Introducing the New Oxygen Feedback Commenting Platform

Alin Balasa
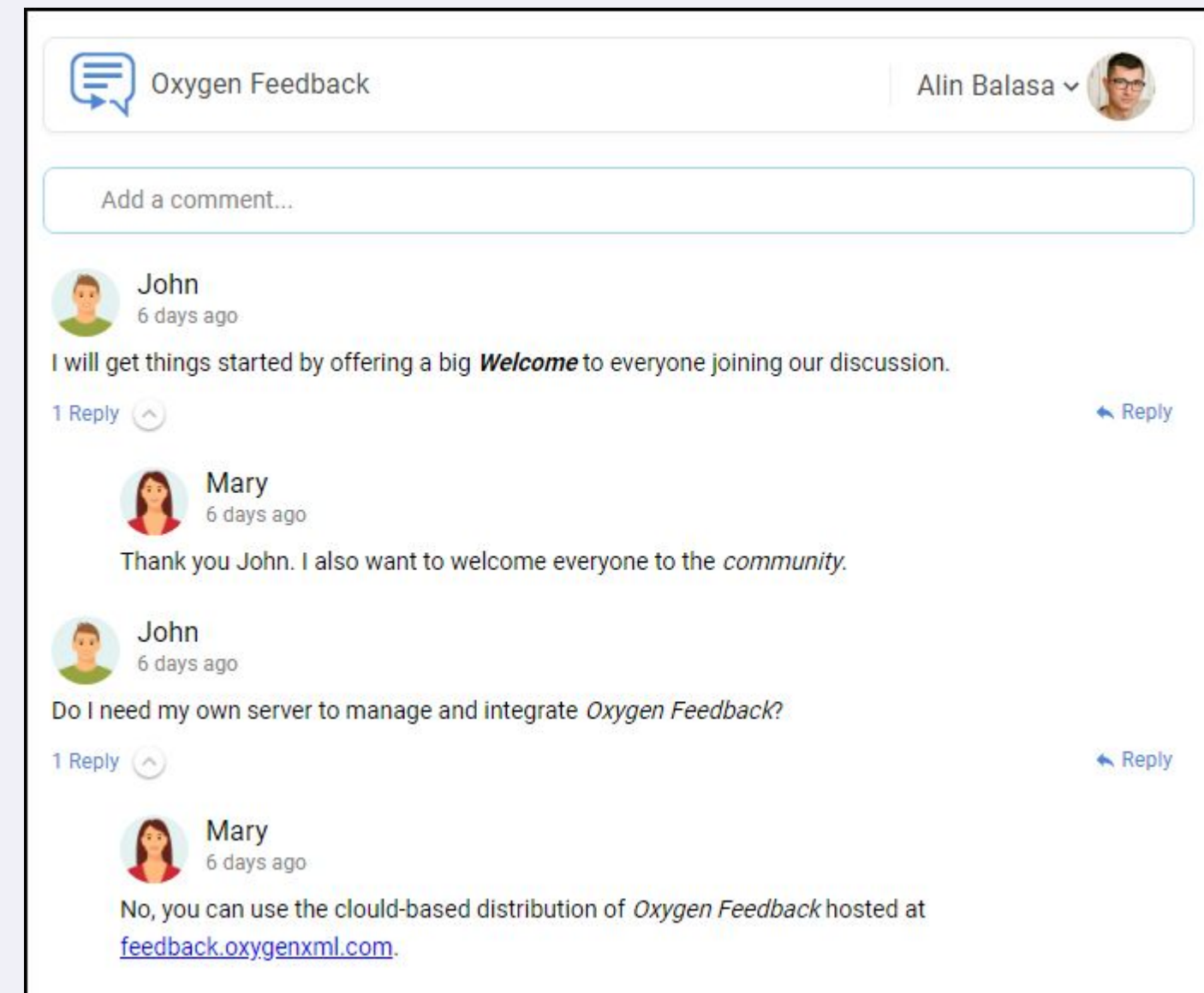
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®
XML Editor

syncro
soft

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

Oxygen Feedback

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. Acces 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
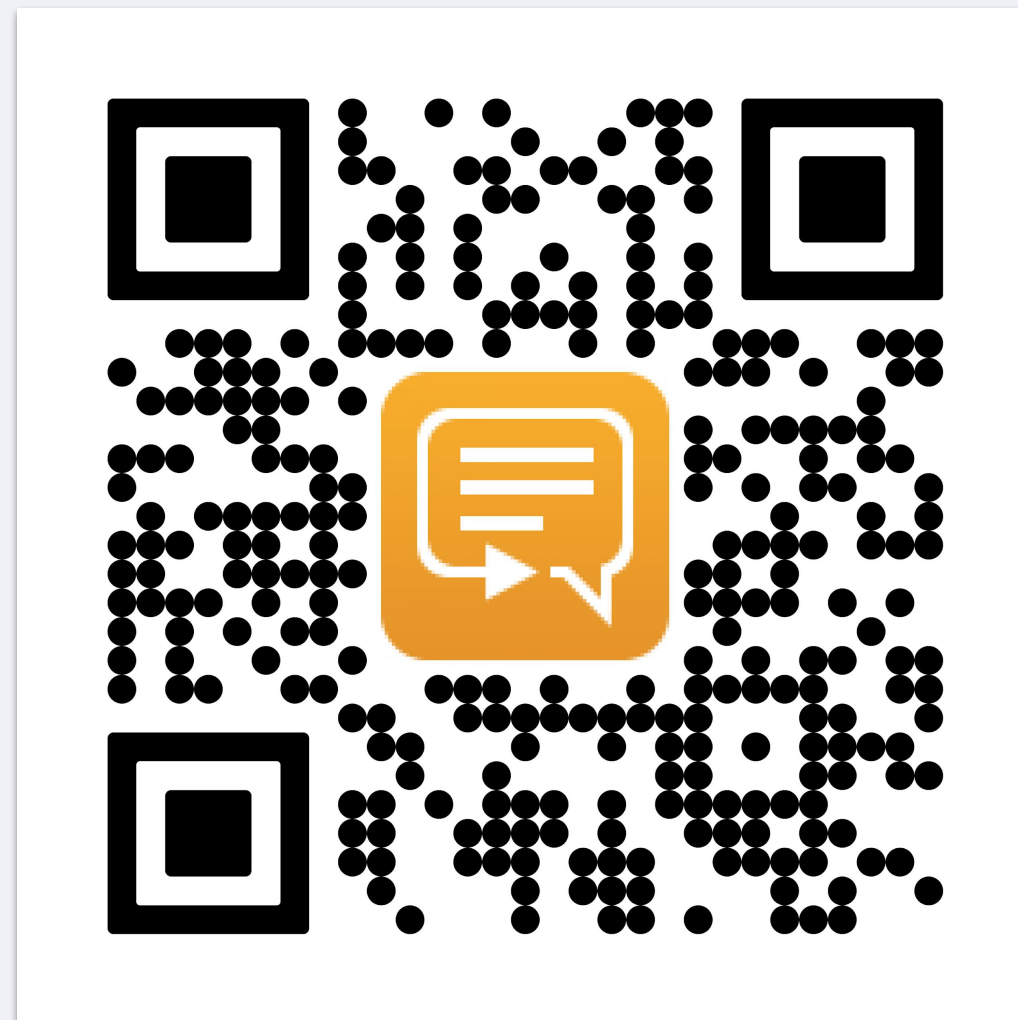
Oxygen Feedback

Authentication

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

Oxygen Feedback

New Site Configuration

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

Install Oxygen Feedback

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

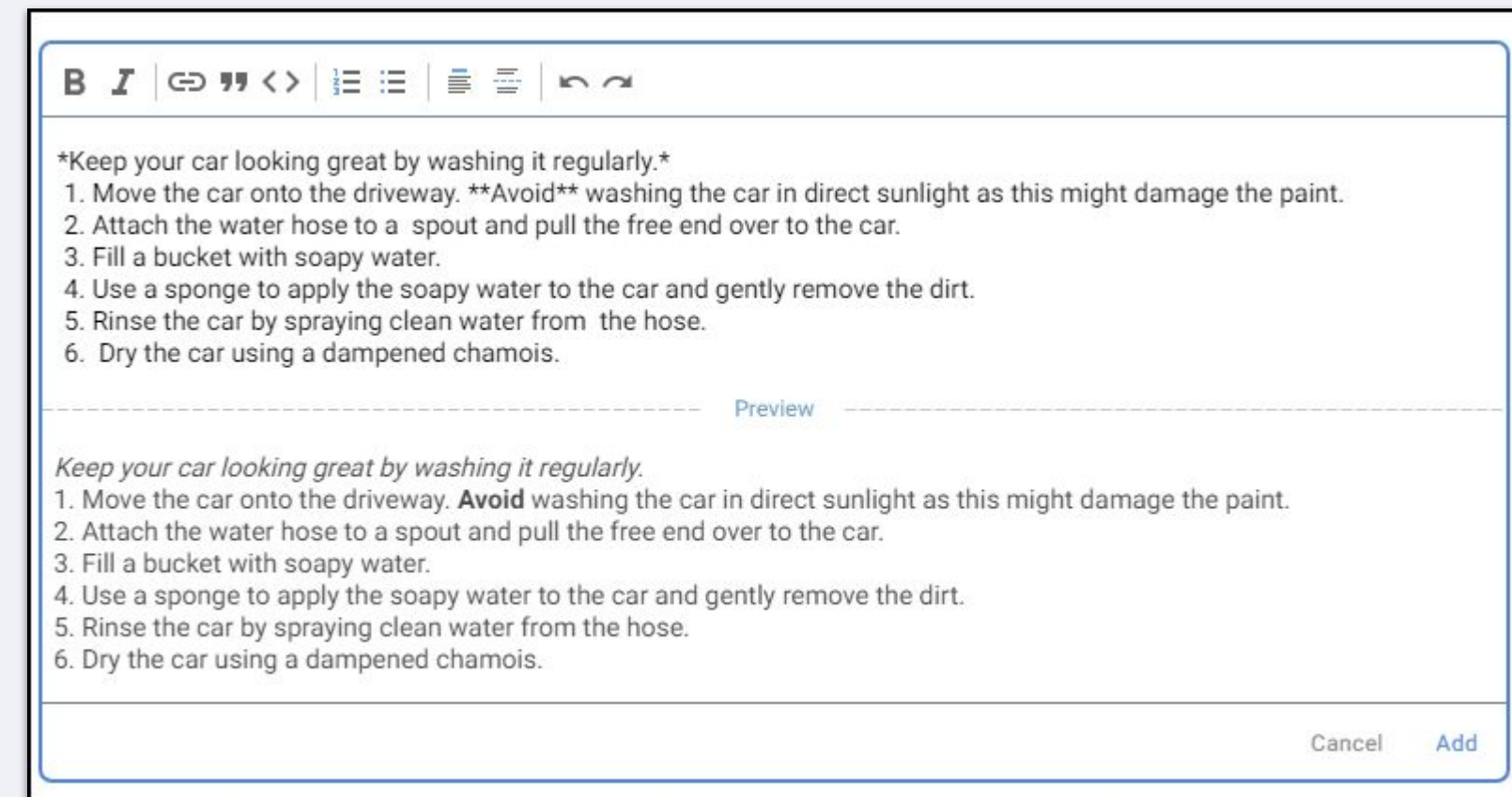Sample installation fragment:

```
<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
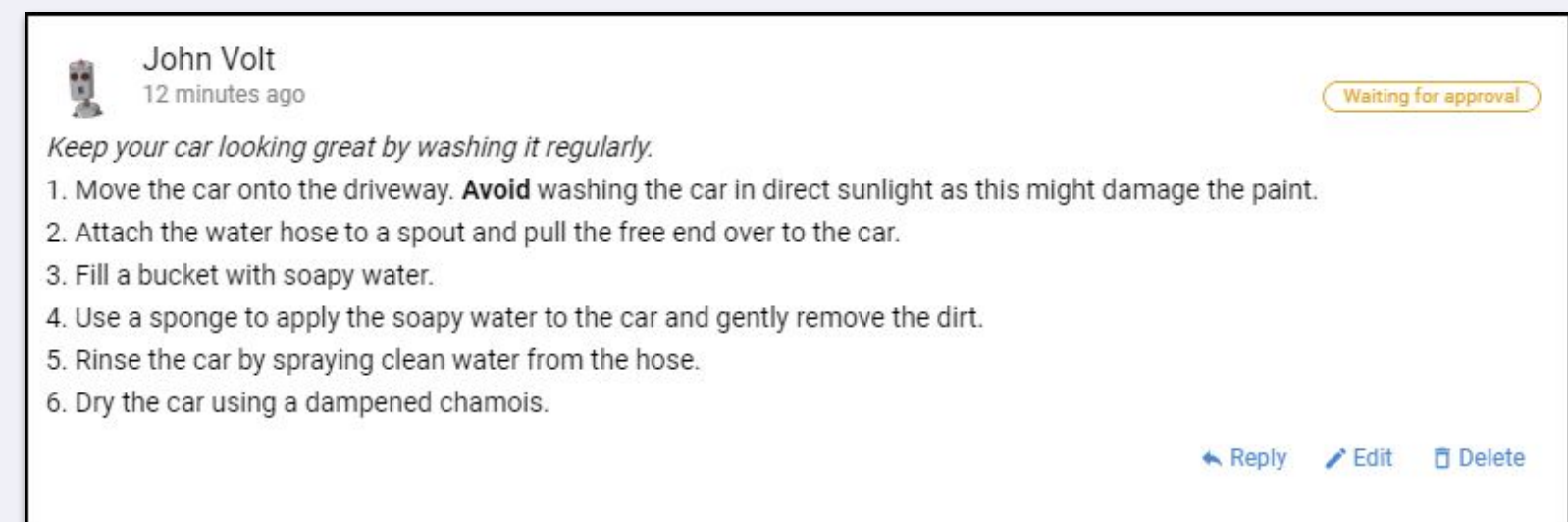- Post a comment
- Wait for post approval

Comment Editor

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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

John Volt
12 minutes ago   Waiting for approval

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↩ Reply   ✏ Edit   🗑 Delete

Oxygen Feedback

Dashboard

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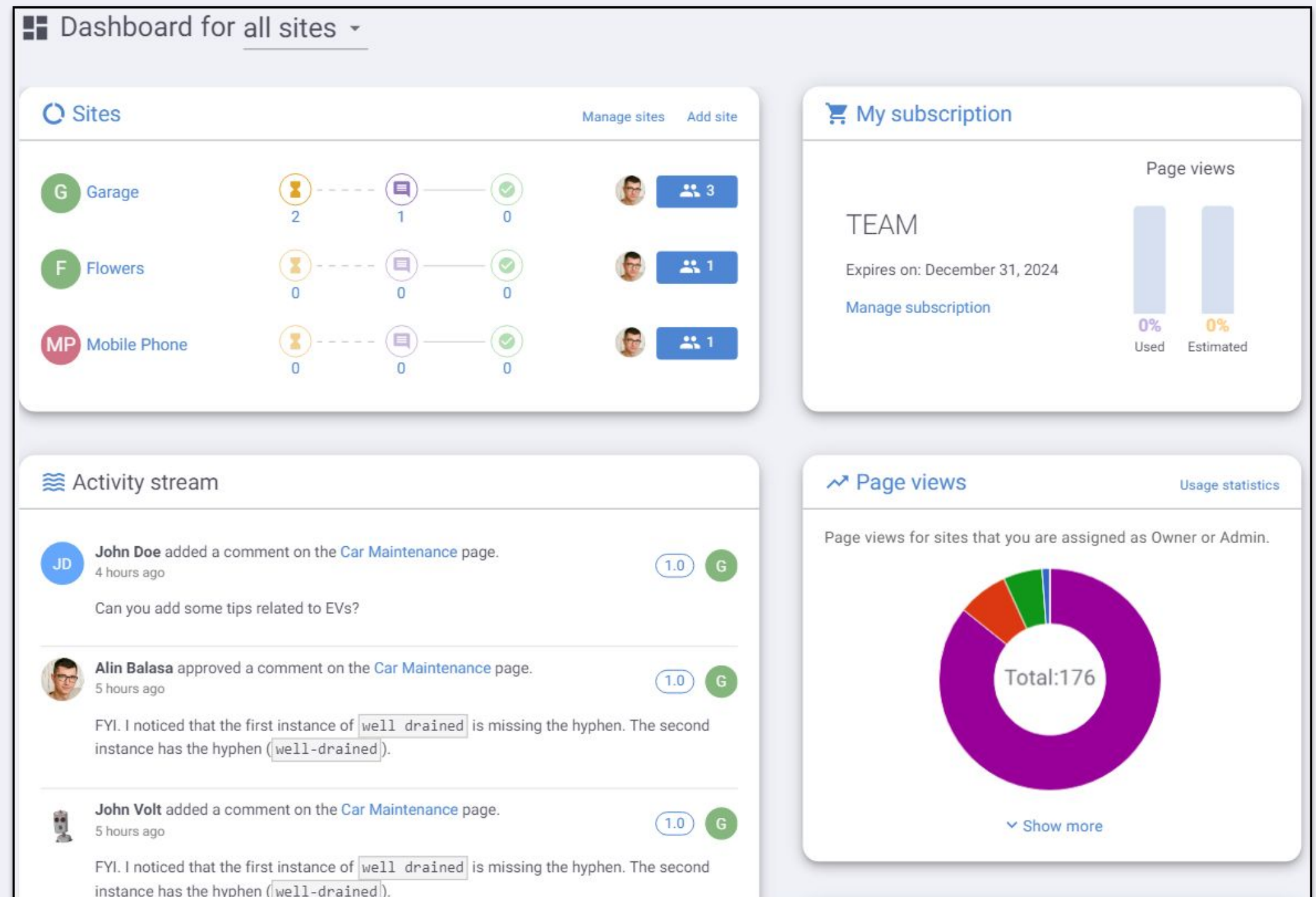
Moderating Comments

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

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
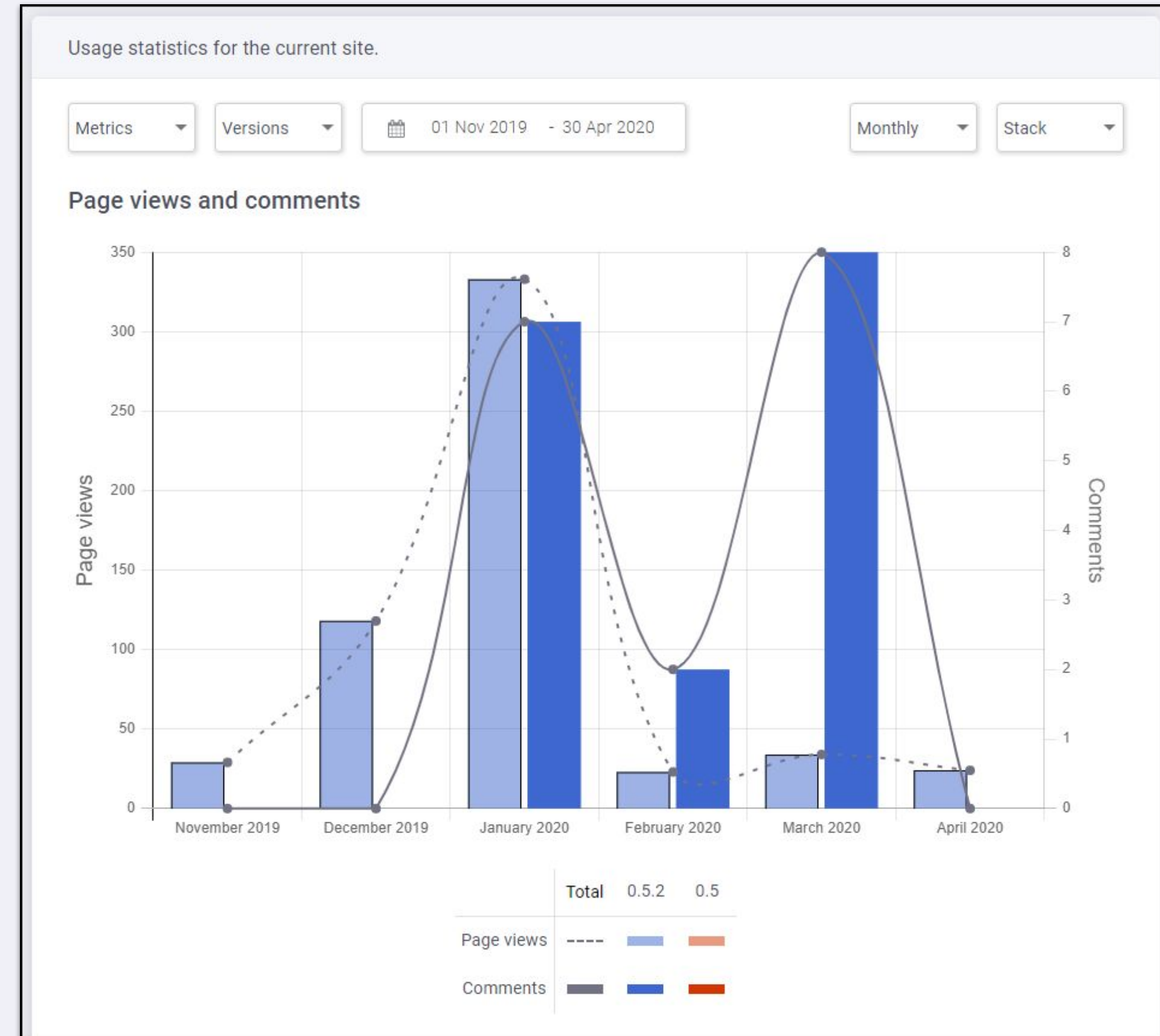- Allows user roles management

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
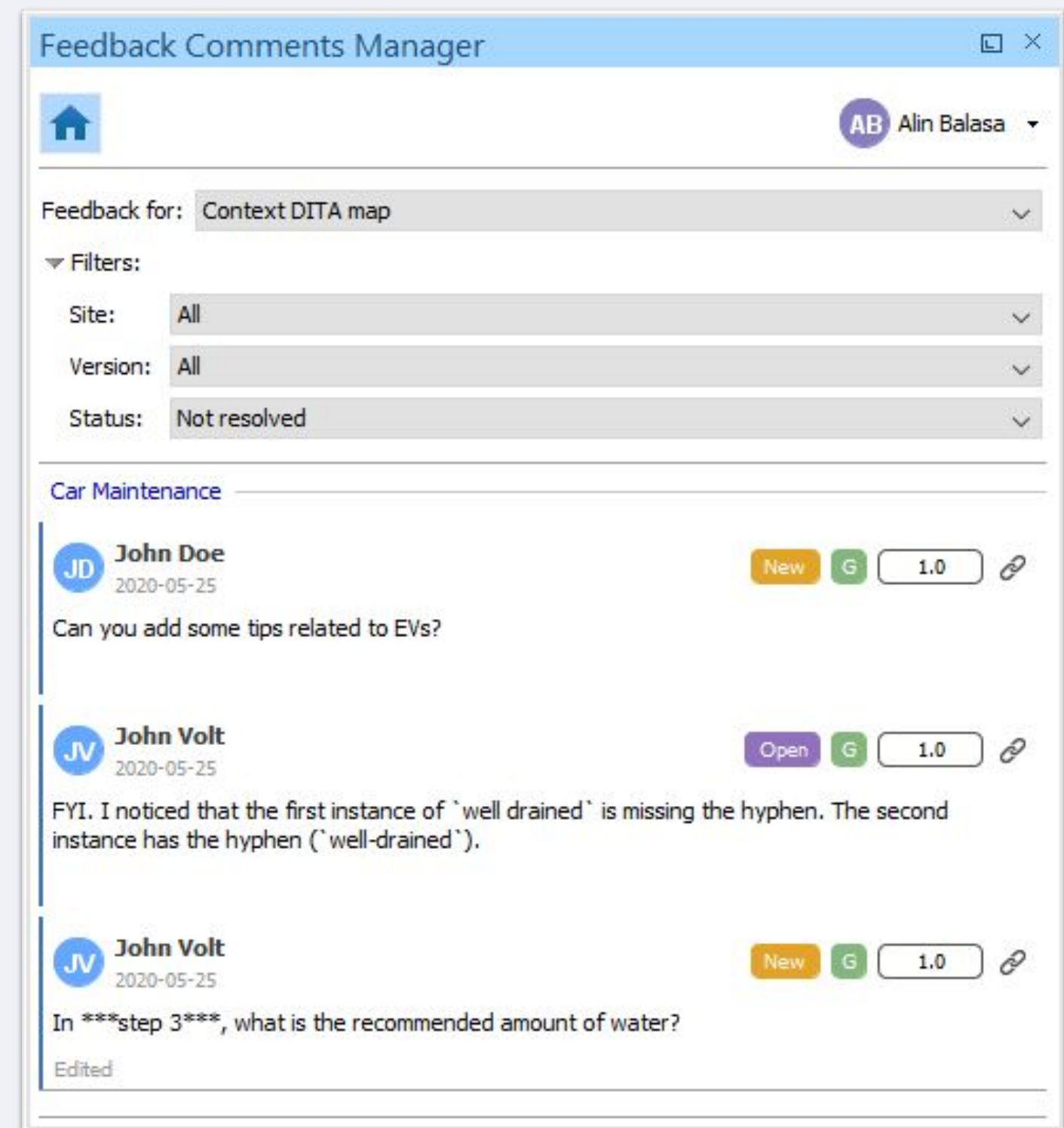
Resolve Comments Threads

- 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
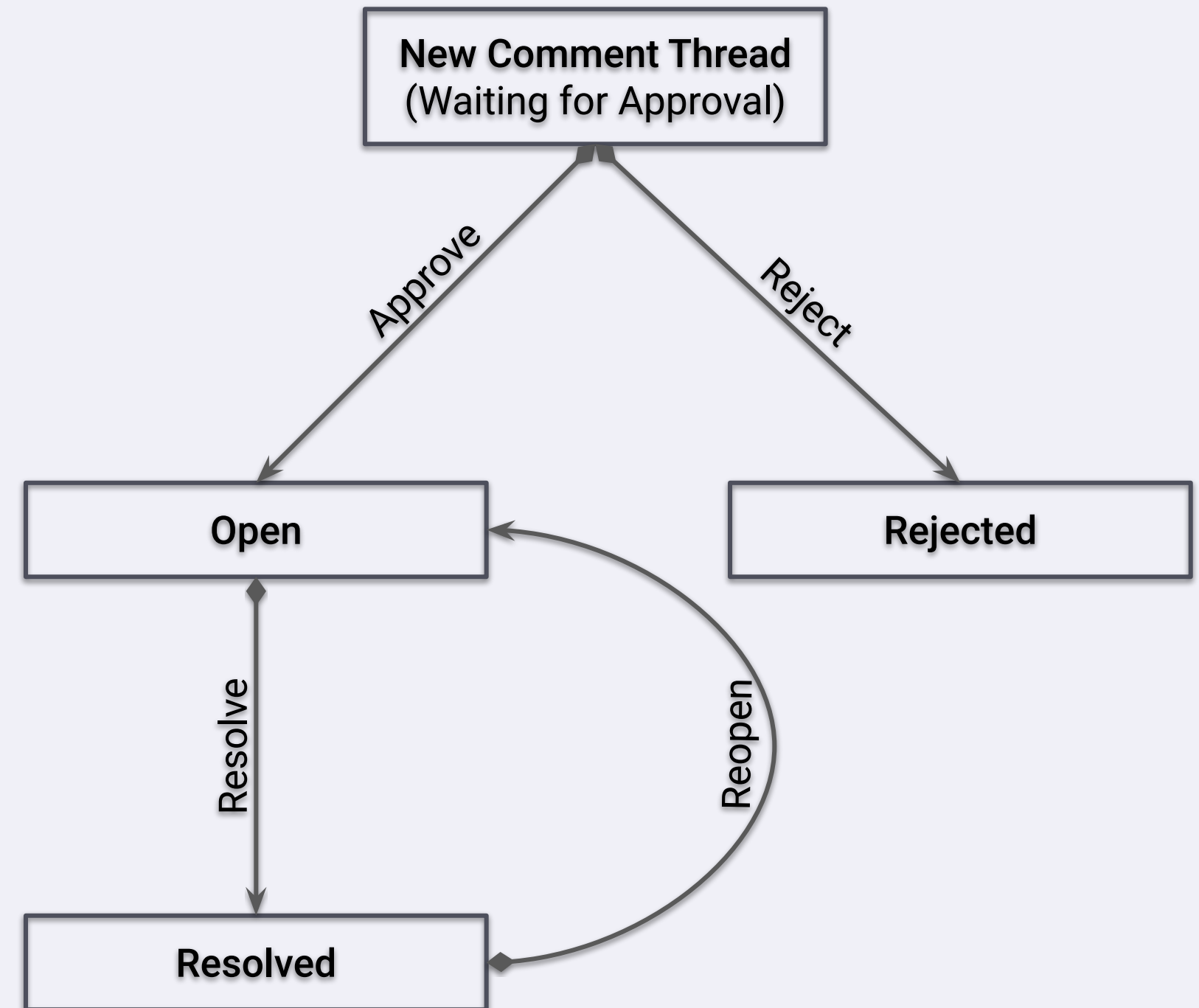
Subscription Model

- 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

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

Oxygen Feedback
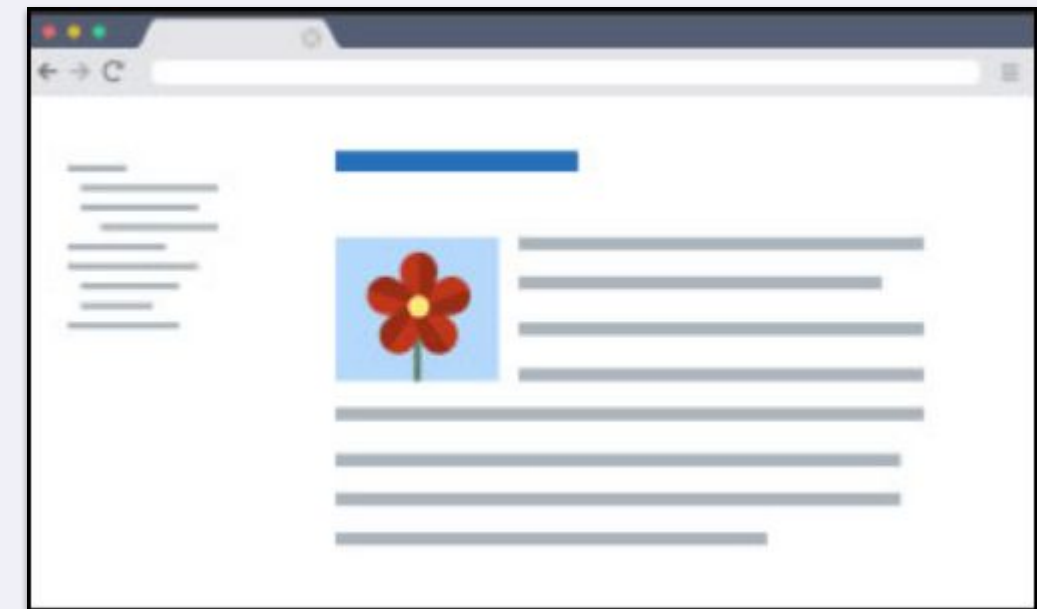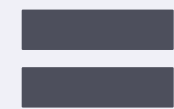
Thank you!

Any questions?

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