
Changes to /cp/customer/development/views/templates/mobile.php

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

2. 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](#).

3. 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 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](#).

4. 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](#).

**Note:**

The product category filter from OKCS cannot be used on the Smart assistant because of its incompatibility with SA.

5. 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)

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/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)

9. Add cp/customer/development/views/admin/search.php

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

Code for okcs\_answer\_full\_preview.php can be found [here](#).

## **Code Changes**

### **Note : All the pages related to socs are new.**

*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

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

<div class="rn_SearchBar">
    <rn:widget path="search/SimpleSearch" icon_path="" report_page_url="/app/results"/>
</div>
<div class="rn_SearchBar">
    <rn:widget path="okcs/OkcsSimpleSearch" icon_path="" report_page_url="/app/search"/>
</div>

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

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

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>
```

## 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="all.css, site.css,
okcs.css"/>

<rn:head_content/>
```

```
<div class="rn_SearchBar">
    <rn:widget path="search/SimpleSearch" icon_path="" report_page_url="/app/results"/>
</div>
```

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

Add <rn:widget path="feedback/SiteFeedback"/> before <rn:widget path="utils/PageSetSelector"/>

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

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>
```

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

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

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

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

5. New changes /cp/customer/development/views/pages/home.php (Replace the entire page as the layout got changed due to new socs styles) –

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

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

```

<div class="rn_HeroInner">
  <div class="rn_HeroCopy">
    <h1>#rn:astr:We're here to help#</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:astr:Ask a question...#"/>
        </div>
        <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
      </rn:container>
    </form>
  </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"/>
    </div>
  </div>

```

```

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

```

6. [New changes cp/customer/development/views/pages/mobile/home.php](#)  
(Replace the entire page as the layout got changed due to new socs styles)

```

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

```

```

<div class="rn_Hero">
  <div class="rn_HeroInner">
    <div class="rn_HeroCopy">
      <h1>#rn:astr:We're here to help#</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:astr:Ask a question...#"/>
    </div>
    <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"/>
      </div>
    </div>
    <div class="rn_PopularKB">
      <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_Home_Hidden">
        <rn:widget path="okcs/AnswerList" type="recent" show_headers="false" per_page="5"
target="_self"/>
      </div>
    </div>
  </div>
</div>
</div>

```

## 7. Adding /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="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">
        <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"
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>
      </div>
    </rn:container>
  </div>
</rn:condition>

```

## 8. Adding /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="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">#rn:msg:CONTENT_TYPE_LBL#<span class="rn_ButtonOff"></span></h2>
          <h2 id="rn_AccordTriggerProduct" class="rn_Collapsed">#rn:msg:PRODUCT_LBL#<span
class="rn_ButtonOff"></span></h2>
          <h2 id="rn_AccordTriggerCategory" class="rn_Collapsed">#rn:msg:CATEGORY_LBL#<span
class="rn_ButtonOff"></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"
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>
<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/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>

```

#### 9. Adding /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="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>
</div>

```

#### 10. Adding /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="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>
</div>

```

## 11. Adding /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="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:astr:Ask a question...#" filter_label="Keyword" filter_type="query"/>
                        </div>
                        <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
history_source_id="OKCSSearch"/>
                        <div class="rn_StartOver">
                            <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
                        </div>
                    </form>
                </div>
            </div>
        </div>
    </div>
    <div id="rn_PageContent" class="rn_AnswerList">

```

```

<div class="rn_ResultList">
  <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer rn_ResultPadding">

    <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>
<aside class="rn_SideRail" role="complementary"><rn:widget path="utils/ContactUs"/></aside>
</div>
</rn:container>

```

## 12. Adding /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="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:astr:Ask a question...#" />
            </div>
            <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search"/>
          </rn:container>
          <div class="rn_StartOver">
            <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
          </div>
        </form>
      </div>
    </div>
  </div>
</div>

```

```

    </div>
  </div>
</div>
</rn:container>
<div class="rn_Container">
  <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>
</div>

```

### 13. 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.

```

<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%}
      .headerDiv {width:100%;min-height:50px;color:white;background-color:#40526b;z-index:999;line-
height: 1.5em; text-align: left;font-size: 100%; height: 25px; padding: 10px 0 0px 15px; position: fixed;}
      #headerDiv {line-height: 1.5em; text-align: left;font-size: 95%; height: 25px;font-

```

```

weight:bold;background-color:#40526b;z-index:999;}
    #frameDiv {min-width: 100%;border-width: 0;border:1;}
    #main {padding-top:70px}
    .leftAnchor {padding: 0 10px;color:white;}
    .rightAnchor {padding-left: 10px;color:white; margin-right: 15px;}
</style>
</head>
<body style="margin: 0px;">
    <? if($error === null) : ?>
        <div id="headerDiv" class="headerDiv">
            <span style="margin-left:30%;text-align: center;"><?= $highlightMsg;?></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;?>');"><?= $viewLabel;?></a>
            </span>
        </div>
        <div id="main">
            <? if($type !== null) : ?>
                <iframe src='<?= $file;?>' style="height: 94%;"/>
            <? elseif($html !== null): ?>
                <frame><div id="frameDiv"><?= $html;?></div></frame>
            <? endif; ?>
        <? else: ?>
            <?= $error;?>
        <? endif; ?>
    </div>
</div>
</div>
</div>
</body>
</html>

```

14. [cp/customer/development/views/admin/okcs\\_answer\\_full\\_preview.php](#)(Replace the entire page as the layout got changed due to new socs styles)

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; $i--): ?>
                            </div>
                        <? endfor; ?>
                    <? endif; ?>
                </div>
            <? endif; ?>
            <? if ($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; ?>

            <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>
            <? else if ($type !== 'CHECKBOX') : ?>
                <?=$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>
</div>
</body>
</html>

```

#### 15. Changes to /cp/customer/development/views/pages/chat/chat\_landing.php

```

<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>

#### 16. Changes to /cp/customer/assets/themes/standard/okcs.css

```
.rn_ContentType li a {  
    color: #fff;  
}  
.rn_ContentType li a {  
    color: #fff !important;  
}
```