

CMF For Content Authors





Outline

- Understand CMF approach to content
- Demonstrate content author goals
 - Navigate the demo portal interface
 - Create a document
 - Locate content through searching
 - Desktop integration using WebDAV
 - Recover from mistakes with undo

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CMF Approach To Content Authoring

- Not files, but rich, active, custom, web-accessible *content*
- Separation of concerns
- Content types and formats

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Separation of Concerns

- Content creation
- Presentation design
- Site management
- Software development

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Built-in Types and Formats

- Folders
- Documents
- Images
- Files
- News Items
- Custom Types
- Calendar Events
- HTML
- Structured Text
- Plain Text

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Goal 1: Log Into Demo Portal

- Content author wants to manage content
- Provides login information
- Navigates the authoring interface

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Goal 1: Visit Portal

Site appears with public look and feel

Single “control” needed for logging in



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Goal 1: Logging In

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print W Links >>

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

Guest [Log in](#) | [Join](#)

Log in

Name

Password

☒ Remember my name.

[I forgot my password!](#)

Having trouble logging in? Make sure to enable cookies in your web browser.

Don't forget to logout or exit your browser when you're done.

Internet

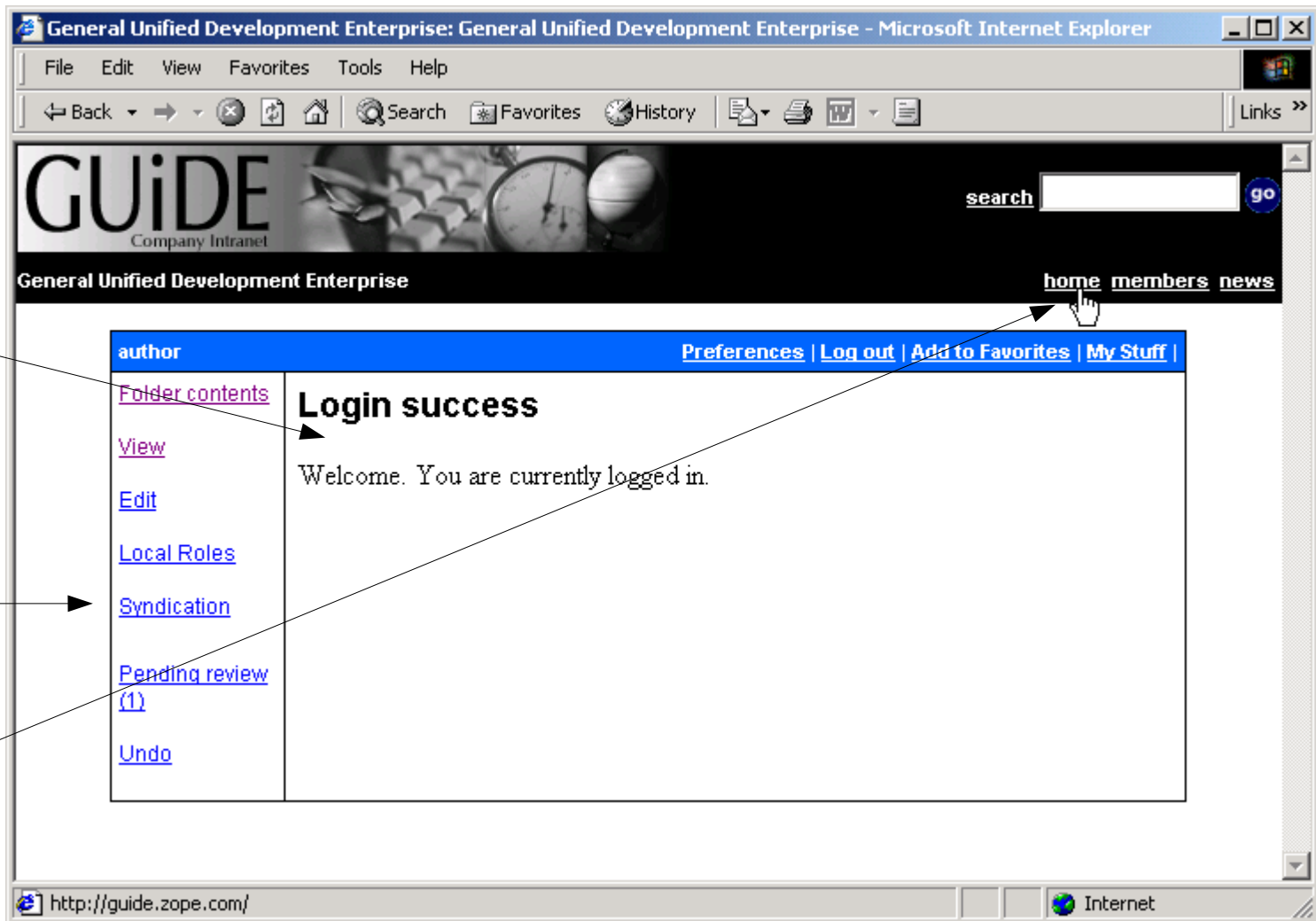
Provide login
information

Click on login

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Goal 1: Logged In



Login message

The “toolbox” has actions that help manage content

Click on “home” to visit home page while logged in as author

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Goal 1: Visit Home Page

The site now indicates who you are

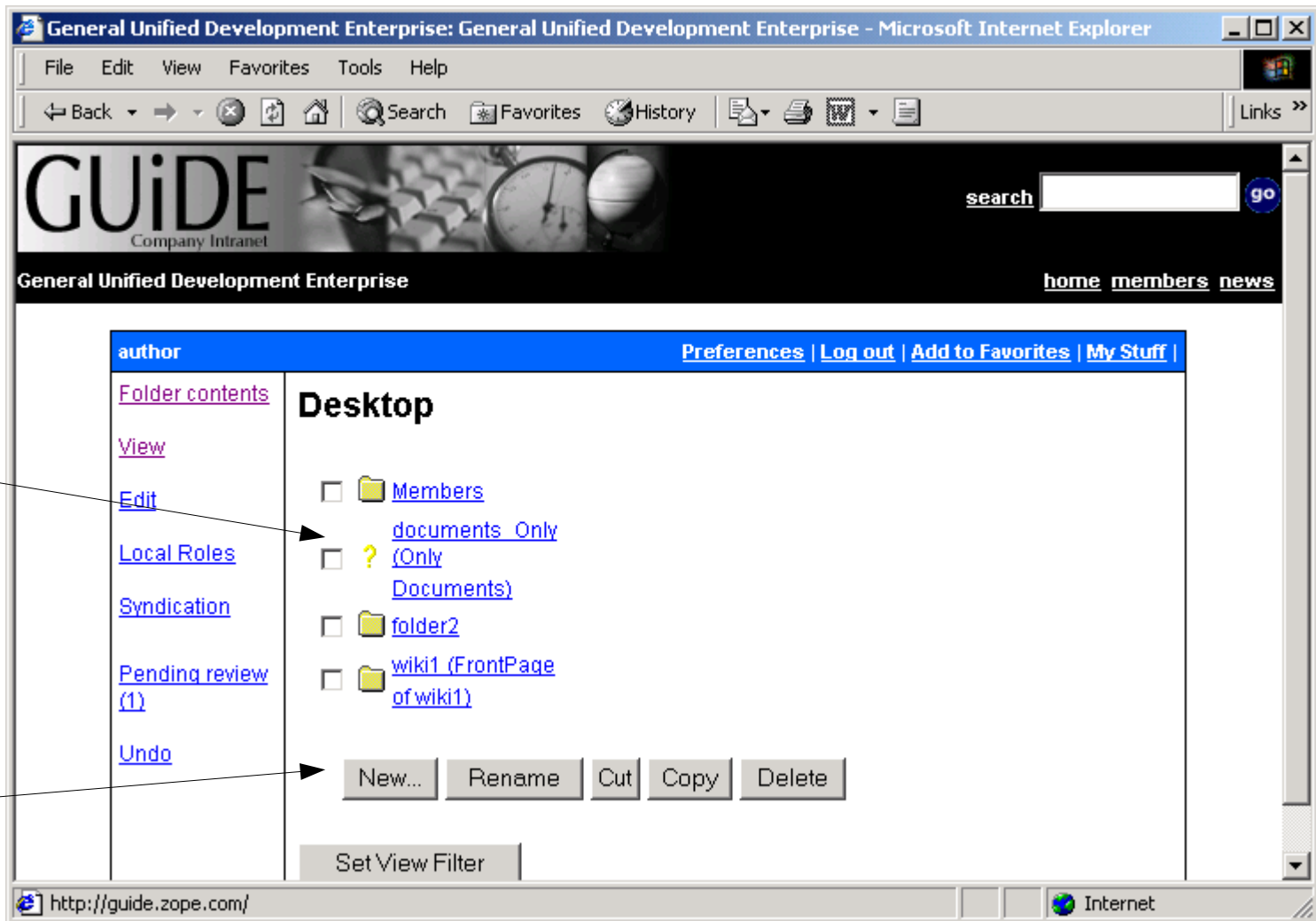
You now have more options available on content

Click on “Folder contents” to open current folder

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Goal 1: Open Root Folder



The “Desktop” area displays contents of folders, editing boxes for documents, etc.

Select a number of items and click on an action

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Goal 1 Recap

- Authoring interface merged with browsing interface
- Based on privileges, more actions available
- Folder metaphor like Windows Explorer

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Goal 2: Create Document

- Content author wants to create document
- Find folder for new document
- Create empty document
- Assign metadata
- Fill in contents
- View new document

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Goal 2: Visit Home Page

After visiting home page, click on “Folder contents” to open root folder

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) [Log out](#) [Add to Favorites](#) [My Stuff](#)

[Folder contents](#)
[View](#)
[Edit](#)
[Local Roles](#)
[Syndication](#)
[Pending review \(1\)](#)
[Undo](#)

Welcome to General Unified Development Enterprise

Helping businesses build their own sites

The General Unified Development Enterprise (GUIDE) is an enterprise created in 2001 to help businesses find solutions to the site development problems they face.

GUIDE's architects believe that modern, open standards and development platforms can be harnessed to promote business growth. They envision an organization that will follow the lead established by universities and independent developers. The result is the first

News

[Nations uniting for open source](#)
2001-09-03 11:59:31
[More...](#)

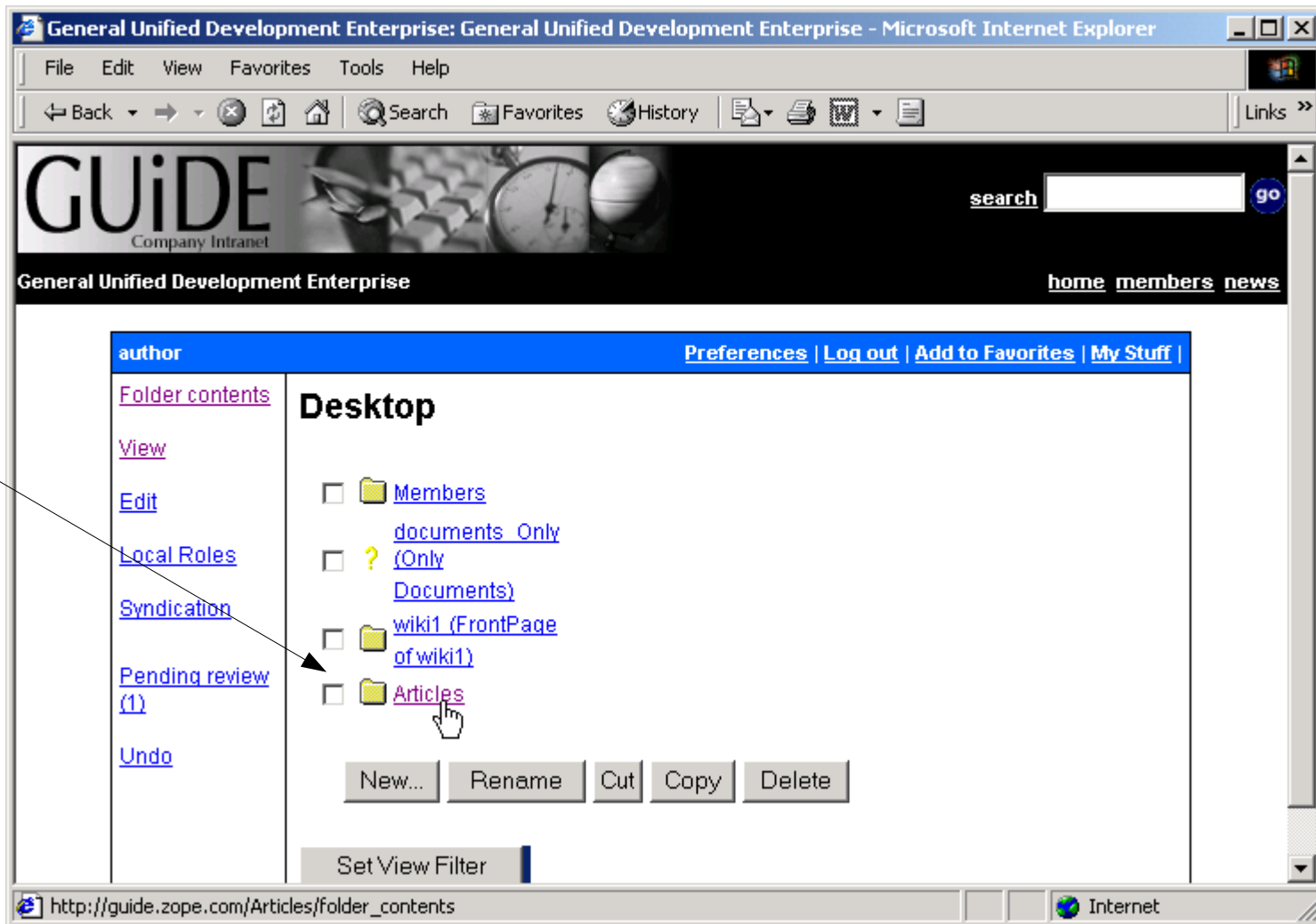
http://guide.zope.com/folder_contents Internet

ZOPE



Goal 2: Open Articles Folder

Click on “Articles”
to open the
Articles portion of
the website

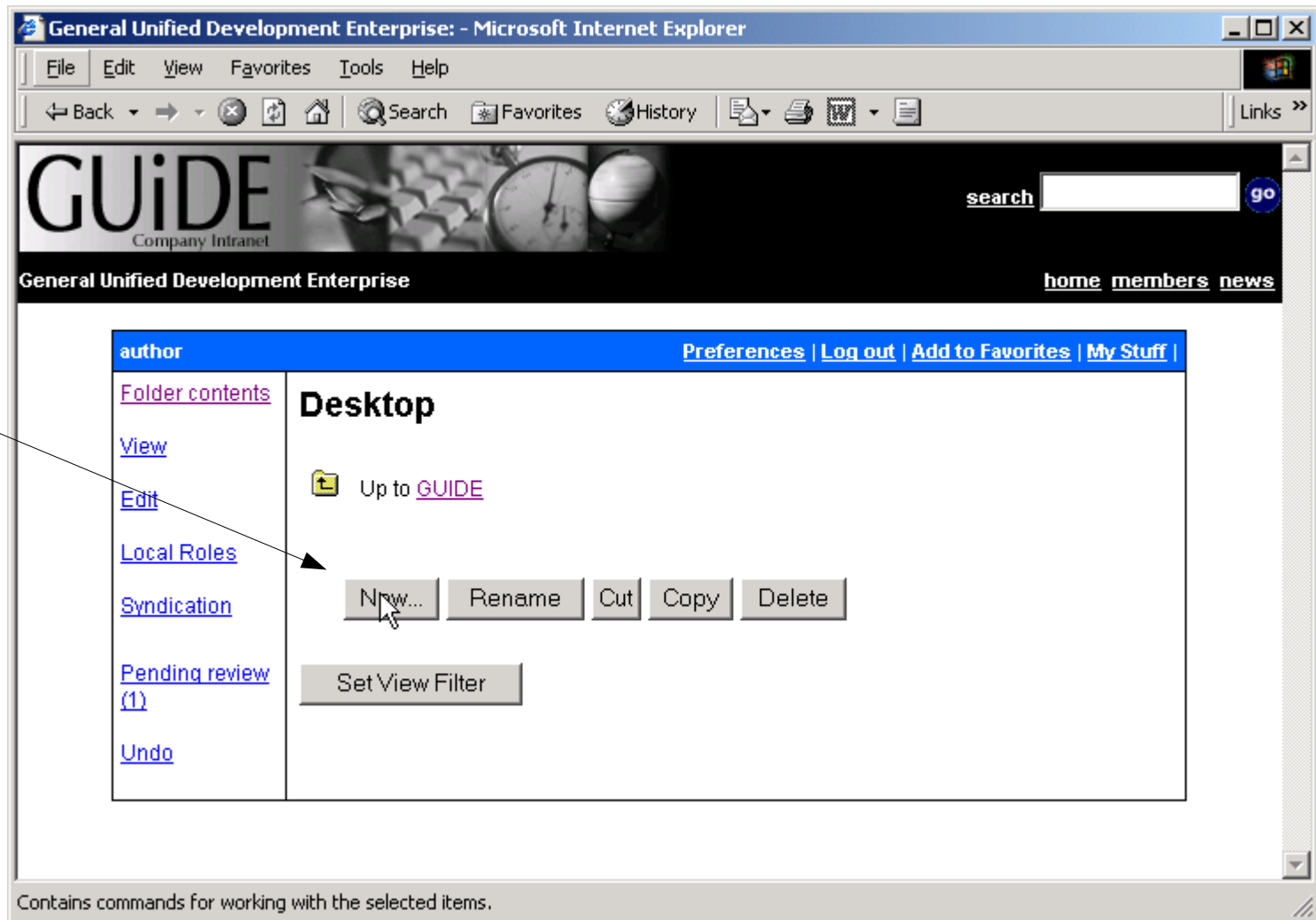


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Goal 2: Click on “New”

Click on the
“New” button to
begin creating a
new piece of
content in this
folder



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Goal 2: Create Document

Choose
“Document” as the
kind of content to
add in the Articles
folder

Scroll down and
provide an ID for
this document

Click Add to
create the
customer_service
document

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Goal 2: Fill In Metadata

General Unified Development Enterprise: - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links >>

author [Preferences](#) [Log out](#) [Add to Favorite](#)

customer_servic... **Standard Resource Metadata**

Status: private [View](#) [Edit](#) [Metadata](#) [Revisions](#) [Submit](#) [Status history](#) [Folder contents](#) [Pending review \(1\)](#) [Undo](#)

Enable Discussion? [Edit all](#)

Identifier http://guide.zope.com/Articles/customer_service

Title

Description

Subject

Format [Change](#) [Change & Edit](#) [Change & View](#)

Done Internet

The ID and icon for content type is shown

The metadata page allows content properties to be set

When done, click "Change & Edit" to save the properties and start typing in document content

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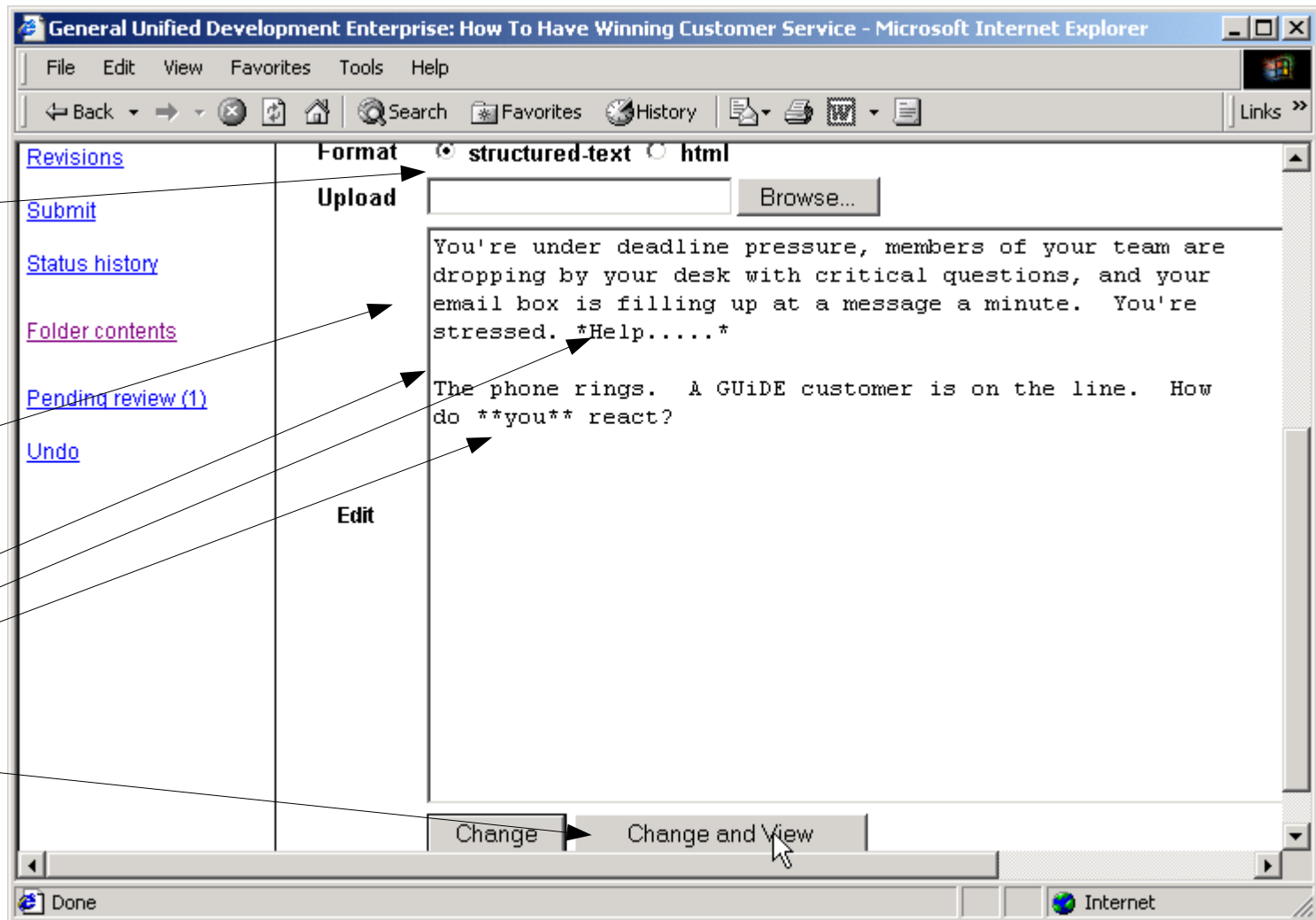
Goal 2: Enter Content

Choose a format type for the content

Provide the content, in this case using the structured text format

Note the special text conventions (paragraph break, italics, bold)

Click “Change and View” to save and view content



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Goal 2: View New Document

Status message
displayed from
editing content

Title, author, date,
and description
are formatted by
the “skin”

Structured text
conventions now
displayed as
paragraph, italics,
and bold

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print W Links

GUIDE Company Intranet

search go

General Unified Development Enterprise home members news

author Preferences | Log out | Add to Favorites | My Stuff |

customer_servic... Document changed.

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

How To Have Winning Customer Service

Created by [author](#).

Last modified on 2002-01-08 17:32:46

Happy customers are the path to success. This document shows how GUIDE approaches customer satisfaction.

You're under deadline pressure, members of your team are dropping by your desk with critical questions, and your email box is filling up at a message a minute. You're stressed. *Help.....*

The phone rings. A GUIDE customer is on the line. How do **you** react?

Done Internet

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Goal 2 Recap

- Navigate to the folder for the document and click “New”
- Select the kind of thing (Document) you would like to add
- Filling in metadata makes sites structured and navigable
- Multiple content formats supported

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Goal 3: Locate Content By Searching

- The CMF provides rich full-text and fielded searching of diverse content
- Use search facilities to quickly find a specific piece of content

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Goal 3: Provide Searchterms

Type “customer AND satisfaction” in the site search box, then click “go”

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links

GUIDE
Company Intranet

search

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#) |

[Folder contents](#)
[View](#)
[Edit](#)
[Local Roles](#)
[Syndication](#)
[Pending review \(1\)](#)
[Undo](#)

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News

[Nations uniting for open source](#)
2001-09-03 11:59:31
[More...](#)

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Goal 3: View Search Results

Search results page shows the number of matches for the search criteria

Results list icon, title, type, date, and snippet from description

The search terms match values in title, description, subject, and body

Click on a result to view content

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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GUiDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#) |

[Folder contents](#) **Search Results**

[View](#)
[Edit](#)
[Local Roles](#)
[Syndication](#)
[Pending review \(1\)](#)
[Undo](#)

Found 1 items matching customer AND satisfaction.

Title	Type	Date
How To Have Winning Customer Service	Document	2002-01-08 17:28:38

Happy customers are the path to success. This document shows how GUiDE approaches customer satisfaction.

[http://guide.zope.com/Articles/customer_service/view](#) Internet

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Goal 3: Visit Advanced Search

Click on the
“search”
hyperlink to visit
advanced search
page

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print W Links

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic... **How To Have Winning Customer Service**

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

Created by [author](#).
Last modified on 2002-01-08 17:32:46

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You're under deadline pressure, members of your team are dropping by your desk with critical questions, and your email box is filling up at a message a minute. You're stressed. *Help.....*

The phone rings. A GUIDE customer is on the line. How do **you** react?

[http://guide.zope.com/search_form](#) Internet

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Goal 3: Advanced Search

Top half of advanced search allows criteria for various properties across all kinds of content

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#) |

[Folder contents](#)
[View](#)
[Edit](#)
[Local Roles](#)
[Syndication](#)
[Pending review \(1\)](#)
[Undo](#)

Search General Unified Development Enterprise

Full Text

For a simple text search, enter your search term here. Multiple words may be found by combining them with AND and OR. This will find text in items' contents, title and description.

Title

Subject

Internet

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Goal 3: Advanced Search con't

Bottom half allows more criteria, then a search button

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links

Multiple words may be found by combining them with AND and OR.

Find new items since...

You may find only recent items by selecting a time-frame.

Item type

- CMF Wiki
- CMF Wiki Page
- Consumer Fact Sheet
- Discussion Item
- Document

You may limit your results to particular kinds of items by selecting them above. To find all kinds of items, do not select anything.

Creator

To find items by a particular user only, enter their username above. Note that you must enter their username *exactly*.

Search

Internet

ZOPE



Goal 3: Search Results

This search matches any document that has changed since the last time the “author” user logged in

The screenshot shows a Microsoft Internet Explorer window titled "General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer". The address bar shows the URL "GUIDE Company Intranet". The search bar contains the text "search" and a "go" button. The search results are displayed in a table with the following columns: Title, Type, and Date. The search found 1 item matching the criteria.

Title	Type	Date
How To Have Winning Customer Service <i>Happy customers are the path to success. This document shows how GUIDE approaches customer satisfaction.</i>	Document	2002-01-08 17:28:38

The left sidebar of the search results page contains the following links: [Folder contents](#), [View](#), [Edit](#), [Local Roles](#), [Syndication](#), [Pending review \(1\)](#), and [Undo](#). The top right of the page has links for [home](#), [members](#), and [news](#). The bottom status bar shows "Done" and "Internet".

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Goal 3 Recap

- Searching is a standard facility for content management
- Part of the reason metadata matters
- CMF searches unify different kinds of content, including multimedia, in powerful ways

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Goal 4: Desktop Integration

- Web-based authoring is fine for casual use
- High-usage content authoring needs integration with common writing tools
- WebDAV is the protocol to accomplish this
- This goal demonstrates:
 - Adding a desktop folder for the CMF site
 - Dragging an image into the site
 - Viewing and searching the image

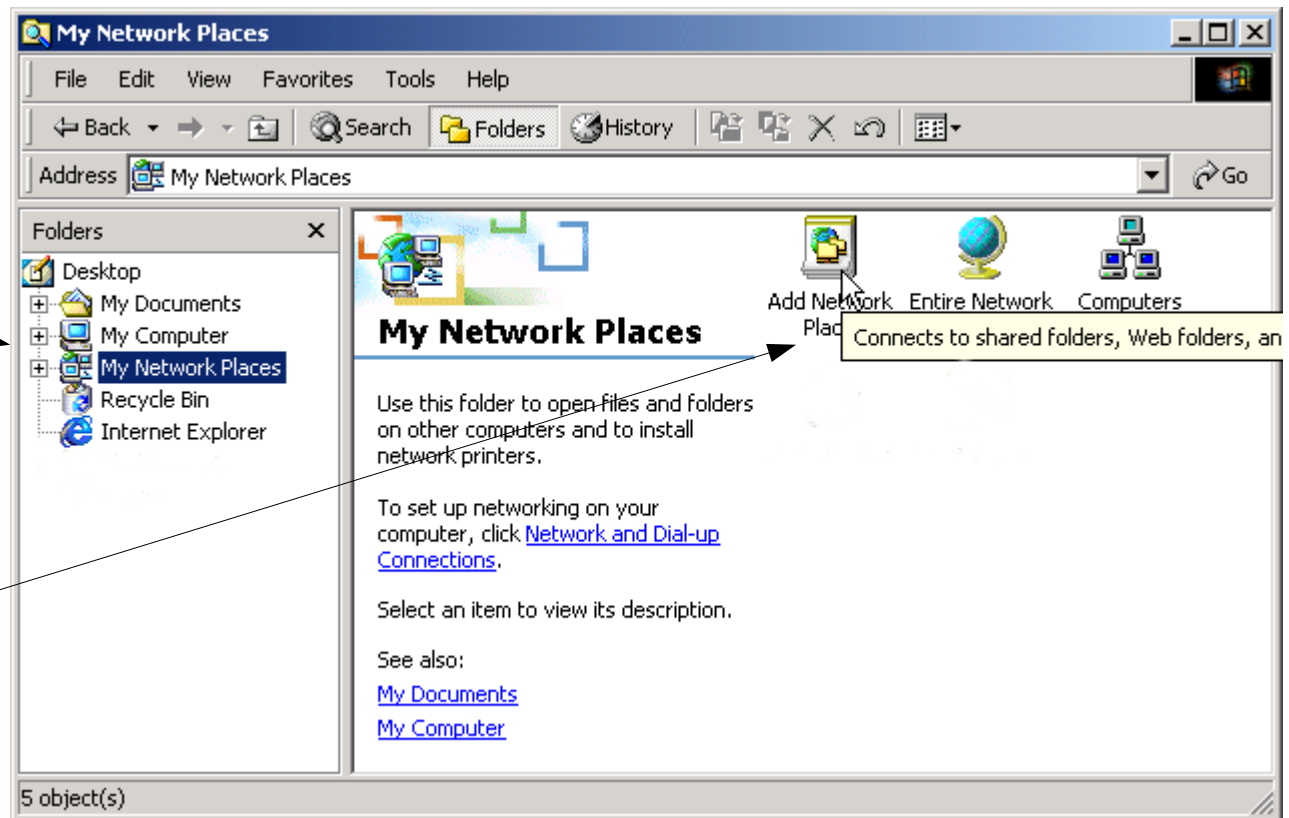
ZOPE



Goal 4: Browse My Networks

In Windows Explorer, open “My Network Places” on Windows 2000 (Web Folders on other Windows versions)

Double click on “Add Network Place”



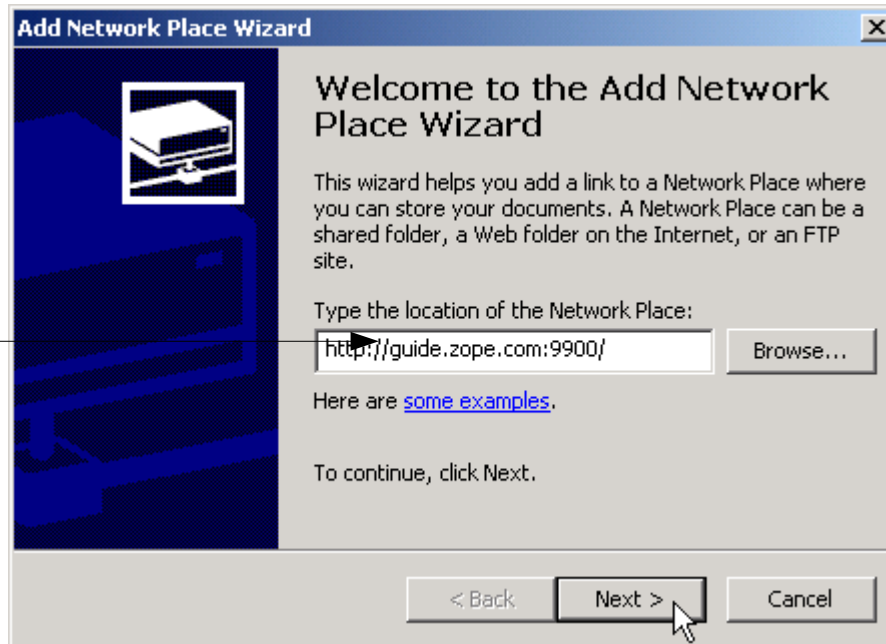
ZOPE



Goal 4: Add Web Folder

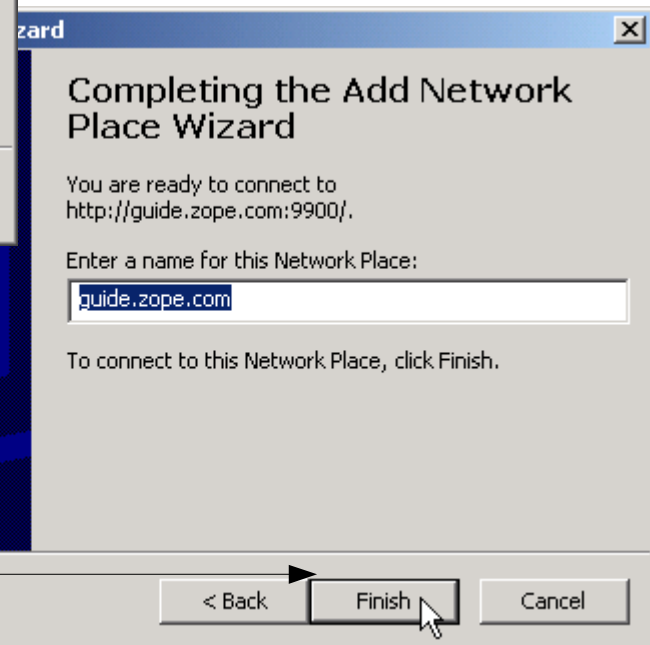
Provide URL to website, including the WebDAV "source" port

The source port tells Zope send back the *unrendered* versions of content



Click "Next>"

On next screen, optionally change display name then click "Finish"



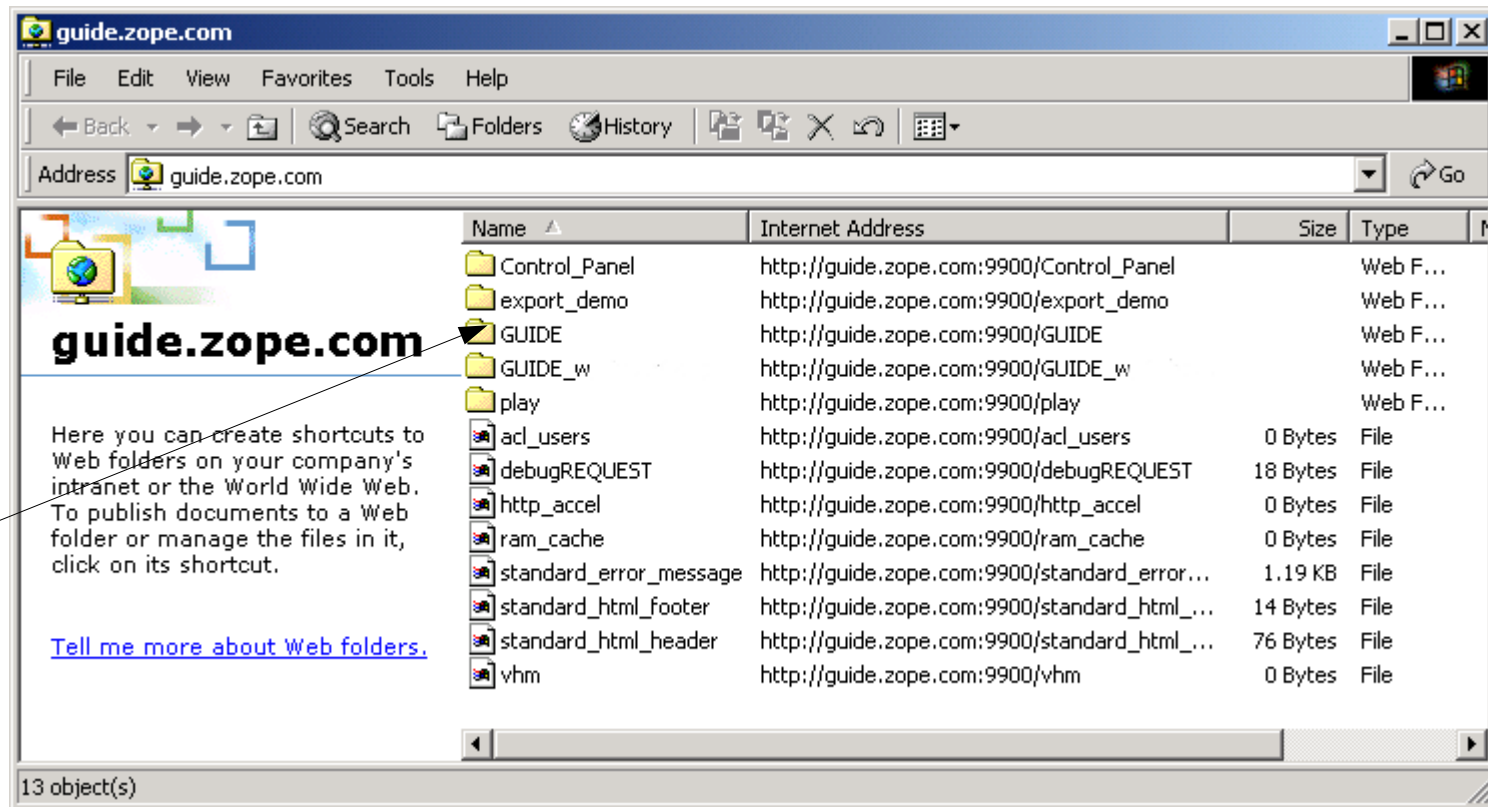
ZOPE



Goal 4:

Windows now gives a folder view of all the CMF content in the object database

Double click on "GUIDE" to open the website

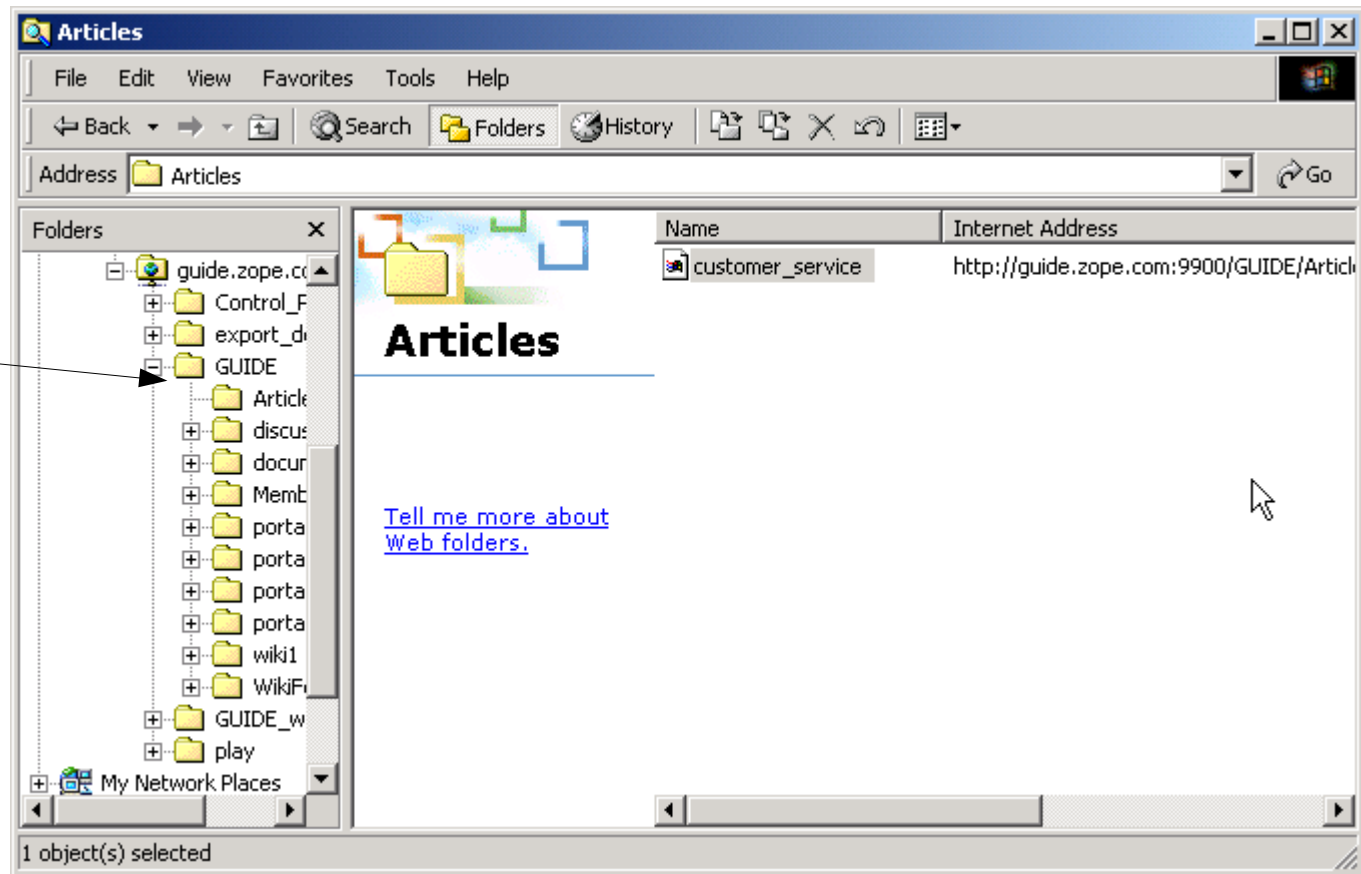


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Goal 4: Open Articles Folder

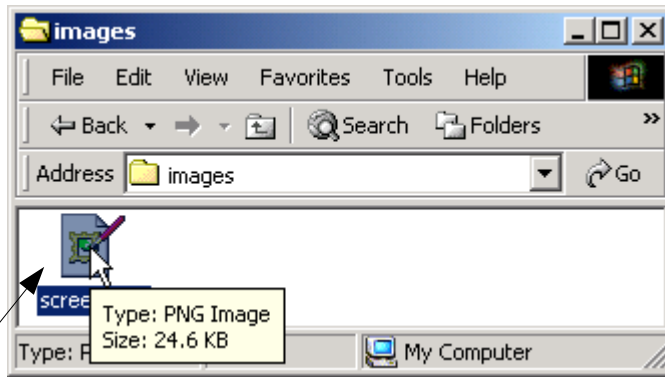
Navigate in
Windows Explorer
to the “Articles”
folder



ZOPE

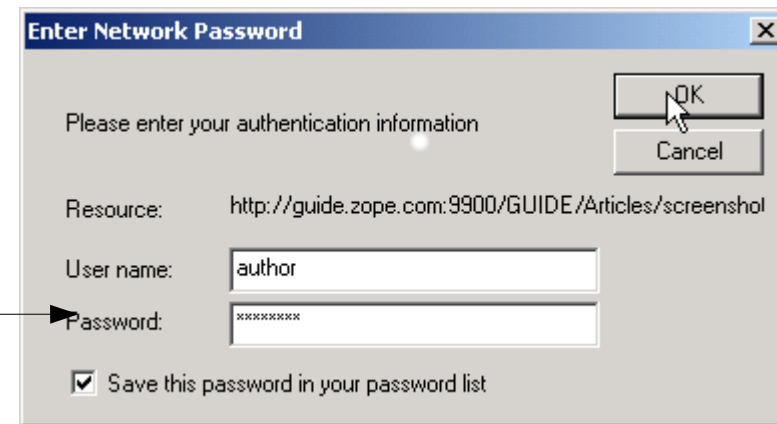


Goal 4: Drag and Drop Image



Drag an image on
your local hard
drive to the
Articles folder

This prompts for
your login
information

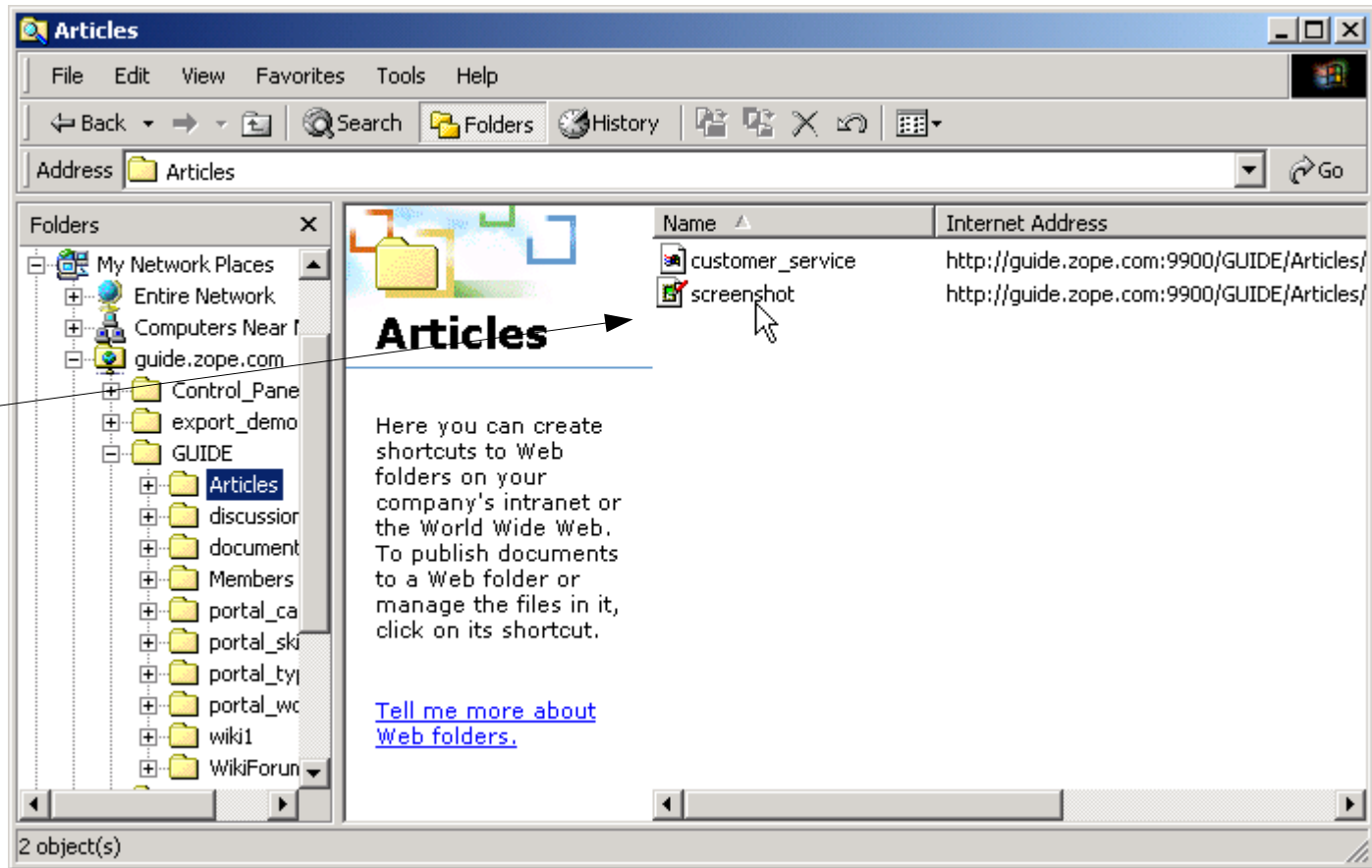


ZOPE



Goal 4: Drag and Drop Completed

The “screenshot” image is now loaded into the CMF site and appears in the “Articles” folder in Windows Explorer



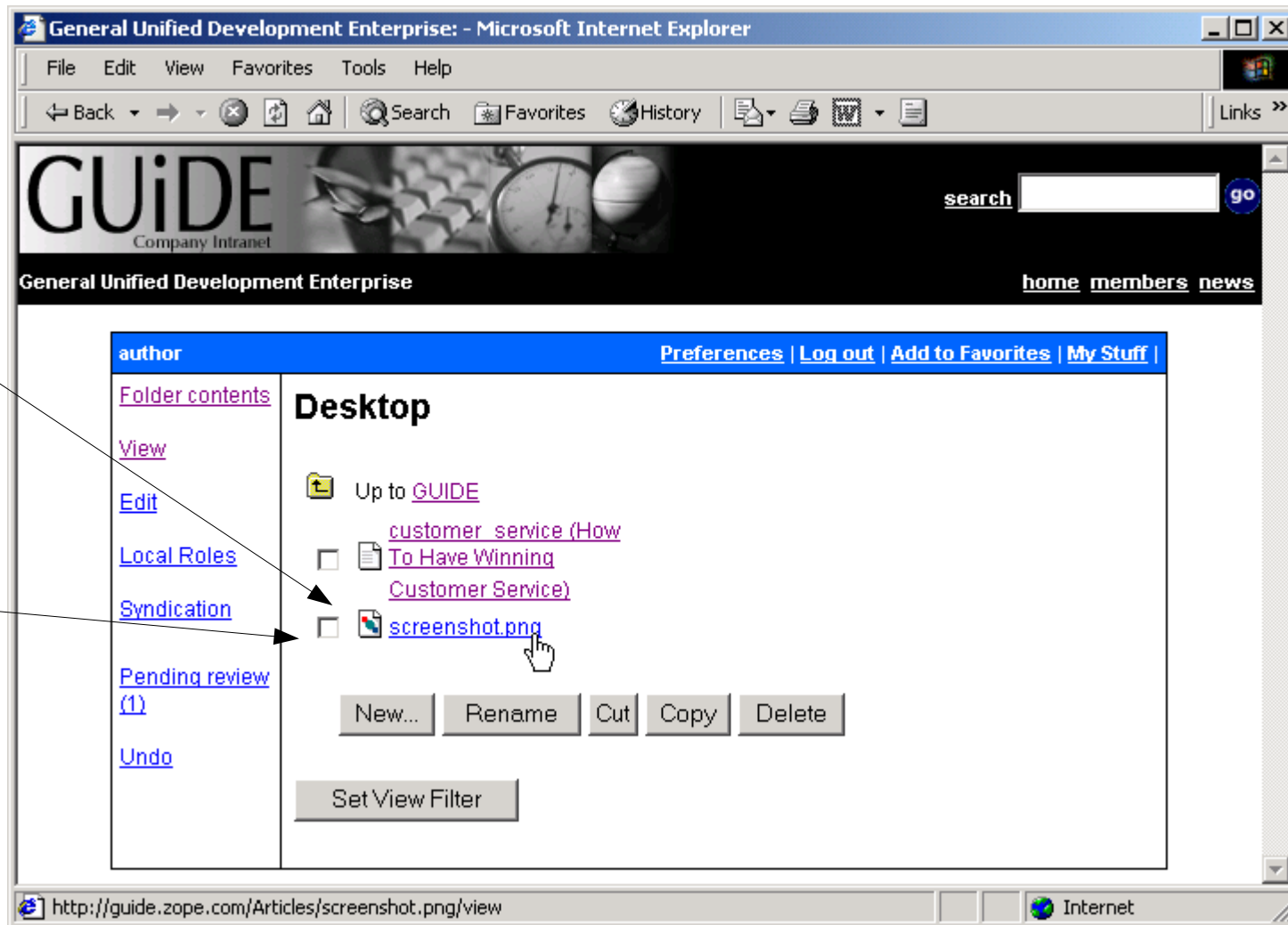
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Goal 4: View Image Listed In Folder

We can open the Articles folder through the web browser and see it listed

Click on "screenshot.png" to view the image



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Goal 4: Set Image Metadata

We can also set metadata on this multimedia content

The screenshot shows a web browser window titled "General Unified Development Enterprise: - Microsoft Internet Explorer". The page is the "GUIDE Company Intranet" with a search bar and navigation links like "home", "members", and "news". The main content area is titled "Standard Resource Metadata" and is for a file named "screenshot.png". On the left, there are links: "View", "Edit", "Metadata", "Submit", "Status history", "Folder contents", and "Pending review (1)". The main form includes fields for "Enable Discussion?" (set to "Default"), "Identifier" (http://guide.zope.com/Articles/screenshot.png), "Title" (Screenshot of GUIDE Demo), "Description" (In this screenshot we the image file of a screenshot being loaded into the CMF using drag and drop to a Web Folder.), "Subject", and "Format" (image/png). A "Change" button is next to the format field. An arrow from the text "We can also set metadata on this multimedia content" points to the "Format" field.

Standard Resource Metadata	
Enable Discussion? <input type="button" value="Default"/>	Edit all
Identifier http://guide.zope.com/Articles/screenshot.png	
Title Screenshot of GUIDE Demo	
Description In this screenshot we the image file of a screenshot being loaded into the CMF using drag and drop to a Web Folder.	
Subject	
Format image/png	<input type="button" value="Change"/>

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Goal 4: Search For Image

Once the properties are set, we can provide search criteria...

General Unified Development Enterprise: Screenshot of GUIDE Demo - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Links

GUIDE
Company Intranet

search

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#)

screenshot.png Metadata changed.

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

[Pending review \(1\)](#)

Standard Resource Metadata

Enable [Edit all](#)

Discussion?

Identifier <http://guide.zope.com/Articles/screenshot.png>

Title

Description

Subject

Format

Internet

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Goal 4:

...that match
images in the
search results.

General Unified Development Enterprise: General Unified Development Enterprise - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#) |

[Folder contents](#) **Search Results**

[View](#)

[Edit](#)


[Local Roles](#)

[Syndication](#)

[Pending review \(1\)](#)

[Undo](#)

Found 1 items matching screenshot.

Title	Type	Date
 Screenshot of GUIDE Demo	Image	2002-01-09 10:56:26

In this screenshot we the image file of a screenshot being loaded into the CMF using drag and drop to a Web Folder.

http://guide.zope.com/Articles/screenshot.png/view Internet

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Goal 4 Recap

- A Zope/CMF site can integrate with Windows and other applications through WebDAV
- The Zope database then looks like a hard drive
- All is not rosy, as there are plenty of caveats

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Goal 5: Recover From Mistakes

- Traditional content authoring tools are forgiving through “undo”
- Database-driven sites don't like “undo”
- Zope's object database has built-in undo

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Goal 5: View Document

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Links

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic...
Status: private
[View](#)
[Edit](#)
[Metadata](#)
[Revisions](#)
[Submit](#)
[Status history](#)
[Folder contents](#)

How To Have Winning Customer Service

Created by [author](#).
Last modified on 2002-01-08 17:32:46

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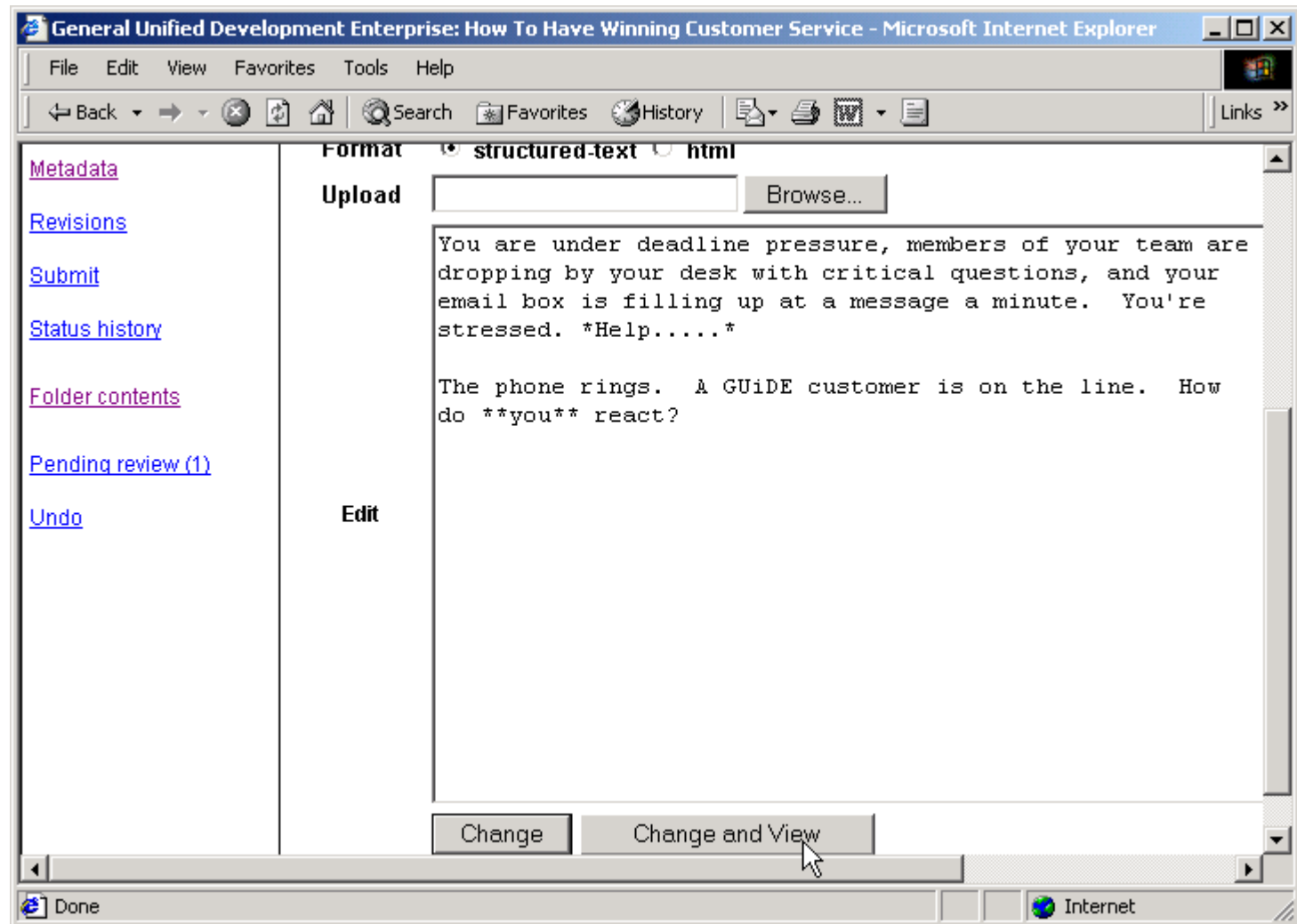
The phone rings. A GUIDE customer is on the line. How do **you** react?

[http://guide.zope.com/Articles/customer_service/document_edit_form](#) Internet

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Goal 5: Edit Document



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Goal 5: View Change

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print W Links >>

Company intranet

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic... Document changed.

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

[Pending review \(1\)](#)

[Undo](#)

How To Have Winning Customer Service

Created by [author](#).
Last modified on 2002-01-08 18:21:14

Happy customers are the path to success. This document shows how GUIDe approaches customer satisfaction.

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The phone rings. A GUIDe customer is on the line. How do **you** react?

http://guide.zope.com/Articles/customer_service/undo_form Internet

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Goal 5: Select Action To Undo

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Links

Company Intranet

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic... **Undo Transactions**

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

[Pending review \(1\)](#)

[Undo](#)

This application's transactional feature allows you to easily undo changes made to the application's settings or data. You can revert the application to a "snapshot" of its state at a previous point in time.

Select one or more transactions below and then click on the "Undo" button to undo the transactions. Note that even though a transaction is shown below, you will not be able to undo it if later transactions modified objects that were modified by the transaction.

Undo

- ☒ /GUIDE/document_edit by GUIDE author Zope on January 8 at 18:21:14
- ☐ /GUIDE/document_edit by GUIDE author Zope on January 8 at 17:32:46
- ☐ /GUIDE/metadata_edit by GUIDE author Zope on January 8 at

Internet

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Goal 5: Undo Completed

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print View Source Links

GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic... Transaction(s) undone

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

Desktop

Up to [Articles](#)

☐ [customer_service \(How To Have Winning Customer Service\)](#)

http://guide.zope.com/Articles/customer_service/customer_service/view Internet

ZOPE



Goal 5: View Document

The screenshot shows a Microsoft Internet Explorer browser window. The title bar reads "General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer". The address bar shows the URL "http://www.guide.com/". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, History, and a Links button. The main content area displays the "GUIDE Company Intranet" header with a search bar and navigation links for home, members, and news. Below the header, the document "customer_servic..." is shown, created by "author". The document title is "How To Have Winning Customer Service". The status is "private". The document content includes a paragraph about customer satisfaction and a paragraph about handling customer calls. The browser's status bar at the bottom shows "Done" and "Internet".

General Unified Development Enterprise: How To Have Winning Customer Service - Microsoft Internet Explorer

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GUIDE
Company Intranet

search go

General Unified Development Enterprise [home](#) [members](#) [news](#)

author [Preferences](#) | [Log out](#) | [Add to Favorites](#) | [My Stuff](#)

customer_servic...

Status: private

[View](#)

[Edit](#)

[Metadata](#)

[Revisions](#)

[Submit](#)

[Status history](#)

[Folder contents](#)

How To Have Winning Customer Service

Created by [author](#).
Last modified on 2002-01-08 18:22:49

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The phone rings. A GUIDE customer is on the line. How do **you** react?

Done Internet

ZOPE



Goal 5 Recap

- Content authors eventually make mistakes
- Changes to content can transactionally impact many parts of system
- Zope's undo removes transaction
- No need to restore from backup

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