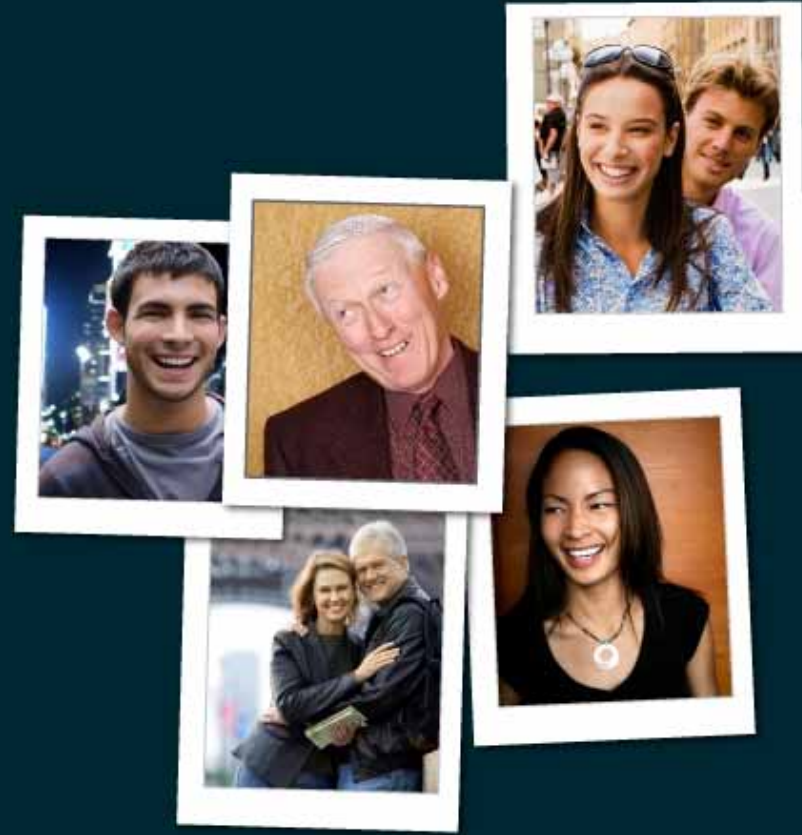


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CUSTOMER PORTAL FOR DEVELOPERS

Chris Tarabochia, Technical Product Manager
Monique Perkins, UI Development Lead

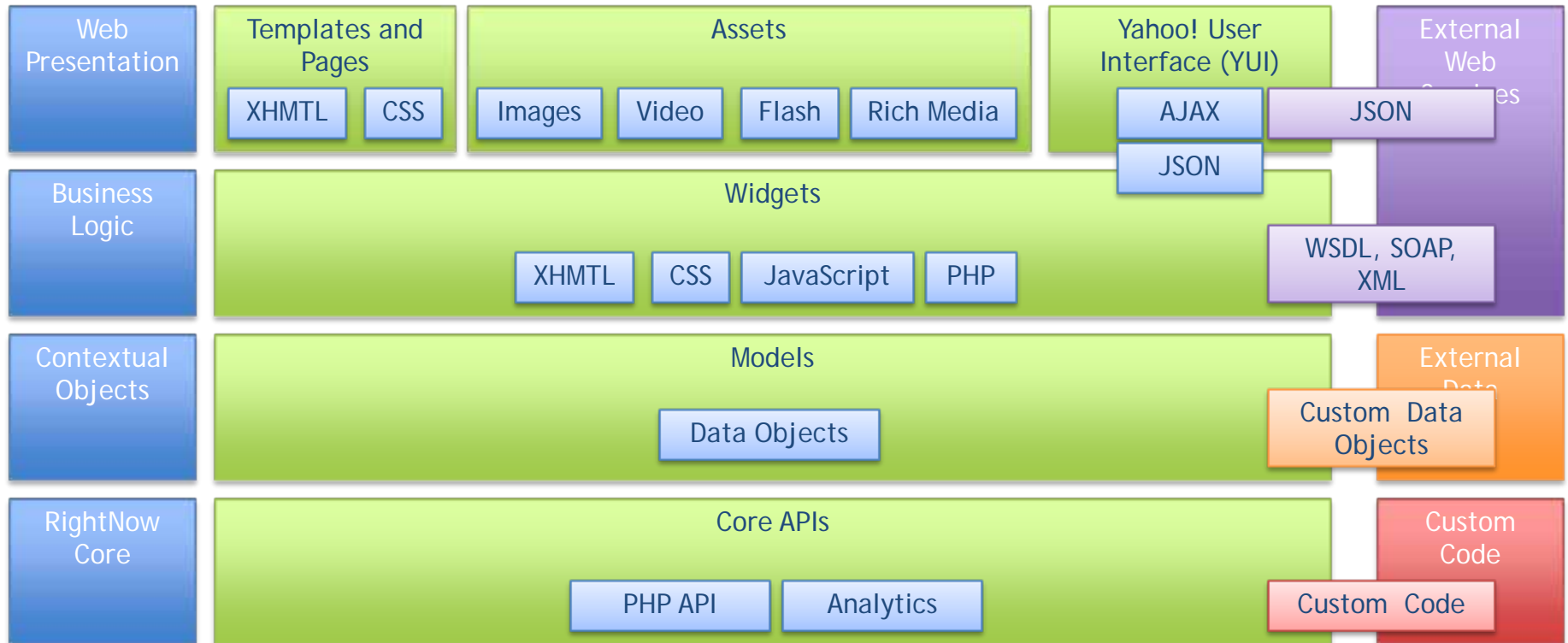
**RIGHT
NOW.**

- Architecture
- Templates, Pages, Widgets and Assets
- Controllers and Models
- Model and Widget Example
- Questions and Answers



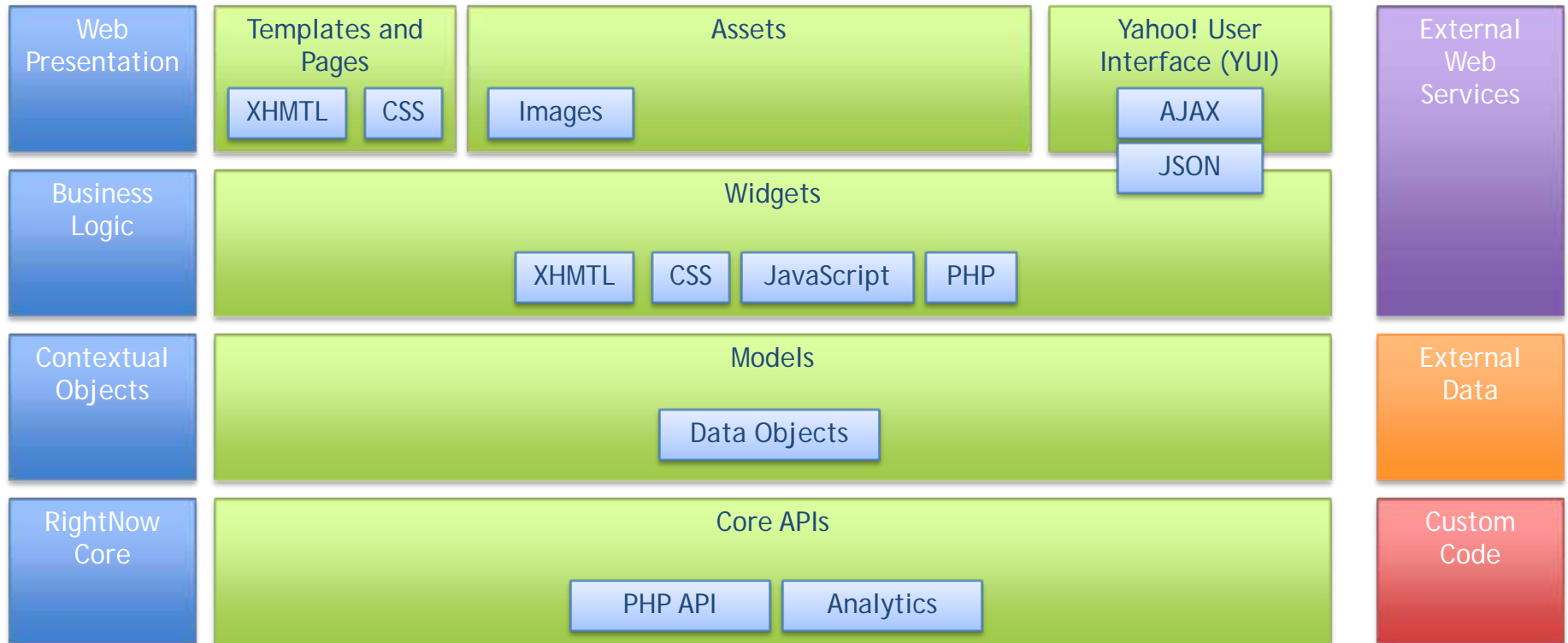
CUSTOMER PORTAL - FRAMEWORK

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CUSTOMER PORTAL - REFERENCE IMPLEMENTATION

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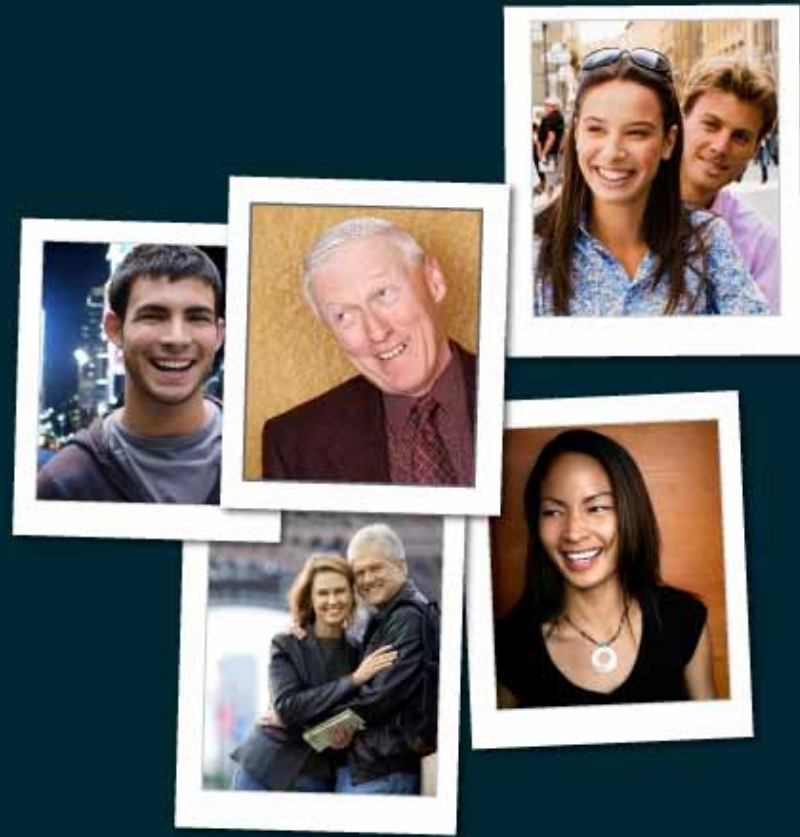


- PHP - Server side scripting language.
- Code Igniter - Server side PHP application framework.
- Yahoo User Interface (YUI) - Client side JavaScript library.
- Widgets - HTML, CSS, JavaScript and PHP code that is bundled into a usable object.
- Pages - HTML, CSS and XML for web site page construction.
- Templates - The wrapper or chrome of HTML and CSS around the pages and widgets.

- WebDAV - For client to server access of files for developers and designers. This replaces what File Manager use to do for PHP and asset access. Use any WebDAV client and any text-based editor.
- NOTE: Make sure to setup your profile with appropriate permissions of transient login and WebDAV within RightNow
- Adobe Dreamweaver - Adobe product for constructions and management of templates, pages and widgets.
 - Site Management
 - RightNow Extension
- RightNow Smart Client
 - Staff Management
 - Profile Management
 - Site Deployment
 - Site Management
 - Message Bases
 - Configuration Variables for server side behaviors
 - Reports (aka Views)



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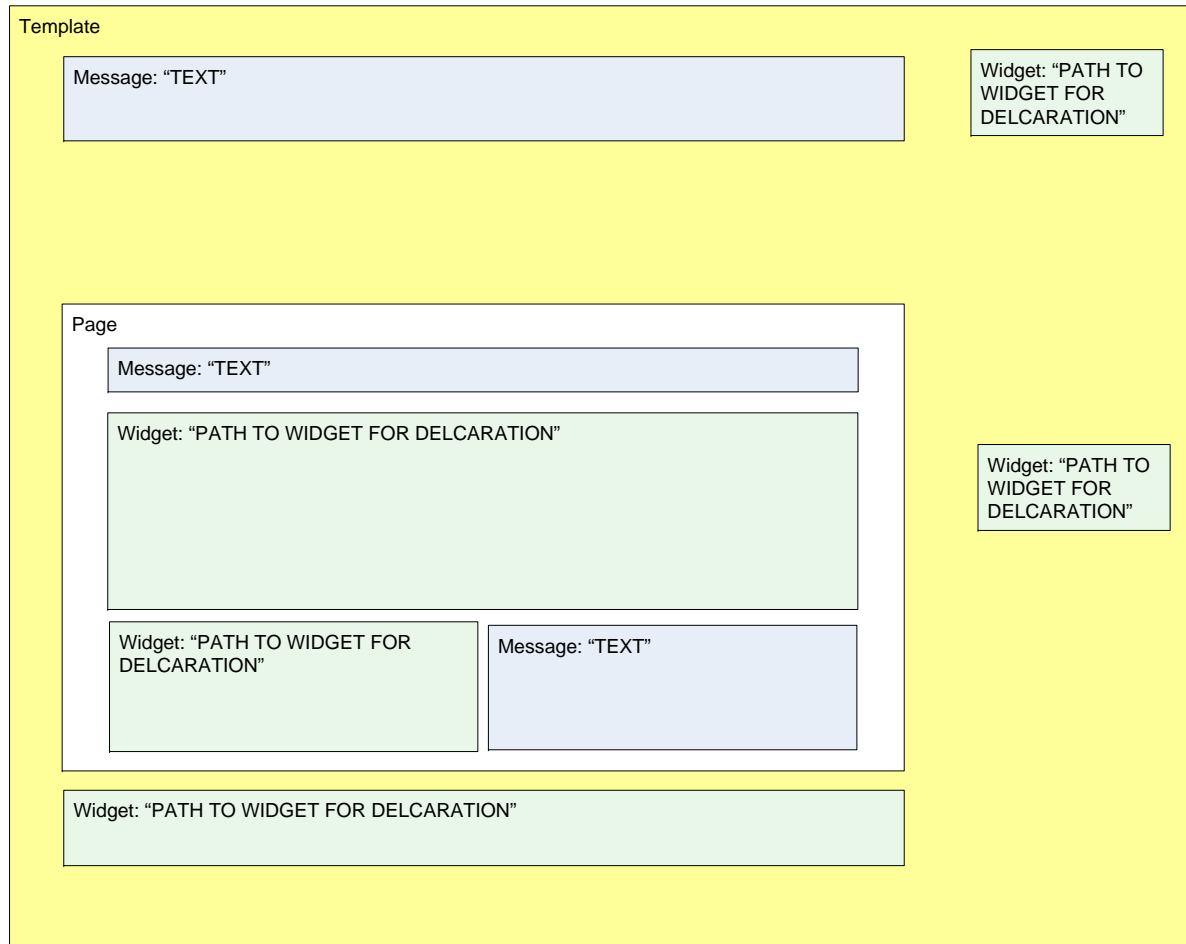
TEMPLATES, PAGES, WIDGETS AND ASSETS

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- Templates
 - A document that typically contains HTML, CSS and RN XML for the construction of the look and feel of a page. This document is used to encapsulate a page and widgets with web site branding.
 - Templates reside in the development or production folders.
- Pages
 - A document that typically contains HTML, CSS and RN XML for the construction of a navigable web page. This document is used for navigation, page functionality and widgets.
 - Pages reside in the development or production folders.
- Widgets
 - Reusable pieces of code written in PHP, JavaScript and HTML that can be placed onto a page or template.
- Assets
 - Files that are not templates, pages or widgets. Typically web assets are CSS, JavaScript, images, video, and other rich web media.
 - Assets reside in the assets folder.

TAXONOMY OF A "PAGE"

Within Customer Portal the following diagram explains the naming convention for web page structure:



- Assets are always live or “in production.” This is different from the pages and templates.
- Default folder for August '08 look and feel images, CSS, and JavaScript
 - /euf/assets/default/
- Location for HTML announcement sections called within the default shipped look and feel
 - /euf/assets/announcements/announcements.html


- Page

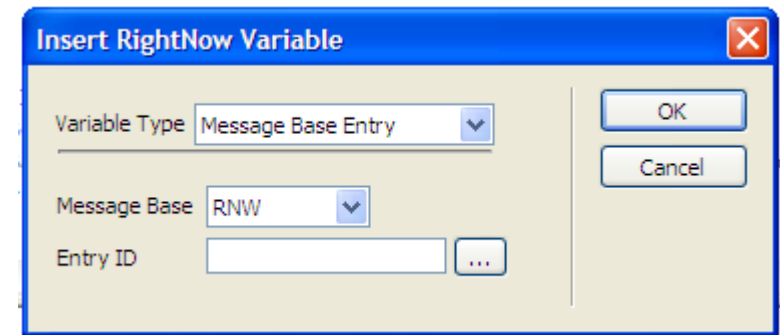
```
<rn:meta title="#rn:msg:SHP_TITLE_HDG#" template="rn_standard.php"
  clickstream="home"/>
<div>
  <rn:widget path="custom/products/Registration" />
</div>
```

- Template

```
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
    "http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<title> <rn:page_title /> </title>
<meta http-equiv="content-type" content="text/html; charset=iso-8859-1" />
</head>
<body >
<rn:widget path="standard/login/LoginPopup"/>
<rn:page_content/>
<rn:widget path="standard/utils/RNTLogo"
</body>
</html>
```

- In previous versions, configuration settings were used to change end-user page look and feel.
- In Customer Portal, configuration and customization of the end-user pages are accomplished by doing the following:
 - Changing HTML within a given page
 - Creating a new HTML page
 - Placing a widget onto a page
 - Setting the attributes of the widget
 - Mixing and matching widgets and pages to construct new page flows and interactions
- Sample widget XML
 - `<rn:widget path="standard/reports/Multiline" />`
- Tag Gallery located at
 - `http://<site_domain>/ci/tags`

- Variables are used for three things
 - Message Base Entry
 - Used for message base strings
 - URL Parameter
 - #rn:url_param:# - Used for adding URL Parameters to a URL
 - URL Session Suffix
 - #rn:session# - Used for adding session information to an HTTP GET URL
 - PHP Function Call
 - #rn:php call(FunctionName)# (validate)
- Sample Message Base Entry Variable
 - #rn:msg:ANSWERS_HDG# 



Answers

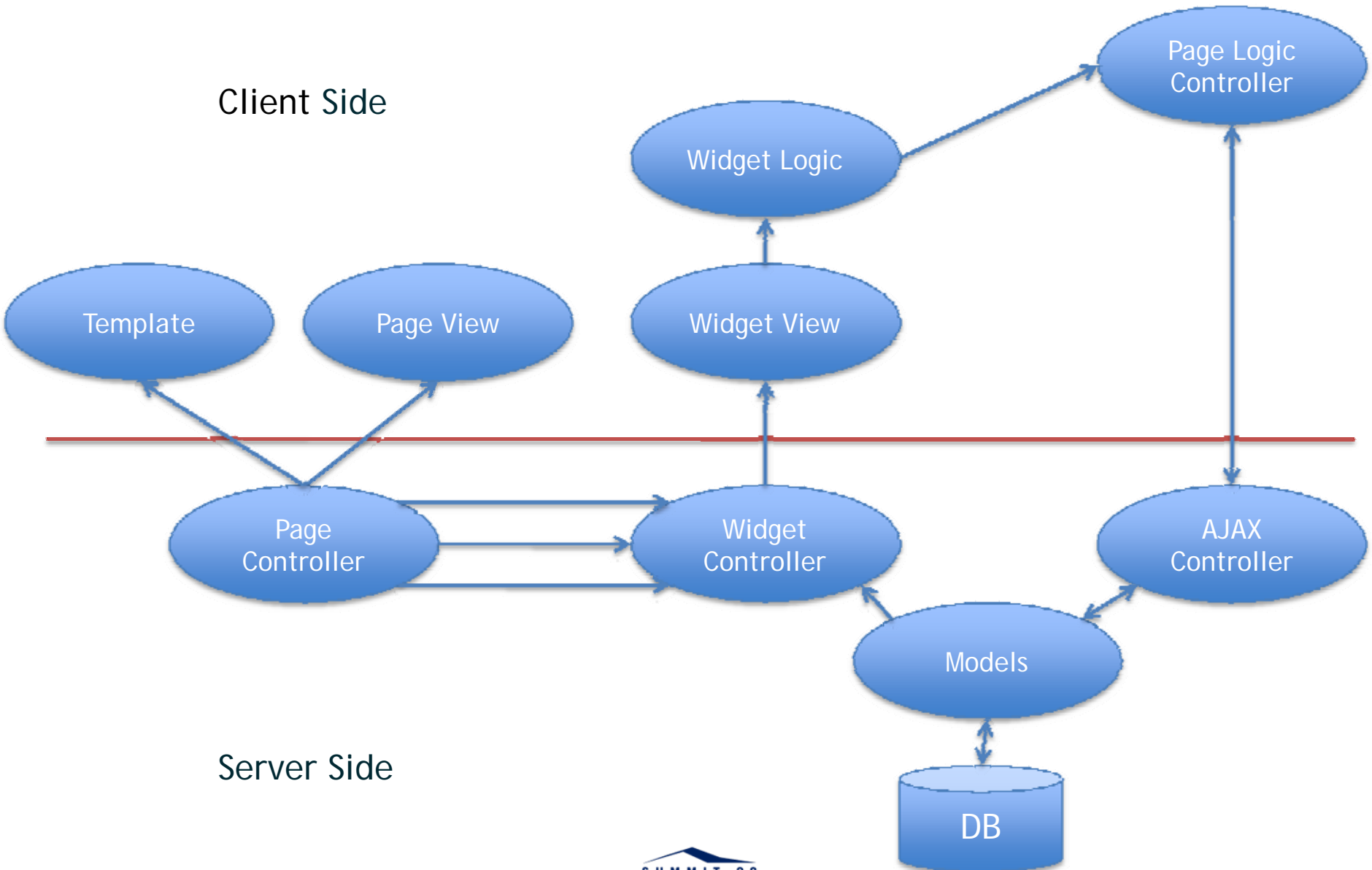
- Go To CP Admin Page
http://<site_name>/ci/admin
- Features
 - Widget Documentation
 - Development mode
 - DreamWeaver Extension
 - Meta tags

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CONTROLLERS AND MODELS

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- <http://community.rightnow.com/developer/>
- Tutorials and CP manual
- API Documentation
- Forum

- Object oriented PHP5
- Used to get data into CP from other sources
 - PHP API
 - External Sources
- Place to write object oriented common code

- A Controller is a class file that is named in a way that can be associated with a URI
- Example:
 - The page controller will process the app/ requests and load the appropriate page/template
 - The ajaxCustom controller will process all of the AJAX requests made from the client side widgets to /ci/ajaxCustom

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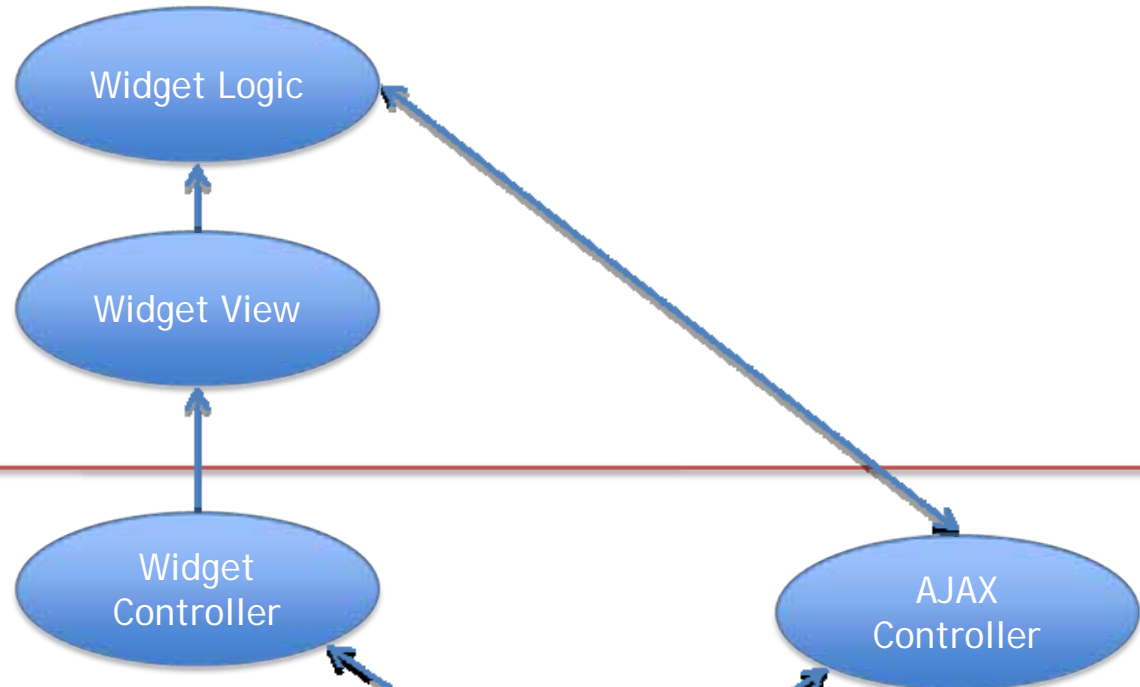


MODEL AND WIDGET EXAMPLE

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- Goal - get data from the database and display on a page by utilizing a widget
- Open Dreamweaver to and browse to site
- Switch Customer Portal to Development Mode
- Create a custom model that performs a SQL statement from TBL_SA_PRODUCTS
- Create a custom widget controller
- Create a custom widget view
- Place on page
- Display

Client Side



Server Side



- Goal - make a widget with yui components that also makes an AJAX request for data
- Create model for product registration
- Create custom view with yui elements and input boxes
- Create logic.js file
 - Build YUI data table
 - YUI events listening to button
 - AJAX request to AjaxCustom controller
- Get data from model
- Return data to client on AJAX response
- Use JavaScript to rewrite the DOM

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QUESTIONS?

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