



Contour Dispatch - The Feedback Portlet Guide

Version 1.0.0



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1 Introduction

1.1 Overview

Contour Dispatch is a feedback portlet that can be used to capture user feedback with screenshot and comment. This is achieved through integration of html2canvas lib provided by hertzen.com. Few required important fields are configurable through preferences.

1.2 Compitibility

This component is dependent on Liferay Portal. We have tested this component for following version(s) of Liferay Portal.

- Liferay 6.2 EE sp8

1.3 Technology Details

This component is developed based on following technologies, frameworks and libraries.

- Liferay Portal

1.4 References

<http://html2canvas.hertzen.com/>

2 User Guide

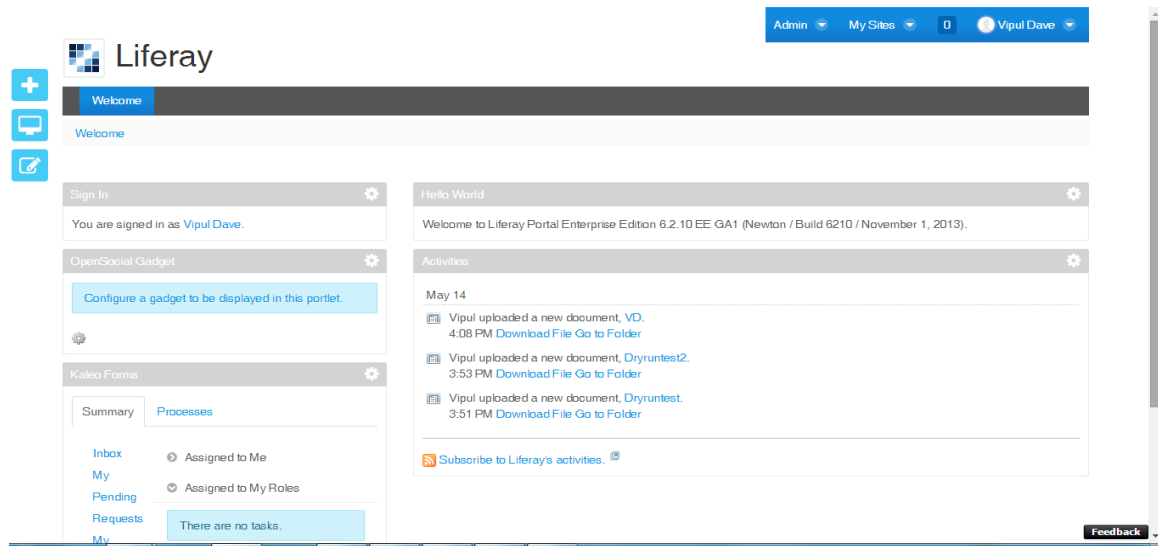
2.1 Overview

Problem statement: Providing feedback on websites are an arduous task. Firstly, we expect users would have easy access to screensharing tools in the form of browser plugins or software. Then we expect them to hunt the email from our contact page and draft an email to report the question. Nonetheless such an approach rarely encourages responses.

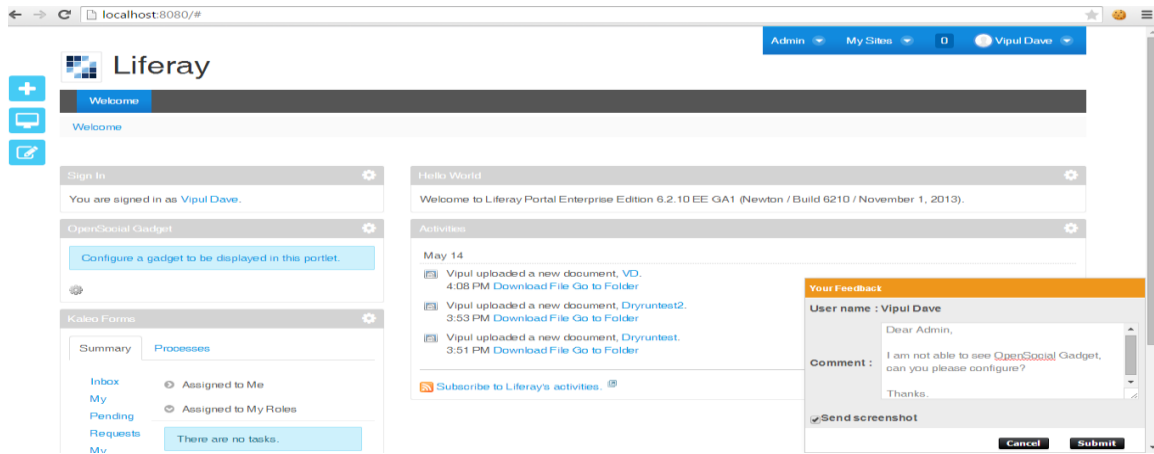
Solution: Contour Dispatch is a feedback portlet in your Liferay platform where you can take screenshot of a current page and add a user comment and sent it instantly to the admin. It works like the chat feature on prominent websites.

2.2 Features

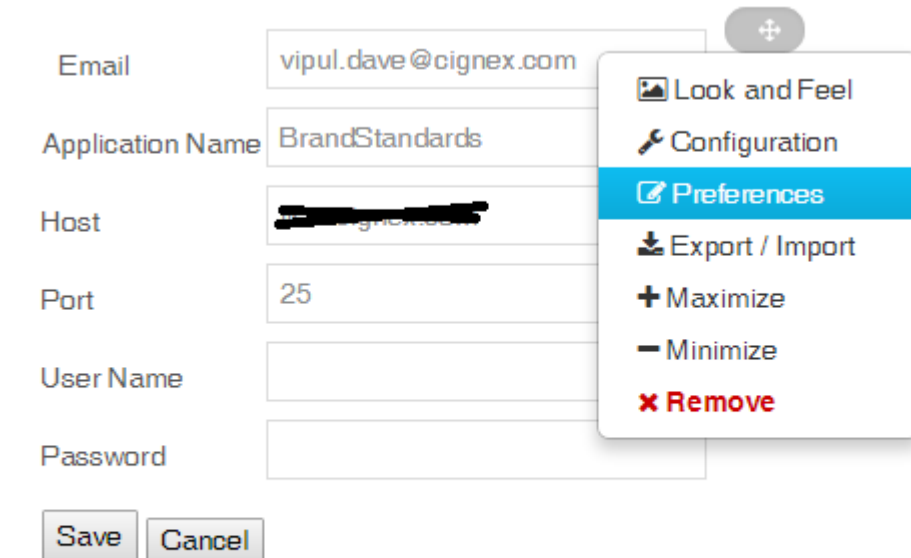
Feedback portlet provide a small button at the bottom right corner, occupying minimal space on any given page.



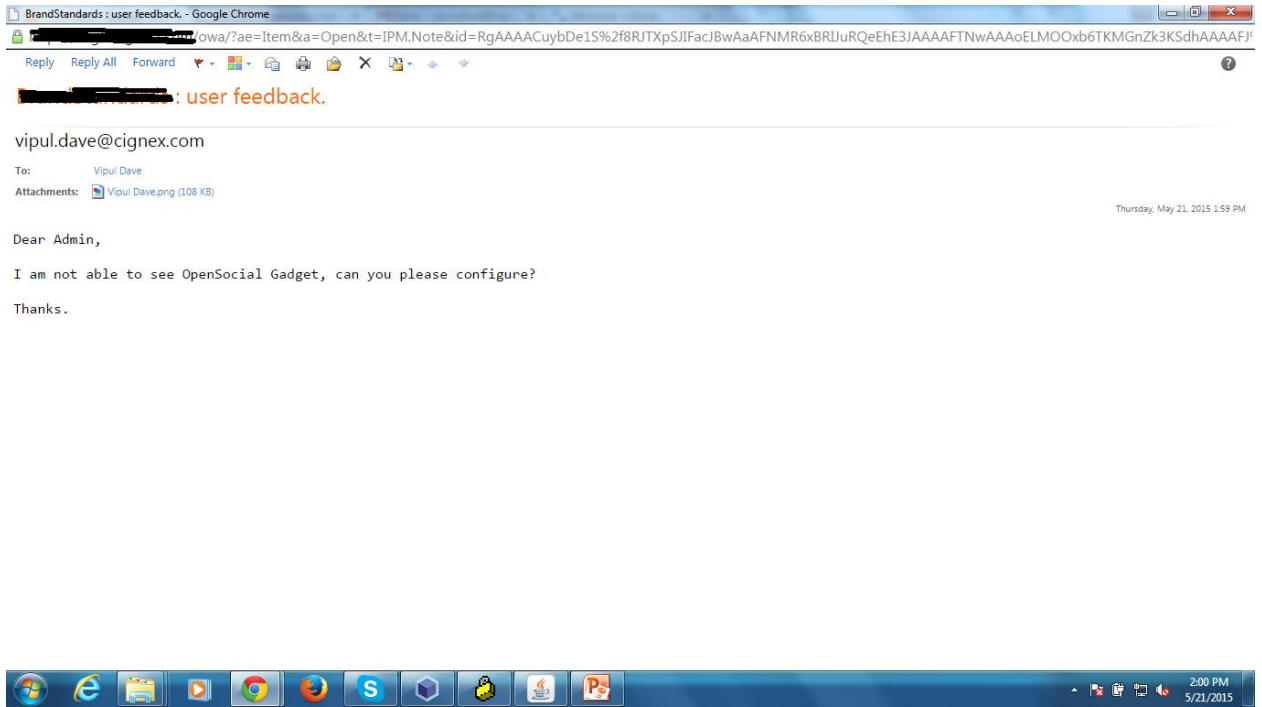
Clicking on the button will introduce a popup screen that allows user to enter comment and send email to pre-configured admin along with screen shot of current page.



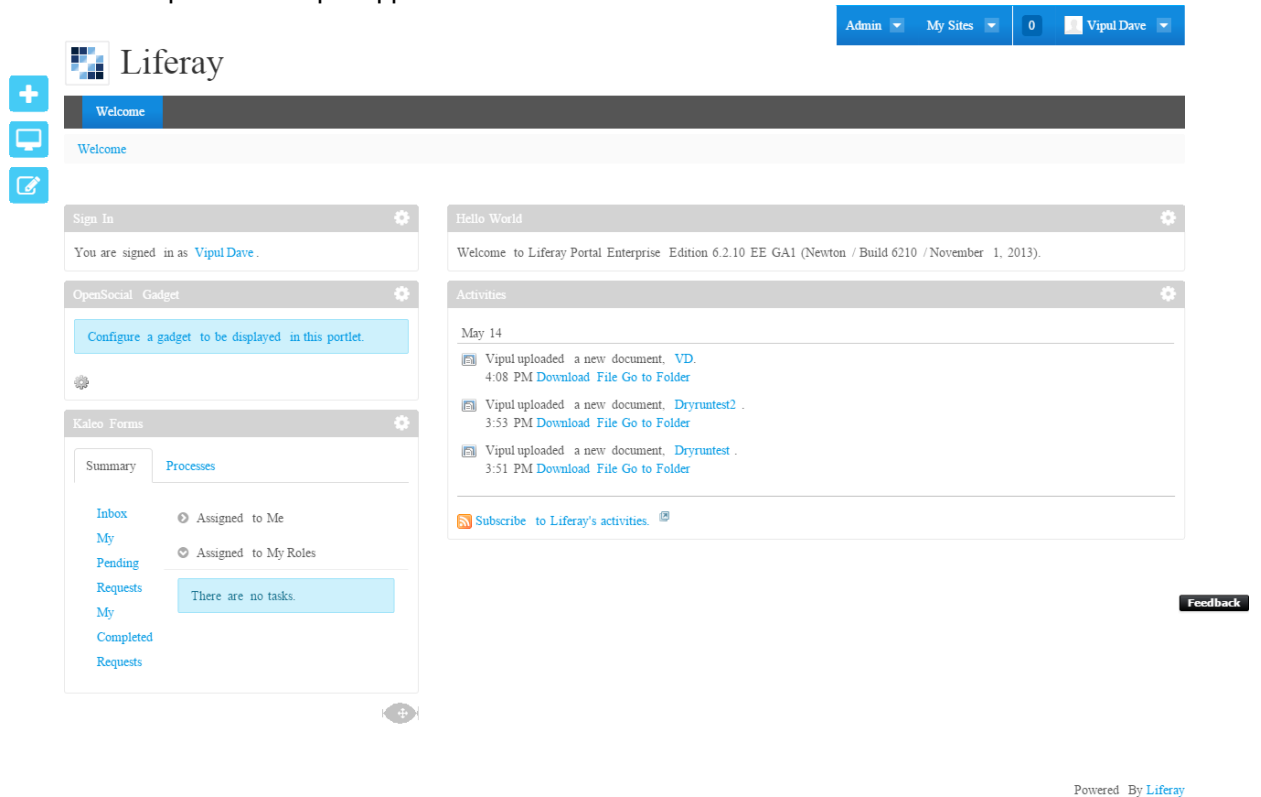
An Admin user has to set preferences for mail server, sender email id, application name to be used in subject line etc.



Email Sample.



Here is an output of a sample application screenshot.



3 Technical Details

3.1 Software Component Details

In order to deploy and test this component we need following software components.

- Liferay 6.2 EE sp8

3.2 Configuration Details

First time, when the portlet is added to liferay you would come across the below screen. Go to preferences and enter the requested configuration fields, save it and we are done!

The screenshot shows a configuration form for a portlet. The form has several input fields: Email (vipul.dave@cignex.com), Application Name (BrandStandards), Host (redacted), Port (25), User Name, and Password. At the bottom are 'Save' and 'Cancel' buttons. A context menu is open over the form, listing options: Look and Feel, Configuration, Preferences (highlighted), Export / Import, Maximize, Minimize, and Remove.

Examples:

SMTP Host : myhost.smtp.com

Port: 25

Sender email : vipul.dave@cignex.com

User Name : ABC (Optional, depends on your smtp server).

Password : XYZ (Optional, depends on your smtp server).

Application Name : MySampleApp. (This will be used in email subject line).

4 Build Process

We have developed this component as part of Liferay Plugin SDK. In order to build this component you need to follow following steps.

- Download and configure Liferay 6.2 EE sp8 Plugin SDK.
- Now unzip ContourDispatch-portlet.zip file provided with the component in portlet folder of plugin sdk.
- Now from command prompt, navigate to <PLUGIN_SDK_DIR/portlet/ContourDispatch-portlet directory.
- Run following command.
ant clean deploy
- You will find [ContourDispatch-portlet-6.2.10.1.war](#) file in <PLUGIN_SDK_DIR>/dist directory.

5 Installation Guide

In this section we have tried to explain steps to configure all software.

Pre-requisites:

Java/JDK must be configured. Version: 1.7
Liferay Tomcat server. Version: 6.2 sp8

Component Installation

Copy [ContourDispatch-portlet-6.2.10.1.war](#) file to <LIFERAY_TOMCST>/deploy.