

DOCUMENTATION REVIEW WORKFLOW USING OXYGEN FEEDBACK

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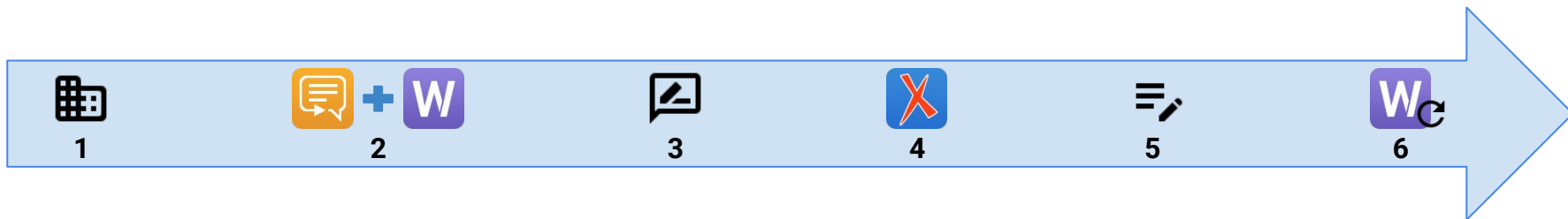


What is Oxygen Feedback?

- 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

Scenario

1. Create an Organization and a User Account
2. Integrate Oxygen Feedback in your Online Documentation
3. Receive feedback from reviewers
4. Access the comments stream directly in Oxygen
5. Adjust your Documentation content based on reviewers feedback
6. Republish revised content



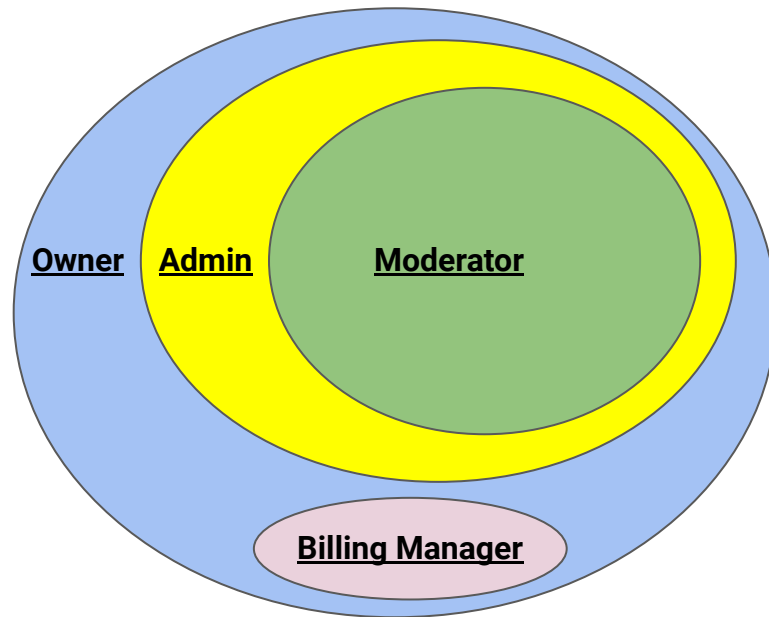
Organization & User Account

- *Organization* - main concept of the Oxygen Feedback workflow
- All users and site configurations belong to an organization
- Each organization's data is isolated from other organizations
- Each organization can manage levels of access by specifying a user role for each member.
- Each organization can use their own Privacy Policy and/or Terms and Conditions
- When you create an account and organization, you are automatically assigned the role of the organization *Owner*



Add Organization Members

- Moderator - can moderate comment posts (edit, approve, reject, or delete).
 - Admin
 - site settings
 - organization profile
 - versions
 - organization members
 - user roles.
 - Owner - (automatically assigned) can:
 - change the organization ID
 - delete the organization
 - delete or transfer the ownership of site configurations.
-
- Billing Manager - (Cloud only) has rights to purchase and manage the subscription for an organization.



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 Commenting Component

- 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>
```

Install Oxygen Feedback Commenting Component

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

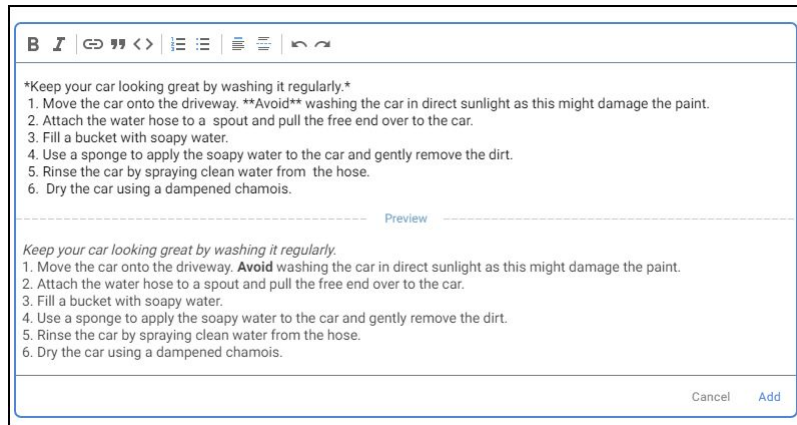
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```










Posting Comments

- Commenters
 - Regular User
 - has rights to post new comments
 - their comments require approval
 - Trusted - comments are automatically approved
 - Banned - cannot post comments

Comment Editor



The Comment Editor interface features a rich text editor at the top with a toolbar containing icons for bold, italic, link, unlink, list, and other formatting options. Below the editor is a preview section, and at the bottom are 'Cancel' and 'Add' buttons.

B I        

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.

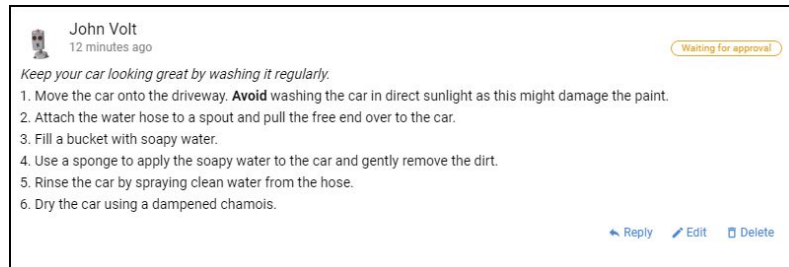
Preview

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Cancel Add



Posted Comment



The Posted Comment interface shows a user profile (John Volt, 12 minutes ago) and a comment text. The comment is marked as 'Waiting for approval'. The comment text is identical to the one in the editor. At the bottom are 'Reply', 'Edit', and 'Delete' buttons.

 John Volt
12 minutes ago

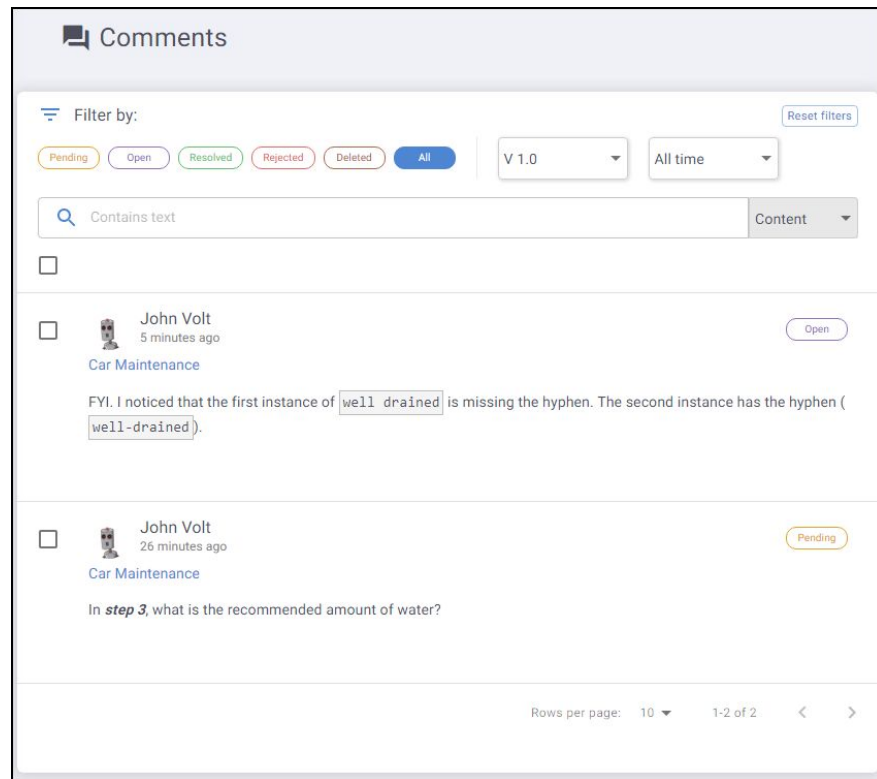
Waiting for approval

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Reply Edit Delete

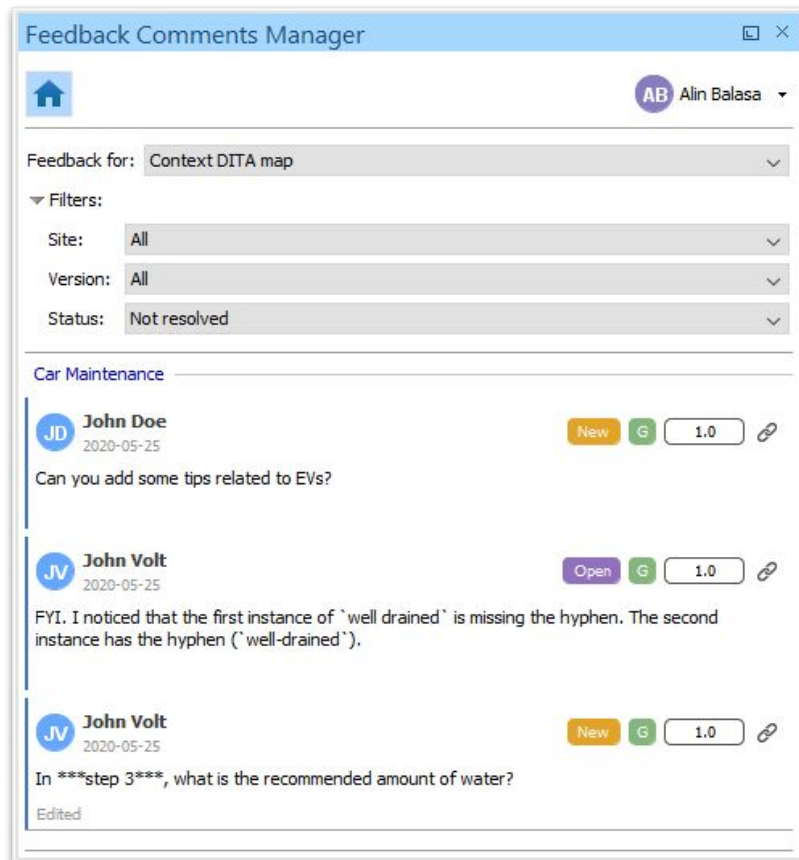
Comments moderation

- Comments Administration page
- Comments Component embedded in an HTML page
- Approve / reject pending comments
- Resolve / reopen comments threads



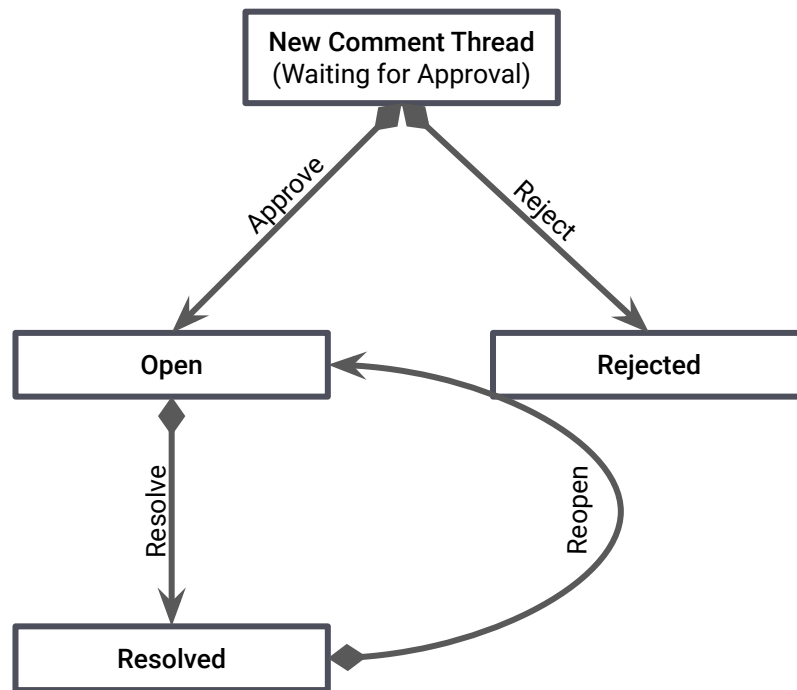
Oxygen integration

- 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



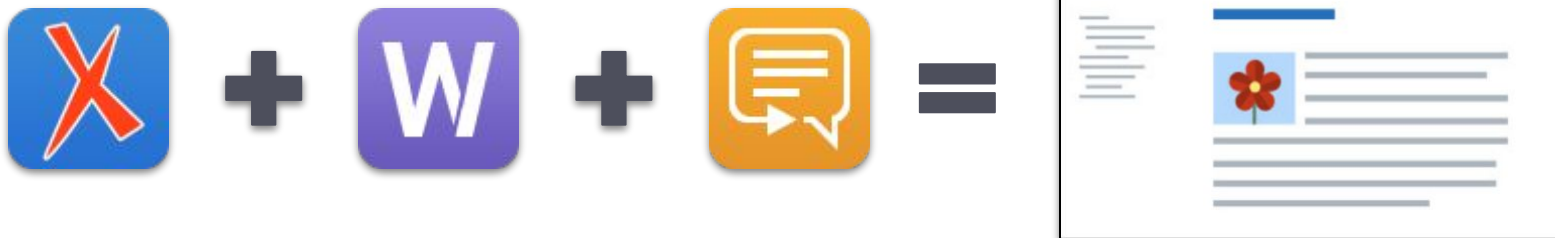
Resolve Comments Threads

- 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



Conclusion

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



THANK YOU!

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