InQuira 6 User Interface Guide

Integrating the InQuira 6 User Interface
Version 6.2

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Contents

About This Guide v
- What This Guide Contains v
- Contacting InQuira vi
- InQuira Customer Support vi
- InQuira 6 Documentation vii
  - Documentation Delivery viii
  - Documentation Conventions viii

The InQuira 6 User Interface 1
- The Dynamic Portal 1
- User Interface Processing 2
  - Application Response Format 2

User Interface Components 5
- The Main Template 5
  - Main Template File Example 5
- Global Layout Style Templates 6
  - Two-Column Layout Display Example 7
  - Three-Column Layout Display Example 9
- Request and Response Element Templates 10
  - Global Configuration Parameters Template 10
  - Request Element Templates 10
  - Response Element Templates 12
- Global Elements and Utilities 13

User Interface Elements 15
- Request Elements 15
- Response Elements 16
- Answer Display Features 17
- Answer Purposes 18
  - Default Answer Purposes 18
- Answer Portlets 19
  - Default Answer Portlets 19

Customizing the User Interface 25
- Specifying the Layout Style 25
- Integrating the User Interface 26
- Customizing Style Elements 26
  - Customizing General Style Elements 26
  - Customizing Question Area Definitions 28
  - Customizing Answer Area Definitions 30
  - Customizing Sidebar Area Definitions 32
- Customizing Request Elements 35
  - Customizing the Request Heading 35
  - Customizing the Example Question 35

Customizing the Question Box 36
Customizing the Tips Link 36
Customizing the Submit Button 36
Customizing Response Elements 37
Customizing the Question Echo 37
Customizing the Answer Introduction 38
Customizing Answer Headings 38
Customizing the Answer Body Text 38
Customizing the Answer Document Link 39
Configuring Answer Purposes 39
Adding Answer Purposes to the Application 40
Customizing Answer Portlets 41

Implementing Optional Features 43
Implementing Direct Page Display 43
Direct Page Display Example 44
Implementing a Virtual Representative 45
Implementing User Feedback Collection 45
Customizing the User Feedback Area Heading 46
Customizing the User Feedback Ranking Categories 46
Implementing Click-Thru Logging 46
Highlighting Answers Within Documents 47
Specifying Highlighting Style Attributes 47

Example User Interface Files 49
Sample Two-Column Layout Template 49
Sample Configuration Parameters File 52
Sample Portlet Display Area Template 53
Sample Style Element Definitions 56
General Definitions 56
Question Area Definitions 59
Answer Area Definitions 63
Related Information Area Definitions 68
User Feedback Area Definitions 74

Preface

About This Guide

This guide provides information about integrating and customizing the InQuira 6 Dynamic Portal User Interface. It contains sections on the components and elements that make up the User Interface, and guidelines for incorporating it into your web architecture, customizing the appearance and functionality, and implementing special features.

This guide is intended for application developers who want to integrate and customize the User Interface as part of an InQuira 6 application. You may need to consult the *InQuira 6 Application Guide* and *InQuira 6 Language Guide* guides in order to complete some of the integration and customization tasks described in this guide. See ***Documentation Set*** see "InQuira 6 Documentation" on page vii for a complete description of the InQuira 6 product documentation.

This preface includes information on:

- the general organization of this guide, in ***What This Guide Contains*** on page v
- how to contact InQuira, in ***Contacting InQuira*** on page vi
- the support services available from InQuira Customer Support, in ***Customer Support*** see "InQuira Customer Support" on page vi
- the available product documentation, in ***InQuira 6 Documentation*** on page vii

What This Guide Contains

The *InQuira 6 User Interface Guide* is divided into the following sections:

- ***The InQuira 6 User Interface*** on page 1 describes the basic functions of the User Interface and input format of the application responses.
- ***User Interface Components*** on page 5 describes the templates that define the User Interface functionality and presentation.
- ***User Interface Elements*** on page 15 describes the various request and response elements within the User Interface.

- ***Customizing the User Interface*** on page 25 describes the process of specifying User Interface layout, individual element styles, and implementing Dynamic Portal features.
- ***Implementing Optional Features*** on page 43 describes optional User Interface features that you can use with the application
- ***Example User Interface Files*** on page 49 provides examples of User Interface templates and style sheets

Contacting InQuira

You can contact InQuira by mail, telephone, fax, and email.

Mail:	851 Traeger Ave Suite 125 San Bruno, CA 94066
Telephone:	(650) 246-5000
	InQuira Customer Support Hotline: (888) 947-8324
Fax:	(650) 246-5036
Email:	For sales information, send email to **sales@inquira.com**. For product support, send email to **support@inquira.com**.

You can find out more about InQuira on the web at: **www.inquira.com**.

Note: See ***InQuira Customer Support*** on page vi for more information on reporting incidents to InQuira Customer Support.

InQuira Customer Support

InQuira Customer Support is available from 6:30 am to 4:30 pm PST, excluding InQuira holidays.

You can contact InQuira Customer Support by email at: **support@inquira.com**. We recommend that you use email to report all Priority 2, 3, and 4 incidents.

For Priority 1 incidents, please use the support hotline: (888) 947-8324.

Important: We accept Priority 1 requests only by telephone. We recommend that you send a follow-up email for Priority 1 requests after contacting InQuira Customer Support using the support hotline.

Call response times are determined by the following priority definitions:

Priority Level	Response Time	Definition
1	1 business hour	A production system hangs or crashes, or continued use of the program is impossible.
2	8 business hours	The product is usable with major restrictions on functionality.
3	16 business hours	The product is usable with minor restrictions on functionality.
4	3 business days	You have a question or an enhancement request pertaining to the software or the documentation.

InQuira 6 Documentation

InQuira 6 is shipped with the following documentation set. Each document in the set contains a specific type of information to help you use the product.

Document	Number	Description
InQuira 6 Installation Guide	IQ62-IG-07	This guide is intended for technical staff who are responsible for installing InQuira 6. It provides detailed information on installing and configuring InQuira 6 products and components.
InQuira 6 Application Guide	IQ62-ADG-07	This guide is intended for application developers who need to develop and deploy an InQuira 6 application. It describes InQuira 6 integration, development, configuration, and maintenance.
InQuira 6 Language Guide	IQ62-LDG-07	This guide is intended for application developers and subject matter experts who need to create, implement, and maintain aspects of the InQuira 6 Dictionary. It provides an overview of the Dictionary components, and describes customization, maintenance, and administration tasks and the tools, processes, and procedures required to perform them.

InQuira 6 User Interface Guide	IQ62-UIG-07	This guide is intended for application developers who want to integrate and customize the InQuira 6 Dynamic Portal User Interface. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into your web architecture, customizing its appearance and functionality, and implementing various special features.
InQuira 6 Analytics Guide	IQ62-AG-07	This guide is intended for application developers who want to configure, deploy, and maintain InQuira 6 Analytics, and for business analysts who want to use InQuira 6 Analytics to report on InQuira 6 performance.

Documentation Delivery

InQuira 6 documentation is distributed with the software release as a set of Portable Document Format (PDF) files. InQuira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQuira, Inc.

Note: You need the Adobe Acrobat reader to view PDF documents. The Adobe Acrobat reader is available from Adobe Systems at: **http://www.adobe.com**.

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQuira Customer Support, as described in ***InQuira Customer Support*** on page vi.

If you need help obtaining InQuira product documentation, or want to obtain permission to redistribute a portion of the contents, contact your InQuira account representative.

Documentation Conventions

We use the following typographical conventions in our documentation:

Convention	*Definition*
`monospace`	We use monospace font to denote code examples, path and file names, parameter values, and system messages and prompts.

italics	Italics indicate terms contained in the glossary and citations of other published sources. Strings of italicized text within file names or parameters indicate variable text that you must replace with an appropriate string, or that the system will replace with product- or installation-specific values. Product directories may use italicized *n* characters as variables to denote current product version numbers.
<value>	Indicates a symbolic for which you must specify an appropriate value. For example, `<section>` indicates a specified section of the answer display page.
%	Indicates the Unix command-shell prompt without root privilege.
C:	Indicates the Microsoft Windows command prompt or file system.
[item]	Indicates an optional item within a syntax description.
{item}	Indicates a required item within a syntax description, only when necessary for clarity. Otherwise, required items appear without braces.
|	Separates choices in lists of optional and required items within syntax descriptions. For example, `[item1|item2]` or `{item1|item2}`.
$TERM or **${TERM}**	Indicates a variable (within Unix-type environments) for which you specify an appropriate value. For example, $ROOT indicates the root directory of the installed product. Variables are sometimes enclosed in curved braces when necessary for clarity. In some instances, variables are set by and/or resolved by the system with no user intervention required.
%TERM%	Indicates a variable (within Microsoft Windows environments) for which you specify an appropriate value.

Screen and Text Representations

The depictions of product screens, screen text, and file contents in our documentation are representations. We attempt to accurately convey the product's appearance and functionality; however, actual product contents and displays may differ from the published examples.

Chapter 1

The InQuira 6 User Interface

The InQuira 6 Dynamic Portal User Interface is a full-featured graphical user interface designed to integrate easily with your existing web site. The User Interface provides the elements required for processing requests and presenting responses, and supports additional optional features that you can implement as desired.

Integrating the User Interface requires:

- integrating it into your web site's navigation and presentation scheme
- customizing it to conform to your organization's functional and presentation requirements
- implementing any desired optional features. See ***Implementing Optional Features*** on page 43

The User Interface is installed as part of the standard product installation.

Note: The User Interface is available only as an HTML-based user interface for integration with web sites. For information about implementing InQuira 6 using other technologies, contact your Technical Account Manager.

The Dynamic Portal

The User Interface incorporates InQuira's Dynamic Portal concept, which presents presents direct answers to user requests in its main answer area, and categorized related information that you configure within the Dictionary.

The Dynamic Portal organizes the different types of related responses into separate graphical areas, or portals, for easy recognition and consideration by the user.

Related information categories can include links to major sections of the site related to the question, featured content in the topic area of the question, and suggested actions for the user to take.

User Interface Processing

The User Interface is the means of communication between end-users and the application. The User Interface:

- passes user input through its gateway for processing by the application. See *InQuira 6 Language Guide* for an overview of application request and response processing.
- receives formatted responses from the application. See ***Application Response Format*** on page 2 for information about the response format.
- performs final formatting and displays responses to the end user, as specified by the configured presentation templates, as described in ***Customizing the User Interface*** on page 25.

Application Response Format

The application passes responses to the User Interface as a file that conforms to an internal InQuira 6-specific XML DTD called GIML. The User Interface templates are stylesheets that transform the GIML into formatted HTML for presentation within a browser.

The response file is divided into sections:

- ***The Parameters Section*** on page 2
- ***The Answers Section*** on page 3
- ***The Query Section*** on page 4

The Parameters Section

The parameters section provides meta-information about the response, such as context information and other configuration parameters. The User Interface uses this information to retrieve page parameters, server URLs, and other required information.

Example:

```
<params>
<param name="type">AnswerQuestion</param>
<param name="Question">how much can I contribute to a Roth ira in…
<param name="baseURL">http://lcdemo2:8222/htmlgw/ui.jsp</param>
</params>
```

The Answers Section

The answers section contains the various content responses (answers) to the request (question). Factors that determine the number of answers passed to the User Interface include:

- the number of content matches (answers) located in the application content
- the scores associated with the located answers

The results file groups answers according to answer purposes, which are specified in the Dictionary. The User Interface displays each set of answers in a specific area of the response page. The maximum number of answers within each section is determined by display thresholds. See ***Answer Purposes*** on page 18 for more information about answer purposes and how they are displayed by the User Interface.

The following example includes a general answer and an answer assigned to the purpose `link to category`.

Example:

```
<answer score="1.0">
    <answer type="unstructured" score="0.6691748880962431"
    <section>
        <title idx="0"
        <snippet lvl="0">Financial
        </title>
        <text idx="1"
        <snippet lvl="1">Only married couples with
        <snippet lvl="3"> $ 150 </snippet>
        <snippet lvl="1"> , 000 or less and singles
        .
        .
        .
        </text>
    </section>
    <highlighted_link
    <similar_response_link
    </answer>
</answer>
<link_to_category score="1.0">
<answer type="custom" score="1.0">
    <sentence type="code">&lt;a
    <title type="code">Roth IRA</title>
</answer>
```

The Query Section

The query section contains history information associated with the session, such as previously asked questions. The User Interface uses this information to present session information with results.

Example:

```
<query>
<question transactionId="1">
<original>how much can I contribute to a Roth ira in
<paraphrase>how much can I contribute to a Roth ira in
</question>
</query>
```

Chapter 2

User Interface Components

The User Interface consists of a set of templates that use Extensible Stylesheet Language Transformation (XSLT) and HTML Cascading Style Sheets (CSS) to define presentation characteristics.

The set of templates includes the main template, called `main.xsl`, and subordinate templates that contain the elements required for User Interface implementation.

The templates contain presentation and navigation design elements, such as page layouts; functional elements, such as user input elements and response presentation elements; and global elements, such as color schemes and font families. The templates are shipped with default values for required elements. See ***User Interface Elements*** on page 15 for more information about the elements of the User Interface.

In addition to the required User Interface elements, the templates contain elements that support optional features, such as direct page display and dialog-style user interaction.

The Main Template

The main template specifies the set of subordinate templates that determine the layout, functional elements, and style of the User Interface. The main template also specifies additional utilities and directories that provide basic functional or graphical elements. You need to modify this template to integrate the User Interface with your site's navigation structure.

The main template specifies subordinate templates as include statements. ***Main Template File Example*** on page 5 contains a sample section of the main template showing its structure.

Main Template File Example

```
<?xml version="1.0" ?>
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform"
version="1.0">
<xsl:import href="common/includes.xsl"/>
<xsl:import href="common/question.xsl"/>
<xsl:import href="common/results.xsl"/>
```

```
<xsl:import href="common/sidebar.xsl"/>
<xsl:import href="question_and_results.xsl"/>
<xsl:import href="structured_details.xsl"/>
<xsl:import href="error.xsl"/>
<xsl:output method="html" indent="yes" encoding="ISO-8859-1"/>


<xsl:template match="/">
    <xsl:choose>
        <xsl:when test="$instant-answer and not($no-jump)">
            <xsl:call-template name="instant-answer-page" />
        </xsl:when>
        <xsl:when test="$show-structured-detail-page">
            <xsl:call-template name="structured-detail-page" />
        </xsl:when>
        <xsl:when test="$show-user-comments-page">
            <xsl:call-template name="user-comments-page" />
        </xsl:when>
        <xsl:when test="$error-message">
            <xsl:call-template name="error-page" />
        </xsl:when>
        <xsl:when test="$info-message">
            <xsl:call-template name="info-page" />
        </xsl:when>
        <xsl:otherwise>
            <xsl:call-template name="question-and-results-page" />
        </xsl:otherwise>
    </xsl:choose>
</xsl:template>
```

Global Layout Style Templates

The layout style templates determine the basic form of the User Interface request and response pages. You specify one of the following layout templates using an include statement in the main template file.

Two-column layout:

`question_and_results.xsl`

This template specifies the standard two-column response page format. You must specify this template or the alternatative three-column layout template in the main template. This template is the default. ***Sample Two-Column Layout Template*** on page 49 provides a sample of the two-column layout file contents.

Three-column layout:

`question_and_results_side.xsl`

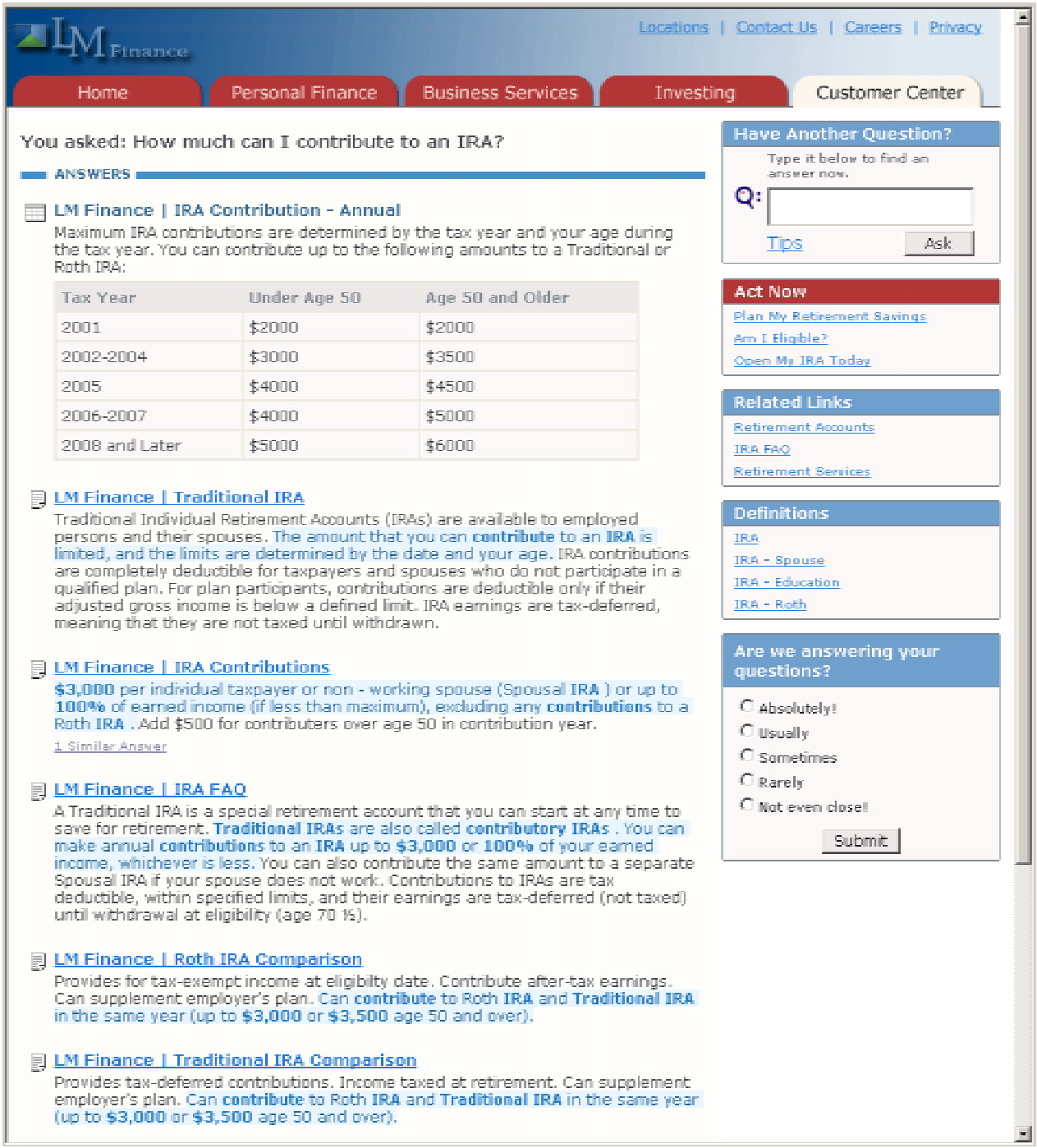
This template specifies the three-column response page format. You must include this template or the default two-column layout template in the main template. Sample Three-Column Layout Template provides a sample of the three-column layout file contents.

Example:

```
.
.
.
<xsl:import href="question_and_results.xsl"/>
.
.
.
```

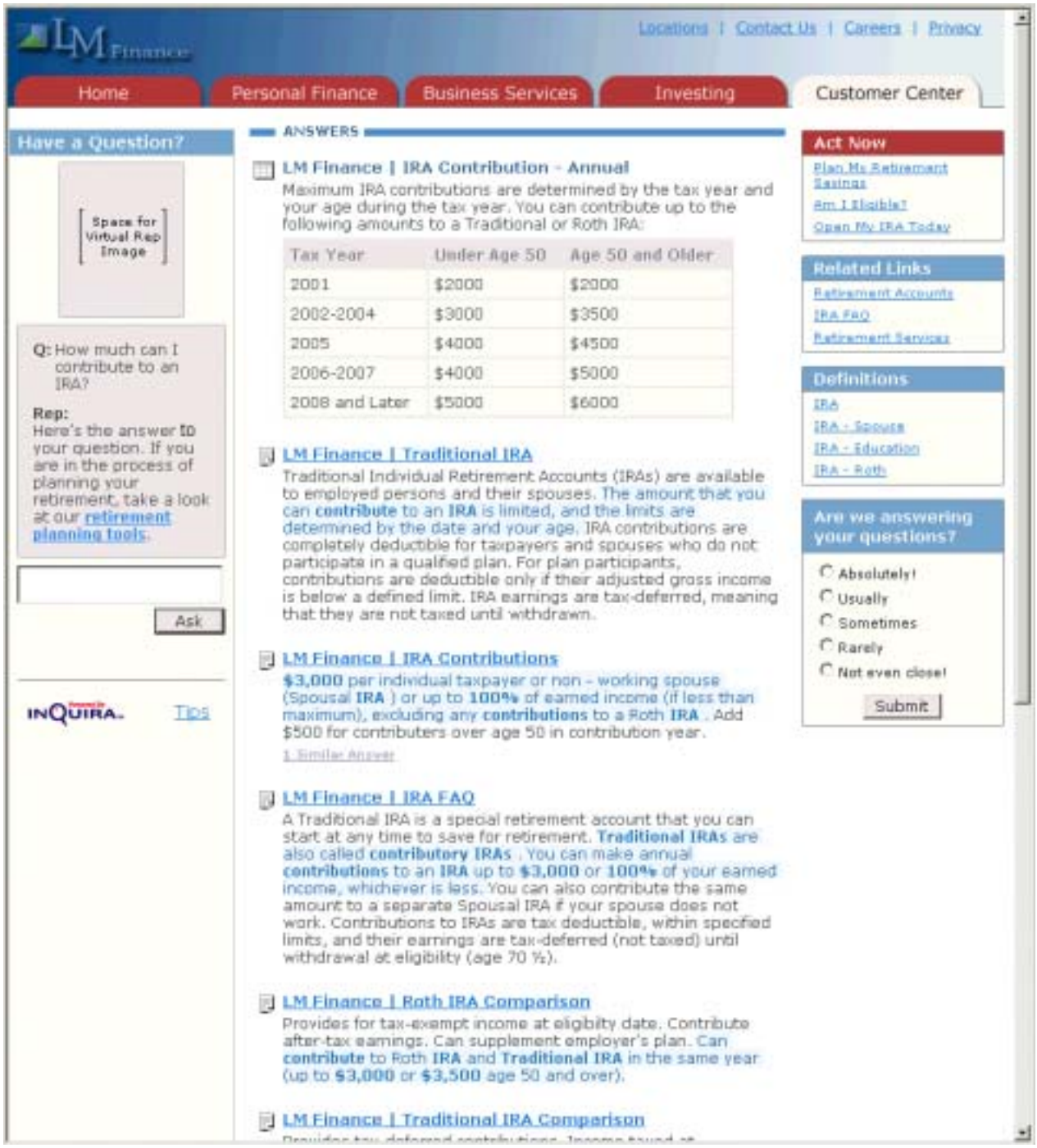
Two-Column Layout Display Example

The two-column layout provides a large left-column answer area, and the question area and related information portlets arrayed in the right column. ***Answer Display Features*** on page 17 describes features of the answer displays.


LM Finance
Locations | Contact Us | Careers | Privacy
Home
Personal Finance
Business Services
Investing
Customer Center
You asked: How much can I contribute to an IRA?
ANSWERS
LM Finance | IRA Contribution - Annual
Maximum IRA contributions are determined by the tax year and your age during the tax year. You can contribute up to the following amounts to a Traditional or Roth IRA:
Tax Year | Under Age 50 | Age 50 and Older
2001 | $2000 | $2000
2002-2004 | $3000 | $3500
2005 | $4000 | $4500
2006-2007 | $4000 | $5000
2008 and Later | $5000 | $6000
LM Finance | Traditional IRA
Traditional Individual Retirement Accounts (IRAs) are available to employed persons and their spouses. The amount that you can contribute to an IRA is limited, and the limits are determined by the date and your age. IRA contributions are completely deductible for taxpayers and spouses who do not participate in a qualified plan. For plan participants, contributions are deductible only if their adjusted gross income is below a defined limit. IRA earnings are tax-deferred, meaning that they are not taxed until withdrawn.
LM Finance | IRA Contributions
$3,000 per individual taxpayer or non - working spouse (Spousal IRA) or up to 100% of earned income (if less than maximum), excluding any contributions to a Roth IRA . Add $500 for contributers over age 50 in contribution year.
1 Similar Answer
LM Finance | IRA FAQ
A Traditional IRA is a special retirement account that you can start at any time to save for retirement. Traditional IRAs are also called contributory IRAs . You can make annual contributions to an IRA up to $3,000 or 100% of your earned income, whichever is less. You can also contribute the same amount to a separate Spousal IRA if your spouse does not work. Contributions to IRAs are tax deductible, within specified limits, and their earnings are tax-deferred (not taxed) until withdrawal at eligibility (age 70 ½).
LM Finance | Roth IRA Comparison
Provides for tax-exempt income at eligibilty date. Contribute after-tax earnings. Can supplement employer's plan. Can contribute to Roth IRA and Traditional IRA in the same year (up to $3,000 or $3,500 age 50 and over).
LM Finance | Traditional IRA Comparison
Provides tax-deferred contributions. Income taxed at retirement. Can supplement employer's plan. Can contribute to Roth IRA and Traditional IRA in the same year (up to $3,000 or $3,500 age 50 and over).
Have Another Question?
Type it below to find an answer now.
Q:
Tips
Ask
Act Now
Plan My Retirement Savings
Am I Eligible?
Open My IRA Today
Related Links
Retirement Accounts
IRA FAQ
Retirement Services
Definitions
IRA
IRA - Spouse
IRA - Education
IRA - Roth
Are we answering your questions?
Absolutely!
Usually
Sometimes
Rarely
Not even close!
Submit

Three-Column Layout Display Example

The three-column layout provides a large center-column answer area, flanked by the question area on the left, and the related information portlets arrayed in the right column. ***Answer Display Features*** on page 17 describes features of the answer displays.



Request and Response Element Templates

The request and response element templates determine the basic format and content of the request and response elements within the specified layout. You can specify the following templates in combination with either the two- or three-column layout styles:

- ***Global Configuration Parameters Template*** on page 10
- ***Request Element Templates*** on page 10
- ***Response Element Templates*** on page 12

Global Configuration Parameters Template

The configuration parameters template specifies global settings for both request and response elements. You can specify the parameters in this template for use in either the two- or three-column layout styles.

Configuration parameters

`config.xsl`

This template contains User Interface configuration parameters, such as section headers and feature switches. ***Sample Configuration Parameters File*** on page 52 provides a sample of the file contents.

Request Element Templates

The request element templates determine the basic format and contents of the request elements within a specified layout. You can specify elements within these templates for use with either the two- or three-column layout styles.

Request elements

`question.xsl`

This template specifies standard question interaction using the question boxes, example questions, and other user input elements. You must specify this template or the alternative dialog-style elements. This template is the default. ***Request Area Example*** on page 11 provides a sample request area display.

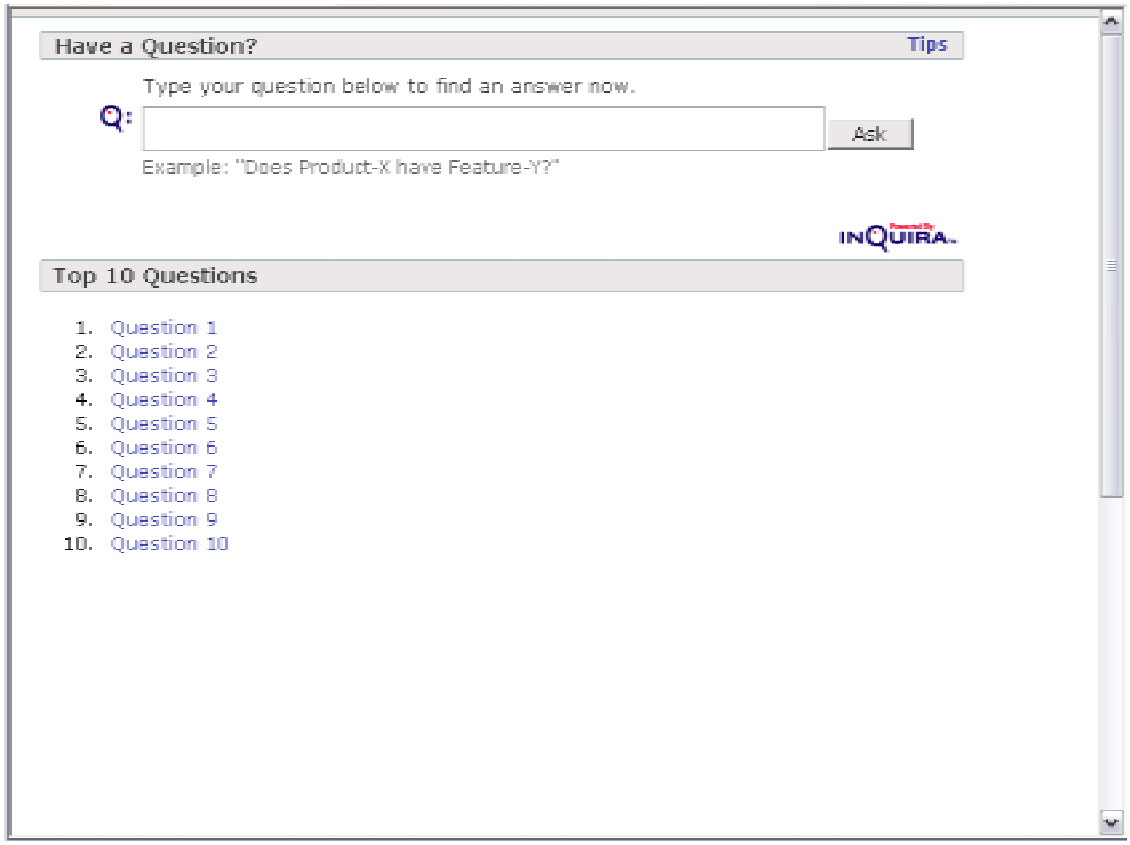
Dialog-style elements

`question_dialog.xsl`

This template specifies dialog-style question interaction for use with virtual representatives (VREPs) or similar implementations, as described in ***Implementing a Virtual Representative*** on page 45. You must specify this template or the default question elements. ***Dialog Request Area Example*** on page 12 provides a sample dialog-style request area display.

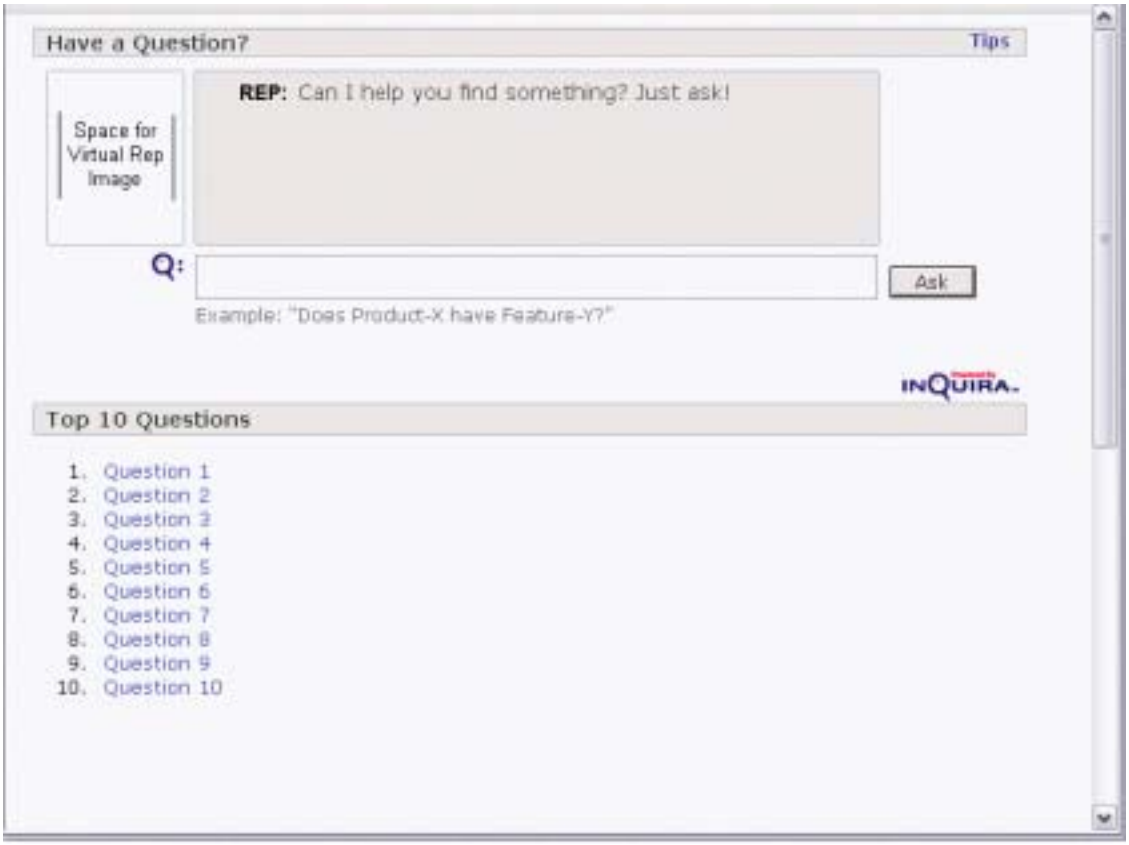
Request Area Example

The default request area provides the functional and presentation elements required for integrating a request area into pages within your web site. The request area elements are described in more detail in ***Request Elements*** on page 15.



Dialog Request Area Example

The dialog-style request area provides the functional and presentation elements required for integrating a dialog-style request area into pages within your web site. The request area elements are described in more detail in ***Request Elements*** on page 15. See ***Implementing a Virtual Representative*** on page 45 for more information about using the dialog style template to support user interaction with a virtual representative.



Response Element Templates

The response element templates determine the basic form and content of the response elements within the specified layout. You can specify elements within these templates for use with either the two- or three-column layout styles.

Standard answer elements

`results.xsl`

This template contains elements for presenting standard answers, and also contains the basic building blocks for answers used by all answer purposes.

Portlet answer elements

`sidebar.xsl`

This template contains elements that generate the portlet display area of the reponse page. The portlet display area displays all answer purposes except `standard`, `dialog`, and `direct page display`. ***Sample Portlet Display Area Template*** on page 53 provides a sample of the `sidebar.xsl` file contents.

See ***Default Answer Purposes*** on page 18 for information on default answer purpose presentation.

User Interface error messages

`error.xsl`

This template specifies the format for displaying error messages. This template is required.

Global Elements and Utilities

The global element templates specify basic colors, fonts, and section headings and other variables used throughout the User Interface. The utilities files include graphics directories and basic usability functions. You can specify elements within these templates for either the two- or three-column layout style.

Common elements

`includes.xsl`

This template contains the elements that support inclusion of basic style sheets and utilities, such as CSS and JavaScript.

Global Javascript file

`qna_common.js`

This is the main JavaScript file. It contains basic JavaScript functions used on the request and response pages.

Common element style sheet

`qna_style.css`

This is the style sheet that defines the basic common elements, such as fonts and colors, for the request and response page elements. See ***Customizing General Style Elements*** on page 26 for more information on the style elements.

Common image directory

`images/*.gif`

This directory contains various images used throughout the User Interface. It also stores custom images, such as character images for dialog-style interaction, as described in ***Implementing a Virtual Representative*** on page 45.

Chapter 3

User Interface Elements

The various templates and style sheets within the User Interface define the elements that process user requests and display application responses. Request elements and response elements include both functional elements, such as the question input box, and presentation elements, such as color schemes and heading text, that organize the application functions into a meaningful visual display.

Request Elements

The functional and presentation elements of the user request area appear on the initial request page and on the response page. Request elements include the question box for user input and other functional and graphic elements.

Element	*Description*
Request Area	Defines the request area elements. See Customizing the Request Area for more information.
Request Heading	Specifies the text that appears at the top of the request area. See ***Customizing the Request Heading*** on page 35.
Example Question	Specifies the example question text that appears below the request heading. See ***Customizing the Example Question*** on page 35.
Question Box	Defines the text input box. See ***Customizing the Question Box*** on page 36.
Tips Link	Specifies the link to the User Interface help page. See ***Customizing the Tips Link*** on page 36.
Submit Button	Specifies the request submittal mechanism. See ***Customizing the Submit Button*** on page 36.

Response Elements

The User Interface displays answers and related information on the response page. The response page is divided into several functional areas:

- the request area, which provides the means for users to ask additional questions
- the answer area, which presents the application responses that directly the user's question
- the related information area, which presents related responses, grouped into separate portlets by answer purpose

Note: You can also use the direct page display feature to display the document that contains the answer to a specified request directly on the response page. Direct page displays supercede the standard answers. See ***Implementing Direct Page Display*** on page 43 for more information on configuring the direct page display feature.

Response elements include answers, which are composed of various configurable sub-elements, and other functional and graphic elements.

Element	*Description*
Answer Area	Defines the answer display area on the response page. See ***Customizing Response Elements*** on page 37.
Question Echo	Specifies the display of the user's question on the response page. See ***Customizing the Question Echo*** on page 37.
Answer Introduction	Specifies text that introduces the answer. See ***Customizing the Answer Introduction*** on page 38.
Answer Heading	Specifies the format of the document titles displayed as answer headings. See ***Customizing Answer Headings*** on page 38.
Answer Body Text	Specifies the display font for answers on the response page. See ***Customizing the Answer Body Text*** on page 38.
Answer Document Link	Specifies the format of the link text within answers. See ***Customizing the Answer Document Link*** on page 39.
Related Information	Specifies the format of the elements that make up the answer portlets. See ***Customizing Response Elements*** on page 37.

Answer Display Features

The User Interface contains features that display a variety of visual cues that accompany answers. These features include:

Answer source icons

Answer source icons indicate the type of document or information source in which the answer is located. They are passed in the GIML response format in a standard attribute called `docType`. The User Interface displays icons for the following answer sources:

- answers from structured information sources
- answers from HTML documents
- answers from PDF documents
- answers from Microsoft Word documents
- answers from Microsoft Excel documents
- answers from Microsoft PowerPoint documents
- answers from newsgroup documents
- answers from ASCII text documents

Answer highlighting and question-word emphasis

The stylesheet `qna_style.css` contains settings to emphasize words and phrases in the answer excerpt. Various levels of emphasis are defined in the User Interface, and these levels correspond to values defined for primary and secondary word-matching and proximity to words occuring in the user's question. Matching words are determined by the language analysis process, which takes into account word-form variations, synonyms, and other semantic relationships, as described in *InQuira 6 Language Guide*. The default setting applies bold style (**bold**) to matching words.

Similar answer link

The similar answer link provides access to answers derived from other pages on the site having similar content that were found in the search. This feature enables the User Interface to consolidate duplicate pages, or pages that re-use a substantial amount of content, in the initial response. Users can click on the link to display the full answer page including the similar answers.

Answer Purposes

Answer Purposes are categories to which you assign Answer Actions within Rules that correspond to display characteristics defined in the User Interface.

Answer Purposes enable you to establish consistent, focused, and targeted presentation for various types of application content, such as general site information, online glossaries, promotional material, and site features, such as calculators and other tools.

InQuira 6 is shipped with a standard set of Answer Purposes, described in ***Default Answer Purposes*** on page 18, that are designed for use with the Dynamic Portal User Interface. The default Answer Purposes associate each Answer Purpose with a defined response category area, or *portlet*, of the answer page.

You use Answer Purposes by:

- assigning Answer Purposes to Actions within Rules, as described in Specifying Answer Purposes in the *InQuira 6 Language Guide*.
- configuring portlet presentation in the User Interface, as described in ***Configuring Answer Purposes*** on page 39.

Note: In contrast with Answer Purposes, Answer Methods correspond to type of data or method used to supply the answer. Examples of Answer Methods include querying structured data, searching the indexed unstructured content, and displaying custom content. See Answer Methods in the *InQuira 6 Language Guide* for more information on Answer Methods.

Default Answer Purposes

The standard set of Answer Purposes described below are designed for use with the Dynamic Portal User Interface.

Purpose	Description	Default Presentation
Answer	Content returned that directly addresses the user's question.	Answer area of the response page
Act	Links that provide actions that the user can take on the web site.	Act Now portlet
Promote	Cross-sell or up-sell advertisements for products related to the intent of the question.	Promotion portlet
Link to Category	Links to major topic categories defined for the web site.	Learn More portlet

Define	Links to terms used in the question as well as similar content.	Definition portlet
Jump to Page	Content configured in the Dictionary for use with the direct page display feature.	See ***Implementing Direct Page Display*** on page 43.
Converse	Conversational response intended for use with a virtual representative on the response page.	See ***Implementing a Virtual Representative*** on page 45.
Featured Content	Specific featured content from the web site that supplements the answers for a given intent.	Featured Content area of the response page

Answer Portlets

User Interface Portlets are defined regions of the answer page. Portlets enable you to categorize responses displayed on the answer page according to purpose; some desireable responses are direct answers to user questions, while others might be information about related promotions, services, tools, and terms.

The User Interface is installed with a set of default Portlets that correspond to the purposes that you can specify specific responses within the application Dictionary.

In general, the User Interface Portlets are designed to accept and present information associated with any type of Answer Action that can be specified within an Rule; however, this section does describe limitations and suggested applications where appropriate.

See the *InQuira 6 Language Guide* for more information on the Dictionary, Rules, Actions and Answer Purposes and Methods.

Default Answer Portlets

The User Interface is installed with several pre-defined Portlets. Each Portlet is designed to present answers with a specifc Purpose, as described in ***Answer Purposes*** on page 18.

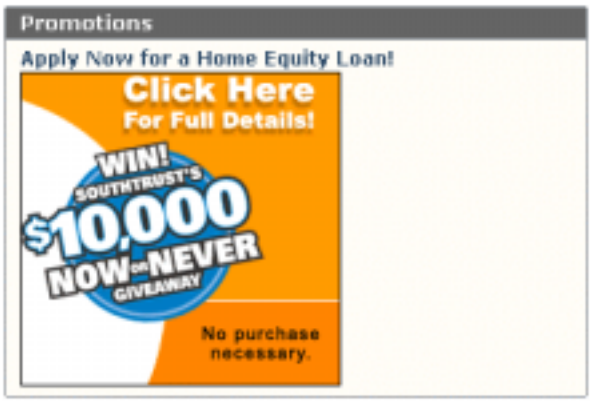
The following table describes the available default portlets. The default answer page displays the portlets in a single column to the right of the answer area. The portlets are listed here in the order in which they are displayed in the default User Interface.

Portlet	Purpose
Promotions	Use this portlet to display promotional information, such as cross-sell or up-sell advertisements for products related to the intent of the question. You can configure responses to include graphics as links to pages that contain more detailed information. See ***Promotions Portlet Example*** on page 20 for more information.
Act Now	Use this portlet to display information about relevant activities that users can perform immediately on the site. This portlet favors concise, imperative messages that compel users to access beneficial features. See ***Act Now Portlet Example*** on page 21 for more information.
Learn More	Use this portlet to display brief summaries of content areas that are relevant to the user's question, such as tools and calculators. See ***Learn More Portlet Example*** on page 22 for more information.
Definition	Use this portlet to display definitions of terms related to the user's question. This portal is ideal for displaying existing glossary information adapted from various formats. See ***Definition Portlet Example*** on page 22 for more information.
Feature Content	Use this portlet to display more detailed information about relevant content areas and site features, such as tools and calculators. The Feature Content portlet displays reponses in the lower portion of the answer area and not in a segregated box, which provides space for more detailed information, such as graphical tools. See ***Feature Content Portlet Example*** on page 23 for more information.

Promotions Portlet Example

The Promotions portlet is intended to display relevant promotions and special offers that users can take immediate advantage of. The Promotions portlet provides an opportunity to create effective context-sensitive marketing by configuring Promotional responses related to products or services mentioned the user's question.

The Promotions portlet can display reponses generated by any of the available answer methods; however, it is well-suited to present Custom Content answers. You can configure a Custom Content response to include a graphic as in the following example:

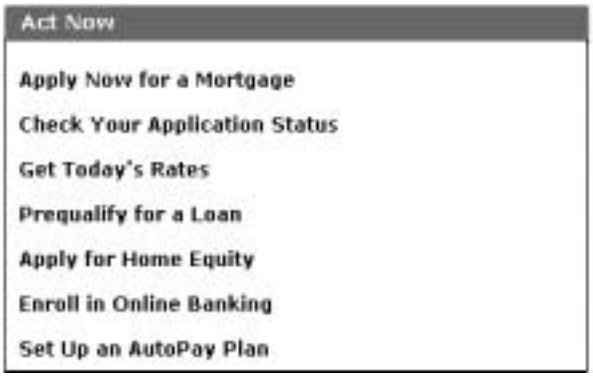


See the *InQuira 6 Language Guide* for more information on configuring Custom Content responses.

Act Now Portlet Example

The Act Now portlet is intended to provide quick access to relevant activities that users can perform on the site itself. Opening an account, registering for a service, and checking the status of an order are examples of actions that you can configure as Act Now responses.

The Act Now portlet can display reponses generated by any of the available answer methods; however, it is well-suited to present Custom Content answers that specify a Title as a link to the desired location, as in the following example:



See the *InQuira 6 Language Guide* for more information on configuring Custom Content responses.

Learn More Portlet Example

The Learn More portlet is intended to provide access to related topic areas and site features. FAQ pages, process overview pages, and tools and calculators are examples of site features that you may want to alert users to.

The Learn More portlet can display responses generated by any of the available answer methods. It is well-suited to present Custom Content answers that specify a Title as a link to the desired location but is also appropriate for Custom Content responses that include additional descriptive text, as in the following example:

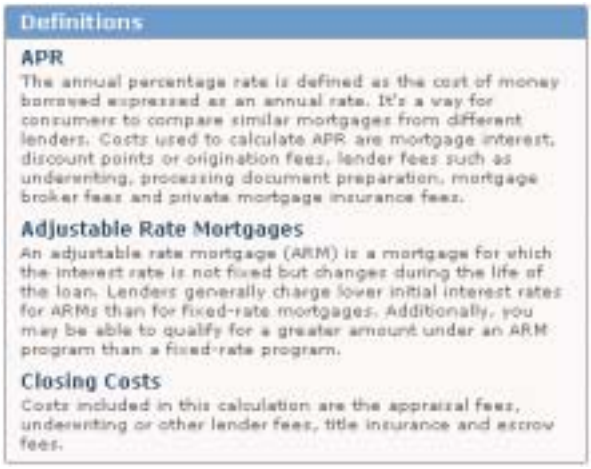
See the *InQuira 6 Language Guide* for more information on configuring Custom Content responses.

Definition Portlet Example

The Definitions portlet is intended to present glossary information that may or may not be accessible on the site. InQuira 6 uses a special Dictionary component called an Alias List to store glossary information for use by the application. The application then generates a Definitions response whenever a configured glossary term occurs in a question.

The default Definitions portlet displays the glossary term as a link that users can click to display the associated definition on a separate answer page.

The Definitions portlet is recommended for use with the Glossary answer purpose as in the following example:

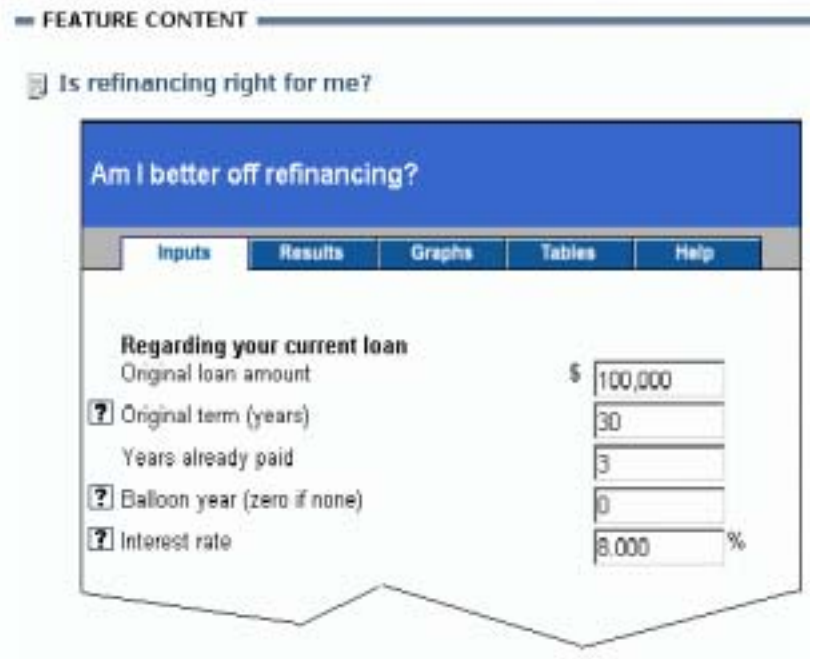


See the *InQuira 6 Language Guide* for more information on accessing glossary information.

Feature Content Portlet Example

The Feature Content portlet is intended to provide access to general features and information that you want to direct users to. The Feature Content portlet is similar in intent to the Learn More portlet; however, the default User Interface displays Feature Content responses inline with the standard answers, thus enabling more information to be displayed for each response.

The Feature Content portlet can display reponses generated by any of the available answer methods; however, it is well-suited to present Custom Content answers that include HTML-based functionality, as in the following example:



Chapter 4

Customizing the User Interface

The basic customization tasks for integrating the User Interface include:

- specifying the layout style within the main template
- customizing common elements, such as fonts, background colors, and graphic images, as described in ***Customizing Style Elements*** on page 26
- customizing request and response elements, as described in ***Customizing Request Elements*** on page 35 and ***Customizing Response Elements*** on page 37
- implementing optional features, as described in ***Implementing Optional Features*** on page 43

Specifying the Layout Style

You can specify one of the following layout styles:

- two-column
- three-column

as described in ***Global Layout Style Templates*** on page 6.

The two-column layout is specified in the default application configuration. You may need to re-specify the layout if you are re-installing the application in a new location, or if you have made a copy of the layout template for customization.

You specify the desired layout style by specifying it as an include statement in the main template, `main.xsl`. For example:

```
<xsl:import href="question_and_results.xsl"/>
```

specifies the two-column layout format.

Integrating the User Interface

To integrate the InQuira 6 User Interface with your web site, you need to

- integrate standard elements from your site, such as navigation and graphics, into the selected layout template
- reference the URL of the installed and customized User Interface layout template from the appropriate locations within your site pages, such as search boxes and relevant navigation links

Customizing Style Elements

You can customize style elements of the User Interface, such as fonts, background colors, and margins, by modifying the values contained in the User Interface stylesheet, `qna_style.css`. The stylesheet defines presentation for general elements used in multiple locations, and sets of related elements, as described in:

- ***Customizing General Style Elements*** on page 26
- ***Customizing Question Area Definitions*** on page 28
- ***Customizing Answer Area Definitions*** on page 30
- ***Customizing Sidebar Area Definitions*** on page 32

Customizing General Style Elements

The general style elements determine style and formatting of various elements used throughout the user interface.

Element Name	*Description*
qna-page-body	This element defines the properties for the HTML `<body>` element of the page. It establishes general settings for relative font size, font type, page color, and page margins by default.
qna-normal-text	This element defines generic properties for a variety of text on the page. It establishes font type and relative font size.

qna-small-text	This element defines generic properties for a variety of text on the page, similar to `<qna-normal-text>`. It establishes font type and relative font size for text elements intended to be a little smaller than normal, such as the text just above the question box.
qna-input-textarea	This element defines properties for the HTML `<textarea>` object used for the question box. It establishes font type, relative font size, and scrolling properties.
qna-input-button	This element defines properties for HTML form buttons on the page. By default, it sets the font type, size and color as well as the button color.
qna-header	This element defines properties for the question box and top ten questions header bars on the main search page. It sets the font type, weight, and color, as well as the background color of the header bar.
qna-header-side	This element defines properties for headers in the left sidebar when using the `question_and_results_side.xsl` template, similar to the `<qna-header>` element.
qna-field-label	This element defines properties for the label next to the question box. By default, it sets the alignment to the top-right of its table cell.
qna-help-link	This element defines properties for the link to the help (Tips) page located near the question box. It sets the font type, size, color and alignment within its area.
qna-radio-link	This element defines properties for the links around the user feedback options. It sets the font type and color, alignment within its area, and underline properties to distinguish the options from hyperlinks.
qna-similar-link	This element defines properties for the link text to similar answers. It sets the font type and color by default.
qna-link	This element defines properties for general purpose link objects such as the paging links. It sets the font type, color, and alignment.

qna-area-separator	This element defines properties for any lines used to separate major sections of the User Interface. By default, it is used to draw the line between the results and the site navigation. It is primarily used in the main User Interface integration files such as `question_and_results.xsl` and only defines a background color by default.
qna-area-separator-dark	Same as `<qna-area-separator>`, but used for a second level of separation in some cases, such as between results and the sidebar.
qna-header-separator	This element defines properties for the lines around header bars such as the question box on the main search page. It only defines the color of those lines by default.
qna-footer-separator	This element defines properties for the separator line at the bottom of a results page. It only defines the color of that line by default.

Customizing Question Area Definitions

The question area elements determine style and formatting of various elements used within the User Interface question area.

Element Name	*Description*
qna-question-header	This element defines properties for the question box header bar that is used when shown at the top of the results list. It sets the font type, relative size and color.
qna-question-sidebar-header	This element defines properties for the question box header bar that is used when shown in the left sidebar. Similar to `<qna-question-header>`.
qna-question-label	This element defines properties for the label next to the repeated question on the page. It specifies the font type, weight, relative size, color and alignment. The default label text is: `You Asked`.
qna-question-text	This element defines properties for the repeated question on the page. It sets the font type, weight, relative size and color.

qna-question-sidebar-label	This element defines properties for the label next to the repeated question when shown in the left sidebar (using `question_and_results_side.xsl`). Similar to `<qna-question-label>`.
qna-question-sidebar-text	This element defines properties for the repeated question when shown in the left sidebar area (using `question_and_results_side.xsl`). Same as `<qna-question-text>`.
qna-question-sidebar-block	This element defines properties for the area where the question is repeated when using the three column layout (`question_and_results_side.xsl`). By default, it sets the background color for the area.
qna-dialog-text-question-label	This element defines properties for the label identifying the user's question when using the virtual representative interaction. By default, it sets the font family, size, weight, alignment and color for the label.
qna-dialog-text-question	This element defines properties for the user's question when using the virtual representative interaction. By default, it sets the font family, size, alignment and color for the text.
qna-dialog-text-answer-label	This element defines properties for the label identifying a virtual representative's response to the user. By default, it sets the font family, size, and weight.
qna-dialog-text-answer	This element defines properties for a virtual representative's response to the user. By default, it sets the font family, size, alignment and color for the text.
qna-dialog-sidebar-answer-label	This element defines properties for the label identifying a virtual representative's response to the user for answer labels displayed in the sidebar when using the three-column layout. Similar to `<qna-dialog-text-answer-label>`.
qna-dialog-sidebar-answer-text	This element defines properties for a virtual representative's response to the user for answers displayed in the sidebar area when using the three-column layout. Similar to `<qna-dialog-text-answer>`.
qna-dialog-image-border	This element defines properties for the border around a virtual representative's image on the screen. By default, it defines the color of the border.

qna-dialog-border	This element defines properties for the border around the text dialog between the virtual representative and the user on the screen. By default, it defines the color of the border.
qna-dialog-block	This element defines properties for the area containing the text dialog between the virtual representative and the user on the screen. By default, it defines the background color and padding for the area.
qna-example-label	This element defines properties for the label next to the question example text. By default, it defines the font family, size, color and alignment.
qna-example-label-above	This element defines properties for the label next to the question example text when it appears above the example text. By default, it defines the font family, size, color and alignment.
qna-example-text	This element defines properties for the question example text. By default, it defines the font family, size, and color.

Customizing Answer Area Definitions

The answer area elements determine style and formatting of various elements used within the User Interface answer area.

Element Name	*Description*
qna-result-section-header	This element defines properties for the header of each section of results (best answers, possible answers, featured content). By default, it defines the font family, weight, size, color, and alignment.
qna-result-text	This element defines high level properties for "best" answers. By default, it defines the font family, size, and alignment.
qna-result-text-small	This element defines high level properties for regular answers. By default, it defines the font family, size, and alignment.
qna-result-bar	This element defines properties for the area of the results list containing general headers and other controls. By default, it defines the font family, weight, size, and alignment.

qna-result-bar-disabled	This element defines properties for the area of the results list containing disabled controls. By default, it defines the font color.
qna-result-marker	This element defines properties for the marker identifying the beginning of an answer. By default, the marker is a document icon, but the style defines the font type, weight, size and alignment in case text elements are to be used.
qna-more-result-marker	This element defines properties for the marker identifying the more results link when shown between best and possible answers. By default, it defines the font type, weight, size, color and alignment.
qna-standard-subject	This element defines properties for the answer title. By default, it defines the font type, weight and color.
qna-standard-more-link	This element defines properties for the `more` link to the answer (if used in the design). By default, it defines the font type, weight, size, and color.
qna-standard-excerpt-block	This element defines general properties for the answer excerpt. By default, it defines the font type, size, and color, as well as spacing for the block.
qna-snippet-sentence-text	This element defines properties for the sentence in the answer excerpt that matched the user's question. By default, it defines the font size, weight, color, and background color.
qna-secondary-snippet-text	This element defines properties for the secondary word matches in the answer excerpt. By default, it defines the font size, weight, color, and background color.
qna-snippet-text	This element defines properties for the primary word matches in the answer excerpt. By default, it defines the font size, weight, color, and background color.
qna-standard-table-block	This element defines properties for the structured table display area. By default, it defines the font type, size, and color, as well as margins for the area.
qna-standard-source-block	This element is intended to define properties for text displaying the source URL of the answer. By default, the source is not shown. This definition sets a font type, size, style, and color as well as margins for the display block.

qna-standard-link-block	This element is used to define properties for useful links following the answer excerpt such as "similar answers". By default, the source is not shown. This definition sets a font type, size, and color as well as margins for the block.
qna-standard-sentence-block	This element defines properties for simple sentence answers such as managed answers that display custom content. By default, it defines the font type, size, and color, as well as margins for the block.
qna-exact-excerpt-block	This element defines properties for specially identified "exact" excerpts. In a default implementation, this is only applicable to exact answer definitions. By default, it defines the font type, size, and color as well as margins, padding and borders for the block.
qna-result-table	This element defines properties for the main table definition of a structured answer. By default, it defines the border style and color.
qna-result-table-header	This element defines properties for the column headers of a structured answer. By default, it defines the font type, weight, size, and color in addition to the border style and color.
qna-result-table-text	This element defines properties for a data cell of a structured answer table. By default, it defines the font type, weight, size, and color in addition to the border style and color.
qna-result-table-more	This element defines properties for the link to the entire table of a structured answer when displaying as a summary (usually in an answer list). By default, it defines the font type, weight, size, alignment, and color in addition to the border style and color.

Customizing Sidebar Area Definitions

The answer area elements determine style and formatting of various elements used within the User Interface answer area.

Element Name	*Description*
qna-sidebar-block	This element defines general properties for the area of the screen where the sidebar is to be displayed. By default, it defines the background color.

qna-sidebar-section-border	This element defines properties for the border around the sidebar area and/or individual components. By default, it defines the background color.
qna-sidebar-section-title	This element defines properties for the title area of a sidebar component. By default, it defines the font type, weight, size, and color as well as the background color for the title area.
qna-sidebar-section	This element generally defines properties for the content area of a sidebar component. By default, it defines the font type, size, alignment and color as well as the background color for the area.
qna-sidebar-section-center	This element defines properties for the content area of a sidebar component, similar to `<qna-sidebar-section>`, except that the content area is centered. By default, this is only used by the user feedback module.
qna-sidebar-subject	This element defines properties for answer titles within a sidebar component. By default, it defines the font type, weight and color. Similar to `<qna-standard-subject>`.
qna-sidebar-more-link	This element defines properties for the `more` link to the answer in a regular sidebar component (if used in the design). By default, it defines the font type, weight, size, and color. Similar to `<qna-standard-more-link>`.
qna-sidebar-excerpt-block	This element defines general properties for answer excerpts displayed in a regular sidebar component. By default, it defines the font type, size, and color, as well as spacing for the block. Similar to `<qna-standard-excerpt-block>`.
qna-sidebar-table-block	This element defines properties for structured table display areas within sidebar components. By default, it defines the font type, size, and color, as well as margins for the area. Similar to `<qna-standard-table-block>`.
qna-sidebar-source-block	This element is defines properties for text displaying the source URL of answers within sidebar components. By default, the source is not shown. This definition sets a font type, size, style, and color, as well as margins for the display block. Similar to `<qna-standard-source-block>`.

qna-sidebar-sentence-block	This element defines properties for simple sentence answers, such as managed answers that display custom content, within sidebar component. By default, it defines the font type, size, and color, as well as margins for the block. Similar to `<qna-standard-sentence-block>`.
qna-strong-sidebar-section-border	This element defines properties for a highlighed border around the sidebar area and/or individual components. Similar to `<qna-sidebar-section-border>`.
qna-strong-sidebar-section-title	This element defines properties for a highlighted title area of a sidebar component. Similar to `<qna-sidebar-section-title>`.
qna-strong-sidebar-section	This element defines properties for a highlighted content area of a sidebar component. Similar to `<qna-sidebar-section>`.
qna-strong-sidebar-section-center	This element defines properties for a highlighted content area of a sidebar component, similar to `<qna-sidebar-section>`, except that the content area is centered.
qna-strong-sidebar-subject	This element defines properties for highlighted answer titles within a sidebar component. Similar to `<qna-sidebar-subject>`.
qna-strong-sidebar-more-link	This element defines properties for a highlighted `more` link within a sidebar component. Similar to `<qna-sidebar-more-link>`.
qna-strong-sidebar-excerpt-block	This element defines general properties for highlighted answer excerpts displayed in a sidebar component.Similar to `<qna-sidebar-excerpt-block>`.
qna-strong-sidebar-table-block	This element defines properties for highlighted structured table display areas within sidebar components. Similar to `<qna-sidebar-table-block>`.
qna-strong-sidebar-source-block	This element is defines properties for text displaying highlighted answer source URLs within sidebar components. Similar to `<qna-sidebar-source-block>`.
qna-strong-sidebar-sentence-block	This element defines properties for highlighted simple sentence answers, such as managed answers that display custom content, within sidebar components. Similar to `<qna-sidebar-sentence-block>`.

Customizing Request Elements

The User Interface request area contains the following elements, each of which has one or more configurable properties, as described in the following sections:

- ***Customizing the Request Heading*** on page 35
- ***Customizing the Question Box*** on page 36
- ***Customizing the Tips Link*** on page 36
- ***Customizing the Submit Button*** on page 36

Customizing the Request Heading

The request heading contains the following configurable properties:

Property	Template	Element Name	Default Value
question area header	`config.xsl`	question-area-label question-sidebar-area-header	Ask a Question Ask Another Question
text to display above the question box	`config.xsl`	question-box-header	Have a question? Type it below to find an answer now.
font characteristics	`qna_style.css`	qna-question-*	See ***Customizing Question Area Definitions*** on page 28

Customizing the Example Question

The example question contains the following configurable properties:

Property	Template	Element Name	Default Value
text to display below the request heading	`config.xsl`	question-example	"Does Product X have Feature Y?"

font characteristics	`qna_style.css`	qna-question-*	See ***Customizing Question Area Definitions*** on page 28

Customizing the Question Box

The question box has the following configurable properties:

Property	Template	Element Name
box size	`question.xsl` `question_side.xsl`	question-top question-side question-sidebar
boundary characteristics	`question.xsl` `question_side.xsl`	question-top question-side question-sidebar

Customizing the Tips Link

The Tips link has the following configurable properties:

Property	Template	Element Name	Default Value
text to display	`question.xsl`	tips-link	Tips
font characteristics	`qna_style.css`	qna-help-link	See ***Customizing Question Area Definitions*** on page 28

Customizing the Submit Button

The Submit button has the following configurable properties:

Property	Template Location	Element Name	Default Value
text to display	`question.xsl` `question_side.xsl`	question-top question-side question-sidebar	Ask
font characteristics	`qna_style.css`	qna-input-button	See ***Customizing Question Area Definitions*** on page 28

Customizing Response Elements

The User Interface response page contains the the answer area and the related information (portlet) area. The answer area contains the following elements, each of which has one or more configurable properties, as described in the following sections:

- ***Customizing the Question Echo*** on page 37
- ***Customizing the Answer Introduction*** on page 38
- ***Customizing Answer Headings*** on page 38
- ***Customizing the Answer Body Text*** on page 38
- ***Customizing the Answer Document Link*** on page 39

See ***Customizing Answer Portlets*** on page 41 for information on customizing elements in the related information area.

Customizing the Question Echo

The question echo contains the following configurable properties:

Property	Template	Element Name	Default Value
echo prefix	`config.xsl`	question-paraphrase-label	You Asked:

font characteristics	`qna_style.css`	qna-question-label qna-question-text	See ***Customizing Question Area Definitions*** on page 28

Customizing the Answer Introduction

The answer introduction contains the following configurable properties:

Property	Template	Element Name	Default Value
text to display as heading for highest scoring answers	`config.xsl`	best-answers-header	Best Answers
text to display as heading for additional good answers	`config.xsl`	good-answers-header	Answers
font characteristics	`qna-style.css`	qna-result-section-header	See ***Customizing Question Area Definitions*** on page 28

Customizing Answer Headings

The headings or titles for standard answer displays contain the following configurable properties:

Property	Template	Element Name	Default Value
font characteristics	`qna_style.css`	qna-result-section-header	See ***Customizing Question Area Definitions*** on page 28

Customizing the Answer Body Text

The text of standard answer displays contain the following configurable properties:

Property	Template	Element Name	Default Value
font characteristics	`qna_style.css`	qna-result-text	See ***Customizing Question Area Definitions*** on page 28

Customizing the Answer Document Link

The link to the document that contains the answer for standard answers has the following configurable properties:

Property	Template	Element Name	Default Value
document icon	`results.xsl`	answer-marker	
display or not	`results.xsl`	answer-block	Display
display text	`results.xsl`	answer-block	more
font characteristics	`qna_style.css`	qna-*-more-link	See ***Customizing Question Area Definitions*** on page 28

Configuring Answer Purposes

The InQuira 6 Dynamic Portal User Interface is installed with a defined set of answer purposes, which are mapped to a default set of portlets, as described in ***Default Answer Purposes*** on page 18. You can also add custom answer purposes to meet specific implementation requirements.

You configure answer purposes by:

- customizing portlet presentation, as described in ***Customizing Answer Portlets*** on page 41
- (optional) adding answer purposes to the application, as described in ***Adding Answer Purposes to the Application*** on page 40

Note: Your application may include additional industry- or domain-specific answer purposes. For more information about domain-specific answer purposes, contact your account representative.

Adding Answer Purposes to the Application

You can add answer purposes to the application by defining additional purposes in the application configuration.

When you define a new answer purpose in the application configuration, the new purpose will be available to Dictionary Manager users in the Purpose drop-down menu of the Rule window.

To define an answer purpose:

- select Dictionary from the Configuration and Administration Interface application

The Dictionary page displays.

- select add new item from the Answer Purpose list

The Answer Purpose selection list displays.

- select Edit List

The Answer Purpose list displays.

- select Add New Item from the Answer Purpose list

The Answer Purpose page displays.

- specify the following answer purpose parameters:

Description	Specifies the name of the answer purpose. The name can be any alphanumeric string. Spaces and punctuation are not allowed. When the purpose is defined and enabled, this name will display in the Purpose drop-down menu of the Rule window.
Enabled	Select On to enable this purpose. Only enabled purposes will be available in the Dictionary Manager and processed by the Rules Engine and User Interface components. Note: Existing rules that specify purposes that are not enabled will be processed as standard answers.
Maximum Answers	Specifies the maximum number of answers having this purpose to display on the response page for a given question.

Minimum Score Specifies the minimum score that answers having this purpose must obtain to display on the response page for a given question. See InQuira 6 Application Guide for more information on response scoring.

Customizing Answer Portlets

Each answer purpose that you define for your application is displayed in a separate portlet that has the following configurable elements:

- portlet display position
- portlet headings
- portlet answers

Specifying Portlet Display Position

To specify the order in which the portlets appear on the response page, arrange the order of the portlet definition sections in the `sidebar.xsl` template. Each definition section corresponds to a defined portlet. Portlets that are disabled, or for which there are no defined Rules in the Dictionary, will not display on the response page.

Sample Portlet Display Area Template on page 53 provides a sample of the contents of the portlet definitions.

Customizing Portlet Headings

The answer portlet headings have the following configurable properties:

Property	*Template*	*Element Name*	*Default Value*
heading text	`config.xsl`	*-answers-header	See ***Default Answer Purposes*** on page 18
font characteristics	`qna_style.css`	qna-(strong-)sidebar-*	See ***Customizing Sidebar Area Definitions*** on page 32
background color	`qna_style.css`	qna-(strong-)sidebar-*	See ***Customizing Sidebar Area Definitions*** on page 32

Customizing Portlet Answer Headings

The answer headings within portlets contain the following configurable properties:

Property	Template	Element Name	Default Value
font characteristics	`qna_style.css`	qna-(strong-)sidebar-*	See ***Customizing Sidebar Area Definitions*** on page 32

Customizing Purpose Answer Text

The answer text within portlets contain the following configurable properties:

Property	Template	Element Name	Default Value
font characteristics	`qna_style.css`	qna-(strong-)sidebar-excerpt-block	See ***Customizing Sidebar Area Definitions*** on page 32

Customizing Portlet Document Links

The link to the document that contains the answer for portlet answers has the following configurable properties:

Property	Template	Element Name	Default Value
display or not	`results.xsl`	answer-block	Display
display text	`results.xsl`	answer-block	More
font characteristics	`qna_style.css`	qna-*-more-link	See ***Customizing Sidebar Area Definitions*** on page 32

Chapter 5

Implementing Optional Features

The User Interface default configuration implements the standard request and response features. You can configure the User Interface to implement the following optional features:

- direct page display for specified answers
- virtual representative (VREP) dialog support
- answer quality user feedback collection
- click-through logging
- answer highlighting within answer documents

Implementing Direct Page Display

The direct page display feature specifies direct display of the document that contains the best answer within a modified version of the response page.

The direct page display template defines an alternate repsonse page that displays the relevant document contents in the area that the answer section would normally occupy.

The components of direct page display include:

- the Jump to Page answer purpose
- the direct page display template

You implement the direct page display feature by assigning the Jump to Page answer purpose to the appropriate Rules in the Dictionary as described in the *InQuira 6 Language Guide*.

Direct Page Display Example

The direct page display layout provides direct access to the best answer for a specified question in lieu of the standard answer display. The following example shows direct page display within a three-column layout style.

Implementing a Virtual Representative

You can configure InQuira 6 for virtual representative (VREP) applications. The User Interface contains a dialog-style template that is compatible with both the two- and three-column layout styles.

To configure a InQuira 6 application for use with a VREP, you need to:

- make an image library for your VREP available to the application
- create appropriate Dictionary rules using the Dialog answer purpose, as described in the *InQuira 6 Language Guide*
- associate appropriate images from the library with the configured Dialog answers

Implementing User Feedback Collection

You can collect user feedback about answer quality by:

- configuring the user feedback template
- enabling user feedback in the application configuration

The user feedback template displays an additional portlet in the related information area of the response page. The user feedback template is compatible with both the two- and three-column layout styles and includes the following configurable elements:

- the user feedback heading, as described in ***Customizing the User Feedback Area Heading*** on page 46
- ranking categories, as described in ***Customizing the User Feedback Ranking Categories*** on page 46

When users enter information in the user feedback area, InQuira 6 logs a message with the identifier `ANALYTICS_USER_FEEDBACK`.

Customizing the User Feedback Area Heading

You can customize the user feedback heading by editing the value specified in the configuration parameters file, `config.xml`. The default heading is specified by the `user-feedback-header` parameter:

```
Are we answering your questions?
```

Customizing the User Feedback Ranking Categories

You can customize the user feedback ranking categories by editing the values specified in the configuration parameters file, `config.xml`. The default values are:

Rating Level	*Default Value*
rating level 5	Absolutely!
rating level 4	Usually
rating level 3	Sure
rating level 2	Hardly
rating level 1	Not even close!

Implementing Click-Thru Logging

You can configure the User Interface to log information about the answer links selected by InQuira 6 users. Answer links are links to the page or document from which the application derived the answer.

When click-through logging is on, InQuira 6 logs a message with the identifier ANALYTICS_CLICK_THROUGH.

To specify click-through logging:

- select User Interface from the Configuration and Administration Interface

The User Interface page displays.

- select the On radio button in the Perform Click-Through Tracking field
- click OK to save changes

Highlighting Answers Within Documents

Users can display documents that contain the actual text that the application used to generate an answer by selecting the hypertext link associated with the answer. You can configure the application to highlight the relevant answer text within HTML and PDF documents.

You can configure highlighting behavior for HTML documents by:

- enabling highlighting
- specifying style attributes for highlighted titles and sentences
- specifying text string matching processes

Important: The text matching algorithm and highlighting display for PDF documents is determined by the Adobe API, and is not configurable in InQuira 6.

Specifying Highlighting Style Attributes

You specify HTML highlighting style attributes to apply to relevant titles and text within answer documents. You can specify any HTML statements that are valid within tags.

To specify highlighting attributes:

- select User Interface from the Configuration and Administration Interface

the User Interface page displays.

- select the On radio button in the Perform Perform Highlighting field
- enter valid style attributes in the desired fields:

Field	Description
Title Style	Specifies the style for titles within the document that match the answer text. The default style is `color:#000000; background:#E8F5FF`, which displays in standard browsers as black text on a light blue background.
Sentence Style	Specifies the style for text within the document that matches the answer text. The default style is `color:#000000; background:#00FF00`, which displays in standard browsers as black text on a bright green background.

Chapter 6

Example User Interface Files

The following sections provide examples of User Interface templates and style sheets.

Note: These samples are only representative; they are not intended to be complete, nor are they guaranteed to correspond exactly to the contents of the files distributed with the application.

Sample Two-Column Layout Template

The following is a sample of the two-column layout template, `question_and_results.xsl`.

```
<!--- Show the standard question and results page --->
<xsl:template name="question-and-results-page">
<html>
<head>
<title>
    <xsl:if test="$question-asked">Answers</xsl:if>
    <xsl:if test="not($question-asked)">Ask a Question</xsl:if>
</title>
<xsl:call-template name="all-includes" />
</head>
<body class="qna-page-body">
    <a name="top"/>
    <table width="780" border="0" cellpadding="0" cellspacing="0">
    <tr>
        <td colspan="4">
            <img src="images/top_nav.gif" border="0" />
        </td>
    </tr>
    <xsl:if test="$question-asked">
    <tr>
        <td><img src="images/shim.gif" border="0" height="1" width="11"
/></td>
        <td width="70%"><img src="images/shim.gif" border="0" height="1"
width="1" /></td>
        <td width="30%" class="qna-sidebar-block"><img
src="images/shim.gif" border="0" height="1" width="1" /></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
```

```
/></td>
    </tr>
    <tr>
        <td class="qna-sidebar-block"><img src="images/shim.gif" border="0"
height="1" width="1" /></td>
        <td colspan="2" valign="top">
            <xsl:call-template name="question-top" />
        </td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    <tr>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td valign="top">
            <xsl:call-template name="results" />
        </td>
        <td valign="top" class="qna-sidebar-block">
            <xsl:call-template name="question-sidebar" />
            <xsl:call-template name="sidebar" />
        </td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    <tr>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    </xsl:if>
    <xsl:if test="not($question-asked)">
    <tr>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="5"
/></td>
        <td width="99%"><img src="images/shim.gif" border="0" height="1"
width="1" /></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    <tr>
        <td valign="top"></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td valign="top">
            <table width="100%" border="0" cellpadding="0" cellspacing="0">
            <tr>
```

```
                <td valign="top">
                    <xsl:call-template name="question-top" />
                </td>
            </tr>
            <tr>
                <td><img src="images/shim.gif" border="0" height="1"
width="1" /></td>
            </tr>
            <tr>
                <td valign="top">
                    <xsl:call-template name="top-ten-questions" />
                </td>
            </tr>
            </table>
        </td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    <tr>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
        <td><img src="images/shim.gif" border="0" height="1" width="1"
/></td>
    </tr>
    </xsl:if>
    <tr>
        <td colspan="4">
            <img src="images/footer.gif" border="0" />
        </td>
    </tr>
    <tr>
        <td colspan="4">
            <img src="images/shim.gif" border="0" height="480" width="1" />
        </td>
    </tr>
    </table>
</body>
</html>
</xsl:template>

<!--
  - Framework and page loads for instant answer response
  -->
<xsl:template name="instant-answer-page">
<html>
    <head>
    <title>Your Answer</title>
    <xsl:call-template name="all-includes" />
```

```
    <script language="JavaScript1.1">
    function drawQuestionFrame()
    {
        <xsl:variable name="html">
            <xsl:call-template name="instant-answer-top">
                <xsl:with-param name="main-page" select="$instant-answer-
link"/>
            </xsl:call-template>
        </xsl:variable>
        window.question.document.write("<xsl:value-of
select="translate($html, '&#xA;', '')" />");
        return true;
    }
    </script>

    </head>

    <frameset rows="100,*" onload="return drawQuestionFrame();">
        <frame name="question" noresize="true" frameborder="0" border="0"
scrolling="no"/>
        <frame name="page" frameborder="0" border="0" src="{$instant-
answer-link}" />
    </frameset>
</html>
</xsl:template>
```

Sample Configuration Parameters File

The following is a sample of the configuration parameters file, `config.xsl`.

```
<!--- Configurable variables  --->
<xsl:variable name="question-area-label"
select="'Have a Question?'" />
<xsl:variable name="question-box-header"            select="'Type it below
to find an answer now.'" />
<xsl:variable name="question-example"               select="'&quot;Does
Product-X have Feature-Y?&quot;'" />
<xsl:variable name="question-paraphrase-label"
select="'You asked:'" />
<xsl:variable name="character-name"                 select="'Reppy'" />
<xsl:variable name="display-question-with-results"  select="true()" />

<!-- Screen Section Headers -->
<xsl:variable name="best-answers-header"            select="'Best Answers'"
/>
<xsl:variable name="good-answers-header"            select="'Possible
Answers'" />
<xsl:variable name="featured-answers-header"        select="'Additional
Information'" />
<xsl:variable name="clarify-answers-header"         select="'Matching
Topics'" />
```

```
<xsl:variable name="question-sidebar-area-header"   select="'Have Another
Question?'" />
<xsl:variable name="action-answers-header"          select="'Act Now'" />
<xsl:variable name="promotional-answers-header"     select="'Promotions'"
/>
<xsl:variable name="category-answers-header"        select="'Related
Links'" />
<xsl:variable name="definition-answers-header"      select="'Definitions'"
/>

<!-- Score Thresholds -->
<xsl:variable name="best-answers-min-score"         select="0.9" />
<xsl:variable name="good-answers-min-score"         select="0.4" />
<xsl:variable name="min-highlight-score"            select="0.9" />

<!-- User Feedback Settings -->
<xsl:variable name="get-user-feedback"              select="false()" />
<xsl:variable name="user-feedback-header"           select="'Are we
answering your questions?'" />
<xsl:variable name="user-feedback-rating-5"         select="'Absolutely!'"
/>
<xsl:variable name="user-feedback-rating-4"         select="'Usually'" />
<xsl:variable name="user-feedback-rating-3"         select="'Sure'" />
<xsl:variable name="user-feedback-rating-2"         select="'Hardly'" />
<xsl:variable name="user-feedback-rating-1"         select="'Not even
close!'" />
```

Sample Portlet Display Area Template

The following is a sample of the portlet display area template, `sidebar.xsl`.

```
<xsl:variable name="action-answers"
select="/message/responses/act/answer" />
<xsl:variable name="promotional-answers"
select="/message/responses/promote/answer" />
<xsl:variable name="category-answers"
select="/message/responses/link_to_category/answer" />
<xsl:variable name="definition-answers"
select="/message/responses/define/answer" />

<!--- Side bar for displaying portlets with related information. --->
<xsl:template name="sidebar">
    <table width="100%" border="0" cellpadding="0" cellspacing="0">
        <tr>
            <td><img src="images/shim.gif" border="0" height="1" width="7"
/></td>
            <td width="99%"><img src="images/shim.gif" border="0"
height="1" width="100" /></td>
            <td><img src="images/shim.gif" border="0" height="1" width="7"
/></td>
```

```
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        <!-- Standard Help Box -->
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="help-box" />
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        <!-- Upsell / Cross-sell Responses -->
        <xsl:if test="$promotional-answers">
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="sidebar-section">
                    <xsl:with-param name="title" select="$promotional-
answers-header" />
                    <xsl:with-param name="answer-list"
select="$promotional-answers" />
                    <xsl:with-param name="css-mode" select="'strong-'" />
<!-- Use CSS definitions for 'strong' sidebar section -->
                </xsl:call-template>
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        </xsl:if>
        <!-- Action Responses -->
        <xsl:if test="$action-answers">
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="sidebar-section">
                    <xsl:with-param name="title" select="$action-answers-
header" />
                    <xsl:with-param name="answer-list" select="$action-
```

```
answers" />
                    <xsl:with-param name="css-mode" select="'strong-'" />
<!-- Use CSS definitions for 'strong' sidebar section -->
                </xsl:call-template>
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        </xsl:if>
        <!-- Category Responses -->
        <xsl:if test="$category-answers">
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="sidebar-section">
                    <xsl:with-param name="title" select="$category-answers-
header" />
                    <xsl:with-param name="answer-list" select="$category-
answers" />
                </xsl:call-template>
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        </xsl:if>
        <!-- Definitions Responses -->
        <xsl:if test="$definition-answers">
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="sidebar-section">
                    <xsl:with-param name="title" select="$definition-
answers-header" />
                    <xsl:with-param name="answer-list" select="$definition-
answers" />
                </xsl:call-template>
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
```

```
            <td></td>
        </tr>
        </xsl:if>
        <!-- User Feedback -->
        <xsl:if test="$get-user-feedback">
        <tr>
            <td></td>
            <td>
                <xsl:call-template name="user-feedback" />
            </td>
            <td></td>
        </tr>
        <tr>
            <td></td>
            <td><img src="images/shim.gif" border="0" height="11" width="1"
/></td>
            <td></td>
        </tr>
        </xsl:if>
    </table>
</xsl:template>
```

Sample Style Element Definitions

The following sections contain sample sections of the qna_styles.css stylesheet:

- ***General Definitions*** on page 56
- ***Question Area Definitions*** on page 59
- ***Answer Area Definitions*** on page 63
- ***Related Information Area Definitions*** on page 68
- ***User Feedback Area Definitions*** on page 74

General Definitions

This section provides a sample of general style element definitions in the `qna_style.css` file.

```
.qna-page-body {
    font-family:Verdana,Arial,sans-serif;
    font-size:90%;
    background-color:#ffffff;
    margin-left:0px;
    margin-right:0px;
```

```
    margin-top:0px;
    margin-bottom:0px;
}
.qna-normal-text {
    font-family:Verdana,Arial,sans-serif;
    font-size:90%;
}
.qna-small-text {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
}

.qna-input-textarea {
    font-family:Verdana,Arial,sans-serif;
    font-size:70%;
    overflow:hidden;
}
.qna-input-button {
    font-family:Verdana,Arial,sans-serif;
    font-weight:normal;
    font-size:75%;
    color:#17181a;
    background-color:#EBE7E6;
}

.qna-table-cell {
    vertical-align:top;
}
.qna-table-cell-bottom {
    vertical-align:bottom;
}
.qna-header {
    font-family:Verdana,Arial,sans-serif;
    color:#3d4245;
    background-color:#EBE7E6;
```

```
}
.qna-header-side {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:85%;
    color:#3d4245;
    background-color:#EBE7E6;
}
.qna-table-header {
    font-family:Verdana,Arial,sans-serif;
    color:#3d4245;
}
.qna-field-label {
    font-family:Verdana,Arial,sans-serif;
    font-size:smaller;
    color:#3d4245;
    text-align:right;
    vertical-align:top;
    overflow:visible;
}
.qna-help-link {
    font-family:Verdana,Arial,sans-serif;
    font-size:85%;
    color:#3C41AB;
    text-align:left;
    vertical-align:top;
}
.qna-radio-link {
    font-family:Verdana,Arial,sans-serif;
    text-decoration:none !important;
    color:#17181a !important;
    text-align:left;
}
.qna-link {
    font-family:Verdana,Arial,sans-serif;
```

```
    color:#3C41AB;
    text-align:left;
}
.qna-area-separator {
    background-color:#afbbc4;
}
.qna-area-separator-dark {
    background-color:#17181a;
}
.qna-header-separator {
    background-color:#afbbc4;
}
.qna-footer-separator {
    background-color:#ffffff;
}
```

Question Area Definitions

This section provides a sample of question area style element definitions in the `qna_style.css` file.

```
.qna-question-header {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    color:#3d4245;
}
.qna-question-sidebar-header {
    font-family:Verdana,Arial,sans-serif;
    font-size:65%;
    color:#3d4245;
}
.qna-question-label {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:85%;
    color:#44484d;
    vertical-align:top;
```

```
    text-align:right;
}
.qna-question-text {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:85%;
    color:#44484d;
}
.qna-question-sidebar-label {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#3d4245;
    vertical-align:top;
    text-align:left;
}
.qna-question-sidebar-text {
    font-family:Verdana,Arial,sans-serif;
    font-weight:normal;
    font-size:75%;
    color:#3d4245;
}
.qna-question-sidebar-block {
    background-color:#fafaf7;
}


.qna-dialog-text-question-label {
    font-family:Verdana,Arial,sans-serif;
    font-size:85%;
    font-weight:bold;
    text-align:right;
    vertical-align:top;
    color:#3d4245;
}
```

```
.qna-dialog-text-question {
    font-family:Verdana,Arial,sans-serif;
    font-size:85%;
    vertical-align:top;
    color:#3d4245;
}
.qna-dialog-text-answer-label {
    font-family:Verdana,Arial,sans-serif;
    font-size:85%;
    font-weight:bold;
    text-align:right;
    vertical-align:top;
    color:#3d4245;
}
.qna-dialog-text-answer {
    font-family:Verdana,Arial,sans-serif;
    font-size:85%;
    vertical-align:top;
    color:#3d4245;
}
.qna-dialog-sidebar-answer-label {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#3d4245;
    vertical-align:top;
    text-align:left;
}
.qna-dialog-sidebar-answer-text {
    font-family:Verdana,Arial,sans-serif;
    font-weight:normal;
    font-size:75%;
    color:#3d4245;
}
.qna-dialog-image-border {
```

```
    background-color:#afbbc4;
}
.qna-dialog-border {
    background-color:#afbbc4;
}
.qna-dialog-block {
    background-color:#EBE7E6;
    padding-left:5px;
    padding-right:5px;
    padding-top:5px;
    padding-bottom:5px;
}


.qna-example-label {
    font-family:Verdana,Arial,sans-serif;
    font-size:75%;
    color:#666666;
    vertical-align:top;
    text-align:right;
}
.qna-example-label-above {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#666666;
    vertical-align:top;
    text-align:left;
}
.qna-example-text {
    font-family:Verdana,Arial,sans-serif;
    font-size:75%;
    color:#666666;
}
```

Answer Area Definitions

This section provides a sample of answer area style element definitions in the `qna_style.css` file.

```
.qna-result-section-header {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:70%;
    color:#224663;
    vertical-align:bottom;
}
.qna-result-section-column {
    font-family:Verdana,Arial,sans-serif;
    vertical-align:top;
}
.qna-result-section-separator {
    background-color:#afbbc4;
}

.qna-result-text {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    vertical-align:top;
}
.qna-result-text-small {
    font-family:Verdana,Arial,sans-serif;
    font-size:70%;
    vertical-align:top;
}
.qna-result-bar {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#3d4245;
    background-color:#ffffff;
```

```
}
.qna-result-bar-disabled {
    color:#9faab3;
}
.qna-result-marker {
    font-family:Verdana,Arial,sans-serif;
    font-weight:regular;
    font-size:75%;
    text-align:right;
    vertical-align:top;
}
.qna-more-result-marker {
    font-family:Helvetica,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#FF6B10;
    text-align:right;
    vertical-align:top;
}

.qna-standard-top-title-block {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#4f5359;
    text-align:left;
    margin-left:5px;
    margin-right:0px;
    margin-top:3px;
    margin-bottom:5px;
}
.qna-standard-top-title {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    color:#4f5359 !important;
```

```
    /* text-decoration:none !important; */
    text-align:left;
}
.qna-standard-subject {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    color:#224663 !important;
    /* text-decoration:underline !important; */
    text-align:left;
}
.qna-standard-more-link {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:95%;
    color:#3C41AB !important;
    /* text-decoration:underline !important; */
    text-align:left;
}
.qna-standard-excerpt-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:90%;
    margin-left:0px;
    margin-right:5px;
    margin-top:2px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-snippet-sentence-text {
    font-size:100%;
    font-weight:normal;
    color:#1F6299;
    background-color:#E8F5FF;
}
.qna-secondary-snippet-text {
    font-size:100%;
```

```
    font-weight:bold;
    color:#267ABF;
    background-color:#E8F5FF;
}
.qna-snippet-text {
    font-size:100%;
    font-weight:bold;
    color:#267ABF;
    background-color:#E8F5FF;
}
.qna-standard-table-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:95%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-standard-source-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:95%;
    font-style:italic;
    margin-left:0px;
    margin-right:10px;
    margin-top:2px;
    margin-bottom:0px;
    color:#999997;
}
.qna-standard-link-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
```

```
    margin-bottom:0px;
    color:#3d4245;
}
.qna-standard-sentence-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:95%;
    margin-left:0px;
    margin-right:5px;
    margin-top:3px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-exact-excerpt-block {
    font-family:Arial,Helvetica,sans-serif;
    font-size:90%;
    margin-left:0px;
    margin-right:20px;
    margin-top:5px;
    margin-bottom:0px;
    padding-left:15px;
    padding-right:5px;
    padding-top:7px;
    padding-bottom:9px;
    border-bottom:  solid #CCCCCC 1px;
    border-top:     solid #CCCCCC 1px;
    border-left:    solid #CCCCCC 1px;
    border-right:   solid #CCCCCC 1px;
    color:#3d4245;
    background-color:#FDF9ED;
}

.qna-result-table {
    border-style:solid;
    border-color:#e5e5dc;
}
```

```
.qna-result-table-header {
    border-style:solid;
    border-color:#ebebe1;
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#818a91;
    background-color:#EBE7E6;
}
.qna-result-table-text {
    border-style:solid;
    border-color:#ebebe1;
    font-family:Verdana,Arial,sans-serif;
    font-size:75%;
    color:#3d4245;
    background-color:#FCF8F7;
    vertical-align:top;
}
.qna-result-table-more {
    border-style:solid;
    border-color:#ebebe1;
    font-family:Verdana,Arial,sans-serif;
    font-size:75%;
    font-weight:regular;
    color:#3d4245;
    background-color:#FCF8F7;
    text-align:center;
    vertical-align:top;
}
```

Related Information Area Definitions

This section provides a sample of related information area style element definitions in the `qna_style.css` file.

```
.qna-sidebar-block {
    background-color:#EBE7E6;
```

```
}

.qna-sidebar-section-border {
    background-color:#818a91;
}
.qna-sidebar-section-title {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:80%;
    text-align:left;
    color:#ffffff;
    background-color:#6C9CCC;
}
.qna-sidebar-section {
    font-family:Verdana,Arial,sans-serif;
    font-weight:regular;
    font-size:80%;
    text-align:left;
    vertical-align:top;
    color:#003366;
    background-color:#FCF8F7;
}
.qna-sidebar-section-center {
    font-family:Verdana,Arial,sans-serif;
    font-weight:regular;
    font-size:80%;
    text-align:center;
    color:#003366;
    background-color:#FCF8F7;
}

.qna-sidebar-subject {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:90%;
```

```
    color:#224663 !important;
    text-align:left;
}
.qna-sidebar-more-link {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    color:#224663 !important;
    text-align:left;
}
.qna-sidebar-excerpt-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:5px;
    margin-top:1px;
    margin-bottom:0px;
    color:#555555;
}
.qna-sidebar-table-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-sidebar-source-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    font-style:italic;
    margin-left:0px;
    margin-right:10px;
    margin-top:2px;
    margin-bottom:0px;
```

```
    color:#999997;
}
.qna-sidebar-highlight-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-sidebar-sentence-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:5px;
    margin-top:3px;
    margin-bottom:0px;
    color:#3d4245;
}

/**  Strong Sidebar Definitions  **/
.qna-strong-sidebar-section-border {
    background-color:#818a91;
}
.qna-strong-sidebar-section-title {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:80%;
    text-align:left;
    color:#ffffff;
    background-color:#D1B65E;
}
.qna-strong-sidebar-section {
    font-family:Verdana,Arial,sans-serif;
```

```
    font-weight:regular;
    font-size:80%;
    text-align:left;
    vertical-align:top;
    color:#003366;
    background-color:#FCF8F7;
}
.qna-strong-sidebar-section-center {
    font-family:Verdana,Arial,sans-serif;
    font-weight:regular;
    font-size:80%;
    text-align:center;
    color:#003366;
    background-color:#FCF8F7;
}

.qna-strong-sidebar-subject {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:90%;
    color:#224663 !important;
    text-align:left;
}
.qna-strong-sidebar-more-link {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    color:#224663 !important;
    text-align:left;
}
.qna-strong-sidebar-excerpt-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:5px;
    margin-top:1px;
```

```
    margin-bottom:0px;
    color:#555555;
}
.qna-strong-sidebar-table-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-strong-sidebar-source-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    font-style:italic;
    margin-left:0px;
    margin-right:10px;
    margin-top:2px;
    margin-bottom:0px;
    color:#999997;
}
.qna-strong-sidebar-highlight-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
    margin-right:10px;
    margin-top:5px;
    margin-bottom:0px;
    color:#3d4245;
}
.qna-strong-sidebar-sentence-block {
    font-family:Verdana,Arial,sans-serif;
    font-size:80%;
    margin-left:0px;
```

```
    margin-right:5px;
    margin-top:3px;
    margin-bottom:0px;
    color:#3d4245;
}
```

User Feedback Area Definitions

This section provides a sample of user feedback area style element definitions in the `qna_style.css` file.

```
.qna-feedback-separator {
    background-color:#afbbc4;
}
.qna-feedback-header {
    font-family:Verdana,Arial,sans-serif;
    font-weight:bold;
    font-size:75%;
    color:#EBE7E6;
    background-color:#3d4245;
}
.qna-feedback-text {
    font-family:Verdana,Arial,sans-serif;
    font-size:65%;
    color:#3d4245;
    background-color:#afbbc4;
}
.qna-feedback-button {
    font-family:Verdana,Arial,sans-serif;
    font-weight:normal;
    font-size:95%;
    color:#17181a;
    background-color:#EBE7E6;
}

.qna-feedback-comments-header {
    font-weight:bold;
```

```
    font-size:120%;
}
.qna-feedback-comments-button {
    font-family:Verdana,Arial,sans-serif;
    font-weight:normal;
    font-size:95%;
    color:#17181a;
    background-color:#EBE7E6;
}
```