



Introducing the New Oxygen Feedback Commenting Platform



Alin Balasa

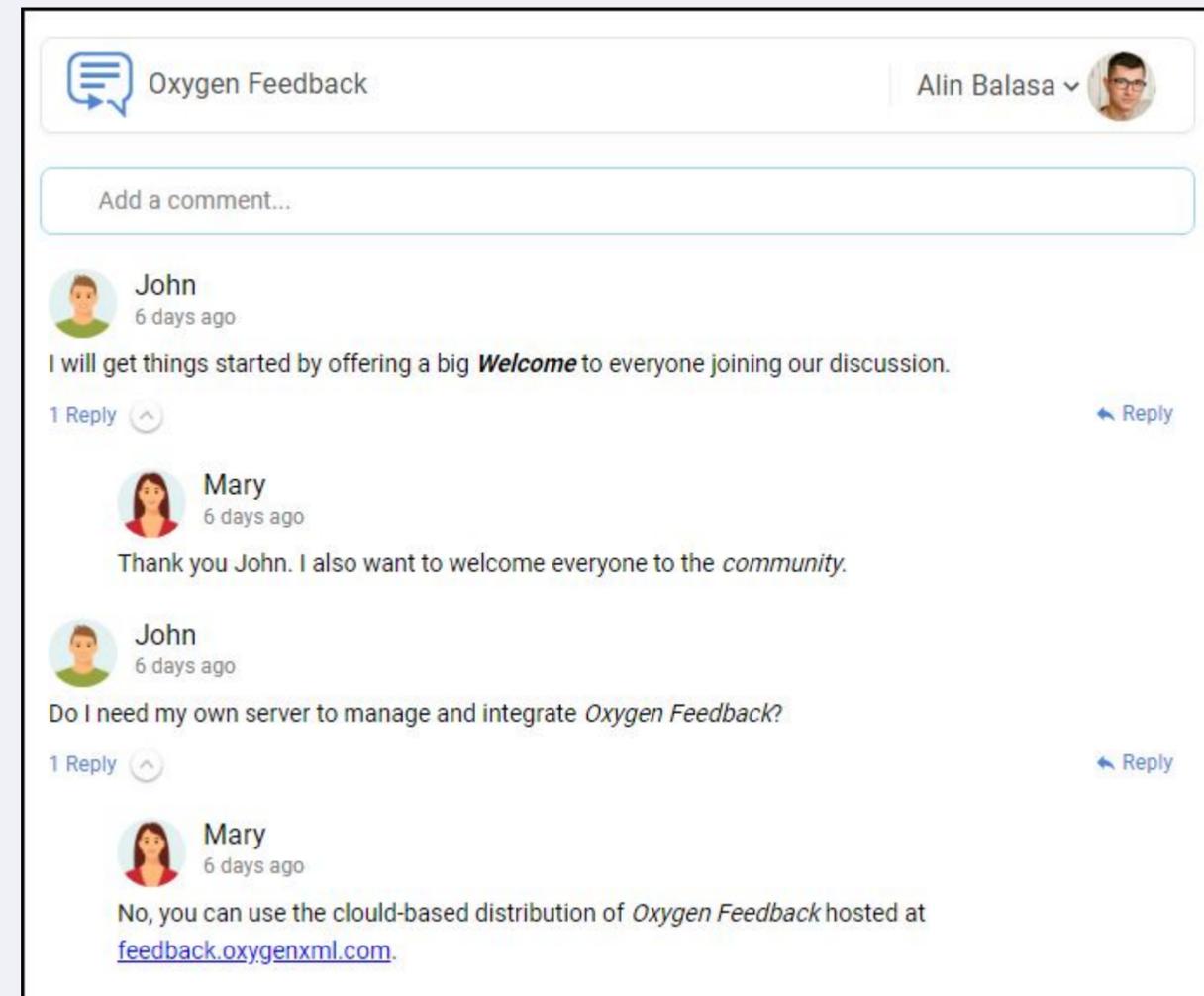


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What is Oxygen Feedback?

- 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





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



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

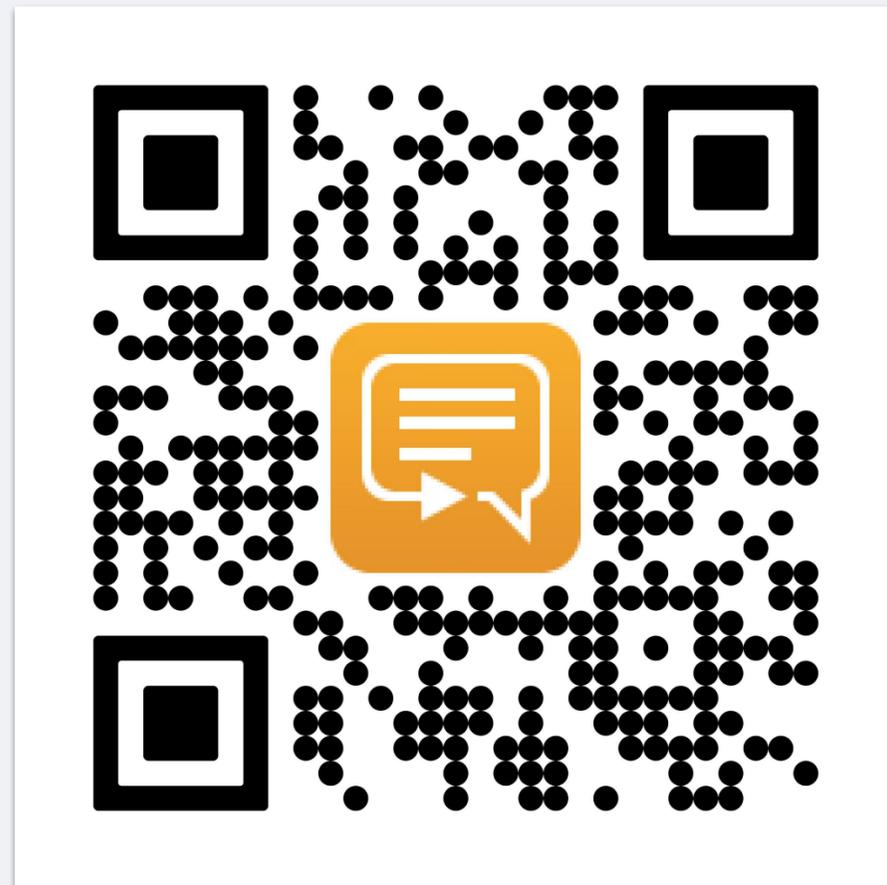
<https://balasaalin.github.io/oxygen-feedback-webinar-2020/>





Oxygen Feedback

- ⌘ Presentation page: https://www.oxygenxml.com/oxygen_feedback.html
- ⌘ Oxygen Feedback Service: <https://feedback.oxygenxml.com>





Authentication

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

The screenshot shows the Oxygen Feedback authentication page. At the top, there is a logo and the text "Oxygen Feedback". Below this, there are two tabs: "LOG IN" (which is active) and "SIGN UP". The main form area 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 the password field. Below the button is a link for "Forgot password". A horizontal line with the word "or" in the center separates the password login section from the social login section. The social login section is titled "Log in with" and features two buttons: a red "Google" button and a blue "Facebook" button. At the bottom of the page, there is a small text line: "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

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

Keep your car looking great by washing it regularly.

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Cancel Add



Posted Comment

 **John Volt**
12 minutes ago Waiting for approval

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[↩ Reply](#) [✎ Edit](#) [🗑 Delete](#)



Dashboard

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

Dashboard for all sites

Sites Manage sites Add site

Site	Users	Comments	Activity	Team
G Garage	2	1	0	3
F Flowers	0	0	0	1
MP Mobile Phone	0	0	0	1

My subscription

TEAM

Expires on: December 31, 2024

[Manage subscription](#)

Page views

Used: 0% Estimated: 0%

Activity stream

John Doe added a comment on the [Car Maintenance](#) page. 4 hours ago. 1.0 G
Can you add some tips related to EVs?

Alin Balasa approved a comment on the [Car Maintenance](#) page. 5 hours ago. 1.0 G
FYI. I noticed that the first instance of `well drained` is missing the hyphen. The second instance has the hyphen (`well-drained`).

John Volt added a comment on the [Car Maintenance](#) page. 5 hours ago. 1.0 G
FYI. I noticed that the first instance of `well drained` is missing the hyphen. The second instance has the hyphen (`well-drained`).

Page views Usage statistics

Page views for sites that you are assigned as Owner or Admin.

Total: 176

[Show more](#)



Moderating Comments

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

The screenshot shows the 'Comments' moderation interface. 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' button is located to the right of the 'All time' dropdown. Below the filter section is a search bar with the placeholder text 'Contains text' and a 'Content' dropdown menu. The main area displays a list of comments. The first comment is from 'John Volt' (5 minutes ago) with the status '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 comment is also from 'John Volt' (26 minutes ago) with the status 'Pending'. The comment text is: 'In **step 3**, what is the recommended amount of water?'. At the bottom right, there is a pagination control 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 ▾

Enter a name

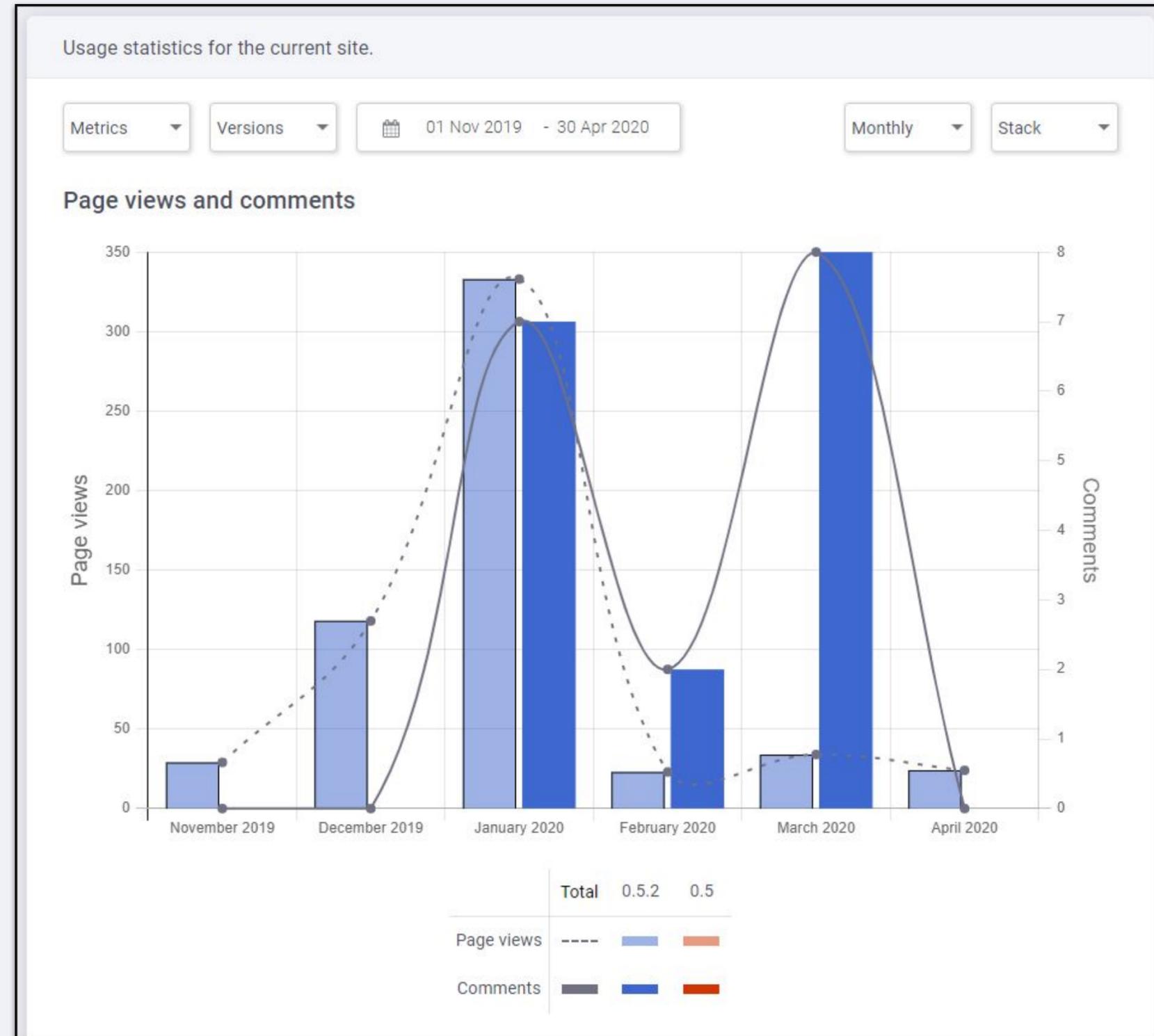
User	Activity	Role
 Alin Balasa		Owner ▾
 John Doe	1 posts	Admin ▾
 John Volt	2 posts	Member ▾

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

The screenshot shows the 'Feedback Comments Manager' window. At the top, there is a home icon and a user profile for 'Alin Balasa' (AB). Below this, a dropdown menu shows 'Feedback for: Context DITA map'. Underneath, there are filter options: 'Site: All', 'Version: All', and 'Status: Not resolved'. The main content area is titled 'Car Maintenance' and displays three comments:

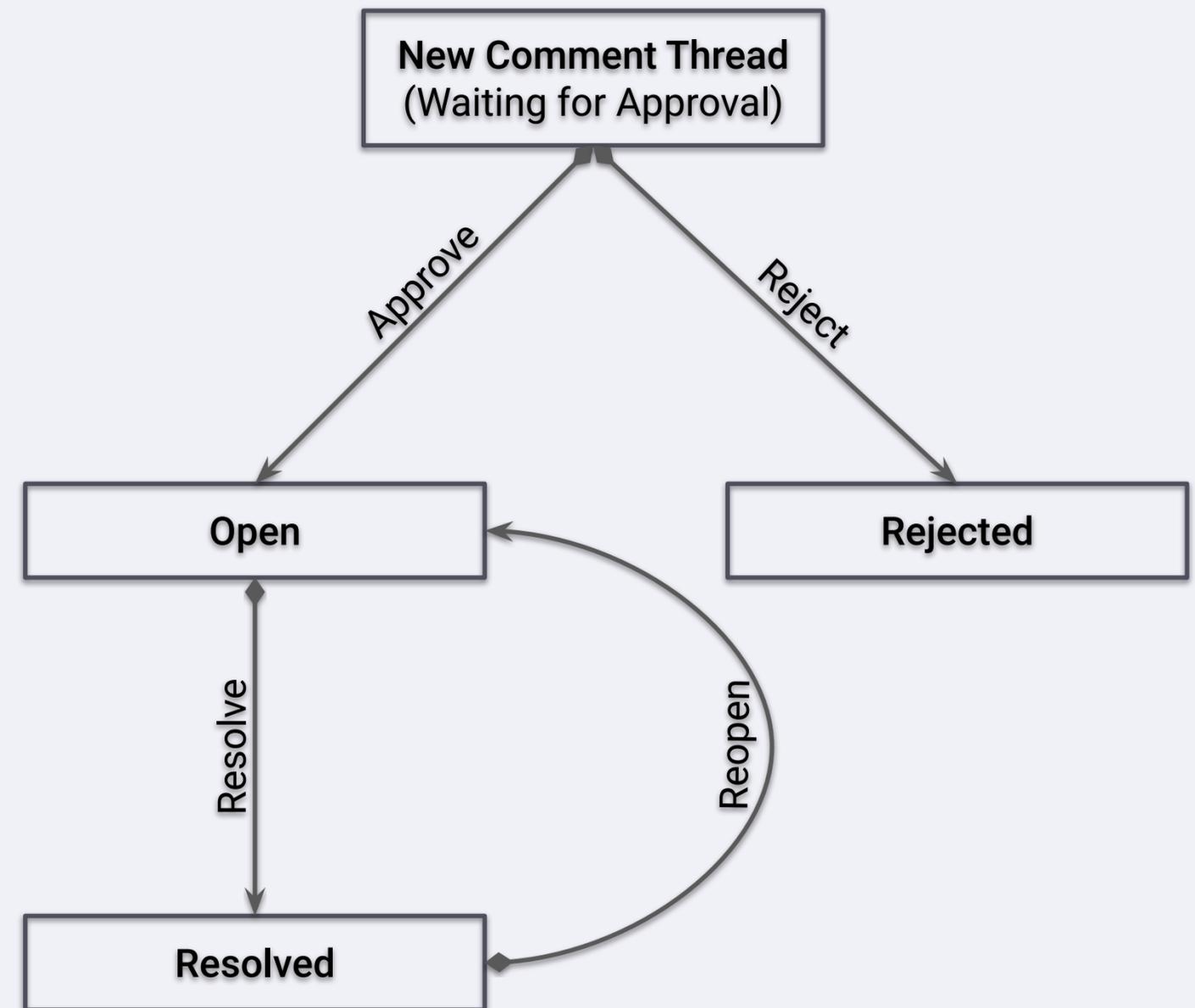
- John Doe** (JD) - 2020-05-25 - Status: New, Green (G), Version: 1.0. Comment: 'Can you add some tips related to EVs?'
- John Volt** (JV) - 2020-05-25 - Status: Open, Green (G), Version: 1.0. Comment: 'FYI. I noticed that the first instance of `well drained` is missing the hyphen. The second instance has the hyphen (`well-drained`).'.
- John Volt** (JV) - 2020-05-25 - Status: New, Green (G), Version: 1.0. Comment: 'In ***step 3***, what is the recommended amount of water?'

Each comment entry includes a status button (New, Open), a green 'G' icon, a version number (1.0), and a link icon.



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

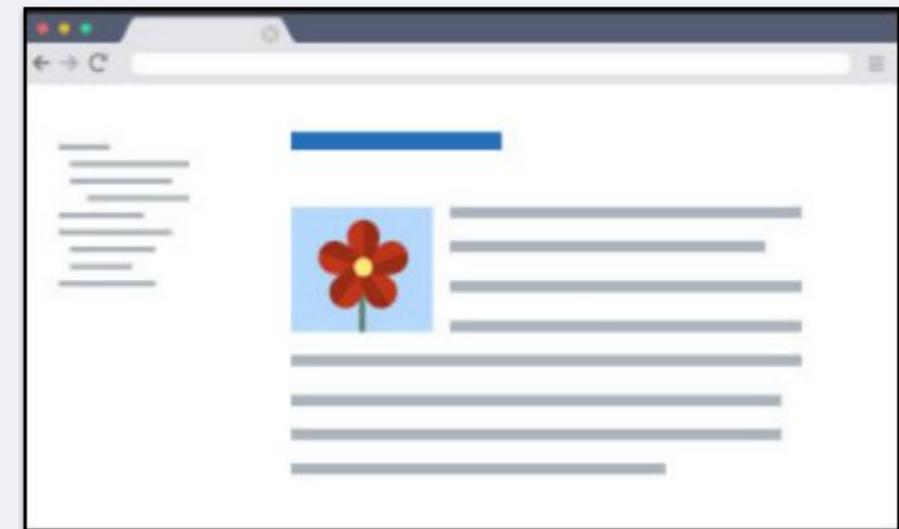
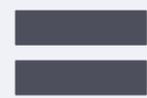
Plan	Price	Monthly page views	Site configurations	Moderators	Action
STARTER	5\$ per month, billed annually	20,000	1	2	Select plan
TEAM (RECOMMENDED)	9\$ per month, billed annually	50,000	3	4	Current plan
BUSINESS	27\$ per month, billed annually	200,000	20	Unlimited	Select plan
CORPORATE	Ask	Custom	Unlimited	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?

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