

Oracle Banking Digital Experience

Feedback Configuration Guide
Release 19.2.0.0.0

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Feedback Configuration Guide
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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

1.3 Access to OFSS Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

The subsequent chapters describes following details:

- Introduction
- Preferences & Database
- Configuration / Installation.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 19.2.0.0.0, refer to the following documents:

- User Manual Oracle Banking Digital Experience Installation Guide

2. Introduction

This document is intended for providing multilingual support in OBDX 19.2.0.0.0.

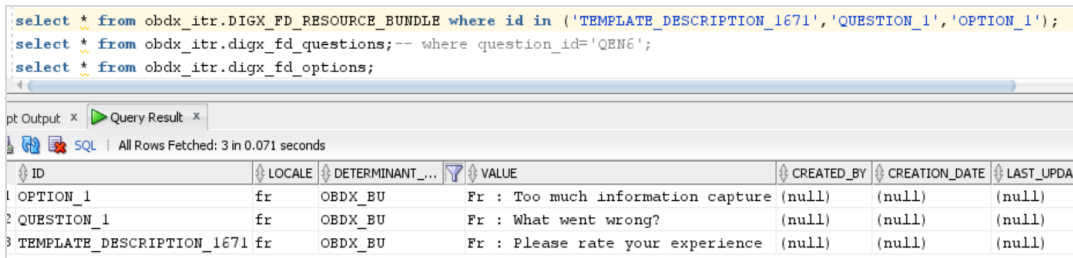
3. Feedback Multilingual Support Configuration

Multilingual Support is available to Feedback Module by following configuration

For each locale supported entry must be made in DIGX_FD_RESOURCE_BUNDLE table. If no entry is present the default English will be shown.

Below key-value data needs to be maintained in table.

Name	Key	Locale	Value
Template Description	TEMPLATE_DESCRIPTION_<<template_id>>	fr/es/etc	Corresponding description in that locale
Question Description	QUESTION_<<question_id>>	fr/es/etc	Corresponding description in that locale
Option Description	OPTION_<<option_id>>	fr/es/etc	Corresponding description in that locale



Use below select queries to prepare insert scripts.

- **Change Template Description**

The Template Description can be changed with below query. Replace locale column (ie. 'fr') with respective locale which needs support.

```
select 'insert into
DIGX_FD_RESOURCE_BUNDLE(ID,DETERMINANT_VALUE,LOCALE,VALUE) values
('TEMPLATE_DESCRIPTION_' || template_id || ',' || DETERMINANT_VALUE || ',' || 'fr' ||
|| ',' || template_desc || ');' from digx_fd_feedback_template where DETERMINANT_VALUE in
('OBDX_BU');
```

Above query will generate below insert script. Replace existing English description with corresponding locale description.

```
insert into DIGX_FD_RESOURCE_BUNDLE(ID,DETERMINANT_VALUE,LOCALE,VALUE)
values ('TEMPLATE_DESCRIPTION_1003','OBDX_BU','fr',' Please rate your experience');
```

- **Change Questions Description**

Repeat above step for Questions Table.

```
select 'insert into
DIGX_FD_RESOURCE_BUNDLE(ID,DETERMINANT_VALUE,LOCALE,VALUE) values
('QUESTION_' || question_id || ',' || DETERMINANT_VALUE || ',' || 'fr' || ',' || question_desc ||
');' from digx_fd_questions where DETERMINANT_VALUE in ('OBDX_BU');
```

- **Change Option Description**

Repeat above step for Options Table.

```
select 'insert into
DIGX_FD_RESOURCE_BUNDLE(ID,DETERMINANT_VALUE,LOCALE,VALUE) values
('OPTION_' || option_id || ',' || DETERMINANT_VALUE || ',' || 'fr' || ',' || option_desc || ');'
from digx_fd_options where DETERMINANT_VALUE in ('OBDX_BU');
```