

Documentation Feedback Dashboard

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Introduction

The [Documentation Feedback Dashboard](#) is an interim repository of the feedback collected on the Juniper documentation. It’s a place where the documentation writer reviews, analyze, gather additional details, and eventually resolves the feedback (either through a GNATS PR or without one). The dashboard now has some exciting new features. Our objective is to make it easy for writers and managers to monitor, track, report, and fix documentation feedback.



New Features and Enhancements

Here are the new features and enhancements at a high-level.

- [Status Column](#)
- [Product/Guide/Topic details in the “Page Title”](#)
- [Need Help?](#)
- [Feedback Age](#)
- [PACE Jedi Contact](#)
- [Feedback Categorization by Products, Guides, and Topics](#)
- [“Group Manager” Filter to show 1st – nth level reportees, including self](#)
- [Emphasizing “Comments” feature](#)

Status Column

The "Status" feature offers benefits like clear visibility, responsibility, and monitoring of feedback stages.

	The "Archive feedback" option will be greyed-out until the "Status" field is "New". Updating the status field to other than "New" will activate the archive feedback option.
	The "Create a PR" option will be greyed-out until there is no owner assigned in the "Owner" field. Assigning an owner to the feedback will activate the option.

The provided list of statuses should be utilized by writers as needed.



Status	Description
New	The default "Status" of a newly received feedback. Do not leave the status as "New" for more than two days.
Under investigation	Set the status to "Under investigation" while you are investigating the feedback.
In progress	Once the investigation is complete and you start working on addressing the feedback, change the status to "In progress".
Not actionable	<ul style="list-style-type: none"> if it's a positive feedback and no action is required, or if the feedback lacks required details or is incomplete, mark it as "Not actionable" and archive it.
Duplicate	If you identify any duplicate feedback, mark it as "Duplicate" and archive it.
Require Jedi support	<p>If you require support from the PACE experts (Jedi team) for either understanding or addressing the feedback. Perform the following tasks,</p> <ul style="list-style-type: none"> Set the status to "Require Jedi support". Select "Yes" in the "Need Help?" field. Search and select the PACE Jedi expert in the "PACE Jedi Contact" field. If you aren't aware of the expert, leave the field as it is. <p>Once you are done working on the feedback, set the "Need Help?" field to "Received" but leave the "PACE Jedi Contact" field as it is.</p>

Fixed (without PR)	Once you have addressed the feedback without creating a PR.
PR created	If you have created a PR to address the feedback, the status will be automatically set to “PR created”. Change the status later once you finish working on the PR.
Fixed, awaiting validation	If the issue is addressed or fixed, and awaiting for validation.
Fixed, PR closed	When the PR is fixed and closed in the GNATS, set the status to “Fixed, PR closed”, and proceed with archiving the feedback.

Product/Guide/Topic details in the “Page Title”

- The feedback owner can get a quick apprehension of which product/guide/topic the feedback is about.
- The look and feel of the dashboard is not messy with all the comments showing in the front-view.
- This will help the writers, managers, JEDI team to understand whose portfolio the feedback belongs to.


Need Help?

- If you need help to address or resolve the feedback, raise a flag by choosing “Yes” from the “Need Help?” drop-down. To assist you efficiently, please provide detailed information in the “Additional Details” field, and specify the type of support you require from the JEDI team.
This will notify the JEDI alias and someone the Jedi team will coordinate with the writers to extend their expertise and help.
- Choose the option “No” if you do not need help.
 There won’t be any notification sent to anyone when “No” is selected.
- Choose the option “Received” once you received help from the JEDI team.
 There won’t be any notification sent to anyone when “No” is selected.

Feedback Age

Below the “Received Date”, the system shows a number that increases every day. This number represents the days elapsed since feedback receipt. The bigger the number, the longer the feedback’s age.

PACE Jedi Contact

	<ul style="list-style-type: none"> • The writers will select a Jedi contact only when they are sure of the contact's applicability. If not, leave the field to its default while requesting for help. Someone from the Jedi team will claim the feedback and volunteer themselves to help or support. • The “PACE Jedi Contact” field is enabled only when the Need Help flag is marked as “Yes”.
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- Adding or modifying “PACE Jedi Contact” details will trigger an automatic notification to the contact, marking the Jedi alias in copy. This feature exists for the “Feedback Owner” field as well.
- The resolution or feedback closure responsibility shall be shared by both the feedback owner and the PACE expert (Jedi team).
- This will help the Expert/JEDI team to know that their help/support is required to address the issue.

Feedback Categorization by Products, Guides, and Topics

- Apart from the page title, within the feedback view, the product, guide, and topic details will be displayed.

“Group Manager” Filter to show 1st – nth level reportees, including self

- Enables the Managers to view the complete list of feedbacks on their teams.
- No need to apply multiple filters to extract the comprehensive list of their team.

Emphasizing “Comments” feature

- Comments are often overlooked by the feedback owners and the feature is currently under-utilized. Hence, we have introduced a red-dot over the comments icon to show if there are any comments to the feedback.
- Since the Comments has the “@” feature within to notify someone, any new comment added will notify the person as well the highlight the icon with a red-dot.

For more information or support in using the feedback dashboard, please write to techpubs-comments <techpubs-comments@juniper.net>