‹oXygen/›®

Feedback

The Modern Commenting Platform for Simple Interaction With Your Community

Oxygen Feedback is a modern comment management platform that provides a simple and efficient way for your community to interact and offer feedback. Its stylish appearance looks great on any website, it is very easy to configure and integrate, and it includes a user-friendly interface and numerous useful features for both Commenters and Administrators.

Oxygen Feedback is specialized for technical documentation and can easily be integrated with Oxygen XML Editor/Author to make it very efficient for content authors to manage comments and react to community feedback.

Key Benefits

Give Customers a Voice

Your community can interact from anywhere and on any type of device that has access to the internet. Your commenters can quickly sign in using their Google or Facebook credentials and they can style their feedback using readily available toolbar actions or Markdown syntax.

Enhance Technical Documentation

You can see your user's comments in a side-view in Oxygen XML Editor/Author to make it easy to react to user feedback by making corrections and updating the source content without leaving the application. You can also assign a version during installation for multi-versioned technical documentation.

Manage & Moderate Comments

Manage your Feedback sites, users, comments, and various settings from a modern, web-based administration interface that was designed to be very user-friendly. You can choose which comments are displayed to the public and filterable statistics are available to help you analyze your community's usage data.

Available Editions

Cloud

A cloud-based (SaaS) edition that is hosted, set up, and maintained on Oxygen servers. It offers a very fast start-up process. Once you sign up, you can easily define your site configuration and add Oxygen Feedback to your website.

Enterprise

A self-managed edition that provides the flexibility to install and configure the software on your own server to allow for your own data security and additional customization possibilities.

www.oxygenxml.com/oxygen_feedback

Integrating Oxygen Feedback with Oxygen XML WebHelp and Oxygen XML Editor

Easy Integration into WebHelp Output

Oxygen Feedback is very easy to integrate into **Oxygen XML WebHelp** output and there are no requirements for installing additional software. You simply need to generate an installation fragment through a simple configuration process in the Administration interface and copy the fragment as the value of a parameter that you will add to a transformation scenario in Oxygen XML Editor/Author or in a transformation script using a command line interface.

Stylish Commenting Component fits Seamlessly into WebHelp Output

Once integrated, **Oxygen Feedback** displays a comments area at the bottom of each WebHelp page where readers can add new comments or reply to existing ones. Oxygen XML WebHelp features a very flexible layout designed to adapt to any device and screen size and the Oxygen Feedback commenting component integrates seamlessly with the WebHelp layout. Comments can be added for an entire page using the comments area at the bottom of the page or attached to specific inline content by using a widget that appears for all block-level elements throughout the page. This makes it easy for collaborators to see the exact content that relates to the feedback.

Manage Comments Directly in Oxygen XML Editor/Author

An add-on is also available that contributes a **Feedback Comments Manager** view in Oxygen XML Editor/Author where the documentation team can see all the comments added in your WebHelp output. This means they can react to user feedback by making corrections and updating the source content without the need to leave the application.

Oxygen XML WebHelp is a modern XML publishing system used for producing stylish WebHelp output from DITA source content.
www.oxygenxml.com/xml_webhelp