



Introducing the New Oxygen Feedback Commenting Platform



Alin Balasa

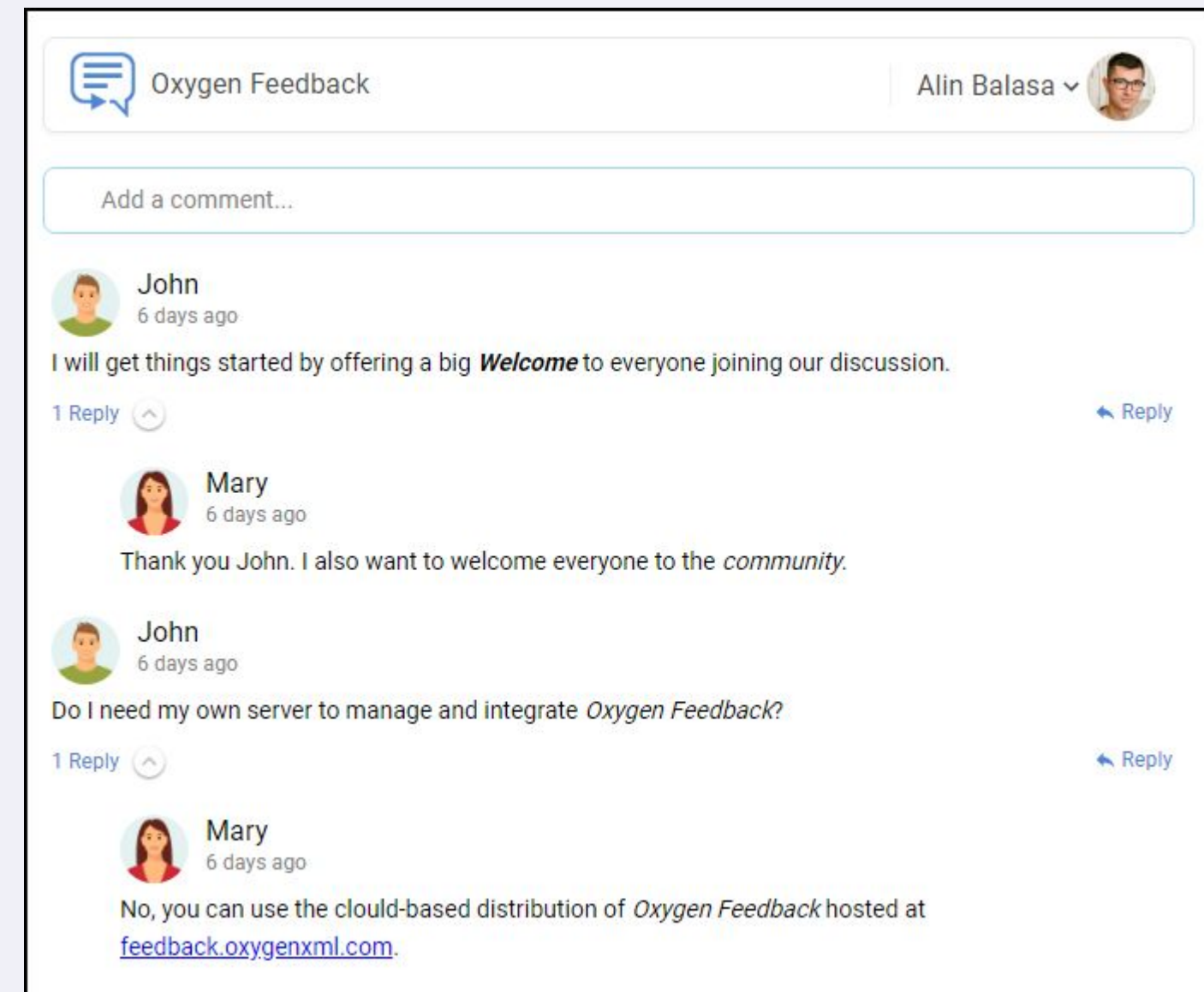


alin_balasa@oxygenxml.com



What is Oxygen Feedback?

- Comment Management platform specialized for technical documentation websites
- Very easy to configure and integrate in any HTML based pages
- Simple interface for comment moderation
- Support for versioned comments
- Oxygen XML Editor integration





Agenda

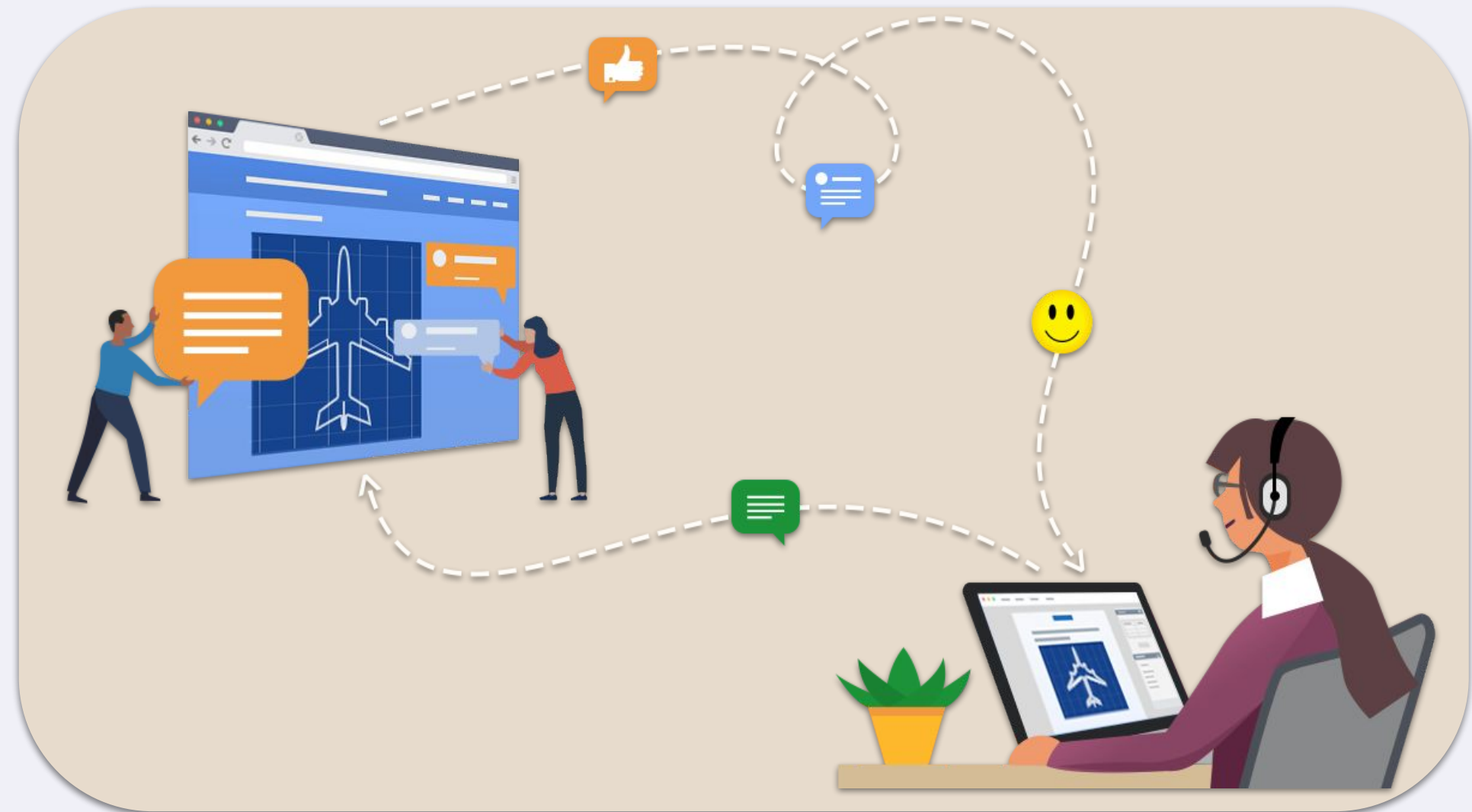
- Integrate Oxygen Feedback in your online documentation
- Receive feedback from your end users (posting comments)
- Dashboard
- Comments moderation
- Site community members management (promote / demote users)
- Site statistics
- Oxygen XML Editor integration
- Resolve comments threads workflow
- Subscription model



Oxygen Feedback

Scenario

1. Integrate Oxygen Feedback in your Online Documentation
2. Receive feedback from your end users
3. Access the comments stream directly in Oxygen
4. Adjust your Documentation content using based on user feedback
5. Republish revised content





Content



DITA

- OASIS open standard
- XML data model for representing documents
- Has modular design
- Used for authoring and publishing

WebHelp Responsive Output

- Published from DITA using ***Oxygen Publishing Engine***
- Responsive layout
- Adapts to any device and screen size
- Extensible and customizable



Published Output

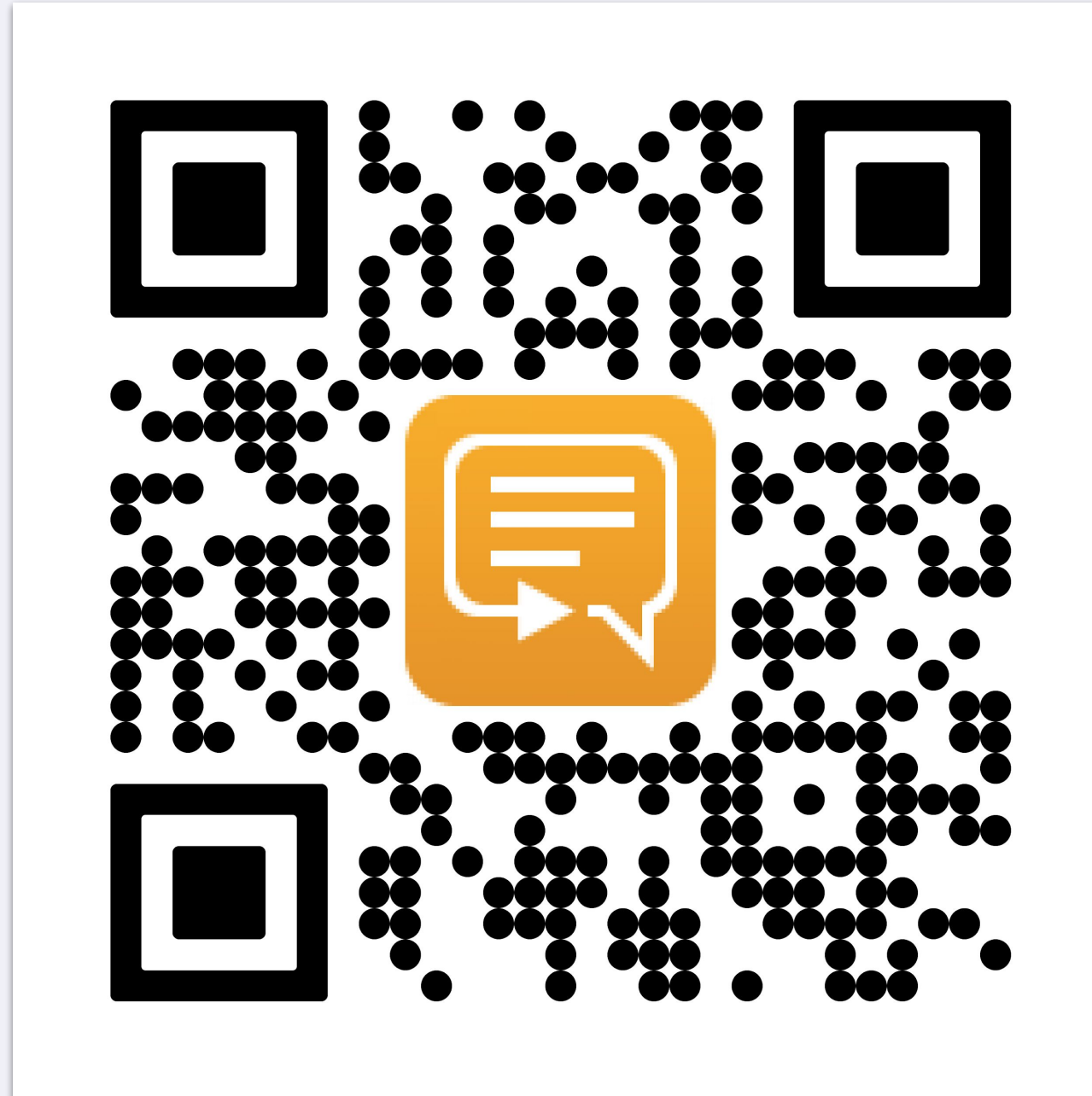
 <https://balasaalin.github.io/oxygen-feedback-webinar-2020/>





Oxygen Feedback

 <https://feedback.oxygenxml.com>





Authentication

- Log in with:
 - Google account
 - Facebook account
 - Email & Password
- Automatically links accounts associated with the same email address

A screenshot of the Oxygen Feedback authentication interface. At the top, the Oxygen Feedback logo and name are displayed. Below this, there are two tabs: 'LOG IN' (active) and 'SIGN UP'. The 'LOG IN' section contains an 'Email' input field, a 'Password' input field with a toggle icon, and a 'Remember me' checkbox. A blue 'LOG IN' button is positioned below these fields. A link for 'Forgot password' is located below the button. A horizontal line with the word 'or' in the center separates the email/password login from the social media login options. Below this line, the text 'Log in with' is centered. Two buttons are provided: a red 'Google' button with the Google 'G' logo and a blue 'Facebook' button with the Facebook 'f' logo. At the bottom of the form, a small line of text states: 'By proceeding, you agree to the [Terms of Service](#) and acknowledge our [Privacy Policy](#).'



New Site Configuration

- 3 steps process
- Specify the site's name, description and logo
- Configure moderation settings
- Initial version
- Obtain the installation fragment

Add site

✓

Settings

✓



Version

3



Installation

Installation


New site has been created. Choose one of the following 3 options to install Oxygen Feedback on your website:

  Install **Feedback** in **WebHelp** output generated from **Oxygen XML Editor/Oxygen XML Author**

▼

  Install **Feedback** in **WebHelp** output generated from a command line

▼

 Install **Feedback** on any website

▼

Note:

Make sure you install the Oxygen Feedback service on one of the allowed locations configured in the Version Settings page:

<http://localhost/feedback/webhelp-responsive/out/>

Finish



Install Oxygen Feedback

- Contribute the Installation Fragment in the WebHelp output
- Republish the documentation content
- Check the result

Sample installation fragment:

```
<div xmlns="http://www.w3.org/1999/xhtml" id="oxygen-feedback-frame-container">  
  <script id="feedback-init" src="https://feedback.oxygenxml.com/app/init/init.js?deploymentToken=[...]">  
    <!-- --></script>  
</div>
```



Posting Comments

- Navigate on the documentation website
- Choose a topic of interest
- Post a comment
- Wait for post approval

Comment Editor

The screenshot shows a comment editor interface. At the top is a rich text toolbar with icons for bold (B), italic (I), link, unlink, quote, code, bulleted list, numbered list, indent, outdent, undo, and redo. Below the toolbar is a text area containing the following text:
Keep your car looking great by washing it regularly.
1. Move the car onto the driveway. ****Avoid**** washing the car in direct sunlight as this might damage the paint.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and gently remove the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.
Below the text area is a dashed line separator, followed by a 'Preview' button. Below the preview is another text area showing the rendered version of the comment, where the bolded text is now **Avoid**. At the bottom right of the editor are 'Cancel' and 'Add' buttons.



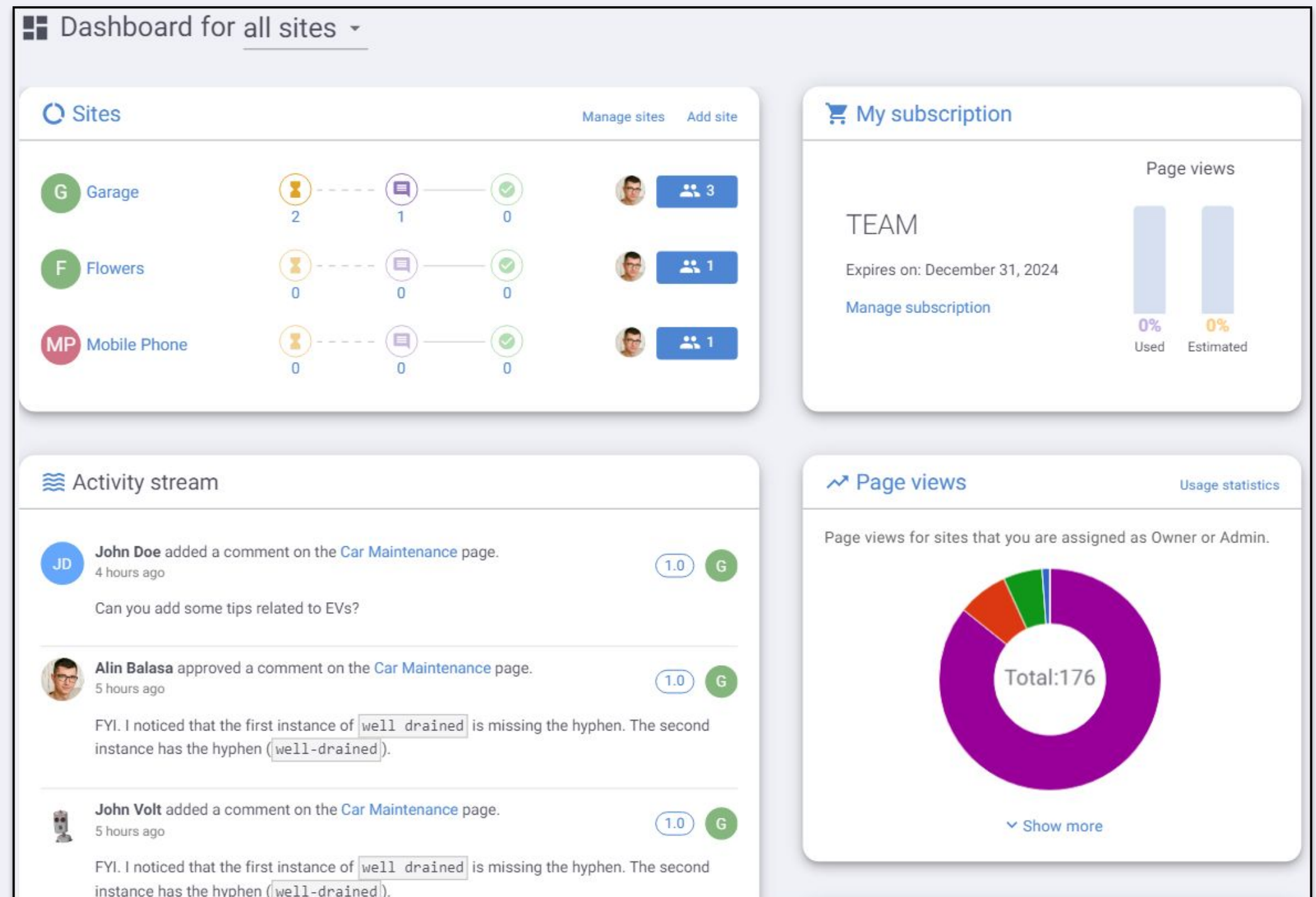
Posted Comment

The screenshot shows a posted comment in a forum. The comment is by a user named 'John Volt' with a profile picture of a robot head, posted '12 minutes ago'. In the top right corner, there is a yellow pill-shaped badge that says 'Waiting for approval'. The comment text is identical to the one in the editor:
Keep your car looking great by washing it regularly.
1. Move the car onto the driveway. **Avoid** washing the car in direct sunlight as this might damage the paint.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and gently remove the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.
At the bottom right of the comment are three links: 'Reply', 'Edit', and 'Delete'.



Dashboard

- Starting point
- Site configurations overview
- Various statistics
- Available widgets:
 - Sites Management
 - Activity Stream
 - My Subscription
 - Page Views
 - Comments





Moderating Comments

- Go to site admin page
- Search for pending comments
- Approve / reject comments
- Resolve / reopen comments threads

The screenshot displays the 'Comments' moderation page. At the top, there's a 'Filter by:' section with buttons for 'Pending', 'Open', 'Resolved', 'Rejected', 'Deleted', and 'All'. The 'All' button is currently selected. To the right of these buttons are two dropdown menus: 'V 1.0' and 'All time'. A 'Reset filters' link is located to the right of the dropdowns. Below the filters is a search bar with the placeholder text 'Contains text' and a 'Content' dropdown menu. A checkbox is visible below the search bar. The main content area shows two comment threads. The first thread is from 'John Volt' (5 minutes ago) and is currently 'Open'. The comment text is 'FYI. I noticed that the first instance of well drained is missing the hyphen. The second instance has the hyphen (well-drained)'. The second thread is also from 'John Volt' (26 minutes ago) and is currently 'Pending'. The comment text is 'In **step 3**, what is the recommended amount of water?'. At the bottom right, there's a pagination section showing 'Rows per page: 10' and '1-2 of 2' with navigation arrows.



Site Users Roles

Regular users:

- ***Member***
 - Can post new comments.
 - If site is moderated, his comments require approval
- ***Trusted***
 - His comments are automatically approved
- ***Banned***
 - Cannot post new comments


Site administration team:

- ***Owner***
 - Moderate comment posts (edit, approve, reject, or delete)
 - Configure site settings, versions, team members, and user roles
 - Delete or transfer the ownership of the site configuration
- ***Admin***
 - Moderate comment posts
 - Configure site settings, versions, team members, and user roles
- ***Moderator***
 - Moderate comment posts



Community page




- The site community consists of:
 - Site management team: Owner, Admins & Moderators
 - Users that posted comments on the website
- Page is accessible to the site Owner and to the Admin users
- Allows user roles management

 Community

This is where you see all the users for the site configuration and where you can associate user roles for each of them (Admin, Moderator, Trusted, Member, or Banned).

Name

All Roles ▼

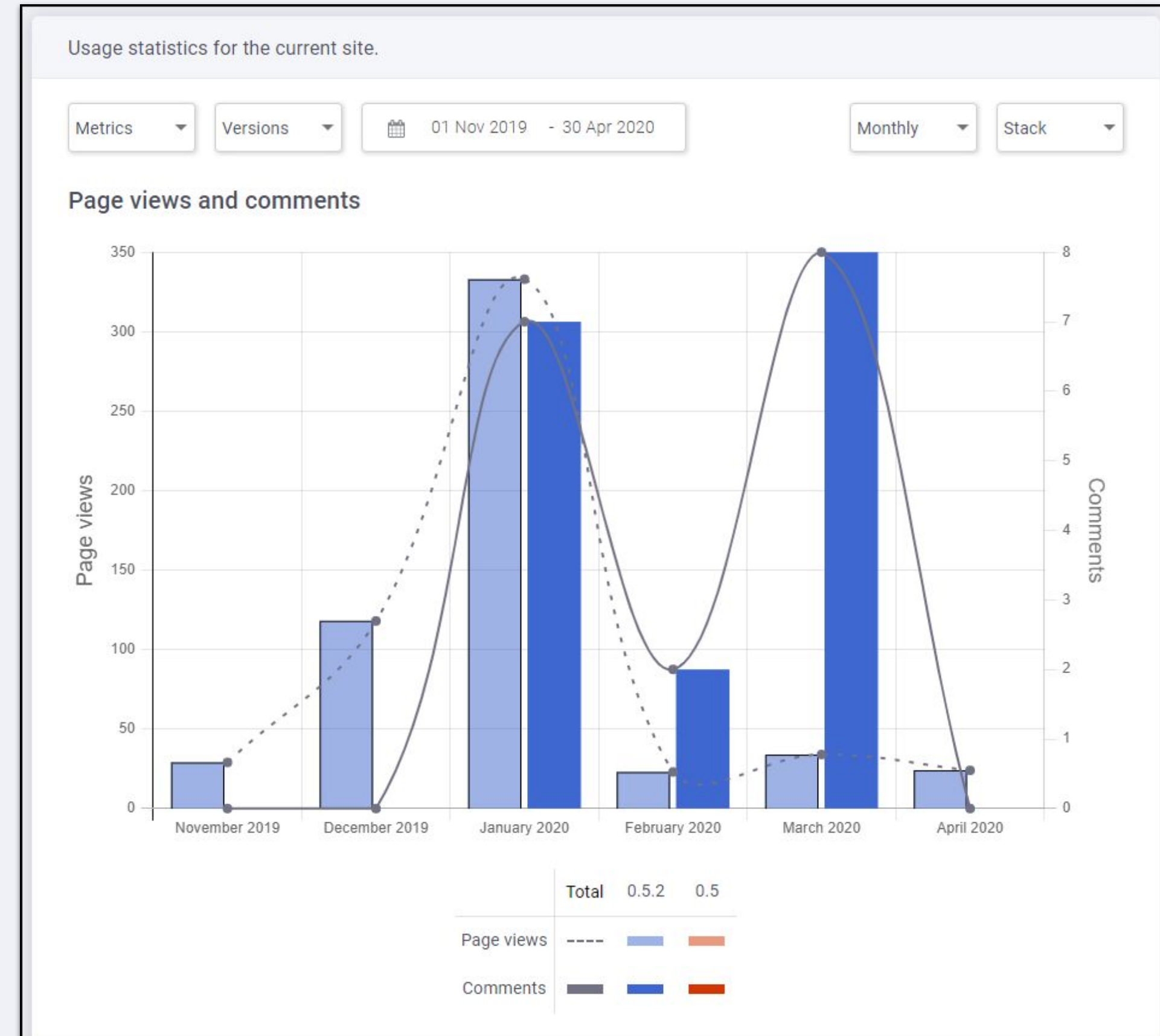
| User | Activity | Role |
|---|----------|----------|
|  Alin Balasa | | Owner ▼ |
|  John Doe | 1 posts | Admin ▼ |
|  John Volt | 2 posts | Member ▼ |

Rows per page: 10 ▼ 1-3 of 3 < >



Site Usage Statistics

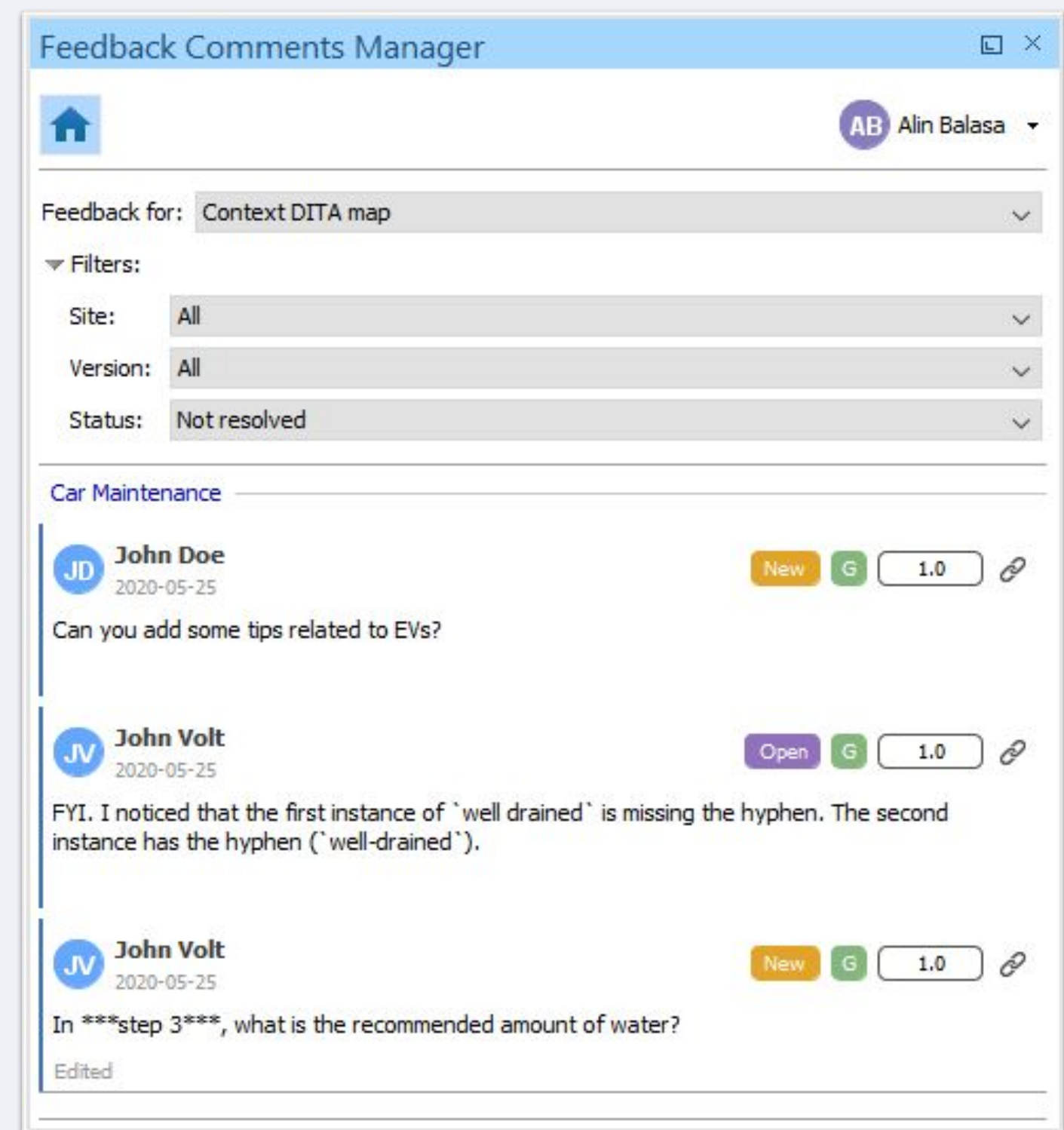
- Available metrics:
 - Page views - how many times a page was accessed
 - Comments - the total number of comments added
- Chart types:
 - Line
 - Bar
 - Stack
- Predefined or custom time intervals
- Popular pages
 - displays the pages ordered by the highest number of page views or comments in the selected interval





Oxygen integration

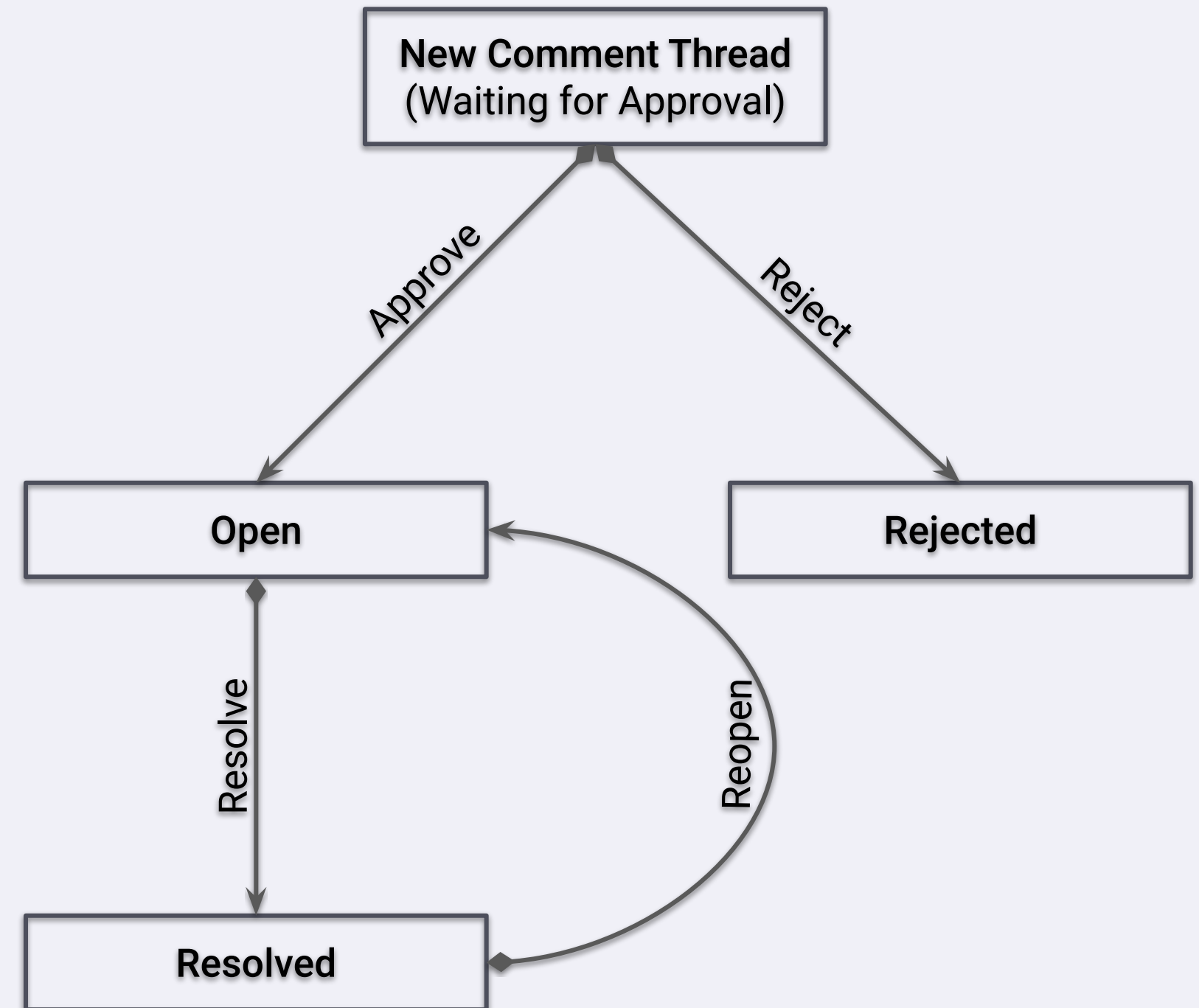
- Oxygen Feedback Connector Plugin
- Contributes a dedicated view
- 2 display modes:
 - **Context DITA Map** - displays the comments for the entire publication
 - **Current editor** - comments associated with the current opened editor (it must be a DITA topic)
- Offers basic comment management actions
- Can trace a comment back to its associated page





Resolve Comments Threads

- Comment thread can be marked as *Resolved* after the user feedback was addressed
- Does not apply to comment replies
- Available to all administration team members
- A *Resolved* comment thread can be *Reopened*:
 - Manually
 - Automatically - if a new reply is added to thread





Subscription Model

- Creating a site configuration requires an active subscription
- Available plans:
 - Starter < Team < Business < Corporate
- **Oxygen users benefit of 1st year free for Team Subscription**
- Each plan has a different limit for:
 - Page views
 - Site configurations
 - Moderators
- Comments component is disabled if:
 - Subscription expires
 - Monthly page views limit is exceeded

Subscription plans

Current plan

TEAM plan is currently active.

Expires on: December 31, 2024

Automatic renewal is off.

Page views

0%

Used

0%

Estimated

Sites

3/3

STARTER

5\$
per month, billed annually

| | |
|---------------------|--------|
| Monthly page views | 20,000 |
| Site configurations | 1 |
| Moderators | 2 |

Select plan

RECOMMENDED

TEAM

9\$
per month, billed annually

| | |
|---------------------|--------|
| Monthly page views | 50,000 |
| Site configurations | 3 |
| Moderators | 4 |

Current plan

BUSINESS

27\$
per month, billed annually

| | |
|---------------------|-----------|
| Monthly page views | 200,000 |
| Site configurations | 20 |
| Moderators | Unlimited |

Select plan

CORPORATE

Ask

| | |
|---------------------|-----------|
| Monthly page views | Custom |
| Site configurations | Unlimited |
| Moderators | Unlimited |

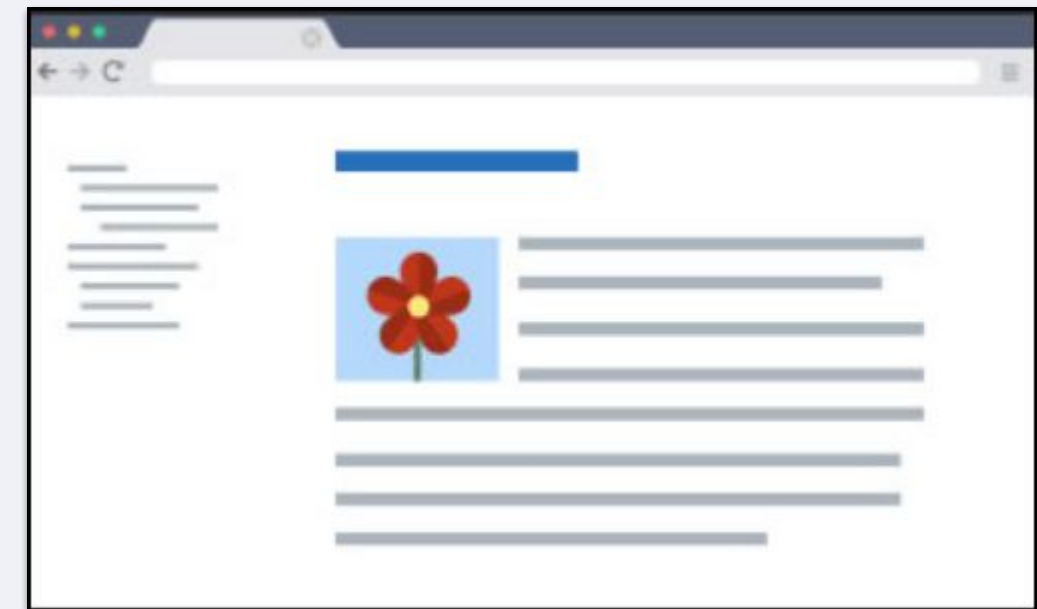
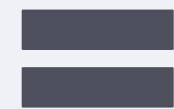
Contact us *

*Contact us at sales@oxygenxml.com to request an offer.



Conclusion

- Use **Oxygen Publishing Engine** to publish online documentation
- Use **Oxygen Feedback** as a commenting platform
- Use **Oxygen XML Editor** to integrate feedback from end users





Thank you!

Any questions?

Alin Balasa
alin_balasa@oxygenxml.com