

CLANCULARIUS - FEEDBACK SYSTEM

A Project report submitted in partial fulfilment of the requirements for

the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE ENGINEERING

Submitted by

317126510005 B. Amulya Jyothi

317126510020 G. Sindhu

317126510023 G. Bhargav

317126510025 J. Sai Vinay

317126510034 K. L. Swarup

317126510051 R. Mourya

Under the guidance of

EZHILAN VELUCHAMI

Reporting Director, Infosys Ltd.



DEPARTMENT OF COMPUTER SCIENCE & ENGINEERING

**ANIL NEERUKONDA INSTITUTE OF TECHNOLOGY AND
SCIENCES**

(UGC AUTONOMOUS)

*(Permanently Affiliated to AU, Approved by AICTE and Accredited by NBA & NAAC with
'A' Grade)*

SANGIVALASA, VISAKHAPATNAM-531162

2017-2021

DEPARTMENT OF COMPUTER SCIENCE & ENGINEERING
ANIL NEERUKONDA INSTITUTE OF TECHNOLOGY AND
SCIENCES

(UGC AUTONOMOUS)

*(Permanently Affiliated to AU, Approved by AICTE and Accredited by NBA & NAAC with
'A' Grade)*

SANGIVALASA, VISAKHAPATNAM-531162

2017-2021



BONAFIDE CERTIFICATE

This is to certify that this project report, “CLANCULARIUS - FEEDBACK SYSTEM” is the work of **B. Amulya Jyothi (317126510005), G. Sindhu (317126510020), G. Bhargav (317126510023), J. Sai Vinay (317126510025), K. L. Swarup (317126510034), R. Mourya (317126510051)**, of **IV/IV CSE-A**. This project is submitted in partial fulfilment of the requirements for the award of the degree of **Bachelor of Technology in Computer Science Engineering** of **Anil Neerukonda Institute of Technology and Sciences (Autonomous), Visakhapatnam** and is a record of bonafide work carried out under my guidance and supervision.

K. SURESH

Project Co-ordinator

CSE Department

ANITS

Dr. R. SIVARANJANI

Head of the Department

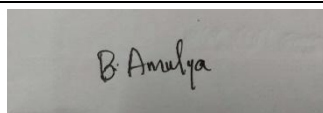
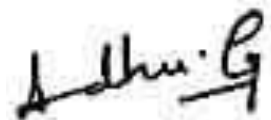
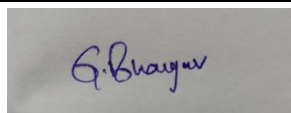
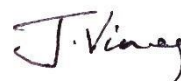

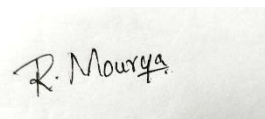
CSE Department

ANITS

DECLARATION

We, (317126510005) B. Amulya Jyothi, (317126510020) G. Sindhu, (317126510023) G. Bhargav, (317126510025) J. Sai Vinay, (317126510034) K. L. Swarup and (317126510051) R. Mourya of final semester B.Tech., in the department of Computer Science and Engineering from ANITS, Visakhapatnam, hereby declare that the project work entitled “CLANCULARIUS - FEEDBACK SYSTEM” is carried out by us and submitted in partial fulfilment of the requirements for the award of **Bachelor of Technology in Computer Science and Engineering, Anil Neerukonda Institute of Technology & Sciences(A)** during the academic year **2017-2021** and has not been submitted to any other university for the award of any kind of degree.

Team members:

S.No	Regd. No.	Name	Signature
1.	317126510005	B. Amulya Jyothi	
2.	317126510020	G. Sindhu	
3.	317126510023	G. Bhargav	
4.	317126510025	J. Sai Vinay	
5.	317126510034	K. L. Swarup	
6.	317126510051	R. Mourya	

ACKNOWLEDGEMENT

We would like to express our deep gratitude to our project guide, **EZHILAN VELUCHAMI, Reporting Director, Infosys Ltd.** for his guidance with unsurpassed knowledge and immense encouragement. We are grateful to, **Dr. R. Sivaranjani, Head of the Department, Computer Science and Engineering, ANITS,** for providing us with the required facilities for the completion of the project work.

We are very much thankful to the **Principal and Management, ANITS, Sangivalasa,** for their encouragement and cooperation to carry out this work.

We express our thanks to Project Coordinator **K. Suresh, Assistant Professor, of Computer Science and Engineering, ANITS,** for his continuous support and encouragement. We thank all teaching faculty of the Department of CSE, whose suggestions during reviews helped us in the accomplishment of our project.

We would like to thank our parents, friends, and classmates for their encouragement throughout our project period. Last but not the least, we thank everyone for supporting us directly or indirectly in completing this project successfully.

Team members:

317126510005	B. Amulya Jyothi
317126510020	G. Sindhu
317126510023	G. Bhargav
317126510025	J. Sai Vinay
317126510034	K. L. Swarup
317126510051	R. Mourya

ABSTRACT

Clancularius is a free feedback form generation application where you can create your feedback form and collect responses from others. It is a full-featured online form builder that makes it easy to create robust forms and collect important data. Clancularius is a gateway to gathering better information to power your business. At Clancularius, we believe paperwork shouldn't slow you down. We're dedicated to making online data collection as seamless as possible, so you can build a better workflow while building our business. Clancularius is a web application to give anonymous feedback. Users should log in to this application for creating feedback. Users can able to create feedback with different types of questions like true/false, description type, etc., and create the survey. This feedback system has an option of anonymous, upon clicking the user can hide his/her details from displaying in the database. Users can type anything anonymously and send it through the application. This project also includes a time portal. This system helps the feedback creator to improve the performance by analyzing the feedback given by users. You don't require any coding knowledge to create the perfect form for your needs.

Keywords- Clancularius, Feedback Form, React.js, Express, Mongo DB, Node.js.

TABLE OF CONTENTS

Content:	Page no.
1. INTRODUCTION	1
1.1. Introduction	1
1.2. Problem Statement	1
2. HARDWARE AND SOFTWARE REQUIREMENTS	2
3. USER STORIES	5
4. WORKING	7
5. OUTPUTS OF THE PROJECT	8
6. STAND-UP MEETINGS	22
7. PRODUCT BACKLOG GROOMING	23
8. CONCLUSION AND FUTURE SCOPE	24
8.1. Conclusion	24
8.2. Future Scope	24
9. REFERENCES	25

1. INTRODUCTION

1.1. Introduction:

Clancularius in Latin means anonymous or writing in secret. This is a web application to give anonymous feedback. You should be able to send custom made questionnaire to specific set of peoples over the Infosys directory, and it lets them to anonymous comments to them. It also lets you search for users and send anonymous messages to them as well. People can type anything anonymously and it will be delivered to you through the application and you can reply to it. You can also give feedback on others.

Customer feedback is an essential part of growing your business. It can help you connect the dots between customer expectations and the experience they have with your products and services. But too many companies use a poor feedback collection process that makes it difficult for customers to provide their input quickly and effectively. Our easy-to-use online feedback form template can help you improve the user experience and collect better feedback that you can turn into new business Initiatives.

Successful organizations depend on feedback, whether it comes from customers, the public, your own employees or for your events. Thanks to feedback forms, you can gather information and use it to build a better working environment, increase the efficiency of your company, and provide more a valuable service. To ensure that you're getting proper feedback, you need a feedback form template that captures all relevant information. With a robust collection of feedback templates, you can either choose from one of our collection of feedback form samples or start with a basic feedback form. Using the JotForm form builder you can then format and fully customize your own feedback form. Try one of our free online feedback form templates today!

Giving your customers a personalized experience will leave a positive impression and improve retention. You can customize this online feedback form by setting up submit actions that trigger after the form is completed. Route customers to a personalized thank-you page that includes links to recommended content, or send them a confirmation email that contains next steps.

Responding to feedback is just as important as collecting it. Use the Data Routing tool to keep your team informed and send out notifications every time your online feedback form is submitted. Easily control when and to whom these emails are sent based on unique triggers, such as only sending negative feedback to your customer experience team.

1.2. Problem Statement:

Clancularius is a web application to give anonymous feedback. You should be able to send custom made questionnaire to specific set of peoples over the Infosys directory, and it lets them to send anonymous comments to them. It also lets you search for users and send anonymous messages to them as well. People can type anything anonymously and it will be delivered to you through the application and you can reply to it. You can also give feedback on others.

2. HARDWARE AND SOFTWARE REQUIREMENTS

1. Deployment Environment Requirements:

Hardware requirements: At least 8GB RAM Windows machines

Software requirements: Windows OS with Visual Studio Code. Open Internet connection with Admin Rights on the system, so that external libraries can be downloaded without any hindrance

2. Development Environment Requirements:

- **Visual Studio Code:**

Visual Studio Code is a streamlined code editor with support for development operations like debugging, task running, and version control. It aims to provide just the tools a developer needs for a quick code-build-debug cycle and leaves more complex workflows to fuller featured IDEs, such as Visual Studio IDE.



- **MongoDB:**

MongoDB is a document-oriented NoSQL database used for high volume data storage. Instead of using tables and rows as in the traditional relational databases, MongoDB makes use of collections and documents. Documents consist of key-value pairs which are the basic unit of data in MongoDB. Collections contain sets of documents and function which is the equivalent of relational database tables. MongoDB is a database which came into light around the mid-2000s.



- **GitHub:**

GitHub was created to provide a repository for open-source projects and has benefited from years of development for that community. GitHub can also be deployed in-house to provide your IT team with the same benefits enjoyed by open-source project teams across the globe. Find and reuse code more easily to minimise wasted resources and duplication. Develop more rapidly, regardless of company and project size. As part of your dev toolchain, GitHub provides access to a vast community-based knowledge resource. GitHub will also help your organisation to attract the best talent at a time when the industry faces skill shortages. GitHub secures the supply chain, identifying and fixing code vulnerabilities. It also creates and enforces security and compliance policies as code.



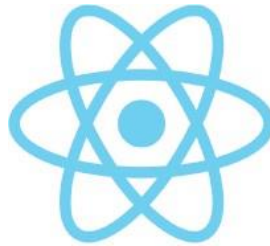
- **Node.js:**

Node.js is an open-source, cross-platform, back-end JavaScript runtime environment that runs on the V8 engine and executes JavaScript code outside a web browser. Node.js lets developers use JavaScript to write command line tools and for server-side scripting—running scripts server-side to produce dynamic web page content before the page is sent to the user's web browser. Consequently, Node.js represents a "JavaScript everywhere" paradigm, unifying web-application development around a single programming language, rather than different languages for server-side and client-side script. Node.js is designed to build scalable network applications. Node.js allows you to run JavaScript on the server. Node.js runs on various platforms (Windows, Linux, Unix, Mac OS X, etc.).



- **React.js:**

React is a JavaScript library for building user interfaces. React is used to build single page applications. React allows us to create reusable UI components. React is a JavaScript library created by Facebook. React is a tool for building UI components. React is an open-source front-end JavaScript library for building user interfaces or UI components. It is maintained by Facebook and a community of individual developers and companies. React can be used as a base in the development of single-page or mobile applications.



REACT

- **Express:**

Express is a fast, assertive, essential and moderate web framework of Node.js. You can assume express as a layer built on the top of the Node.js that helps manage a server and routes. It provides a robust set of features to develop web and mobile applications. Let's see some of the core features of Express framework:

- It can be used to design single-page, multi-page and hybrid web applications.
- It allows to setup middle-wares to respond to HTTP Requests.
- It defines a routing table which is used to perform different actions based on HTTP method and URL.
- It allows to dynamically render HTML Pages based on passing arguments to templates.



Express **JS**

www.acodes.in

3. USER STORIES

- **Login**-An existing user can login to the application using his username and password.
- **Register**-A new user can register himself by providing few details.
- **Form with questions and options**- The user can create a basic form by entering the questions and options.
- **Dashboard**-the user can able to navigate different types of pages using dashboard.
- **Support**-the user can send message to the admin for any support.
- **Type of question**-The user can choose the type of question he wants to add next. For example, multiple choice questions, etc.
- Create feedback form with description type option.
- Create feedback form with true or false options.
- **User Guide**-A new user can get familiar with the application by going through the slides that are present here.
- **Anonymous or not**-The user can choose to keep the feedbacks anonymous or not.
- Other users can view the feedback form via link.
- **View responses**-The user should be able to view responses in form number of responses.
- And complete data of each user in form accordians adding sessions to the applications to work authentic.

- **My feedback-** page where use can see their feedbacks.
- **View responses-**The user should be able to view responses in form of pie charts.
- **Delete feedback-**The user can delete the feedback created
- **Feedback form-**the feedback form to answer the created feedback.
- **My Details-**the user can see his/her details.
- **View responses-**The user should be able to view responses in form of bar graphs.
- **FAQs-**The user can view the previous FAQs as well as post new regarding the application.
- **Contact Us-**The user can view the contact details of the application.
- **Home page-**this is the first page the user lands in when he opens the application from where he/she can access Clancularius.
- **About Us-**The user can learn about the application here.
- Thankyou feedback page.
- **Feedback form-**the feedback form with true or false and descriptive type questions and adding anonymous feature.

4. WORKING

Upon successful running, the React application will be rendered on the browser with the Clancularius home page. Upon clicking the “Get started” button the user will be redirected to the login page. If one is an active user then one can enter his/her credentials and directly log in. Otherwise, one can register themselves by clicking on the “Click Here” button which redirects to the Sign-up page. To register one should provide basic information like Name, E-mail, Phone No., etc. After filling the signup form and upon submitting the information one will be registered as a user and will be redirected to the Login page where he/she can provide the credentials and login to the application.

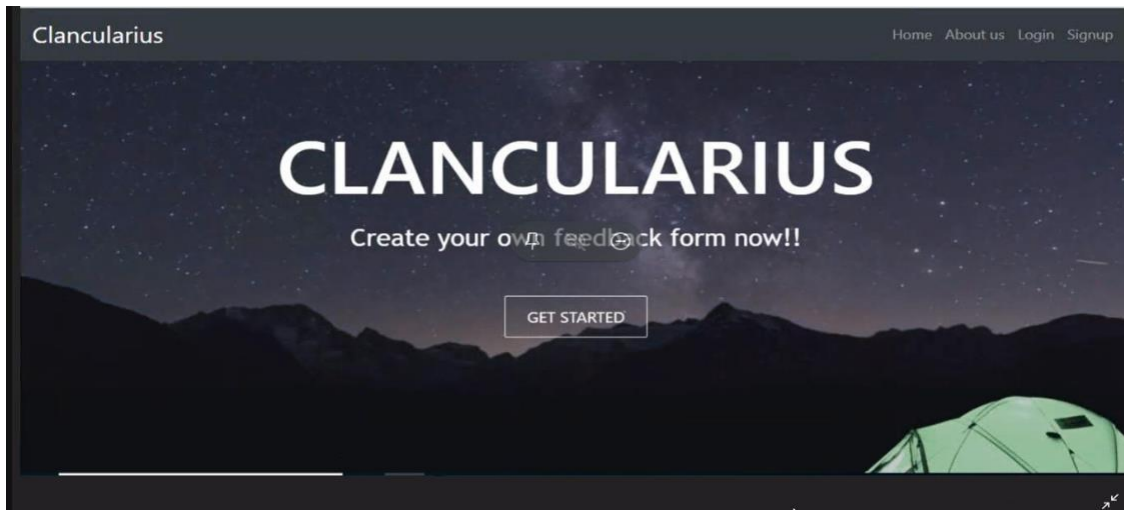
Upon successful login the user will land on the Dashboard page which consists of three components with unique functionalities namely:

1. **Create new Feedback:** Upon clicking the “Create new Feedback” button the user will be redirected to a Create Feedback page where one can create his/her feedback form by providing details such as title, the type of question to be created, etc. After providing all the details a feedback form will be created upon clicking the “Create Survey” button. The feedback form will be successfully created. After successful creation user will be directed to a page where all created feedbacks will be displayed where the user can view the responses as well as delete the respective feedback form. Each record of feedback consists of its respective link. The user can copy this link and send it to the public to conduct a Survey/Feedback. One who has this link can log in by providing valid credentials and complete the survey or feedback. After submitting the feedback a message will be displayed like “Thank you for submitting the feedback”.
2. **My Details:** The user can view his details like Username, E-mail, Phone No., DOB. In the form of a card.
3. **Your Feedbacks:** One can view their past created feedbacks by clicking on the “Your Feedbacks” button. All created feedbacks will be displayed where the user can view the responses as well as delete the respective feedback form. Each record of feedback consists of its respective link to be shared to access the respective Feedback form. The user can view, the number of responses and also the details of the user who submitted the feedback along with his/her corresponding responses, for the respective feedback forms. The user also has a glimpse in a Pie-chart and bar-graph representation of the given responses.

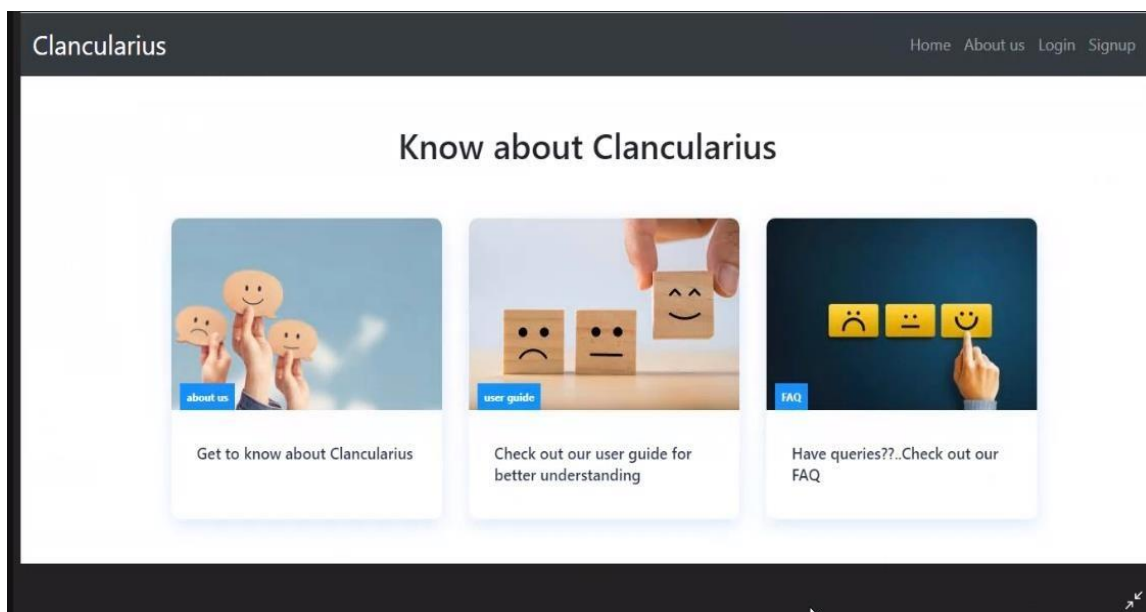
5. OUTPUTS OF THE PROJECT

Home Page:

This is the First page of our application. On clicking “Get started” button you will be redirected to login page where user can Log-in if he/she is an active user.



There are three components present in homepage namely about-us, User-guide, FAQ. on clicking respective buttons it will be redirected to corresponding page.

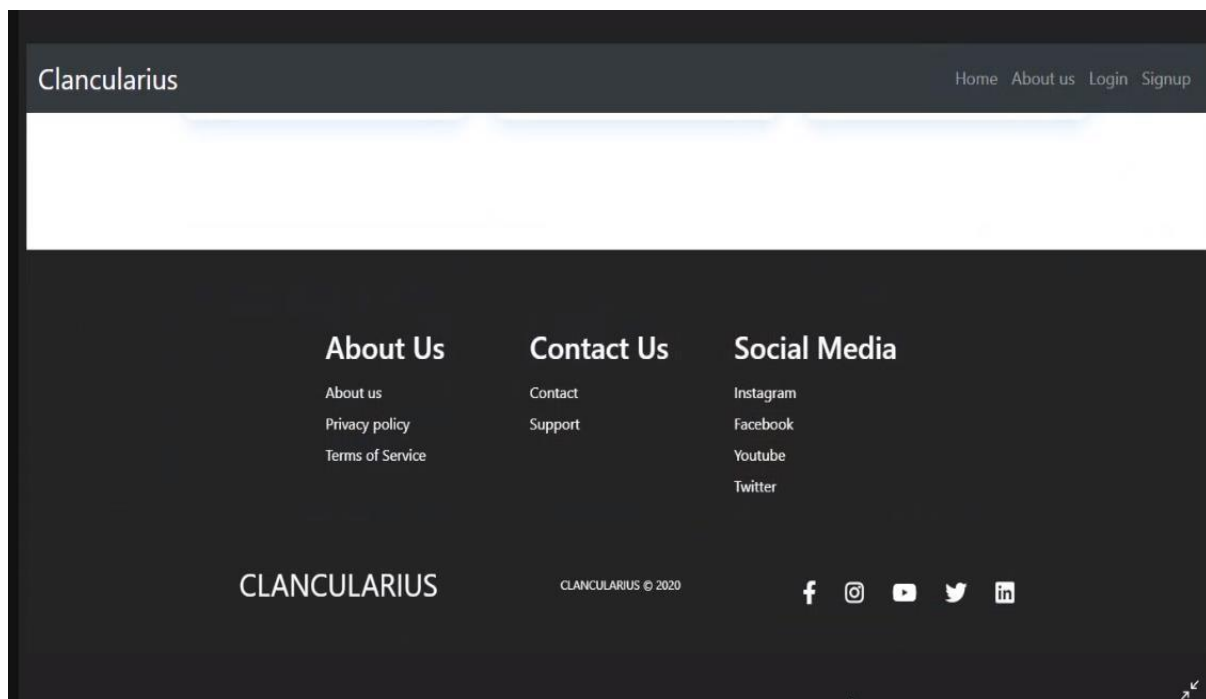


Footer:

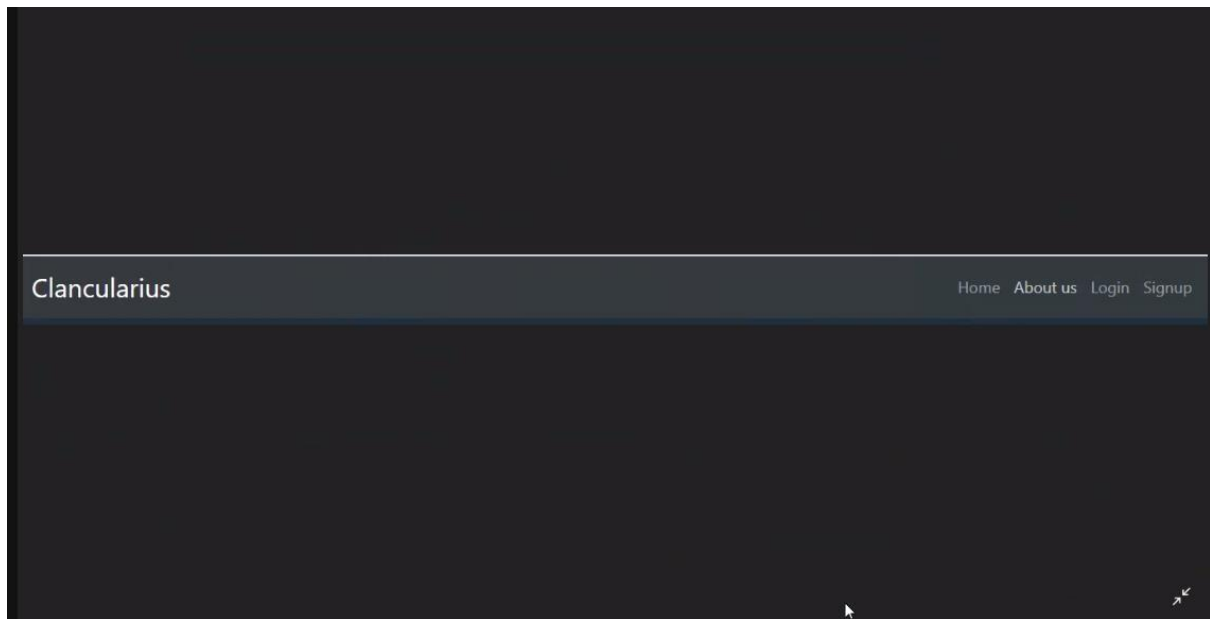
The page footer of a printed page is a section located under the main text or body. Footers are a great way to organize a lot of site navigation and information at the end of a page. This is where the user will look once they have finished scrolling through the current page or are looking for additional information about your website.

This Footer divided into three sections namely:

- **About us:** Contains details regarding the whole application including the privacy policy and terms of service of the application.
- **Contact us:** If the user faces any issue regarding the application, one can contact the support team by using this section.
- **Social Media:** The user can connect us through the social media links like Instagram, Facebook, You tube, Twitter, etc. to get notified regarding latest updates.

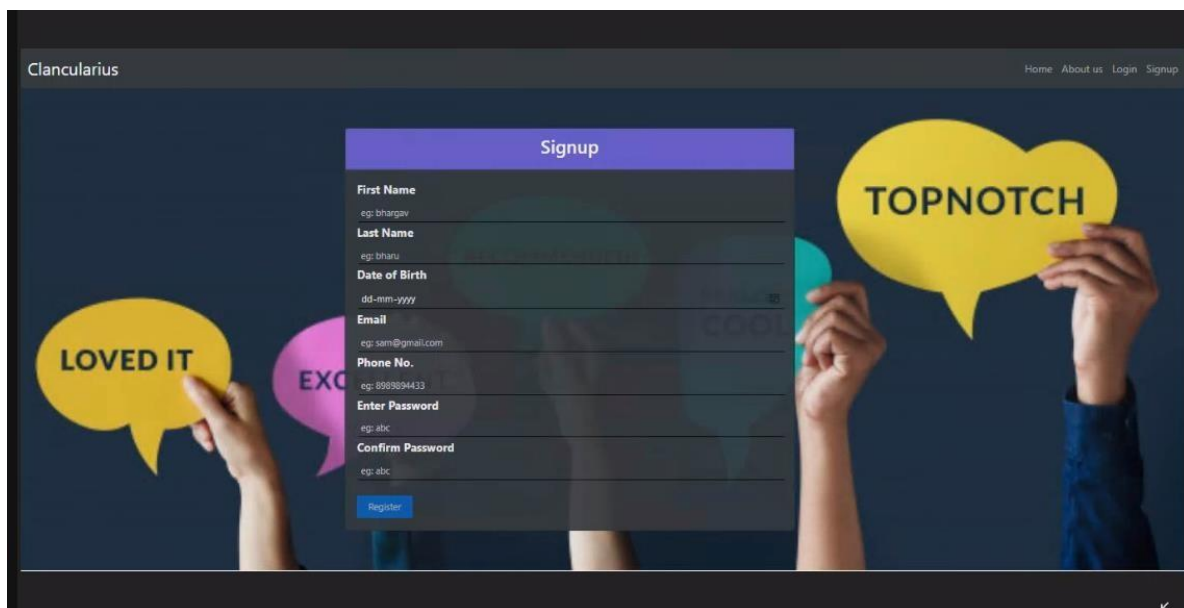


Navigation Bar:



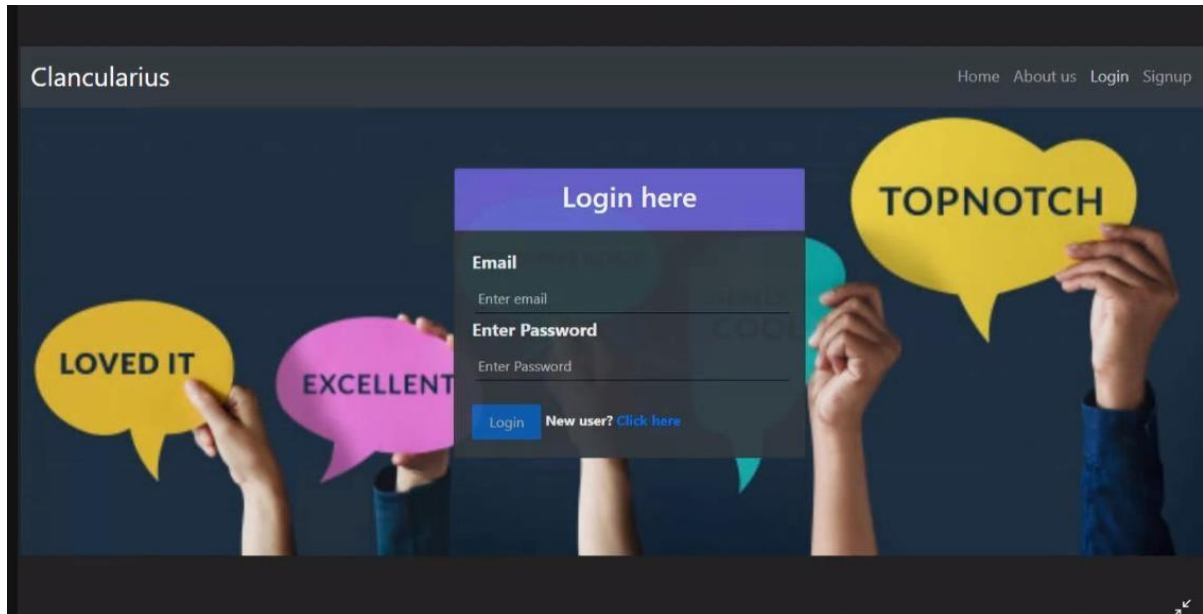
Signup page:

The user who is new to this system can register by providing details like First Name, Last name, Email, Mobile no., Password and click on the register button. Upon clicking the register Button user gets a pop-up 'Successfully Registered' and will be redirected to the Login page where you can log in with details Email and password provided on the Signup page. If the Email and password entered validates with the database and if both match it will redirect to the application dashboard page.



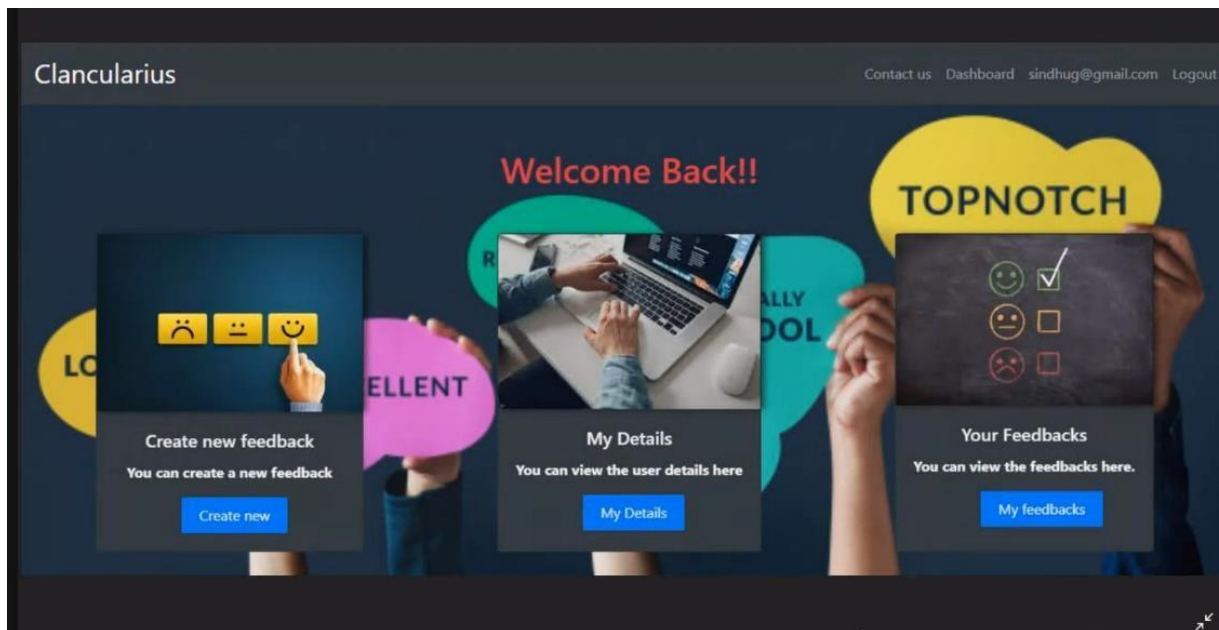
Login page:

If User is successfully registered you can enter registered Email and password and click on Login. If user already registered and entered mail and password matches with database then you can enter into the application.



Dashboard:

The dashboard consists of three components namely create new feedback, my details, and responses where they are represented within a card which consists of a respective image and a button. Upon clicking the button or image the page will be redirected to the next respective component directly thereby making it easy for the user to navigate between different components of the website. This is achieved by implementing routing in react. For Example, by clicking create feedback button the user will be directed to create a feedback page, on clicking my details he will be redirected to my details page, and lastly to the response page which consists of all the history of his feedbacks created along with the responses.



Create feedback form:

A user who wants to create feedback or a survey can create it here. This form helps the user to create feedback. We are providing different types of questions such as MCQ type, true or false/yes or no type, and descriptive type questions. The user should give a proper title to feedback and a little bit summary about that feedback. For MCQ-type questions, users can add as many options as they want but it should contain at least two options. Create feedback form must contain at least one question to create feedback. Users can select the type of question to add using add question dropdown. On creating feedback it redirects to my direct page when we can get feedback link.

- **MCQ type question:**

This was an MCQ type of question that was added to the create feedback form. When the user selects this question from drop down menu, he will enter the question and provide options respectively (min. 2 options). Upon clicking add option respective options will be added to the feedback form. After creating the form the end user will able to give response to this question and the responses are stored in the backend schema. These details can be accessed through the view responses page.

- **True or False Type question:**

This was another optional type of question that was added to the create feedback form. When the user selects this question from drop down menu, he will enter the question and two radio button options are created with True/False. On clicking change options button the options will be changed from True/False to Yes/No. After creating the form the end user will able to give response to this question and the responses are stored in the backend schema. And these details can be accessed through the view responses page.

- **Description type question:**

While creating a feedback form the user will be able to add a description type of question on selecting the type in the drop-down menu. In this, the user will enter the question on the create feedback form page. On the feedback form page, the user will allocate a text field where we can provide our feedback responses in paragraph form. Once the feedback has been submitted, the data or feedback given will be stored in the backend schema in the form of a string. One can access this information on the view responses page.

Clancularius

Contact us Dashboard sindhug@gmail.com Logout

Create feedback

Title
enter feedback title

Summary
enter feedback summary

Q1. MCQ type question Add option+

- enter option X
- enter option X

Add Question+ remove Question+

create survey

Clancularius

Contact us Dashboard sindhug@gmail.com Logout

Create feedback

Title
Feedback demo

Summary
Demo feedback form

Q1. How did you like us? Add option+

- Good X
- Bad X
- Ok X

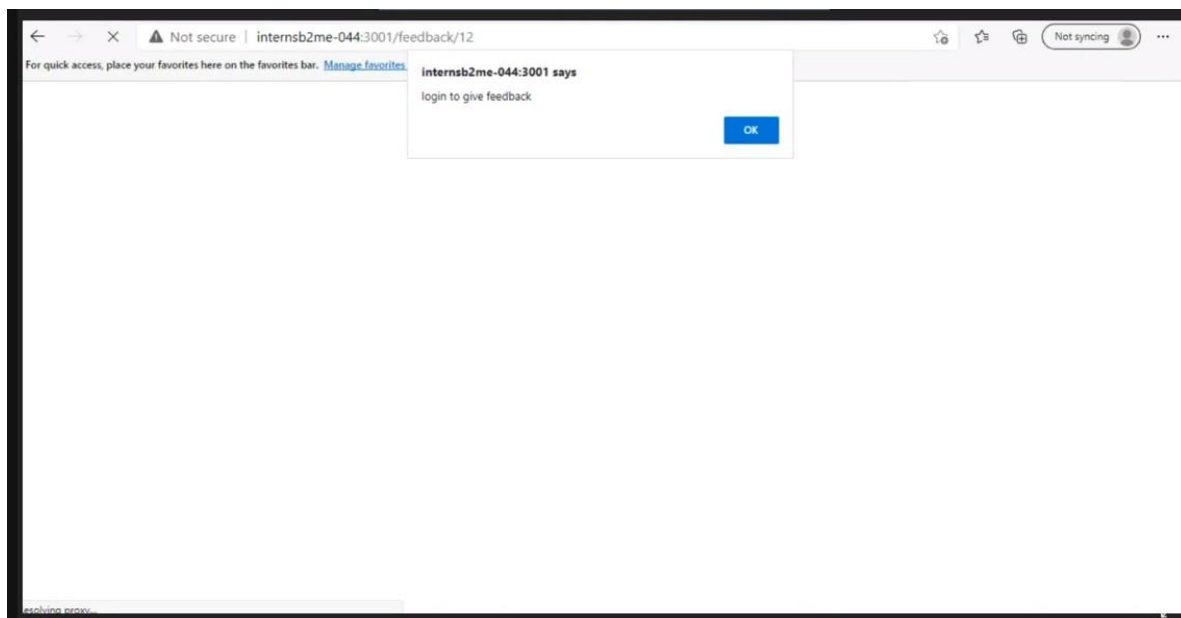
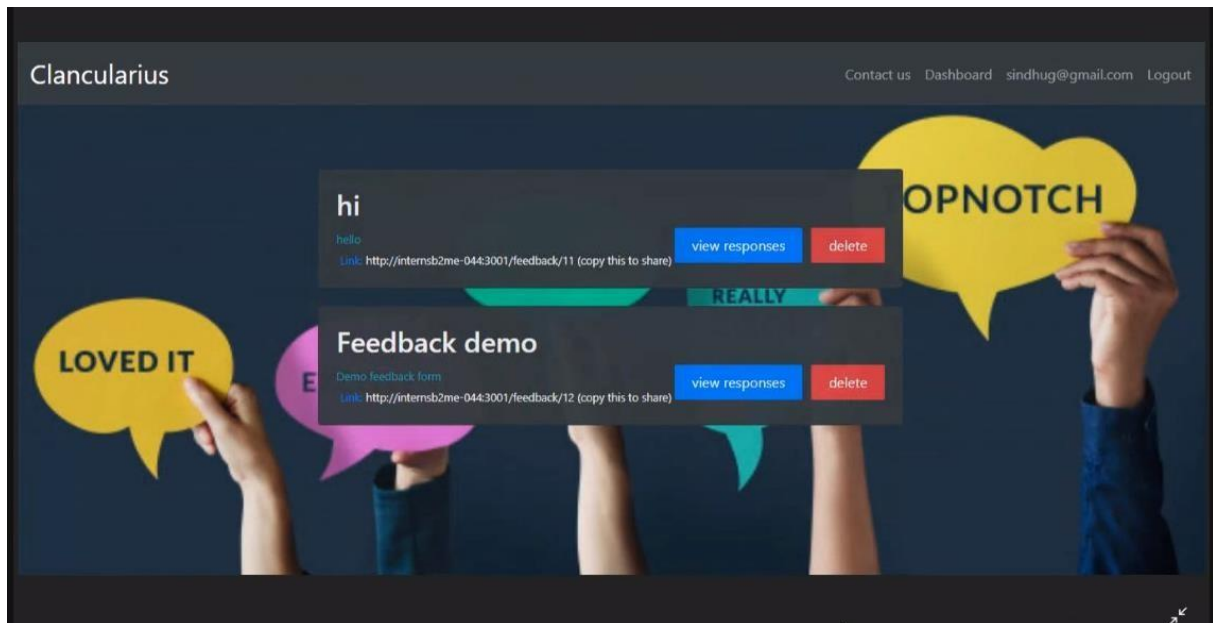
Q2. Tell us something about yourself
user will get text box to enter data

Add Question+ remove Question+

create survey

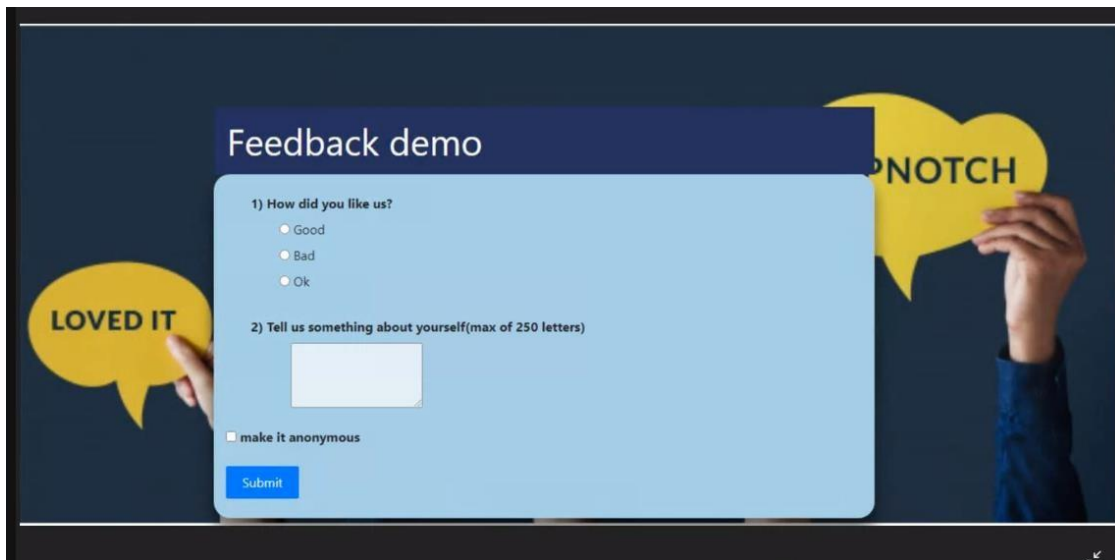
My feedbacks page:

In this page user can view all the feedbacks created by him/her. For each feedback we can navigate to response pages to view responses. We can also delete the feedback using delete option.

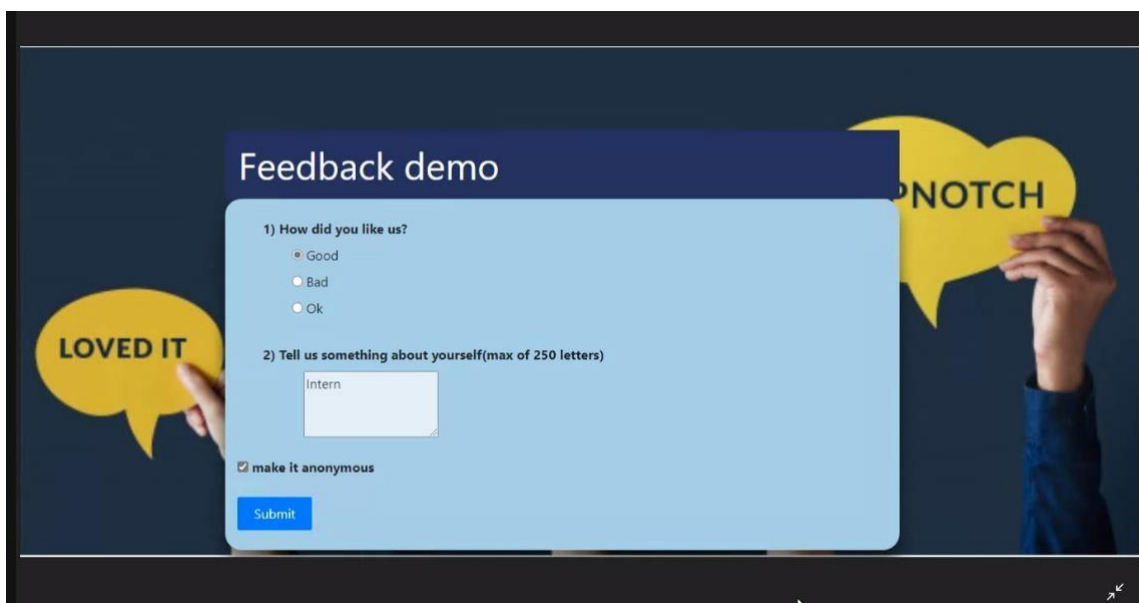


Feedback form:

This is the end-user form where candidates submit their feedback by answering all the questions. All questions must be answered. It is the dynamic form that provides different types of formats for different types of questions, for full clarification you can see the image of the page above. The prerequisite of this form is a user with proper authentication can only answer the feedback. If any unauthenticated user tries to log in then it asks for login first and then only it allows to answer feedback. If feedback is submitted successfully then it shows thanks for your feedback.



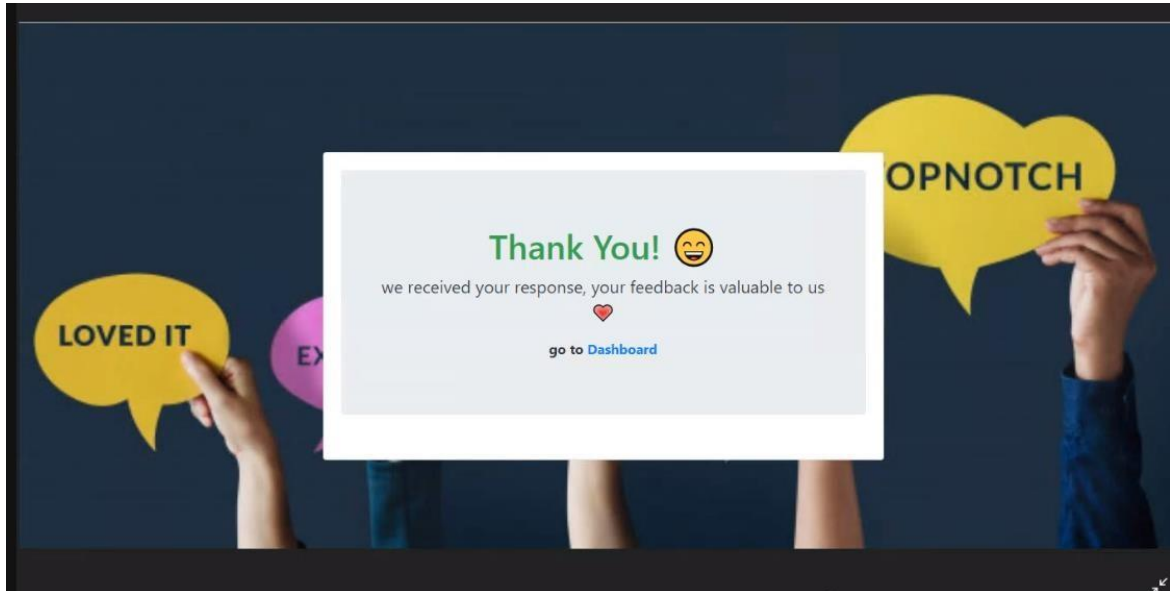
The screenshot shows a 'Feedback demo' form overlaid on a dark background with yellow speech bubbles. The form has a light blue header with the title 'Feedback demo'. Below the header, there are two main sections. The first section, '1) How did you like us?', contains three radio button options: 'Good', 'Bad', and 'Ok'. The second section, '2) Tell us something about yourself(max of 250 letters)', contains a large, empty text input field. Below the text input field, there is a checkbox labeled 'make it anonymous' which is currently unchecked. At the bottom of the form, there is a blue 'Submit' button. The background features two yellow speech bubbles: one on the left that says 'LOVED IT' and one on the right that says 'NOTCH'.



This screenshot shows the same 'Feedback demo' form as the previous one, but with the text 'Intern' entered into the text input field under the second question. The 'make it anonymous' checkbox remains unchecked. The 'Submit' button is still present at the bottom. The background and speech bubbles are identical to the first screenshot.

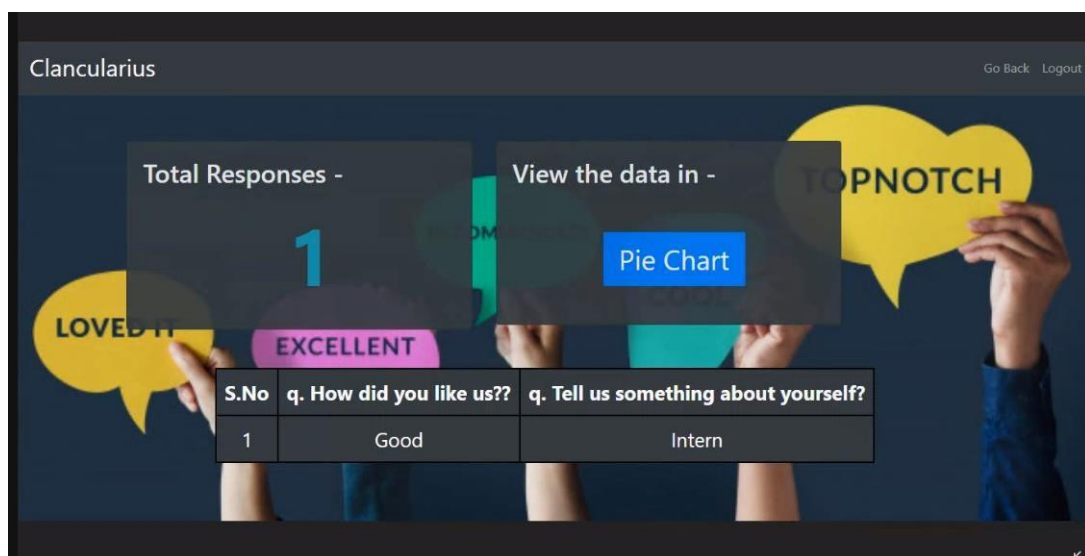
Thankyou Page:

After completing feedback this page will be appeared. One can route to the dashboard by clicking on the “Go to Dashboard” button.



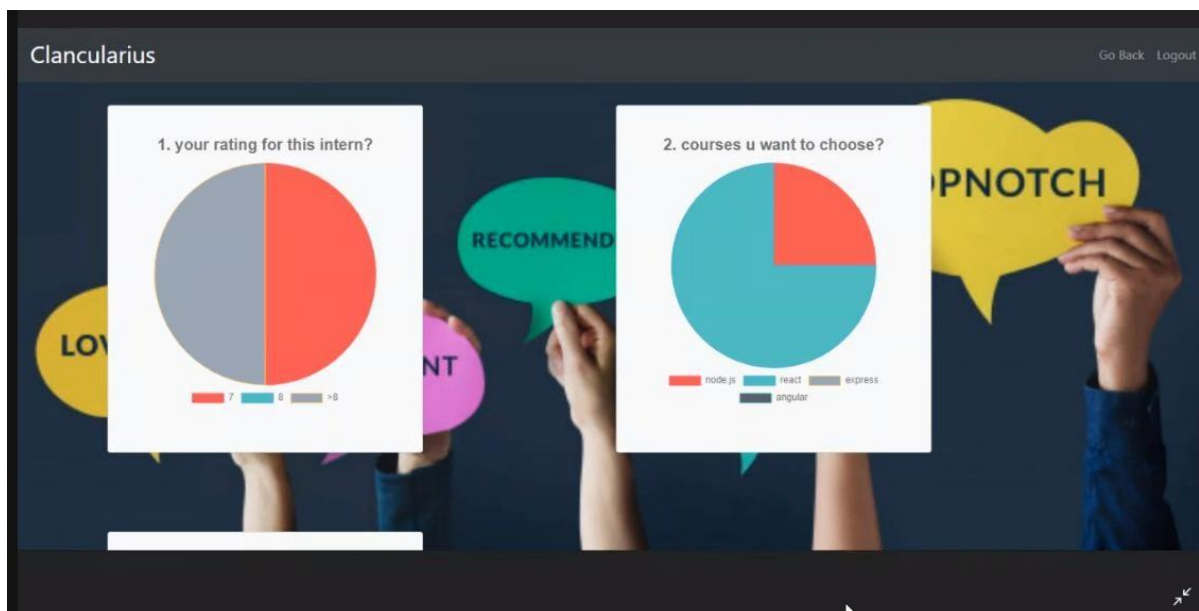
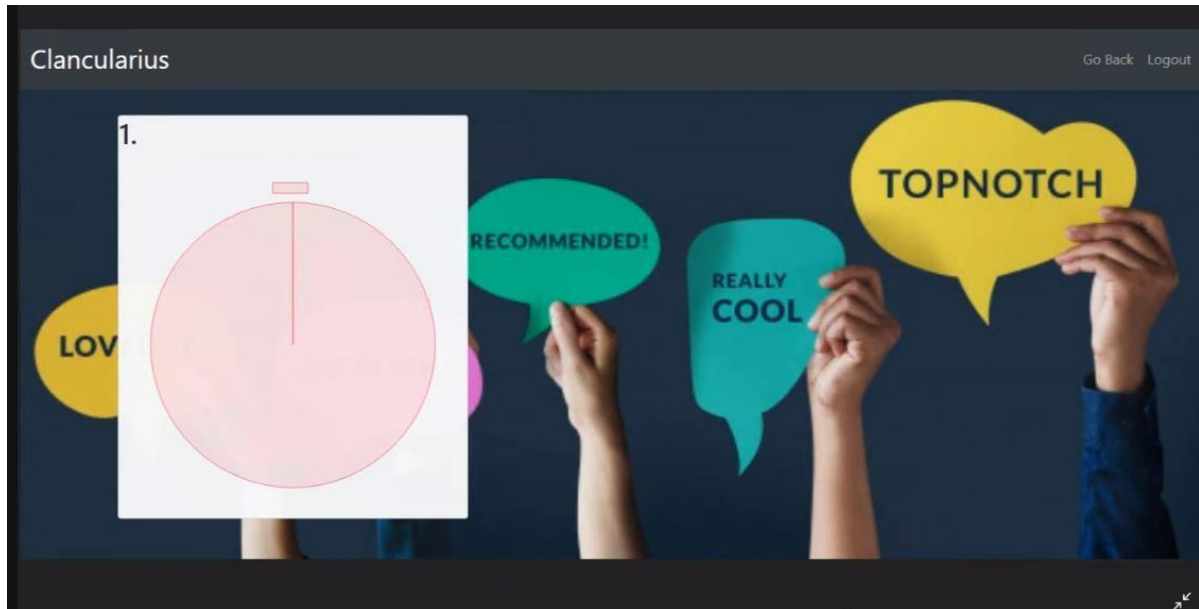
View response:

The user who created the feedback form can view the responses submitted to the form. He can view the total number of people who submitted the form. He can also view the answers submitted for each question in the form accordians and we can also view the user names who submitted the feedback and we also included an anonymous feature in the feedback form so that those who mark it anonymous will not get their name in the view response page.



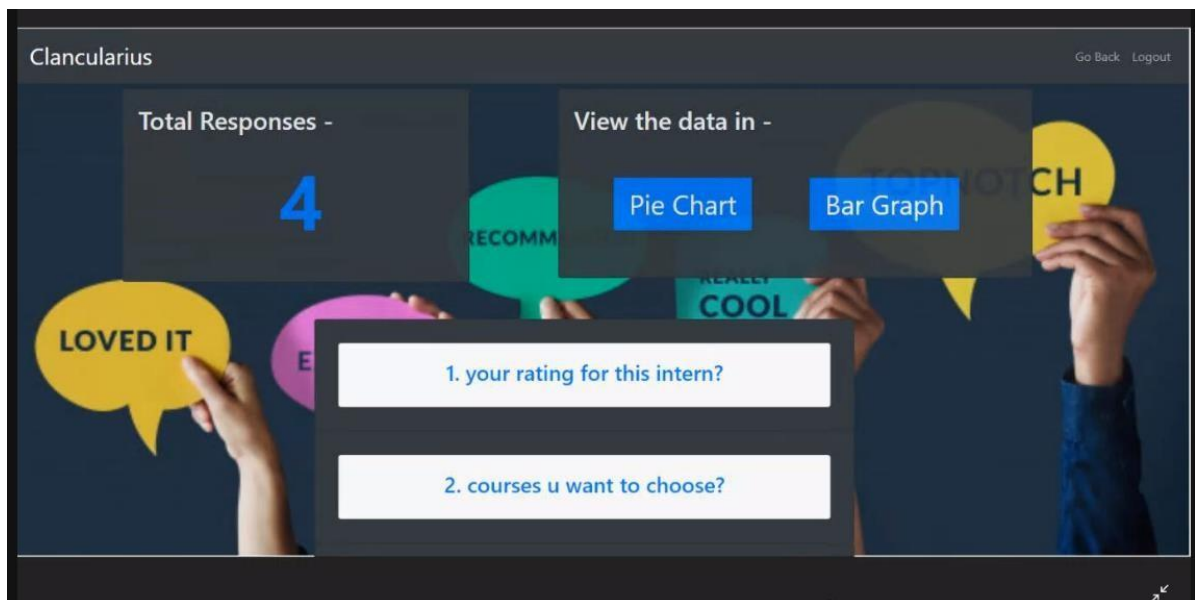
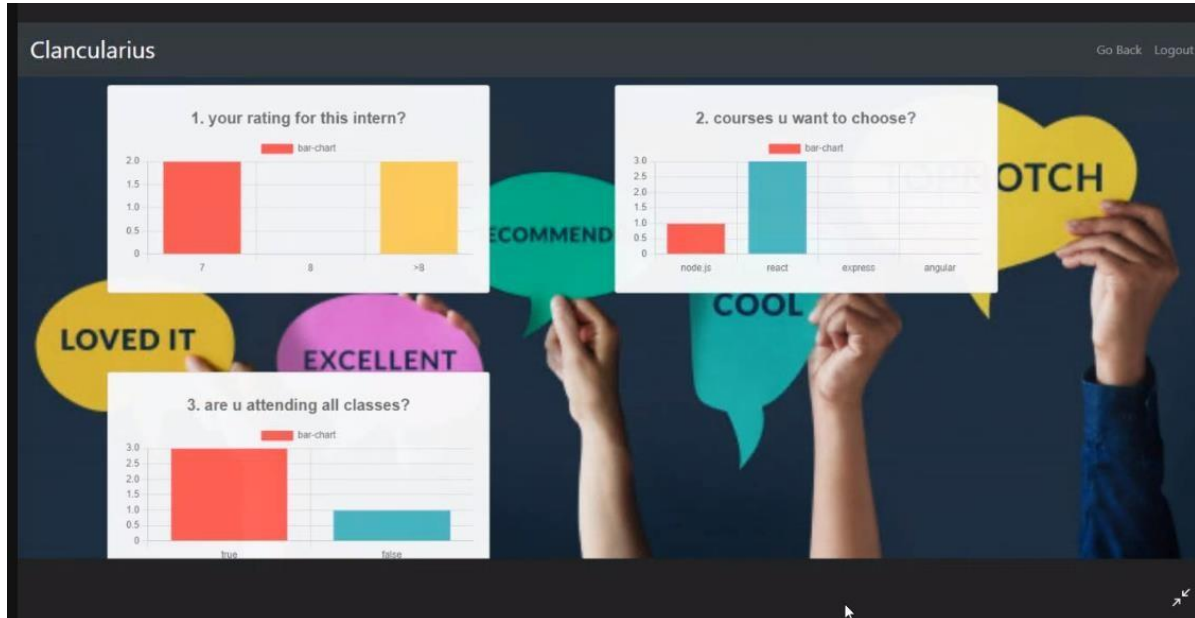
Pie chart:

In this page the user can view the answers submitted for the feedback form in pictorial format like pie chart. The above pie chart is a chart for sample feedback.



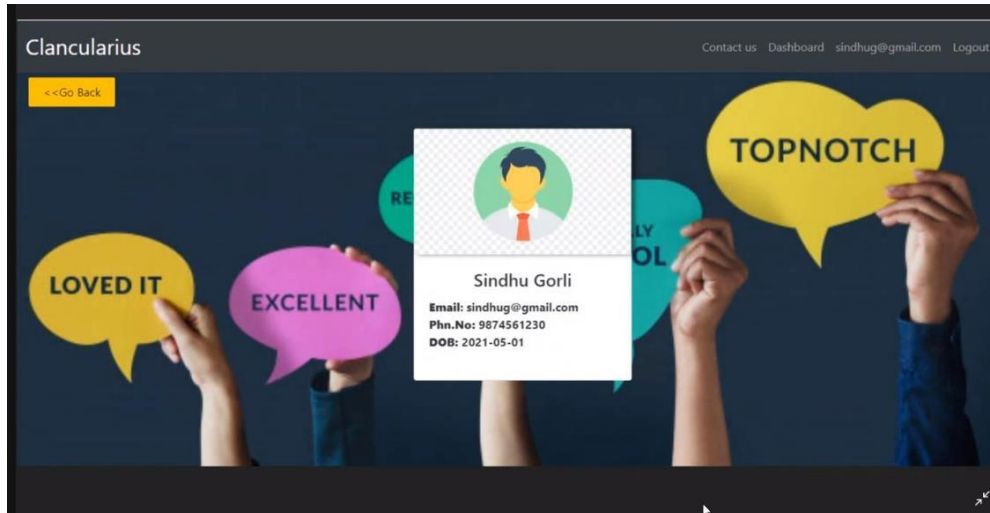
Bar chart:

In this page the user can view the answers submitted for the feedback form in pictorial format like bar graph. The above graph is a graph for sample feedback.



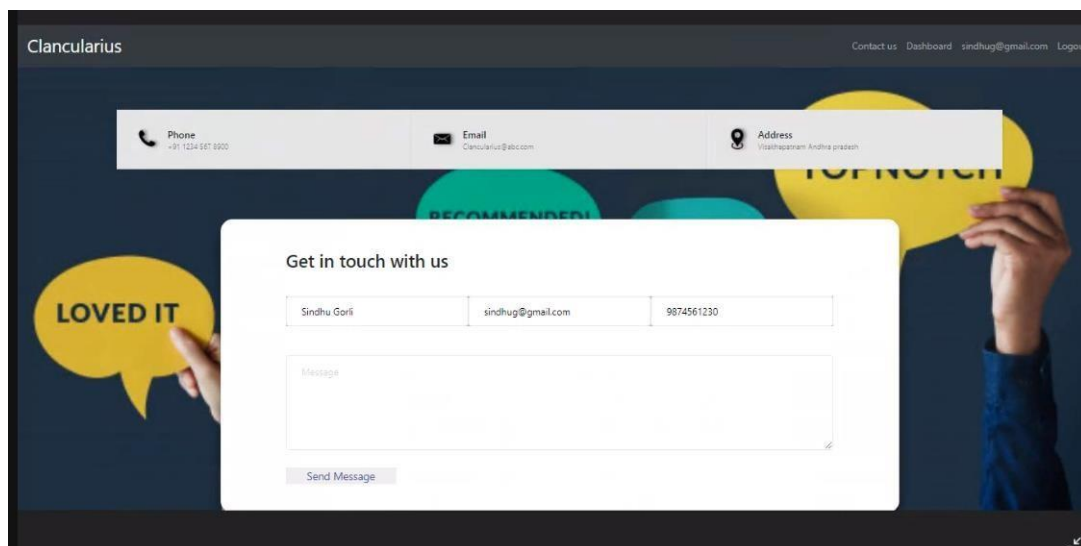
My Details:

The user can view his details like Username, E-mail, Phone No., DOB. In the form of a card.



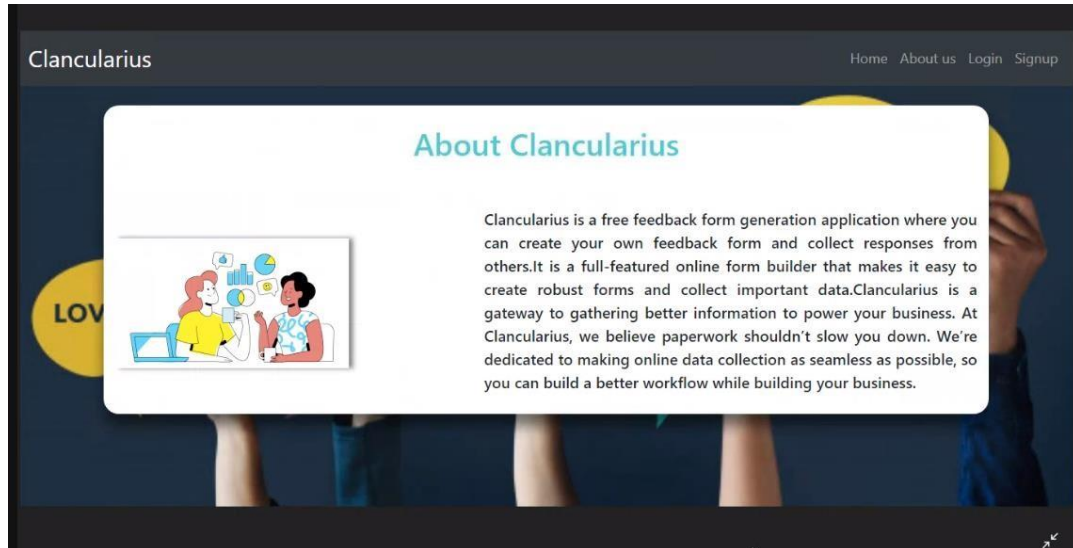
Support:

The support page is only accessible to the registered users once they log in. They can navigate to this page from the user dashboard. Though users can contact through email or phone, this page provides a direct message option for registered users to the admin. Once a user opens this page, the details like name, phone, email get filled in by default and the user just needs to type the message in the message field and click submit and the message will be sent to the admin. This helps the user to get quick service and support from the admin.



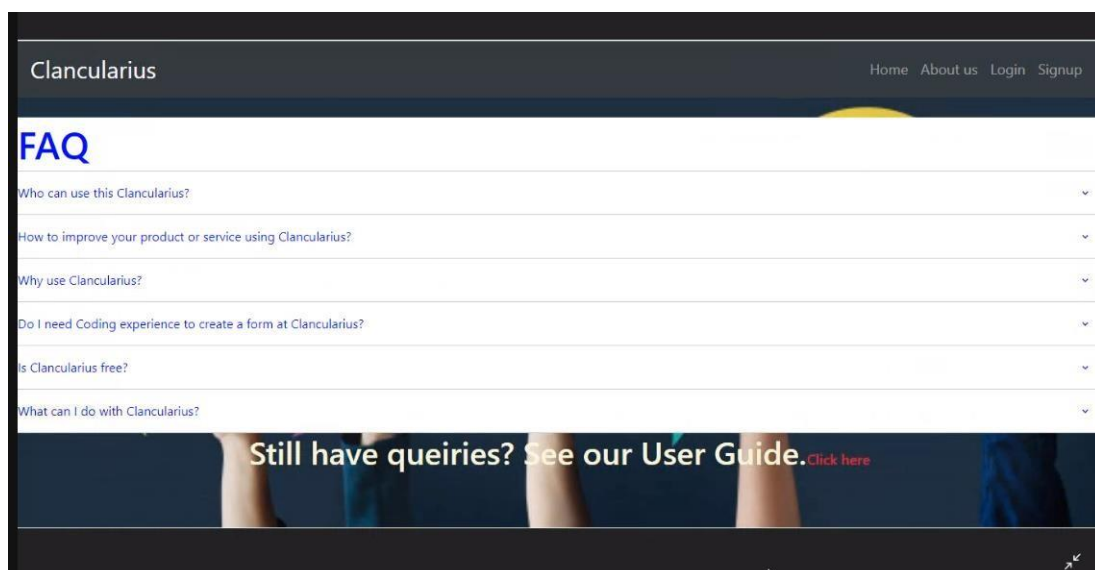
About us:

This page gives an introduction to the application Clancularius. It answers the basic questions such as "what is the application all about?", "What one can do with the application?", "How is it useful?", "How is it better than others?" etc.



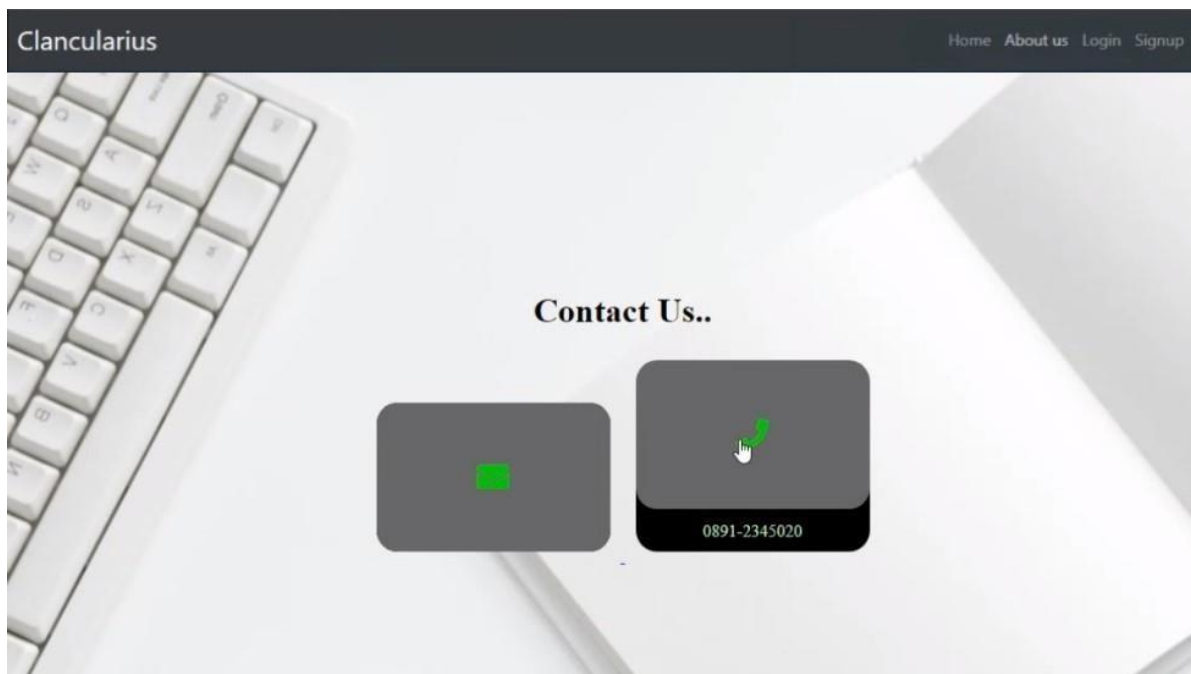
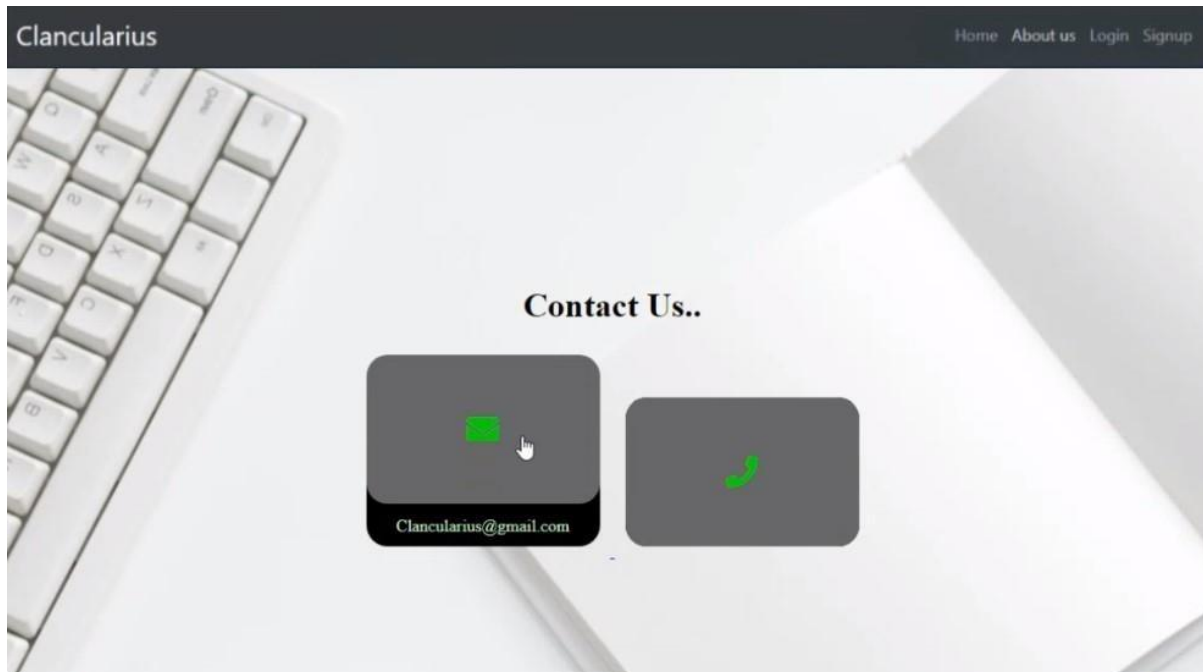
FAQ:

This page serves as a reference for frequently asked questions. The user can refer to this page for his queries which may be a query for most other people as well. This page has a set of frequently asked questions and their corresponding answers. The user can first refer to this page and if he still has any other queries left, he can either contact the admin through the contact details present on the contact us page, or if he is a registered user he can also ask through the support page.



Contact us:

If any user facing issues regarding the working of application like unable to login, then he/she can refer to support mail or mobile number to resolve his issue regarding the application.



6. STAND-UP MEETINGS

IMPEDIMENTS	ACTION TAKEN
Module not found error.	Resolved by running npm.
Cast to number failed error.	Commands.
Error while connecting to database.	Resolved by modifying the code.
Cannot do inclusion on email.	Resolved by mentor.
Inter is not defined error.	Resolved by modifying the code.
Error while adjusting the size of pie-chart.	Resolved by modifying the code.
Cannot do inclusion on email.	Resolved by modifying the CSS code.
Cannot read property zero of undefined.	Resolved by modifying the code.

7. PRODUCT BACKLOG GROOMING

Sprint No.	Points discussed
Sprint 2	Added the types of questions to the create feedback form
Sprint 2	Added the types of questions to feedback form
Sprint 2	Added pie-chart feature
Sprint 2	Added bar graph feature
Sprint 2	Only authenticated people can give Feedback page

8. CONCLUSION AND FUTURE SCOPE

8.1. Conclusion:

We successfully created the feedback form generator, Clancularius. It enables you to create Free online forms. It is a free feedback form generation application where you can create your feedback form and collect responses from the public. It is a web application to give anonymous feedback. People can provide feedback anonymously and it will be delivered through the application and the user can view the response. The user can view the response stats through Pie Charts and Bar Graphs.

8.2. Future Scope:

We can extend this application in the future to be available for all users to give feedback other than Infosys employees. We can create a better UI than the present UI of the application. We can implement node-mailer which will be a better way to share the feedback via mail. We will be taking multiple responses at the same time from different users and this could be implemented using socket.io. We could include a chat-bot for immediate responses to user queries.

9. REFERENCES

- LEX - <https://lex.infosysapps.com/en/page/embed-gno>
- Socket.io with Node.js - <https://www.valentinog.com/blog/socket-react/>
- Socket.io - <https://socket.io/>
- Building Real-time ReactJS Applications with Socket.io - Tutorial - <https://tutorialedge.net/react/react-socket-io-tutorial/>
- Creating a Realtime App with Angular and Socket.io Tutorial - <https://tutorialedge.net/typescript/angular/angular-socket-io-tutorial/>
- Develop a Chat Application Using React, Express and Socket.io - <https://www.fullstacklabs.co/blog/chat-application-react-express-socket-io>
- HTML, CSS, JavaScript - <https://www.w3schools.com/>
- React.js Tutorial - <https://reactjs.org/tutorial/tutorial.html>
- React minimal pie chart - <https://www.npmjs.com/package/react-minimal-pie-chart>
- CSS: Cascading Style Sheets - <https://developer.mozilla.org/en-US/docs/Web/CSS>
- Font awesome - <https://fontawesome.com/v5.15/icons?d=gallery&p=1>
- Express - <https://www.npmjs.com/package/express>