Book Alley

Use-Case Specification: Moderate reviews

Version 2.0

Revision History

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Use-Case Specification: Moderate reviews

# Use-Case Name

## Brief Description

The moderate reviews for admin use cases empowers administrators to assess and filter customer reviews submitted for products. This ensures that the content aligns with community guidelines and provides valuable insights for potential buyers.

# Flow of Events

## Basic Flow

1. Users submit reviews after purchasing and reading a book.
2. The system automatically flags new reviews for moderation
3. Flagged reviews are placed in a moderation queue accessible to the admin.
4. The admin reviews each flagged review for compliance with community guidelines and policies.
5. The admin makes a decision regarding the flagged review: Approved, rejected, pending
6. Users are notified of the status of their reviews, especially if they are rejected, with reasons provided.
7. Approved reviews are published on the website and contribute to the book's overall rating.

## Alternative Flows

### Appeal review

1. If a user disagrees with the moderation decision, they can appeal.
2. The appeal is directed to the admin or a dedicated appeals team.
3. The admin or appeals team re-evaluates the flagged review, considering the user's appeal and any additional context provided.
4. A final decision is made, either upholding the original decision or overturning it based on the appeal.
5. The user is notified of the final decision, and if the review is approved, it is published on the website.

# Special Requirements

## Security and privacy

* Data Protection: Implement robust security measures to protect user data, including encryption, access controls, and regular security audits. Comply with all applicable data privacy regulations, such as GDPR and CCPA.
* Responsible Data Handling: Clearly inform users about how their data is collected, used, and shared. Obtain explicit consent for data collection and use, and provide users with options to manage their privacy settings.
* Transparency in Data Handling: Provide clear and accessible information about the moderation process, including how user data is used to make moderation decisions. Allow users to access and review their data, and provide a mechanism for them to appeal moderation decisions if they believe they are incorrect.

## Scalability

* Efficient Review Workflow: Design a streamlined review workflow that prioritizes high-risk content and ensures timely moderation decisions. Leverage AI to help moderators quickly identify and address violations.
* Load Balancing and Infrastructure: Implement a scalable infrastructure that can handle increasing volumes of user-generated content without compromising performance or security. Employ load balancing techniques to distribute traffic across multiple servers.

## User experience

* Clear Community Guidelines: Establish clear and easy-to-understand community guidelines that outline acceptable and prohibited behavior on the e-commerce platform. Make these guidelines readily accessible to users.
* Seamless Reporting Mechanism: Provide a user-friendly reporting mechanism for users to flag inappropriate or offensive content. Ensure that reports are promptly reviewed and addressed.
* Feedback and Appeals Process: Establish a feedback and appeals process for users who disagree with moderation decisions. Allow them to provide context and explanations for their content, and provide a clear path for review and potential reversal of decisions.

## Transparency

* Community Engagement: Actively engage with the e-commerce platform community to gather feedback on the moderation process. Regularly review and update community guidelines based on community input.
* Publicly Disclosed Standards: Publicly disclose the moderation standards and policies used to evaluate user-generated content. Provide clear explanations for the rationale behind these standards.

## Adaptability

* Continuous Monitoring: Continuously monitor evolving content trends and potential new challenges in user-generated content. Stay informed about emerging technologies and trends that may impact the moderation process.
* Agile Adaptation: Be prepared to adapt the moderation system to changes in content trends and user behavior. Develop a process for regularly reviewing and updating moderation policies and procedures.

# Preconditions

## Internet connectivity

* The admin's device should have a working internet connection to access the website. This is because the review submission process requires sending data to the e-commerce platform's servers. Without an internet connection, the review submission process will fail.

## User authentication

* Only authenticated users should be able to submit reviews. This ensures accountability and traceability. In other words, only users who have logged in to their accounts should be able to submit reviews. This helps to prevent anonymous or fake reviews from being submitted.

## Review submission completeness

* A review should have the required fields completed before submission, such as a rating and textual content. This ensures that the review is informative and helpful to other users. If any required fields are missing, the review submission process should fail.

## Compliance with guidelines

* Reviews should adhere to the community guidelines and policies specified by the e-commerce platform. This helps to ensure that the reviews are appropriate and that they do not violate any rules or regulations. Reviews that do not comply with the guidelines should be rejected.

## Content filtering

* Implement content filtering mechanisms to catch common issues before manual review. This can include things like checking for profanity, spam, and other types of inappropriate content. Content filtering can help to reduce the workload of human reviewers and ensure that only reviews that are likely to be approved are submitted for manual review.

# Postconditions

## Review publication

* After approval, the review is published on the website and contributes to the product's overall rating. This ensures that the review is visible to other users and that it can help them make informed decisions about whether or not to purchase the product.

## Notification to user

* Users receive timely notifications about the status of their reviews, whether approved, rejected, or pending. This keeps users informed about their reviews and allows them to take action if necessary, such as resubmitting a rejected review.

## Continuous monitoring

* Implement continuous monitoring of published reviews to address any issues that may arise post-publication. This can include things like identifying and removing reviews that violate the community guidelines, responding to user feedback, and addressing any technical issues that may be affecting the review display

## Feedback loop

* Establish a feedback loop for users to report issues with reviews even after they are published, ensuring a dynamic and responsive system. This allows users to bring any concerns to the attention of the e-commerce platform, and it allows the platform to take action to address those concerns. This feedback loop is important for maintaining a high-quality review system that is responsive to the needs of its users.

# Extension Points

## User reporting tools

* Implementing user reporting tools is crucial for maintaining a high-quality review system on an e-commerce platform. These tools empower users to actively participate in the moderation process by flagging inappropriate or irrelevant content for review. This approach can significantly reduce the workload of human moderators and ensure that potential issues are identified and addressed promptly.

## Custom notifications

* Customizable notification settings are essential for tailoring the moderation process to the specific needs of e-commerce platforms and administrators. These settings allow administrators to manage the flow of moderation-related alerts and ensure that they are notified promptly about critical issues.