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Feedback, right where it happens

Volker Kemeter · TYPO3camp RheinRuhr 2026

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Who IzZz I?!

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> Working as a FULLSTUCK Developer at www.fonda.at



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The problem

"The website is broken."



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Everybody knows this email

> **Subject:** Website
>
> Hi, the picture on the page is broken again. Can you have a look? Thanks!

- **Which** page? Which picture? Frontend or backend?
- **Which** browser, which screen size, which language?
- Logged in? Which workspace? Cached or not?
- A screenshot? Maybe – as a photo of the monitor. 📱
- **Result:** three emails back and forth before anybody can even start.



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The idea

For editors

- Report it **where you see it** – in the frontend or the backend
- Describe it, pick a category, done
- Screenshot with one click, **mark it up**, black out personal data

For the team

- All the context is **attached automatically**
- Stored in TYPO3, **delivered** by email – or to your ticket system

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Features



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Two entry points

"Feedback" in the frontend **admin panel** and a button in the **backend toolbar**

Dialog

Description, category, severity, optional **screenshot** of the current tab

Mark up

Rectangle, arrow, **black out** – burnt into the image in the browser

Context

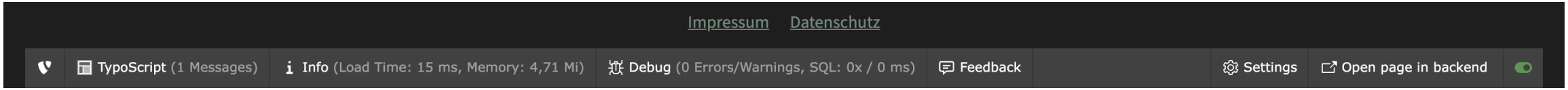
Browser, server, page or module – **each detail can be switched off**

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Screenshots

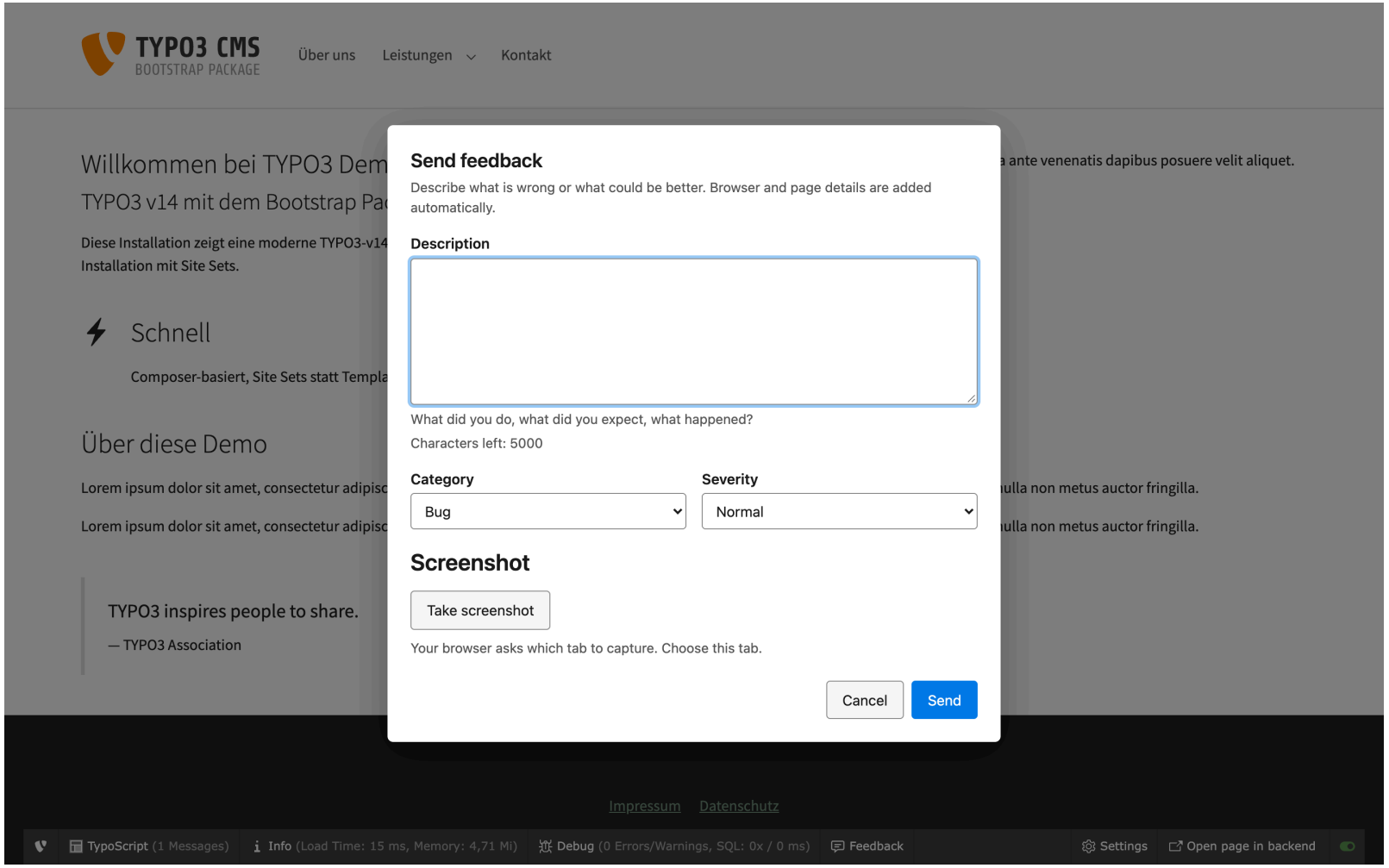
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The Admin-Panel



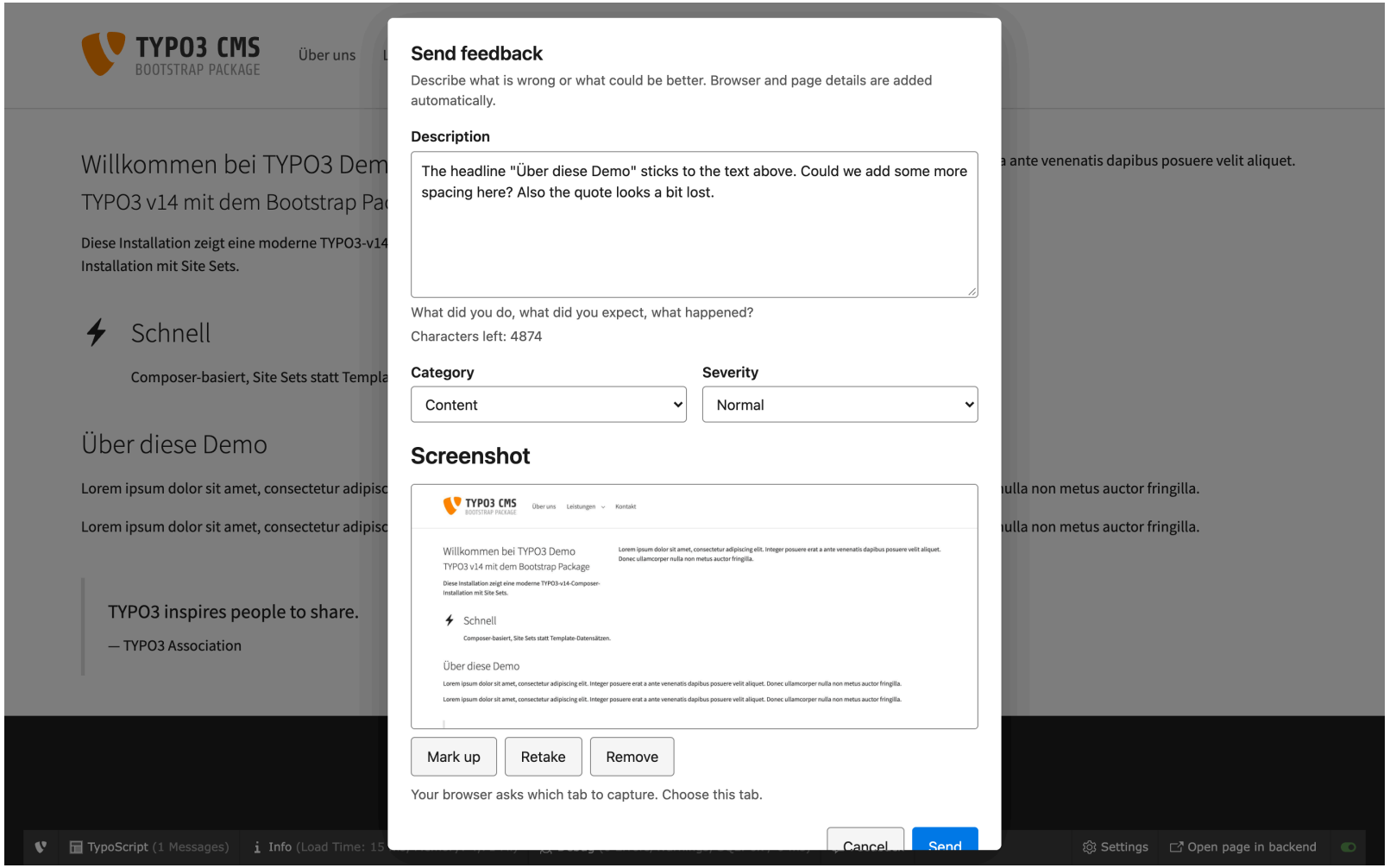
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The feedback dialog



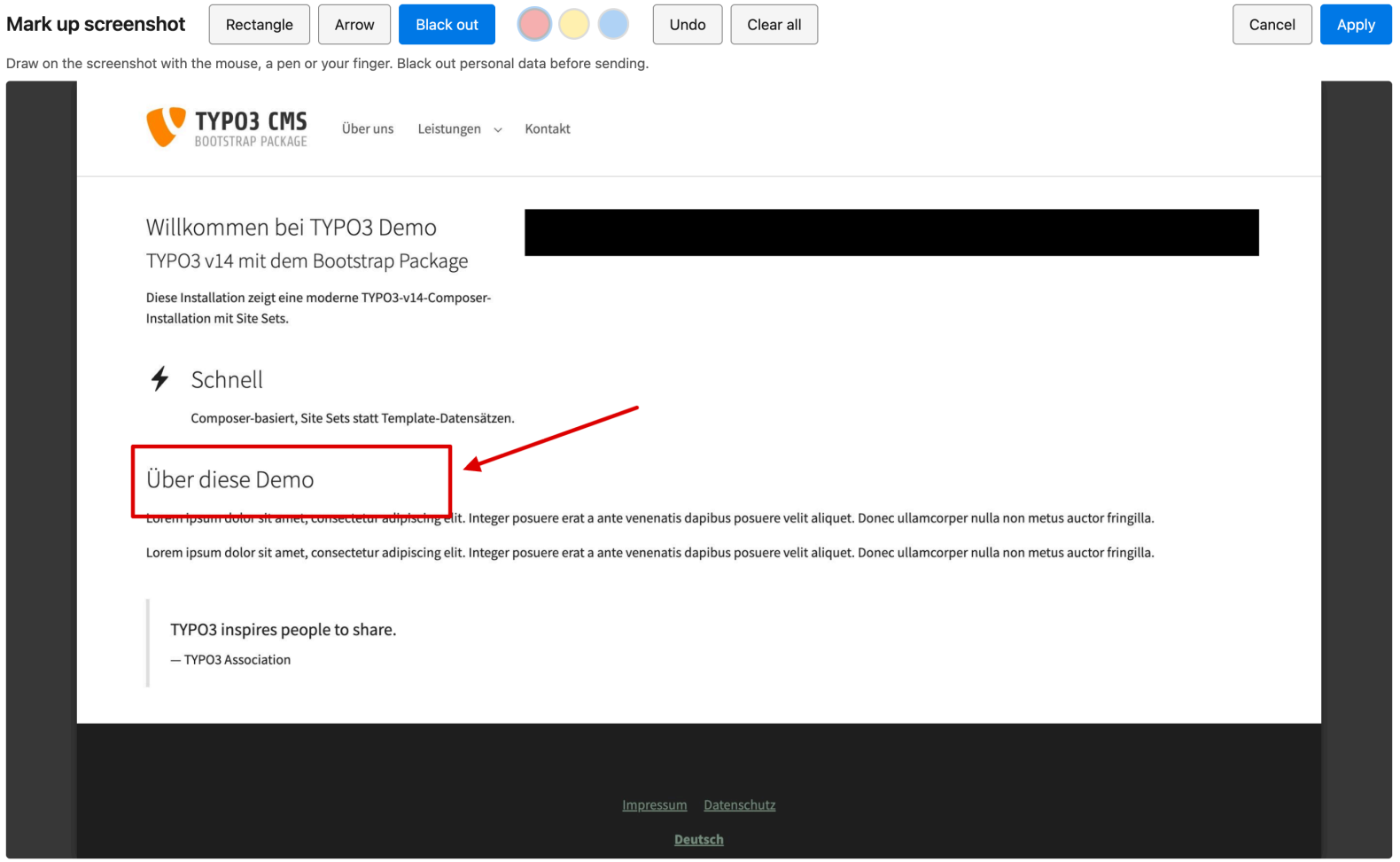
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Screenshot of the current tab



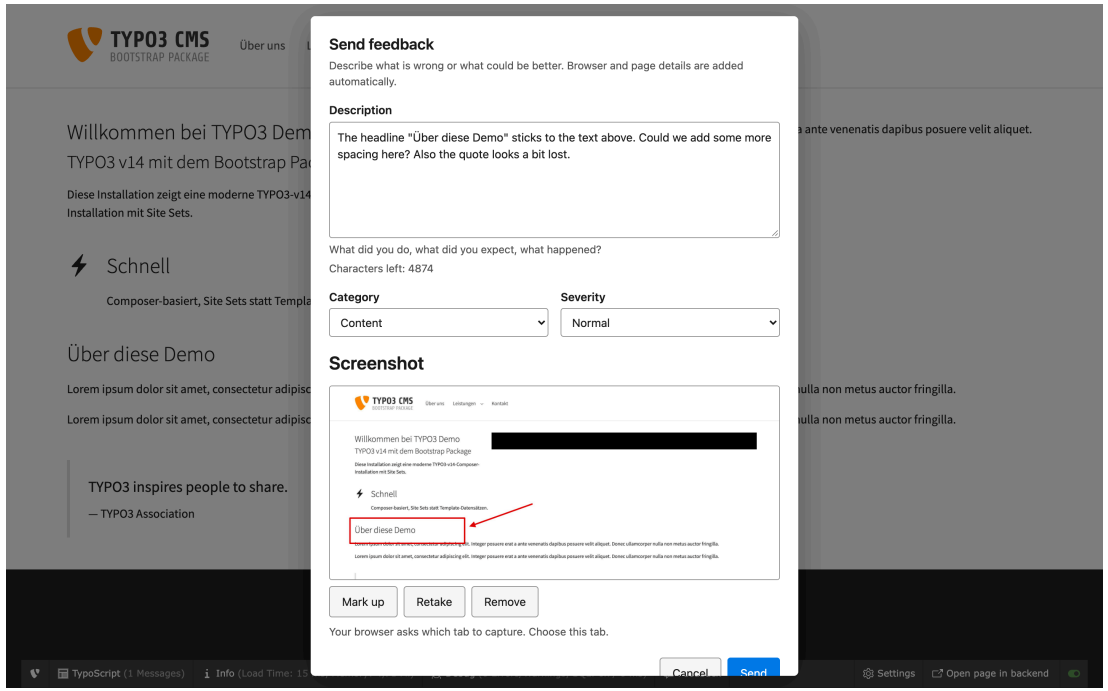
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Mark important stuff



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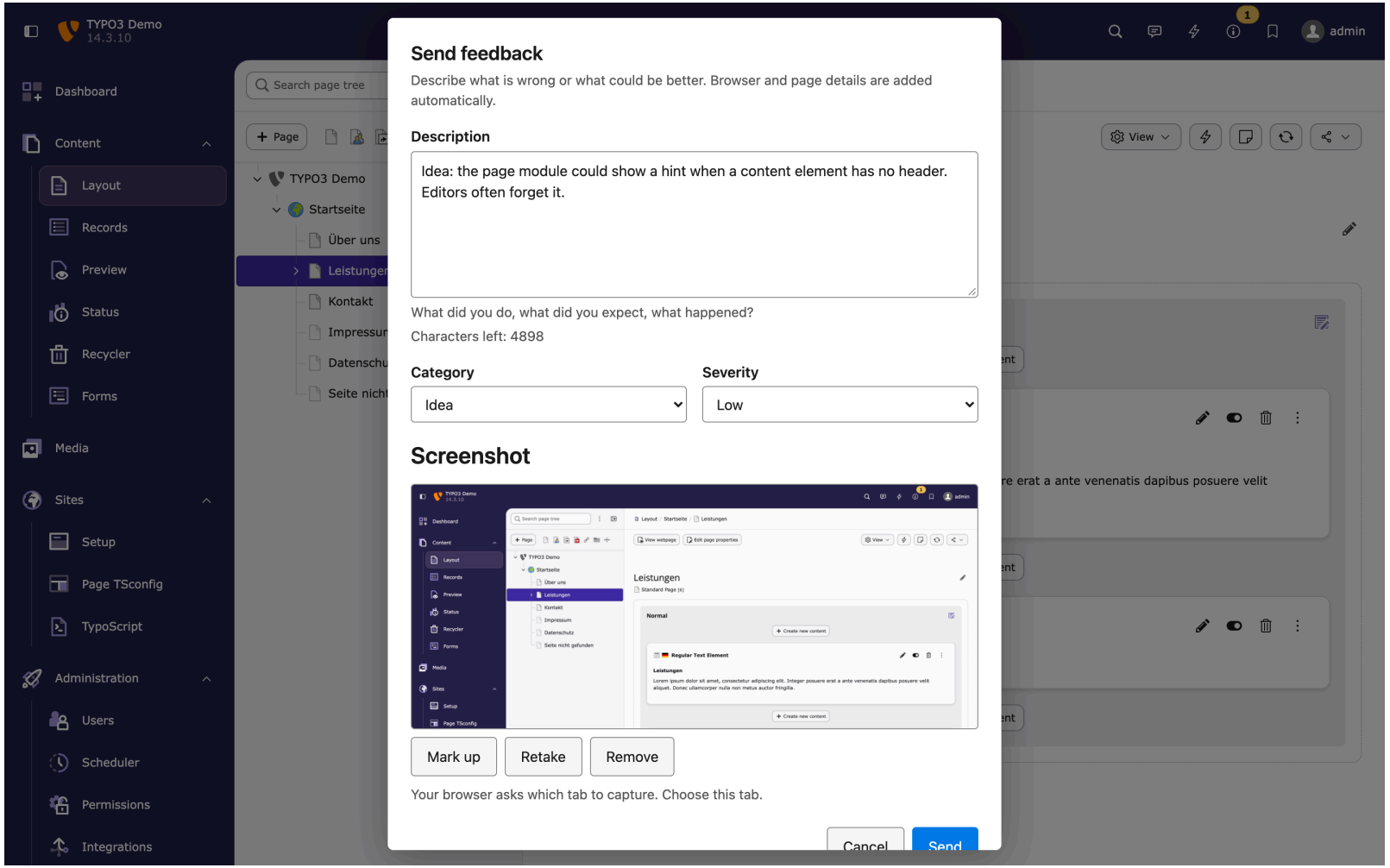
Black out private stuff



- Markings are **burnt into the image** before it is sent
- Blacked-out areas never leave the browser

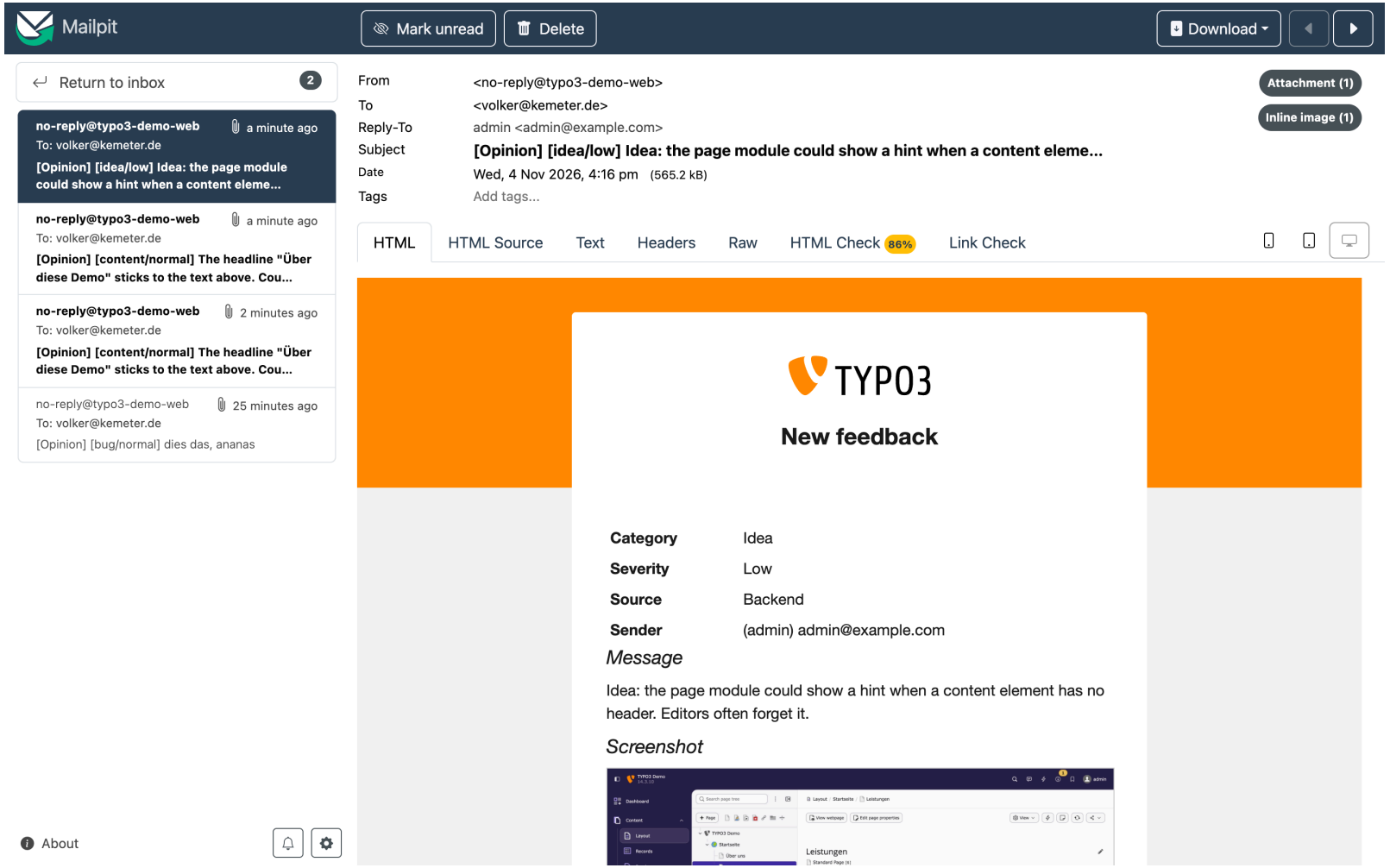
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Backend: the toolbar button



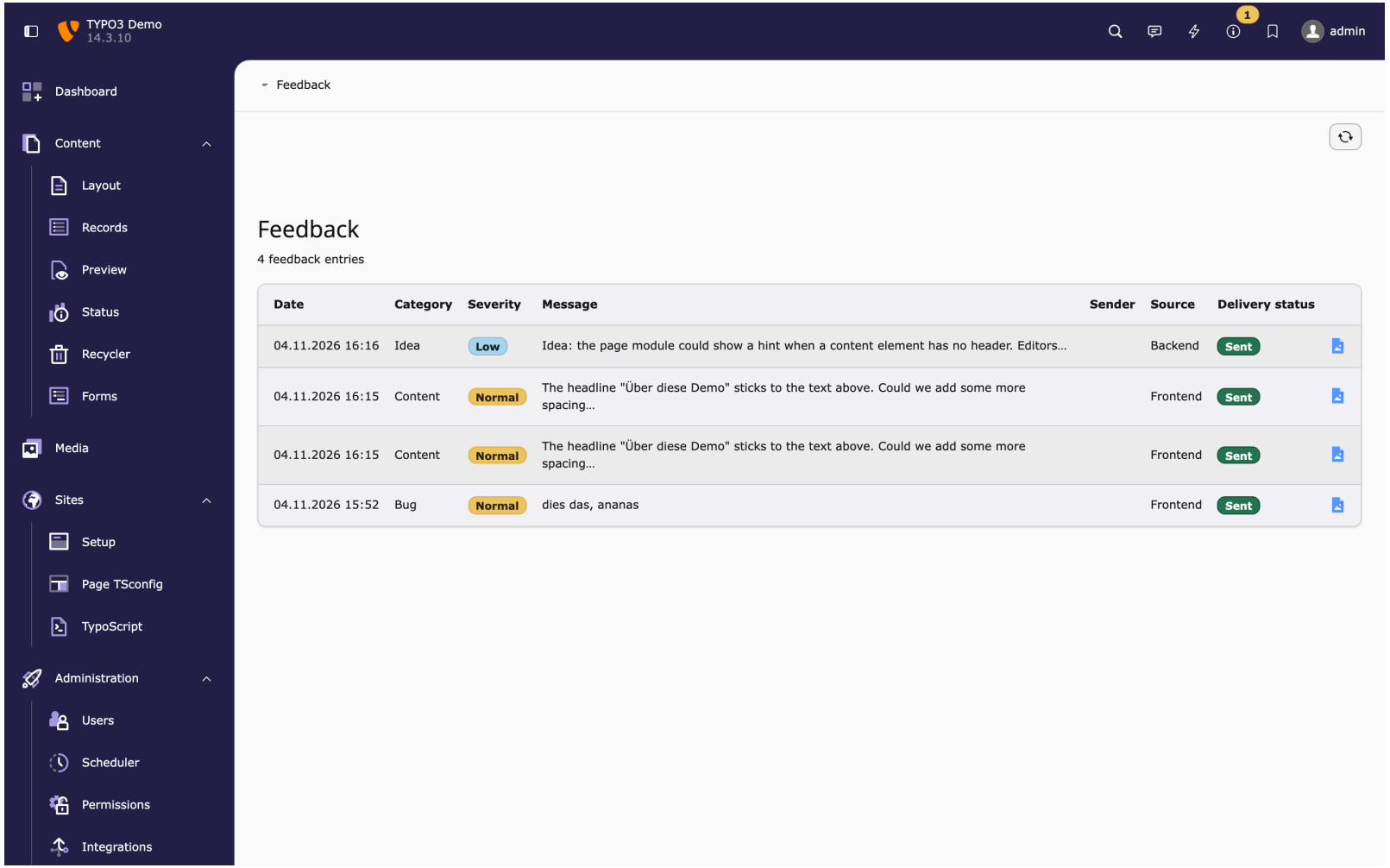
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The email



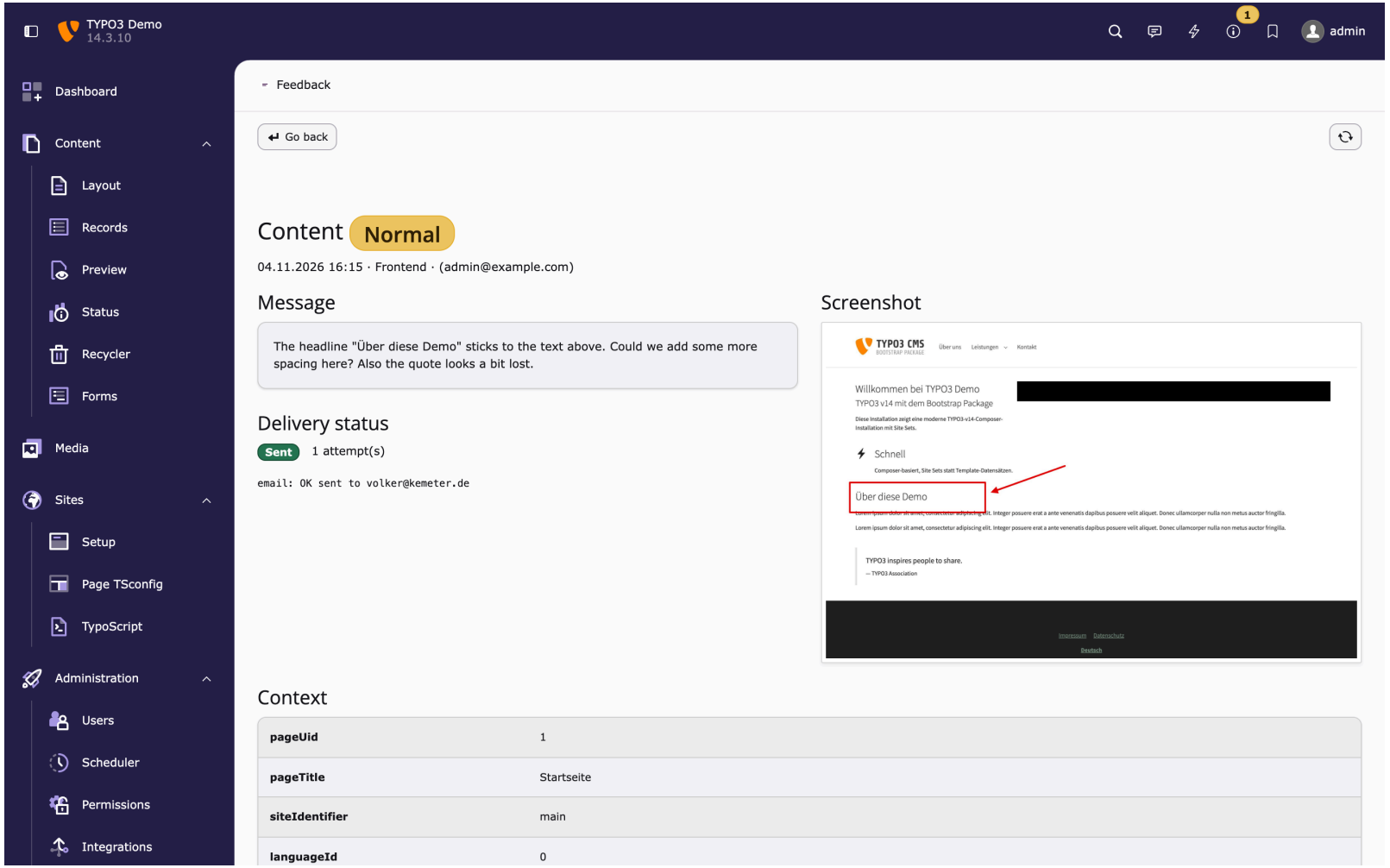
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Admin Tools → Feedback



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The detail view



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What is collected?

Browser

Everything, JS can read

Server

TYPO3 and PHP version, application context, request user agent, anonymised IP address

Page / module

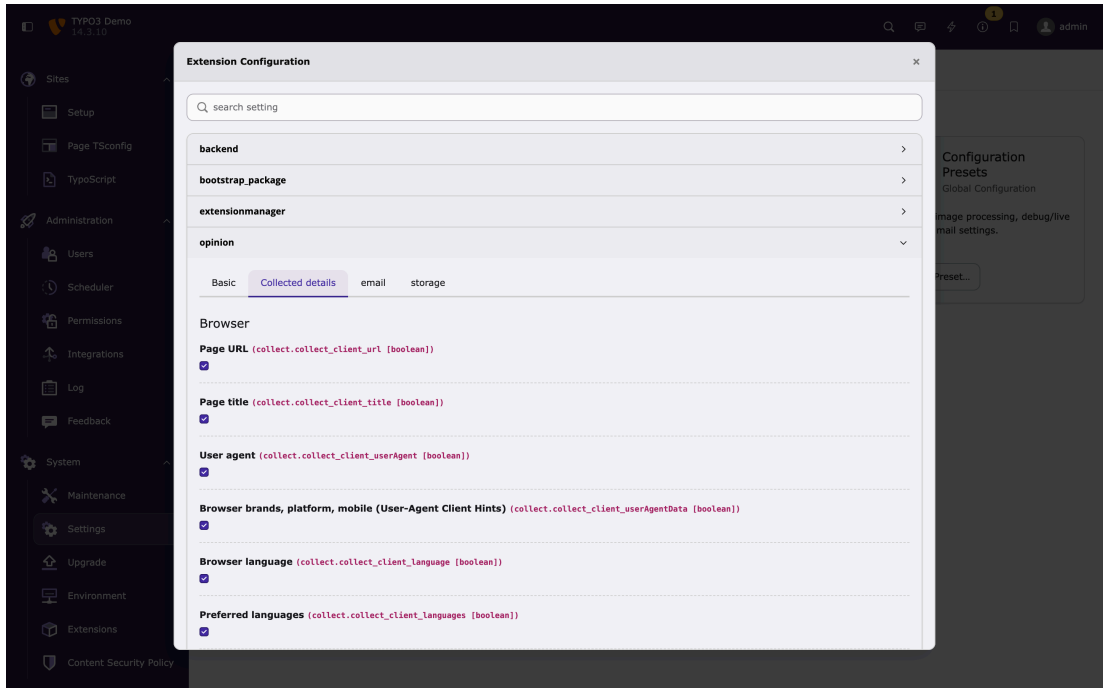
All things, TYPO3 provides.

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All configurable

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Configuration



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Who may send feedback?

Admins

Always.

Editors

Defined by User or group TSconfig

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Data, privacy, security

- Screenshots in a **non-public FAL storage** below `var/opinion/` – outside the web root

Deployment: `var/opinion/` must be a shared directory.

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Operations: deliver again & clean up

Mail server was down?

```
vendor/bin/typo3 opinion:redeliver
vendor/bin/typo3 opinion:redeliver --min-age=0
vendor/bin/typo3 opinion:redeliver --dry-run
```

Keep it tidy

```
vendor/bin/typo3 opinion:cleanup
vendor/bin/typo3 opinion:cleanup --days=30
vendor/bin/typo3 opinion:cleanup --dry-run
```

Or the button **"Deliver again"** in the detail view.

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For developers

Make it yours – connect your ticket system



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How a submission flows

```
Entry point (admin panel / toolbar / your own)
  │  DialogConfigurationBuilder → JSON for the dialog
  ▼
openOpinionDialog(configuration)          ── JavaScript, ES module
  │  POST multipart/form-data
  ▼
AJAX route  opinion_submit
  ▼
SubmitController   access · rate limit · validation
  │  SubmissionFactory + ContextProviderInterface (per source)
  ▼
SubmissionProcessor
  ├─ 1. store record + screenshot      (never lost)
  └─ 2. foreach DeliveryChannelInterface → DeliveryResult
                ├─ EmailDeliveryChannel   (shipped)
                └─ YourTicketChannel      (yours!)
```

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Make your own delivery



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Example: create a GitLab issue

```php
final readonly class GitLabDeliveryChannel implements DeliveryChannelInterface
{
    public function __construct(private RequestFactory $requestFactory) {}

    public function getIdentifier(): string { return 'gitlab'; }

    public function deliver(Submission $submission, ?File $screenshot, OpinionConfiguration $configuration): DeliveryResult
    {
        $response = $this->requestFactory->request(getenv('GITLAB_ISSUES_URL'), 'POST', [
            'headers' => ['PRIVATE-TOKEN' => getenv('GITLAB_TOKEN')],
            'json' => [
                'title' => mb_substr($submission->message, 0, 80),
                'description' => $submission->message,
                'labels' => 'feedback,' . $submission->category->value . ',' . $submission->severity->value,
            ],
            'http_errors' => false,
        ]);

        return $response->getStatusCode() === 201
            ? DeliveryResult::success('gitlab', 'Issue created')
            : DeliveryResult::failure('gitlab', 'HTTP ' . $response->getStatusCode());
    }
}
```

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What's next?

- Ticket system channels – which one do *you* need? Let's build it together
- Your ideas – via … feedback. 😉

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DEMO TIME!

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Thank you! Questions?

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- TER: extensions.typo3.org/extension/opinion
- Packagist: `vkemeter/opinion`
- GitHub: github.com/vkemeter/opinion