

Date: 02.07.2025

Submission Timeline : 04.07.2025

Objective

Build a web-based feedback form application where:

- **Users** can submit feedback about a service experience.
- An **Admin** can log in to view, filter, and manage the feedback data.
- **Tech Stack :**
 - **Frontend** – React
 - **Backend** – Node.js + Express
 - **Database** – PostgreSQL

User Functionality (Public Feedback Form)

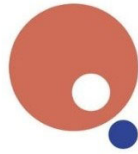
Fields:

1. Name (Text)
2. Email or Phone Number (Text/Number)
3. Date of Experience (Date picker)
4. Date of Feedback Submission (Auto-filled)
5. Upload Images (Before and After) – Optional (Max 2 images)
6. Feedback Questions:
 - Overall experience: (Very Satisfied → Very Dissatisfied) [5-point scale]
 - Quality of service: (Excellent / Good / Average / Poor)
 - Timeliness: (Excellent / Good / Average / Poor)
 - Professionalism: (Excellent / Good / Average / Poor)
 - Communication ease: (Excellent / Good / Average / Poor)
 - What did you like the most? (Open-ended)
 - Suggestions for improvement? (Open-ended)
 - Would you recommend us? Why/Why not? (Open-ended)
 - Permission to publish feedback/testimonial: (Yes/No)
 - Can we contact you again for reference or follow-up? (Yes/No)
7. Submit Button

Admin Functionality

1. **Admin Login Page** (Username/Password)
2. **Dashboard with all feedback entries**, showing:
 - Name, Contact, Submission Date
 - Key ratings (Overall, Quality, etc.)
 - Flags (Permission to publish, Can contact again)
3. **Filter & Search by:**
 - Name
 - Date of Experience

QuickSO



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Solutions

- Overall Rating
- Contact Permission (Yes/No)
- 4. **View Full Feedback** (Modal or Page View)
- 5. **Download Images (Before/After)**
- 6. **Export to Excel or CSV**