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# Enquir3 API Instruction Manual

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Testimonial, Processing  
and Publishing System  
+ Referral, Request and  
Reward System – For  
new Installations after  
October 2017

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Updated: May 2019

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## Summary of document changes

Version	Date	Summary
1.0	May 15 2017	All Sections re-written for the REMSTO API and code buttons
2.0	July 4 2017	Addition of 'End points provided by the REMSTO third party feedback module'
4.0	Sept 11 2017	Code for Scroller added
5.0	Oct 10 2017	New instruction for TPP-R3 v2 – Edited folder location for JS and CSS files (all sections) <b>installations prior to this require V4 manual.</b>
5.1	Oct 26 2017	reCAPTCHA details added to all section
5.2	Jan 9 2018	Added instruction for limiting items in Fixed Portrait Block (Feedback)
5.3	Sept 20 2018	Amended Index to show platform sections
5.4	Nov 19 2018	Amended to include link to register for updates
5.5	Feb 15 2019	Ability to manage character and number of items in Feedback Blocks
5.6	Mar 08 2019	Amended note on WordPress theme
5.7	May 09 2019	Amended naming and instructions
5.8	May 20 2019	Amended code to paste into theme .php file
5.9	May 22 2019	Amend guide to include child themes and file structure advice

**IMPORTANT: To register for update information on this manual and changes to the system - please register at:**

<https://www.enquir3.com/api-support>

## Introduction

The purpose of this document is to act as a guide to installing and configuring the suite of plugins relating the Enquir3 API.

The Enquir3 API can be used on most website platforms following any installation methods specified for that particular platform.

Described below are installation examples for three of the most common platforms used: Drupal, WordPress and HTML. Please note that these are example installation methods and you are not limited to using just these platforms to employ the Enquir3 API. If you have any questions regarding a particular platform, please contact Enquir3 Ltd on 0207 100 5180 or [enquiries@enquir3.com](mailto:enquiries@enquir3.com).

There are 6 plugins:

1. The feedback form
2. The feedback page
3. The ratings widget
4. The performance widget
5. The recommended summary widget
6. The scrolling testimonial widget
7. The 'in content' testimonial widget

The resulting on screens displays are fully prepared with ID's and Classes enabling the web developer to style as required.

## Requirements

This process is intended to be used by web developers with the following expertise:

- CSS styling
- FTP access
- HTML

It also assumes the web developer is familiar with their platform of choice e.g. Drupal, WordPress, html etc.

## Installation - First Steps – Applies to all installs

The following steps are common to all the plugins and therefore only need to be completed once (substitute your TPP Feedback website domain name for domainname.com). This website will be provided to you by Enquir3 Ltd.

1. Go to the TPP Feedback website ( <http://www.domainname.com/user> ), login as :  
User name : *developer*  
Password : *D3v3lop3r*  
and enter <http://www.domainname.com/tpf/settings> in your browser.
2. Click 'Download FBR JQuery folder(zipped)' and save and extract this file to a suitable location.  
Rename the extracted folder to 'fbr\_js'.  
The files within this folder should sit within a sub-folder titled 'js'

3. Click 'Download FBR CSS folder(zipped)' and save and extract this file to a suitable location. Rename the extracted folder to 'fbr\_css'.  
The files within this folder should sit within a sub-folder titled 'css'
4. Amend your robots.txt file to include
  - Allow: .js
  - Allow: .css

# Drupal 7

## Installation - First Steps

1. Upload the **fbr\_css** folder to the `/sites/all/themes/yourtheme/`  
Contents of the `fbr_css` folder follows
  - a. `Feedback.css`
  - b. `Fbr-styling.css`
  - c. `Jquery-ui.min.css`
  - d. Images folder
2. Upload the **fbr\_js** folder to the `/sites/all/themes/yourtheme/`  
Content of the `fbr_js` folder follows
  - a. `Case_study.js`
  - b. `Feedback.js`
  - c. `Jquery.jcarousel.js`
  - d. `Jquery.min.js`
  - e. `Jqueryui.min.js`
  - f. `News.js`
3. Edit your themes `.info` file to include the following css and js files

```
stylesheets[all][] = fbr_css/css/feedback.css
```

```
scripts[] = fbr_js/js/jquery.min.js  
scripts[] = fbr_js/js/jqueryui.min.js  
scripts[] = fbr_js/js/jquery.jcarousel.js  
scripts[] = fbr_jsjs//feedback.js  
scripts[] = fbr_js/js/case_study.js  
scripts[] = fbr_js/js/news.js
```

4. Install/Enable the JQuery Update module
5. Flush the caches
6. Create a text format to allow inclusion of all HTML code
7. To ensure that the rich text editor (ckEditor) does not strip the jQuery inserts edit the ckEditors Full and Advanced profiles to allow for script by placing **'config.allowedContent = true;'** in the **'Advanced Options->Custom JavaScript configuration'** section of BOTH profiles.  
***/admin/config/content/ckeditor/edit/Full*** and

*/admin/config/content/ckeditor/edit/Advanced*

### Custom JavaScript configuration

```
config.allowedContent = true;
```

In order to change CKEditor configuration globally, you should only. Use this box to define settings that are unique for this

## The Feedback Form Page

### What it displays

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:

**Your feedback referral Plugin**

[View](#) [Edit](#) [Node](#) [export](#)

We value your feedback, please take a moment to let us know what you think.

What stood out about the service you received? \*

Would you recommend our service? \* Yes  No

For which member of staff or which service are you providing feedback? - None -

LEVEL OF SATISFACTION 1 = NOT satisfied 5 = VERY satisfied NA = Not applicable

Was the service delivered as promised?  
 1  2  3  4  5  NA

Did you consider the service provided value for money?  
 1  2  3  4  5  NA

Were they considerate/helpful?  
 1  2  3  4  5  NA

Was the service carried out to a high standard?  
 1  2  3  4  5  NA

### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Click on ‘Form Markup’.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.
4. Edit the `<input type="hidden" name="return_page" value="" />` (the second to last line of the code) value to reflect a thank you page or similar.



## reCaptcha (anti-spam)

To prevent malicious attacks on this form it is recommended that reCaptcha is installed. The installation process is in 3 parts.

1. Obtain a site key from <https://www.google.com/recaptcha/intro/> (google account is required)
2. Edit the html.tpl.php of your theme to include the following script reference

```
<script src="https://www.google.com/recaptcha/api.js" async defer></script>
```


Example :-

```
<!doctype html>
<!--[if lt IE 7]> <html class="no-js ie6 oldie" lang="<?php print $language->language; ?>"><![endif]-->
<!--[if IE 7]> <html class="no-js ie7 oldie" lang="<?php print $language->language; ?>"><![endif]-->
<!--[if IE 8]> <html class="no-js ie8 oldie" lang="<?php print $language->language; ?>"><![endif]-->
<!--[if IE 9 ]> <html class="no-js ie9" lang="<?php print $language->language; ?>"> <![endif]-->
<!--[if !IE]><!--><html class="no-js" lang="<?php print $language->language; ?>"> <!--<![endif]-->
</head>
<?php print $head; /* Drupal's META tag system */ ?>
<title><?php print $head_title; ?></title>
<?php print $styles . "\n"; /* Drupal's CSS system */ ?>
<?php print $scripts . "\n"; /* Drupal's JS system */ ?>
<script src="https://www.google.com/recaptcha/api.js" async defer></script>
<link href='http://fonts.googleapis.com/css?family=Lato:400,400italic,700,700italic' rel='stylesheet' type='text/css'>
<link href="//maxcdn.bootstrapcdn.com/font-awesome/4.1.0/css/font-awesome.min.css" rel="stylesheet">
</head>
<body class="<?php print $classes; ?>">
<?php print $page_top . "\n"; /* generated content from modules, etc. */ ?>
<?php print $page . "\n"; /* page{--}.tpl.php renders in this space */ ?>
<?php print $page_bottom . "\n"; /* generated content from modules, etc. */ ?>
</body>
</html>
```

3. Place the following code immediately before the submit section of your form  
<div class="g-recaptcha" data-sitekey="your\_site\_key"></div> replacing 'your\_site\_key' with the key that you obtained in task 1 above.

Example:-

```
<input type="text" id="edit-website" name="website" value="" size="60" maxlength="128" class="form-t
</div>
</div></fieldset>
<input type="hidden" name="return_page" value="/" />
<div class="g-recaptcha" data-sitekey="your_site_key"></div>
<input type="submit" id="edit-submit" name="op" value="Submit" class="form-submit" /></div></form>
```



## The Feedback Page

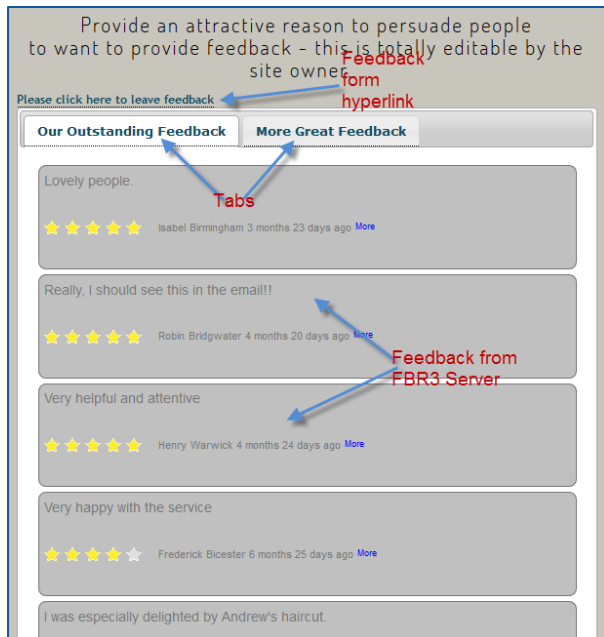
### What it displays

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:-



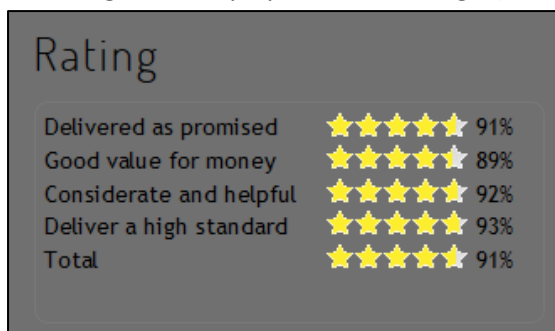
### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click ‘Feedback Page’.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Ratings Widget

### What it displays

This widget will display the 'Star Ratings' (see below)



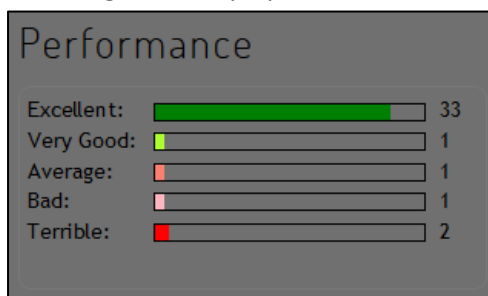
### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Rating'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Performance Widget

### What it displays

This widget will display the 'Performance Ratings' (see below)



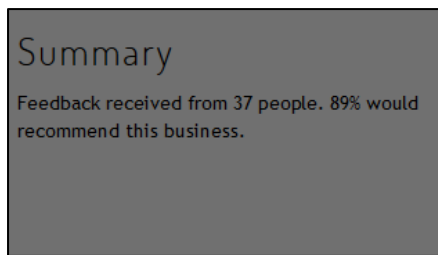
### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Performance'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Recommended Summary Widget

### *What it displays*

This widget will display the 'Recommended Summary' (see below)



### *Installation*

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Summary'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Testimonials, Case Studies and News Widgets

### *What it displays*

This widget will display the 'Scrolling Testimonials' (see below)

#### Scroller

test three Client details withheld 29/01/2017 <a href="#">More</a>
test ian burnup 26/01/2017 <a href="#">More</a>
testing api from wordpress n01 Client details withheld 31/01/2017 <a href="#">More</a>

## Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - b. Case Studies
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - c. News
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.
4. If using the 'Portrait Block (non-scrolling)' you can choose the number of items to display. amend the line containing :-

*IrunFeedback.getPortraitBlock('portrait-block-container');* to

*IrunFeedback.getPortraitBlock('portrait-block-container',null,number\_of\_items\_to\_display);*

If you have a service filter replace the word 'null' with the appropriate filter number.

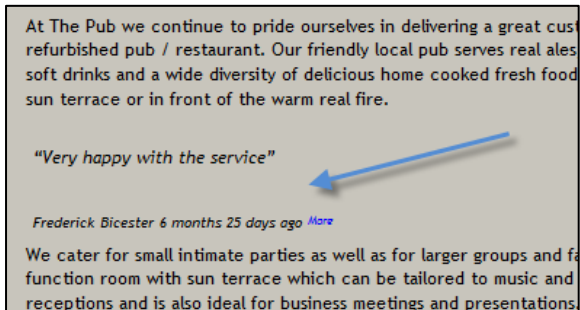
5. For the blocks you can also choose the number of characters to display.

## The 'List' testimonials, case studies and news and 'In content' testimonials, case studies and news widgets

Do not use on the Feedback page

### What it displays

This widget will display the a testimonial quote wherever the code is placed (see below)



### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
    - i. 'In-content'
    - ii. 'List Page'
  - b. Case Studies
    - i. 'In-content'
    - ii. 'List Page'
  - c. News
    - i. 'In-content'
    - ii. 'List Page'
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

# WordPress

## Installation - First Steps

In line with WordPress best practice, “yourtheme” refers to any theme as appropriate. Please note, if you are using a child theme then these folders will need to be added in the parent theme directory.

1. Upload the **fbr\_css** folder to the /wp-content/themes/yourtheme/
2. Upload the **fbr\_js** folder to the /wp-content/themes/yourtheme/
3. Install the ‘**Script n Styles**’ wordpress plugin and activate it (<https://wordpress.org/plugins/scripts-n-styles/>)

### Configuring Script n Styles

If you wish to use ‘**Script n Styles**’ as a widget. Go to the settings tab of ‘**Script n Styles**’ and set ‘**Hoops Widgets**’ to ‘**Yes**’.

### How to Properly Enqueue the feedback.js Script

Loading the scripts properly in WordPress is very easy. Below is an example code that you would paste in your plugins file or in your theme’s functions.php file to properly load scripts in WordPress.

```
// FBR JQuery files
add_action( 'wp_enqueue_scripts', 'add_my_script' );

function add_my_script() {

    wp_enqueue_script( 'feedback_form', get_template_directory_uri() .
'/fbr_js/js/feedback_form.js' );

    wp_enqueue_script( 'news', get_template_directory_uri() . '/fbr_js/js/news.js' );

    wp_enqueue_script( 'jquery-min', get_template_directory_uri() . '/fbr_js/js/jquery.min.js' );

    wp_enqueue_script( 'jquery-ui-min', get_template_directory_uri() . '/fbr_js/js/jqueryui.min.js' );

    wp_enqueue_script( 'jquery-carousel', get_template_directory_uri() .
'/fbr_js/js/jquery.jcarousel.js' );

    wp_enqueue_script( 'case_study', get_template_directory_uri() . '/fbr_js/js/case_study.js' );

    wp_enqueue_script( 'feedback', get_template_directory_uri() . '/fbr_js/js/feedback.js',
array('jquery') );

}
```



## How to Properly Enqueue the CSS Styles

Just like scripts, you can also enqueue your stylesheets. Look at the example below:

```
// load styles

add_action( 'wp_enqueue_scripts', 'add_my_styles' );

function add_my_styles() {

    wp_enqueue_style( 'feedback', get_template_directory_uri() .
'/fbr_css/css/feedback.css');

    wp_enqueue_style( 'fbr-styling', get_template_directory_uri() . '/fbr_css/css/fbr-
styling.css');

    wp_enqueue_style( 'jquery-ui.min', get_template_directory_uri() .
'/fbr_css/css/jquery-ui.min.css');

    wp_enqueue_style( 'responsive', get_template_directory_uri() .
'/fbr_css/css/responsive.css');

}
```

Notice that we have used `wp_enqueue_scripts` action hook for both styles and scripts. Despite the name, this function works for both.

### The Feedback Form Page

#### *What it displays*

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:

## Your feedback referral Plugin

[View](#) [Edit](#) [Node export](#)

We value your feedback, please take a moment to let us know what you think.

What stood out about the service you received? \*

Would you recommend our service? \* Yes  No

For which member of staff or which service are you providing feedback?

LEVEL OF SATISFACTION      1 = NOT satisfied 5 = VERY satisfied NA = Not applicable

Was the service delivered as promised?

1  2  3  4  5  NA

Did you consider the service provided value for money?

1  2  3  4  5  NA

Were they considerate/helpful?

1  2  3  4  5  NA

Was the service carried out to a high standard?

1  2  3  4  5  NA

### Installation

5. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
6. Click on 'Form Markup'.
7. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View / HTML before pasting.
8. Edit the `<input type="hidden" name="return_page" value="" />` (the second to last line of the code) value to reflect a thank you page or similar.

### reCaptcha (anti-spam)

To prevent malicious attacks on this form it is recommended that reCaptcha is installed. The installation process is in 3 parts.

1. Obtain a site key from <https://www.google.com/recaptcha/intro/> (google account is required)
2. Edit the functions.php of your theme to enqueue the following script reference

```
add_action( 'wp_enqueue_scripts', 'add_recaptcha' );
function add_recaptcha() {
wp_enqueue_script ( 'js-recaptcha', 'https://www.google.com/recaptcha/api.js' );
}
```

```
05 }
06 add_action( 'wp_enqueue_scripts', 'add_recaptcha');
07 function add_recaptcha() {
08 wp_enqueue_script ( 'js-recaptcha', 'https://www.google.com/recaptcha/api.js);
09 }
10
```

Single Post  
(single.php)  
template-part:  
README.txt

Documentation: Function Name... Look Up


3. Edit the page which you are adding the feedback form to and place the following code immediately before the submit section of your form

```
<div class="g-recaptcha" data-sitekey="your_site_key"></div>
```

Replacing 'your\_site\_key' with the key that you obtained in task 1 above.

Example:-

```
<input type="text" id="edit-website" name="website" value="" size="60" maxlength="128" class="form-t
</div>
</div></fieldset>
<input type="hidden" name="return_page" value="/" />
<div class="g-recaptcha" data-sitekey="your_site_key"></div>
<input type="submit" id="edit-submit" name="op" value="Submit" class="form-submit" /></div></form>
```



## The Feedback Page

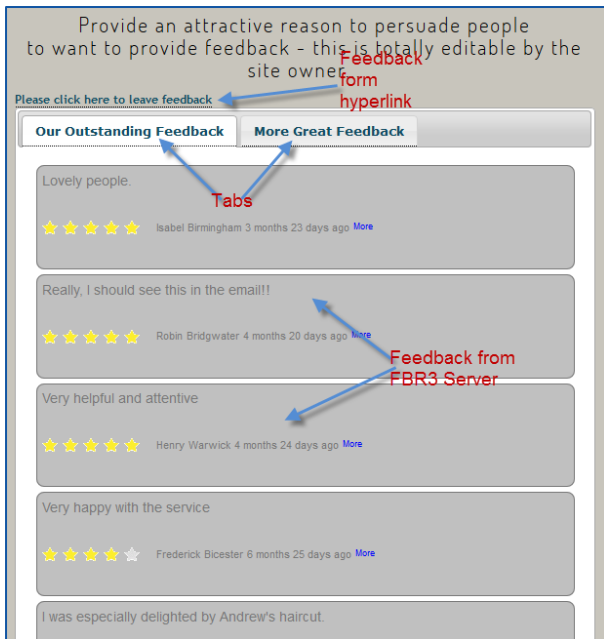
### What it displays

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:-



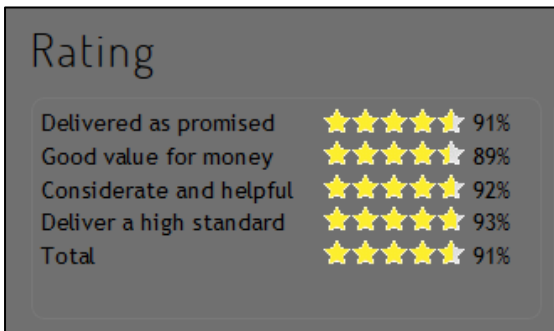
### Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Feedback Page'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

### The Ratings Widget

#### What it displays

This widget will display the 'Star Ratings' (see below)



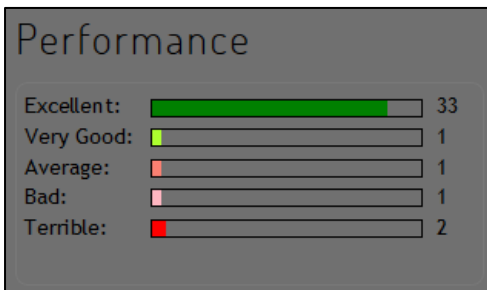
### Installation

1. Go to the TPP Feedback website, login as admin and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Rating'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

### The Performance Widget

#### What it displays

This widget will display the 'Performance Ratings' (see below)



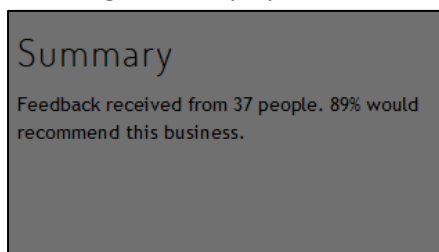
## ***Installation***

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Performance'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## **The Recommended Summary Widget**

### ***What it displays***

This widget will display the 'Recommended Summary' (see below)



## ***Installation***

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Summary'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Testimonials, Case Studies and News Widgets

### *What it displays*

This widget will display the 'Scrolling Testimonials' (see below)

#### Scroller

test three Client details withheld 29/01/2017 <a href="#">More</a>
test ian burnup 26/01/2017 <a href="#">More</a>
testing api from wordpress n01 Client details withheld 31/01/2017 <a href="#">More</a>

## Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - b. Case Studies
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - c. News
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.
4. If using the 'Portrait Block (non-scrolling)' you can choose the number of items to display. amend the line containing :-

*IrunFeedback.getPortraitBlock('portrait-block-container');* to

*IrunFeedback.getPortraitBlock('portrait-block-container',null,number\_of\_items\_to\_display);*

If you have a service filter replace the word 'null' with the appropriate filter number.

5. For the blocks you can also choose the number of characters to display.

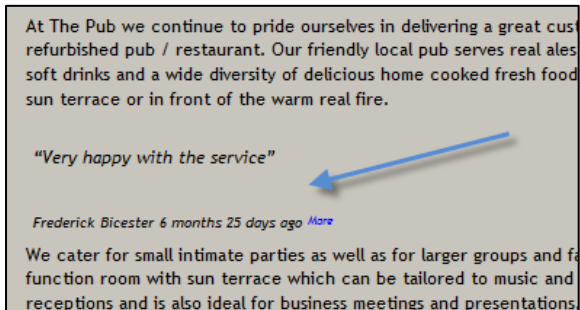


## The 'List' testimonials, case studies and news and 'In content' testimonials, case studies and news widgets

Do not use on the Feedback page

### What it displays

This widget will display the a testimonial quote wherever the code is placed (see below)



### Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
    - i. 'In-content'
    - ii. 'List Page'
  - b. Case Studies
    - i. 'In-content'
    - ii. 'List Page'
  - c. News
    - i. 'In-content'
    - ii. 'List Page'
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

# HTML

## Installation - First Steps

1. Upload the **fbr\_css** folder to the webroot (e.g. public\_html, htdocs etc.)
2. Upload the **fbr\_js** folder to the webroot (e.g. public\_html, htdocs etc.)
3. Edit the head section of your HTML pages to include:

```
<link type="text/css" href="fbr_css/css/feedback.css" rel="stylesheet" />

<script src="fbr_js/js/ jquery.min.js" type="text/javascript"></script>
<script src="fbr_js/js/ jqueryui.min.js" type="text/javascript"></script>
<script src="fbr_js/js/ jquery.jcarousel.js"
type="text/javascript"></script>
<script src="fbr_js/js/ feedback.js" type="text/javascript"></script>

<script src="fbr_js/js/ feedback_form.js" type="text/javascript"></script>

<script src="fbr_js/js/ news.js" type="text/javascript"></script>

<script src="fbr_js/js/ case_study.js" type="text/javascript"></script>
```

## The Feedback Form Page

### *What it displays*

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:

## Your feedback referral Plugin

[View](#) [Edit](#) [Node export](#)

We value your feedback, please take a moment to let us know what you think.

What stood out about the service you received? \*

Would you recommend our service? \* Yes  No

For which member of staff or which service are you providing feedback?

LEVEL OF SATISFACTION      1 = NOT satisfied 5 = VERY satisfied NA = Not applicable

Was the service delivered as promised?

1  2  3  4  5  NA

Did you consider the service provided value for money?

1  2  3  4  5  NA

Were they considerate/helpful?

1  2  3  4  5  NA

Was the service carried out to a high standard?

1  2  3  4  5  NA

### Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Click on 'Form Markup'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.
4. Edit the `<input type="hidden" name="return_page" value="" />` (the second to last line of the code) value to reflect a thank you page or similar.

### reCaptcha (anti-spam)

To prevent malicious attacks on this form it is recommended that reCaptcha is installed. The installation process is in 3 parts.

1. Obtain a site key from <https://www.google.com/recaptcha/intro/> (google account is required)
2. Edit the head section of your HTML pages to include the following script reference  
`<script src="https://www.google.com/recaptcha/api.js" async defer></script>`
3. Place the following code immediately before the submit section of your form  
`<div class="g-recaptcha" data-sitekey="your_site_key"></div>` replacing 'your\_site\_key' with the key that you obtained in task 1 above.

Example:-

```
<input type="text" id="edit-website" name="website" value="" size="60" maxlength="128" class="form-t
</div>
</div></fieldset>
<input type="hidden" name="return_page" value="/" />
<div class="g-recaptcha" data-sitekey="your_site_key"><div>
<input type="submit" id="edit-submit" name="op" value="Submit" class="form-submit" /></div></form>
```

4.

## The Feedback Page

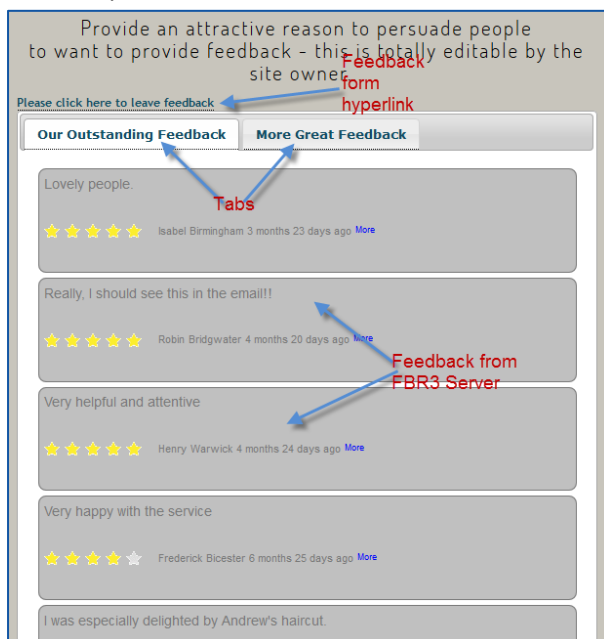
### What it displays

The feedback page will display two tabs –

- ‘Outstanding Feedback’ – which shows feedback promoted by the administrator
- ‘More Great Feedback’ – will display all feedback

In addition, by default, there will be a hyperlink to the feedback form page

An example is shown below:-



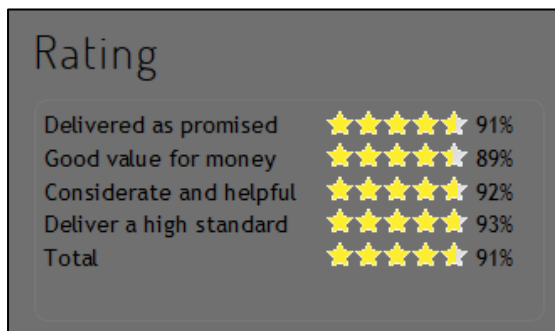
### Installation

1. Go to TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Feedback Page'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

### The Ratings Widget

#### What it displays

This widget will display the 'Star Ratings' (see below)



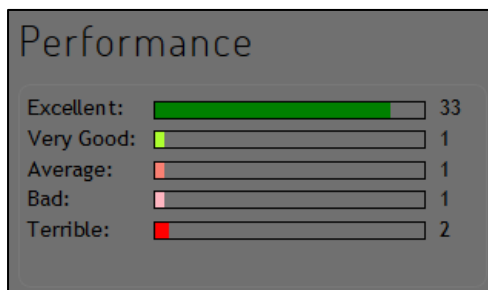
### Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Rating'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

### The Performance Widget

#### What it displays

This widget will display the 'Performance Ratings' (see below)



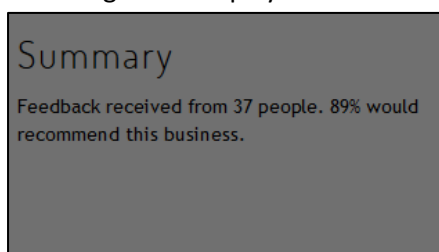
## ***Installation***

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Performance'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## **The Recommended Summary Widget**

### ***What it displays***

This widget will display the 'Recommended Summary' (see below)



## ***Installation***

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click 'Summary'.
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## The Testimonials, Case Studies and News Widgets

### *What it displays*

This widget will display the 'Scrolling Testimonials' (see below)

#### Scroller

test three Client details withheld 29/01/2017 <a href="#">More</a>
test ian burnup 26/01/2017 <a href="#">More</a>
testing api from wordpress n01 Client details withheld 31/01/2017 <a href="#">More</a>

## Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - b. Case Studies
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
  - c. News
    - i. 'Portrait Scroller'
    - ii. 'Landscape Scroller'
    - iii. 'Portrait Block' (non-scrolling)
    - iv. 'Landscape Block' (non-scrolling)
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.
4. If using the 'Portrait Block (non-scrolling)' you can choose the number of items to display. amend the line containing :-

*IrunFeedback.getPortraitBlock('portrait-block-container');* to

*IrunFeedback.getPortraitBlock('portrait-block-container',null,number\_of\_items\_to\_display);*

If you have a service filter replace the word 'null' with the appropriate filter number.

5. For the blocks you can also choose the number of characters to display.

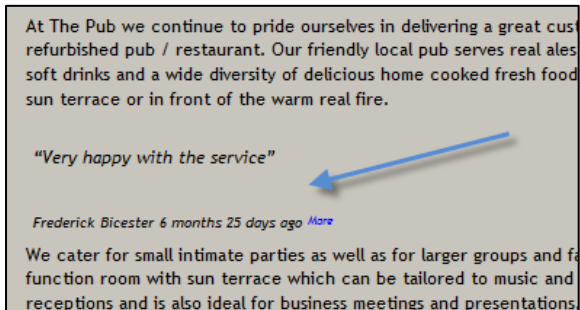


## The 'List' testimonials, case studies and news and 'In content' testimonials, case studies and news widgets

Do not use on the Feedback page

### What it displays

This widget will display the a testimonial quote wherever the code is placed (see below)



### Installation

1. Go to the TPP Feedback website, login as developer and enter <http://www.domainname.com/tpf/settings> in your browser (substitute your TPP Feedback website domain name for domainname.com).
2. Select a service filter (if required) then click one of the following as desired:
  - a. Feedback/Testimonials
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  - b. Case Studies
    - i. 'In-content'
    - ii. 'List Page'
  - c. News
    - i. 'In-content'
    - ii. 'List Page'
3. Copy and Paste the resulting code into a suitable basic page, ensuring that you switch to Source View before pasting.

## End points provided by the TPP Feedback website module

*This section is for use by developers who wish to use the information generated by the API into their own code for use on the third party website.*

Can be called from client e.g using jquery ajax function or from server e.g using curl.

url = tpf/getSubmissions?type=&format=

called with following parameters.

### format

Value	Description	Additional options
html	data is rendered through Drupal theme layer on server and resulting markup returned.	
json	Raw data is returned as json	

### type

Value	Description	Additional options
promoted	Promoted feedback	ps - page size default to 10 if not specified. Page – page to return json format also returns total number of records available used for paging.
published	Published feedback	ps - page size default to 10 if not specified. Page – page to return json format also returns total number of records available used for paging.
ratings	Ratings Block	
performance	Performance Block	
summary	Summary Block	
scroller	Data for scrolling block	Only html format available. Data returned as list items to be used in client scroller – e.g jquery carosel.
random	Random feedback	
submission	Specified feedback item	Sid – id of date record to return

Examples:

`tpf/getSubmissions?type=summary&format=json`

`tpf/getSubmissions?type=promoted&format=json`

Notes:

When calling from javascript JSONP should be used e.g if using jquery use these settings - `jsonp: "callback"`, `dataType: "jsonp"`

## Scroller Settings

**1. The Scroller speed can be adjusted using the following code:**

**Please add your feedback collection site domain where shown. Default setting is 3000ms**

```
<script type="text/javascript">  
  
    var options = {server:'http://yourdomain};  
  
    options.jcarousel_autoscroll = {  
interval: 4000  
        };  
  
    IrunFeedback.init(options);  
  
    IrunFeedback.getPortraitScroller('scroller');  
  
</script>
```

