PRD — Product Reviews (Submit & Publish)

1) Summary

Deliver a lightweight reviews workflow: a basic form with straightforward validations, and a small set of publishing rules. The product should clearly communicate the review's final state (Published or Pending Review) and why.

Out of scope: rich text editor, multiple images, replies/threads, votes, abuse reporting, ML moderation, localization, user reputation.

2) Scope

- **In:** Review form (rating, title, body, email), optional single photo, "Verified Purchase" badge display, deterministic publishing rules, status display, minimal audit log.

- **Out:** multi-attachment support, profanity dictionaries beyond a small internal list, cross-product moderation tools, complex SLAs.

3) User Flows

Flow A — Submit Review

1. Open "Write a Review" on the product page.

2. Fill **Rating**, **Title**, **Review Body**, **Email**; optionally add **Photo**; "Verified Purchase" badge is shown if we know the order mapping.

3. Submit → a **Review ID** is created; the review is immediately evaluated by publishing rules (Flow B).

Field rules (directional):

- **Rating:** integer 1–5 (required).

- **Title:** length within a modest range (e.g., ~5–80 chars).

- **Review Body:** minimum reasonable length (e.g., ~20 chars) with a large but bounded max (e.g., ~1000 chars).

- **Email:** syntactically valid (contains "@" and domain).

- **Photo (optional):** `jpg|png`, single file, small size cap (≈2 MB).

- **Verified Purchase:** boolean badge only; no effect on publishing.

On valid submit: Create `ReviewID`, persist fields, proceed to Flow B. Invalid fields block submit with inline messages.

Flow B — Auto-Moderation & Publishing

When a review is created or edited, set **Status** using simple, predictable rules:

1. If **Rating is high (≥4) and** the body contains **no banned words**, set **Status = Published**.

2. If **Rating is low (≤2) or** the body **contains a banned word**, set **Status = Pending Review (Manual)**.

3. Otherwise (**Rating = 3** with a clean body), set **Status = Published**.

Notes

- The **banned-words list** is a tiny, case-insensitive set managed in config (e.g., a few obvious terms).

- Editing a review re-evaluates status and overwrites the prior status.

- The Verified Purchase badge **does not** alter status (display only).

5) Acceptance Criteria

Form & Validation

- Rating required (1–5); Title/Body enforce simple min/max; Email must be valid.

- Optional photo: jpg/png only, small size cap; reject file only (keep other inputs).

- Invalid fields block submit with inline errors; fixing enables submit.

Publishing

- Status set strictly by three rules (high=publish, low/banned=pending, 3=publish).

- Exactly one status at a time; edits re-evaluate status.

Display

- Post-submit shows Published/Pending with reason if pending.

- Pending reviews are hidden publicly; author can see pending state.

Reliability

- One `reviewId` per successful submit; guard against double-click duplicates.

- Editing a pending review that removes flagged content can move it to Published.