

2019



dotCMS Product Brief

Forms Module

Trusted, Continuous & Connected
Customer Experiences

dotcms





Inside the Brief

The dotCMS Forms Module allows business users to

manage contact forms, surveys & more complex custom forms

from within dotCMS as an integrated part of the overall editing process. dotCMS Forms follows the open standards for flexibility and extensibility and **gives developers the tools to extend and customize specific form functionality and behavior** to tailor the solution to the organization's unique requirements.

Key Benefits

- **Web-form management** part of editorial process
- **Data integrity** through server-side validation
- **Supporting self-service scenarios**

Customer Interaction

Engaging digital experiences are those that truly interact with visitors. Technically, the heart of this interaction are often forms, such as contact forms, download forms, surveys, applications, registrations and so on.

dotCMS Forms puts business users & marketers in charge to create, manage & deploy these forms independently from their IT group.

This results in greater flexibility as well as faster time to market for the business teams.

Integrated with Workflow

Forms are treated like any other document in dotCMS. This has the advantage, that forms follow the same content management processes, such as **shared metadata conventions, shared workflow and publication processes and localization rules** and obviously also permissions. Equally, forms can be associated with other documents in the CMS, such as registration forms with event documents, and deployed together.

Styling and layout of forms can be freely defined by your web- designers, so that Forms follow your corporate identity.





Data Exchange

Form data is captured in the dotCMS content repository and **can be exported in CSV or Excel format or sent by email** for further processing.

Alternatively, the form input can be exposed over REST API to a backend system directly for real-time processing of the web form data. With the LowCode API Tooling, development teams can integrate web-forms directly into the relevant adjacent business applications, such as Marketing Automation (MA) and Customer Relationship Management (CRM).

Drag & Drop

Since Forms are a content type in dotCMS and reside in a content container, they follow the same intuitive concepts like regular content, which **allows for drag & drop over the page where it makes sense to drive the highest conversion.**

Targeted Forms

An additional advantage of Forms being a content type, is the ability to target specific forms to the right audiences without having to create separate pages.

Marketing teams can expose persona-specific forms in a single container

which allows for maximum flexibility and fast time-to-value.

Data Quality

dotCMS Forms offers a set of **standard electronic validations to secure qualitative collection of data** that fuels your digital marketing platform. Developers can extend the standard validation set to their liking for specific data input.

Advanced Forms

Forms support the management of multi-page forms to cater for complex surveys as well as application forms and online offer wizards.

To increase productivity for editors,

Forms allows for the definition of reusable groups of fields so that recurring combinations,

such as address or membership information,

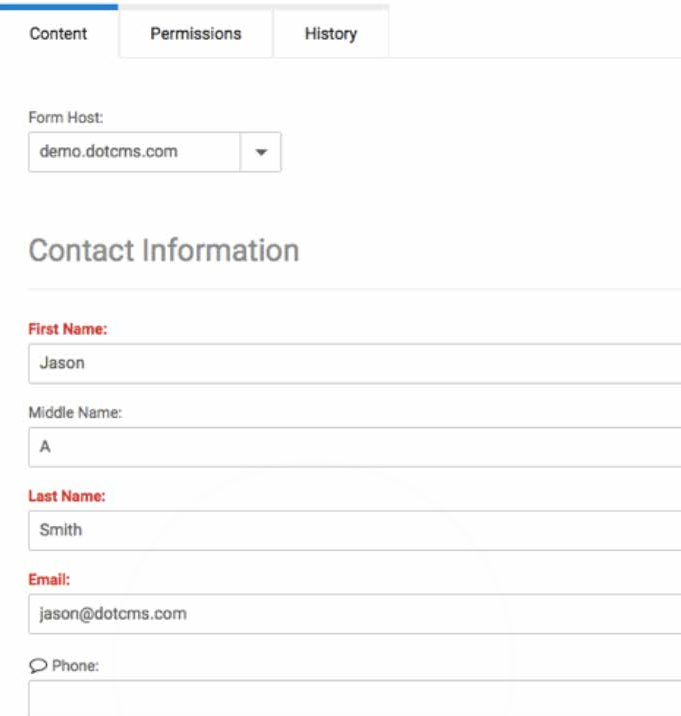
can easily be reused in newly created forms.

Furthermore, editors can make pages and forms fields conditionally as part of the editing interface, allowing for more targeted forms. **Both entire pages and individual fields follow configurable and extensible validation rules.** dotCMS Forms executes this validation on client-side per field as well as on the server side for the entire form¹.

This ensures maximum usability for visitors who have JavaScript enabled as well as data consistency of the overall form should a client not support JavaScript validation.

Extensibility

The Form capabilities can be extended by development teams very easily. Adding additional validation rules to ensure data quality is nothing but adding a Java Class.



The screenshot displays the dotCMS Forms editor interface. At the top, there are three tabs: 'Content' (selected), 'Permissions', and 'History'. Below the tabs, there is a 'Form Host' dropdown menu set to 'demo.dotcms.com'. The main section is titled 'Contact Information'. It contains several form fields: 'First Name' (labeled in red) with the value 'Jason', 'Middle Name' (labeled in red) with the value 'A', 'Last Name' (labeled in red) with the value 'Smith', 'Email' (labeled in red) with the value 'jason@dotcms.com', and 'Phone' (labeled in red) which is currently empty. A large purple arc and a purple circle are visible in the bottom right corner of the image.



What's Next for dotCMS

What was and is new in previous & upcoming dotCMS releases:

- [What's New in dotCMS 5.0](#)
- [What's New in dotCMS 5.1](#)
- [What's New in dotCMS 5.2](#)

See updates to forms in dotCMS 5.2

[Watch demo >>](#)

Complimentary Evaluation Support

dotCMS offers a variety of tactics to test-drive and proof out your key use-cases around your personalization strategy. It is our investment and helps you to evaluate dotCMS effectively, way beyond shiny product demos and slick sales presentation.

More on our evaluation support

[Here>>>](#)

References

- 1 <https://dotcms.com/docs/latest/building-and-using-forms>



About dotCMS

dotCMS is a leading, open source content and customer experience management platform for companies that want innovation and performance driving their websites and other content-driven applications. Extensible and massively scalable, both small and large organizations can rapidly deliver personalized and engaging content across browsers, mobile devices, channels, second screens and endpoints -- all from a single system.

Founded in 2003, dotCMS is a privately owned US company with offices in Miami, Florida; Boston, Massachusetts and San Jose, Costa Rica. With a global network of certified development partners and an active open source community, dotCMS has generated more than a half-million downloads and thousands of implementations and integration projects worldwide. **Notable dotCMS customers include:** Telus, Standard & Poors, Hospital Corporation of America, Royal Bank of Canada, DirecTV, Thomson Reuters, China Mobile, Aon, and DriveTest Ontario.

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