SINGLE DIGITAL GATEWAY

FRONT OFFICE SPECIFICATIONS

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V2.0	19-11-2020	Kamil Zaharan	Updates: - Sub-section (1.2) related to 2nd level survey added - PUT method replaced by POST method
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V2.2	27-10-2022	Rishika Saxena Pier Paolo Parzanese	Updated the New referrer policy Added widget specifications

Contents

1 Feedback on Quality front end specification

There are two options to implement Feedback on Quality tool:

- the first option is adding the developed survey's link to a website – described in section 1.1.
- the second option is implementing an independent UI for a survey – described in section 1.2.

1.1 Redirecting to Feedback on Quality tool

Feedback on Quality tool consists of 5 feedback forms allowing users to submit their opinion on the service which is relevant for their case. Administrators need to insert the appropriate feedback snippet (fragment of the code) into the website's source code so that the users can provide their feedback.

1. Assistance Services feedback with an open question:

Location	https://foq.youreurope.europa.eu/assist-service
Snippet	Assistance services survey

2. Information Services feedback with an open question:

Location	https://foq.youreurope.europa.eu/info-service-ft
Snippet	Information services survey

3. Information Services feedback without an open question:

Location	https://foq.youreurope.europa.eu/info-service-noft
Snippet	Information services survey

4. Online Procedures feedback with an open question:

Location	https://foq.youreurope.europa.eu/online-proc-ft
Snippet	Online procedures survey

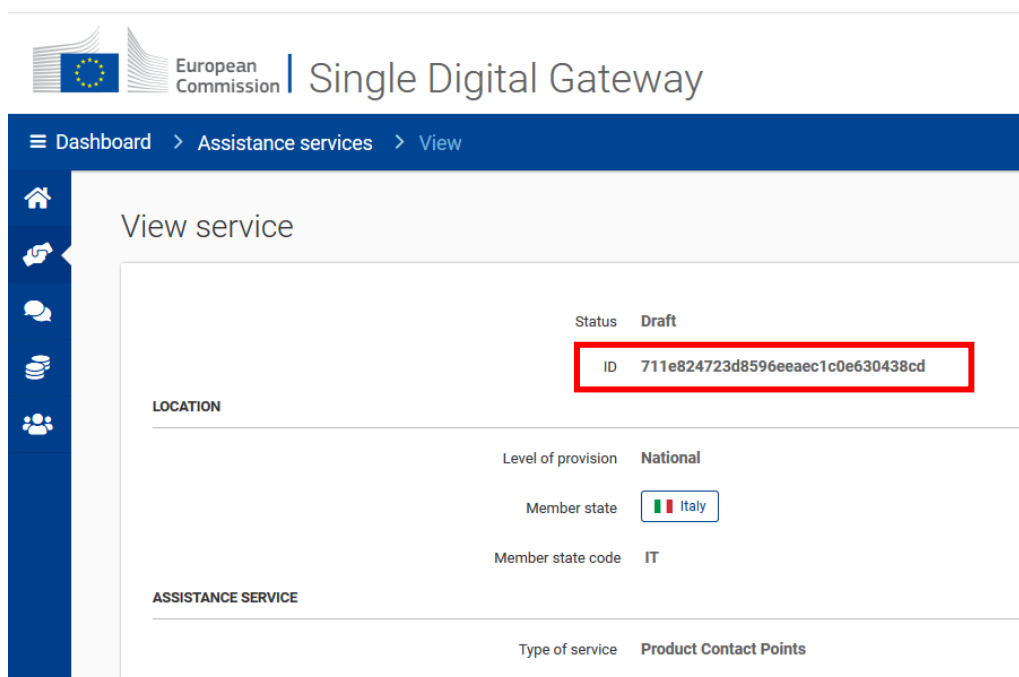5. Online Procedures feedback without an open question:

Location	https://foq.youreurope.europa.eu/online-proc-noft
Snippet	Online procedures survey

1.1.1 Redirecting to Feedback on Quality tool from email

In case of assistance services, the link to the Feedback on Quality tool will be shared in an email containing response to the specific case. As it is required to map the user's feedback with the assistance service that it refers to, a referral must be added to the URL. The referral which has to be included in the URL is the ID of the assistance service in the Assistance Service Repository. Below is an example of URL with such referral.

https://foq.youreurope.europa.eu/assist-service/?lang=fr&id=711e824723d8596eeaec1c06e

The identifier of the assistance service to be used in the referral is displayed in the dashboard interface, within the detailed view of the service, as the example below taken from the test environment.

NB: the assistance service ID is generated automatically by the system when the service is encoded in the Assistance Service Repository. It must be ensured that the ID inserted as referral is the one generated in the production system.

1.1.2 Setting a default language of the page and feedback form

The administrators can configure the link to display a chosen language. To do that, the administrators need to add at the end of the website's URL a question mark and the parameter "lang" with the language code. Below is an example of Information Services feedback form to be opened in French language.

http://foq.youreurope.europa.eu/info-service-ft/?lang=fr

The languages and their codes:

български - 'bg'	Lietuvių - 'lt'
čeština -'cs'	magyar - 'hu'
Dansk - 'da'	Malti - 'mt'
Deutsch - 'de'	Nederlands - 'nl'
Eesti - 'et'	polski - 'pl'
Ελληνικά - 'el'	português - 'pt'
English - 'en'	română - 'ro'
español - 'es'	Slovenčina - 'sk'
français - 'fr'	Slovenščina - 'sl'
hrvatski - 'hr'	suomi - 'fi'
'italiano - 'it'	svenska - 'sv'
Latviešu - 'lv'	

1.2   Redirecting to 2nd level survey

There is a possibility to access the 2nd level survey directly. In order to do that user needs to enter the following URLs:

1. https://foq.youreurope.europa.eu/assist-service/survey-long
2. https://foq.youreurope.europa.eu/info-service-ft/survey-long
3. https://foq.youreurope.europa.eu/info-service-noft/survey-long
4. https://foq.youreurope.europa.eu/online-proc-ft/survey-long
5. https://foq.youreurope.europa.eu/online-proc-noft/survey-long

1.3   Example of the feedback form implementation with an independent UI

Apart from redirecting to the Common Feedback on Quality tool, there is an option to implement the feedback form with an independent UI for Member States. Compliance with the WEB API is required. The Web API is available under URL:

https://foq.youreurope.europa.eu/api-foq

This API offers 7 endpoints (1 for session and 1 for each level of survey):

1. *session-id* – session ID is requested when the user enters the survey website. The API counts the time from entering a website till successfully sending the survey data.
2. */feedback/quality/1stlevel/assistance* - sends the user's first level assistance services survey data to the server.
3. */feedback/quality/2ndlevel/assistance* – sends the user's second level assistance services survey data to the server.
4. *feedback/quality/1stlevel/information* - sends the user's first level information survey data to the server.
5. */feedback/quality/2ndlevel/information* – sends the user's second level information survey data to the server.
6. *feedback/quality/1stlevel/procedure* - sends the user's first level online procedures survey data to the server.
7. */feedback/quality/2ndlevel/procedure* – sends the user's second level online procedures survey data to the server.

The format of the documentation for each endpoint is a .yml file. The administrators can use the swagger tool to browse the .yml endpoint files.

The administrators can follow the steps which explain how to add a feedback form to the website. The example uses the Information Services feedback with an open question. To show how to use first and second level feedback, we create a simple HTML form and then create a POST request with the use of jQuery. The focus is on simplicity and creating a working survey for legacy browsers.

Step 1: The creation of the UI for first level survey using HTML5

```
<!doctype html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport"
      content="width=device-width, user-scalable=no, initial-scale=1.0, maximum-scale=1.0, minimum-scale=1.0">
  <meta http-equiv="X-UA-Compatible" content="ie=edge">
  <title>Example</title>
</head>
<body>
  <form id="first-level-feedback">
    <p>Found what you were looking for?</p>
    <input type="radio" id="foundInformation-yes" name="foundInformation" value="Yes" required>
    <label for="foundInformation-yes">Yes</label><br>
```

```html
<input type="radio" id="foundInformation-no" name="foundInformation" value="No" required>
<label for="foundInformation-no">No</label><br>
<input type="radio" id="foundInformation-partly" name="foundInformation" value="Partly" required>
<label for="foundInformation-partly">Partly</label><br>

<p>Rate this page</p>
<input type="radio" id="rating-1" name="rating" value="1" required>
<label for="rating-1">1</label><br>
<input type="radio" id="rating-2" name="rating" value="2" required>
<label for="rating-2">2</label><br>
<input type="radio" id="rating-3" name="rating" value="3" required>
<label for="rating-3">3</label><br>
<input type="radio" id="rating-4" name="rating" value="4" required>
<label for=rating-4>4</label><br>
<input type="radio" id="rating-5" name="rating" value="5" required>
<label for="rating-5">5</label><br>

<p>Help us improve</p>
<textarea id="feedback" name="helpUsImprove" rows="8" cols="60"></textarea>
<br><br>

<button type="submit">Send feedback</button>
</form>


<script
    src="https://code.jquery.com/jquery-3.5.1.min.js"
    integrity="sha256-9/aliU8dGd2tb6OSsuzixeV4y/faTqgFtohetphbbj0="
    crossorigin="anonymous"
></script>
<script src="index.js"></script>
</body>
</html>
```

Step 2: The creation of the HTTP POST request using JavaScript

```javascript
var formId = '#first-level-feedback';
var uuid = '';

$.get('https://foq.youreurope.europa.eu/api-foq/session-id', function (result) {
  uuid = result;
});

$(formId).submit(function (event) {
  event.preventDefault();
  var data = {
    sessionId: uuid,
    source: window.location.href
  };

  $.each($(this).serializeArray(), function(_, kv) {
    if (kv.name === 'rating') {
      kv.value = parseInt(kv.value);
    }
    if (kv.value) {
      data[kv.name] = kv.value;
    }
  });
```

```
$.ajax({
    type: 'POST',
    url: 'https://foq.youreurope.europa.eu/api-foq/feedback/quality/1stlevel/information',
    contentType: 'application/json',
    data: JSON.stringify(data)
  });
});
```

Note that the first GET /session-id request is sent by the time the JavaScript is loaded. This way, the server is being notified that a new user enters a survey. Added UUID allows the data gathering for statistical purposes. After the successful submission of the survey, the user has an option to fill the second level survey.

Step 3: The creation of the UI for a second level survey using HTML5

```html
  <!doctype html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport"
      content="width=device-width, user-scalable=no, initial-scale=1.0, maximum-scale=1.0, minimum-scale=1.0">
  <meta http-equiv="X-UA-Compatible" content="ie=edge">
  <title>Example</title>
</head>
<body>
<h1>Please let us know more about the information you found</h1>
<form id="second-level-feedback">

  <p>Was the information accurate and up-to-date?</p>
  <input type="radio" id="accuracy-1" name="accuracy" value="1" required>
  <label for="accuracy-1">1</label><br>
  <input type="radio" id="accuracy-2" name="accuracy" value="2" required>
  <label for="accuracy-2">2</label><br>
  <input type="radio" id="accuracy-3" name="accuracy" value="3" required>
  <label for="accuracy-3">3</label><br>
  <input type="radio" id="accuracy-4" name="accuracy" value="4" required>
  <label for="accuracy-4">4</label><br>
  <input type="radio" id="accuracy-5" name="accuracy" value="5" required>
  <label for="accuracy-5">5</label><br>

  <p>Was the information comprehensive enough?</p>
  <input type="radio" id="comprehensiveness-1" name="comprehensiveness" value="1" required>
  <label for="comprehensiveness-1">1</label><br>
  <input type="radio" id="comprehensiveness-2" name="comprehensiveness" value="2" required>
  <label for="comprehensiveness-2">2</label><br>
  <input type="radio" id="comprehensiveness-3" name="comprehensiveness" value="3" required>
  <label for="comprehensiveness-3">3</label><br>
  <input type="radio" id="comprehensiveness-4" name="comprehensiveness" value="4" required>
  <label for="comprehensiveness-4">4</label><br>
  <input type="radio" id="comprehensiveness-5" name="comprehensiveness" value="5" required>
  <label for="comprehensiveness-5">5</label><br>

  <p>Was the language clear and well structured?</p>
  <input type="radio" id="clarity-1" name="clarity" value="1" required>
```

```html
  <label for="clarity-1">1</label><br>
  <input type="radio" id="clarity-2" name="clarity" value="2" required>
  <label for="clarity-2">2</label><br>
  <input type="radio" id="clarity-3" name="clarity" value="3" required>
  <label for="clarity-3">3</label><br>
  <input type="radio" id="clarity-4" name="clarity" value="4" required>
  <label for="clarity-4">4</label><br>
  <input type="radio" id="clarity-5" name="clarity" value="5" required>
  <label for="clarity-5">5</label><br>

  <p>Was the date of the last update (publication) indicated on the page?</p>
  <input type="radio" id="lastUpdate-yes" name="lastUpdate" value="Yes" required>
  <label for="lastUpdate-yes">Yes</label><br>
  <input type="radio" id="lastUpdate-no" name="lastUpdate" value="No" required>
  <label for="lastUpdate-no">No</label><br>
  <input type="radio" id="lastUpdate-dont-know" name="lastUpdate" value="Unknown" required>
  <label for="lastUpdate-dont-know">I don't know</label><br>

  <p>Was the name of authority responsible for the content of the information published on the page?</p>
  <input type="radio" id="ownership-yes" name="ownership" value="Yes" required>
  <label for="ownership-yes">Yes</label><br>
  <input type="radio" id="ownership-no" name="ownership" value="No" required>
  <label for="ownership-no">No</label><br>
  <input type="radio" id="ownership-dont-know" name="ownership" value="Unknown" required>
  <label for="ownership-dont-know">I don't know</label><br>

  <p>Did the page include references, links to legal acts?</p>
  <input type="radio" id="legalActs-yes" name="legalActs" value="Yes" required>
  <label for="legalActs-yes">Yes</label><br>
  <input type="radio" id="legalActs-no" name="legalActs" value="No" required>
  <label for="legalActs-no">No</label><br>
  <input type="radio" id="legalActs-not-relevant" name="legalActs" value="Irrelevant" required>
  <label for="legalActs-not-relevant">Not relevant</label><br>

  <p>Was the information available in English? </p>
  <input type="radio" id="englishAvailability-yes" name="englishAvailability" value="Yes" required>
  <label for="englishAvailability-yes">Yes</label><br>
  <input type="radio" id="englishAvailability-no" name="englishAvailability" value="No" required>
  <label for="englishAvailability-no">No</label><br>
  <input type="radio" id="englishAvailability-dont-know" name="englishAvailability" value="Unknown" required>
  <label for="englishAvailability-dont-know">I don't know</label><br>

  <br><br>
  <button type="submit">Send feedback</button>
</form>

<script
    src="https://code.jquery.com/jquery-3.5.1.min.js"
    integrity="sha256-9/aliU8dGd2tb6OSsuzixeV4y/faTqgFtohetphbbj0="
    crossorigin="anonymous"
></script>
<script src="index2.js"></script>
</body>
</html>
```

Step 4: The creation of JavaScript code, which sends HTTP requests to the */feedback-on-quality-2ndLevel* endpoint

```javascript
var formId = '#second-level-feedback';
var uuid = ''

$.get('https://foq.youreurope.europa.eu/api-foq/session-id', function (result) {
  uuid = result;
});

$(formId).submit(function (event) {
  event.preventDefault();

  var data = {
    sessionId: uuid,
    source: window.location.href,
    informationSurvey: {}
  };

  $.each($(this).serializeArray(), function(_, kv) {
    if (kv.value) {
      data.informationSurvey[kv.name] = isNaN(kv.value) ? kv.value : parseInt(kv.value);
    }
  });

  $.ajax({
    type: 'POST',
    url: 'https://foq.youreurope.europa.eu/api-foq/feedback/quality/2ndlevel/information',
    contentType: 'application/json',
    data: JSON.stringify(data)
  });
});
```

In the second level survey, user id is fetched upon entering the survey. Once the user clicks the submit button - POST request sends data to the server.

1.4 Referral of the full URL path of web pages for the common feedback on quality tool

With the aim of increasing the rate of matching the URL captured by the feedback tool with URLs notified in the links repository, it is recommended to adopt either the solution described below or the one in the following section 1.5.

On the web servers hosting the pages where the link to the common feedback tool is plugged, whose meta-data have also been notified on the Links repository, the **Referrer Policy header** should be configured in a way **allowing the referral** of the origin page, as follows:

Referrer-Policy: 'no-referrer-when-downgrade'

More details regarding the configuration of the referrer policy can be found on the following pages:

- https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Referrer-Policy

- https://developer.mozilla.org/en-US/docs/Web/Security/Referer_header:_privacy_and_security_concerns

1.5 Implementation of the Widget for the common feedback on quality tool

As introduced in the previous section and with the aim of increasing the rate of matching the URL captured by the feedback tool with URLs notified in the links repository, it is alternatively recommended to implement the following **widget** solution, even in case the referrer policy is not enabled.

On the web pages where the feedback on quality needs to be captured, a widget has to be embedded according to the details below.

1.5.1 Script

To use FOQ WIDGET, include the following script on your web page.

```
<script src="https://{host}/widget/sdg-foq-widget.js"></script>
```

ACCEPTANCE host : foq.sdgacceptance.eu
PRODUCTION host : foq.youreurope.europa.eu

1.5.2 Usage

The widget can be implemented in different configurations, according to the need of every single website:

- Default implementation
- Only text
- Image
- Providing a referral URL
- Providing type and language
- Providing link's attributes.

The sections below give example of the different configurations.

1.5.2.1 Default implementation

```
<sdg-foq-widget></sdg-foq-widget>
```

Help us improve

1.5.2.2 Only text

```
<sdg-foq-widget>
  <span slot="content">Feedback on quality survey</span>
</sdg-foq-widget>
```

[Feedback on quality survey](#)

1.5.2.3 Image

```
<sdg-foq-widget>
    <img slot="content" width="150" alt="Help us improve" src="as-
sets/help-us-improve.jpeg"/>
</sdg-foq-widget>
```

Help us improve

1.5.2.4 Providing a REFERRAL URL

```
<sdg-foq-widget referral-url="https://sample.com/ms-url"></sdg-foq-
widget>
```

```
referral-url: if not provided, current location href is used
```

[Help us improve](#)

1.5.2.5 Providing type and language

```
<sdg-foq-widget type="info-service-ft" lang="fi"></sdg-foq-widget>
```

```
type: info-service-noft | info-service-ft | assist-service (default:
info-service-noft)
       lang: ISO language code (default: en)
```

[Help us improve](#)

1.5.2.6 Providing link's attributes

```
<sdg-foq-widget id="id" class="link" title="Title" aria-label="Foq" tar-
get="_self" rel="nofollow"></sdg-foq-widget>
```

```
Hyperlink supported attributes: id, class, title, aria-label, target
(default: _blank), rel (default: noopener)
```

[Help us improve](#)

2 Assistance Service Finder front end specification

2.1 Redirecting to Assistance Service Finder tool

The Assistance Service Finder is a tool allowing users to search for assistance service relevant for their issue. The administrators need to insert the snippet (fragment of the code) into the website's source code so that the user can enter the finder tool.

Location	https://asf.youreurope.europa.eu
Snippet	Assistance Service Finder

The administrators can configure the link to display a chosen language. To do that, the administrators need to add at the end of the website's URL a question mark and the parameter "lang" with the language code. Below is an example.

https://asf.youreurope.europa.eu/?lang=fr

The languages and their codes:

български - 'bg'	Lietuvių - 'lt'
čeština -'cs'	magyar - 'hu'
Dansk - 'da'	Malti - 'mt'
Deutsch - 'de'	Nederlands - 'nl'
Eesti - 'et'	polski - 'pl'
Ελληνικά - 'el'	português - 'pt'
English - 'en'	română - 'ro'
español - 'es'	Slovenčina - 'sk'
français - 'fr'	Slovenščina - 'sl'
hrvatski - 'hr'	suomi - 'fi'
'italiano - 'it'	svenska - 'sv'
Latviešu - 'lv'	

In order for the finder to open with a pre-defined value selected in the question related to the location in which the user would like to exercise the rights, another referral must be configured in the link. To do that, the administrators need to add at the end of the website's URL a question mark and the parameter "country" with the country code. Below is an example.

https://asf.youreurope.europa.eu/?country=fr

Country codes:

Austria - 'AT'	Italy - 'IT'
Belgium - 'BE'	Latvia - 'LV'
Bulgaria - 'BG'	Lithuania - 'LT'
Croatia - 'HR'	Lichtenstein – 'LI'
Cyprus - 'CY'	Luxembourg - 'LU'
Czechia - 'CZ'	Malta - 'MT'
Denmark - 'DK'	Netherlands - 'NL'
Estonia - 'EE'	Norway – 'NO'
Finland - 'FI'	Poland - 'PL'
France - 'FR'	Portugal - 'PT'
Germany - 'DE'	Romania - 'RO'
Greece - 'EL'	Slovakia - 'SK'
Hungary - 'HU'	Slovenia - 'SI'
Ireland - 'IE'	Spain - 'ES'
Island – 'IS'	Sweden - 'SE'

In order to combine both country and language parameters, the ampersand (&) needs to be inserted between them. Below is an example.

https://asf.sdg-atos.net/?country=fr&lang=fr

3   Feedback on Single Market Obstacles

3.1   Redirecting to Feedback on Single Market Obstacles tool

Feedback on Single Market Obstacles tool is an interface allowing users to anonymously provide their feedback on the obstacles they encounter while exercising their rights, both at Members States and EU level. To redirect the user to the common tool, administrators need to insert a snippet into the website's source code.

Location	https://fosmo.youreurope.europa.eu
Snippet	`<a target="_blank" href="https://fosmo.youreurope.europa.eu">Feedback on Single Market Obstacles</a>`

The administrators can configure the link to display a chosen language. To do that, the administrators need to add at the end of the website's URL a question mark and the parameter "lang" with the language code. Below is an example.

https://fosmo.youreurope.europa.eu/?lang=fr

The languages and their codes:

български - 'bg'   Lietuvių - 'lt'

čeština -'cs'   magyar - 'hu'

Dansk - 'da'   Malti - 'mt'

Deutsch - 'de'   Nederlands - 'nl'

Eesti - 'et'   polski - 'pl'

Ελληνικά - 'el'   português - 'pt'

English - 'en'   română - 'ro'

español - 'es'   Slovenčina - 'sk'

français - 'fr'   Slovenščina - 'sl'

hrvatski - 'hr'   suomi - 'fi'

'italiano - 'it'   svenska - 'sv'

Latviešu - 'lv'