Software Release Report- Consumer Care

Versio n	Date	Author	Section	Changes
			Document History	
1.0	25-07-2015	Deepthi Shivakumar	All	Release version 2.0.0
1.1	10-08-2015	Deepthi Shivakumar	All	Removed privacy policy notes section. Included 2.0.1 changes.
1.2	30-09-2015	Deepthi Shivakumar	All	Included 2.1.0 changes for bazaar voice
1.3	01-12-2015	Deepthi Shivakumar	All	Modifications for PI 15.2 release(version 3.0.0)
1.4	01-03-2016	Deepthi Shivakumar	All	Modifications for PI 16.1 release (version 4.0.2)
1.5	05-04-2016	Sameer Sulaiman	All	Modifications for PI 16.2 release (version 4.1.0)
1.6	26-04-2016	Sameer Sulaiman	All	Modifications for PI 16.2 release (version 4.1.1)

Administrative Information			
Project Name	Horizontal (Consumer Care)	Project Identification	NA
Project Leader	Sreenath Kooloth	Date	01-March-2016
Quality Leader	Sudhir	Form Filled by	Deepthi Shivakumar
Name Address Phone Fax	All Projects in CDP		

Authorisation	
Quality Leader Signature	Project Leader Signature
Sudhir	Sreenath Kooloth

For Code:

Product   : Consumer Care
Release Version   : 4.1.1
Release Date: 26- April -2016
Integration document: Refer DigitalCare_PI16.2_V4.1.1_Integration_IOS.pdf
Customer Version ID (Optional): NA

Release Description:

Digital care is a horizontal library project developed both on Android and IOS platform. It offers common functionalities related to consumer care which can be used in all Philips applications.

Version number of this release is 4.1.1

Source code Links:

https://atlas.natlab.research.philips.com/stash/scm/cc/consumer_care_ios.git

Branch: PI16.2

Source/Binary Files Description:

Not applicable

System Requirements / Configuration:

IOS version: IOS 8 and above.

Supported features:

 ➢ **Tell us what you think:** This has both app review which redirects to play store and product review.

 ➢ **Contact us :** It has following sub features
     a. Live chat : It redirects to website where user can chat with customer
         Care executive related to the product.
     b. Send email: User can send an email related to the product.
      c. Call us: It displays customer care number which is product and locale specific.
      c. Tweet: User also can tweet to Philips Twitter page of specific product.
      d. Post: User can post to public Philips Facebook page.

 ➢ **Find Philips near you:** It displays nearest Philips service centres which is rendered on Google map. Latitude and longitude values are based on sub category of product.

 ➢ **FAQs:** User can view product specific FAQs which is also localized.

➢ **Register my product:** User will be able to register the product after he/she registers user details with Philips. It is developed as a separate library which needs to be invoked by application.

➢ **View product information:** In this feature, user can view product information like product title, product image, product manual, product videos and more information on website.

This is available for single product. Also vertical apps can add customized button inside this menu which is related to a product as per the requirement.

➢ Localization support for all languages supported by Philips is added.
➢ Provides flexible architecture to add vertical specific buttons.

Known Issues:

➢ Contact us:

a. Redirects to Twitter web page if Twitter app is not installed.
b. To leave a message on public Philips Facebook page, it requires Facebook page id along with page name. It redirects to Facebook web page if Facebook app is not installed.

➢ Please note that backend information like CDLS, FAQ may not be ready yet for all locales and products.
➢ Product review feature using Bazaar voice which was introduced in previous release has been removed. And it has been reverted back to browser approach from version 3.0.0.
➢ Live chat can be used only for one country which is configured in configuration file.

Specific 4.1.1 Changes:

➢ Quick fix for FAQ url for product CTN from PRX response which is not proper.

Localization support

English	German	French (FR)	Simplified Chinese	Traditional Chinese	Portuguese (EU)
Russian	Arabic	Japanese	Dutch	Malay	Montenegrin
French-CA	Romanian	Spanish Mexican	Ukrainian	Portuguese (BR)	Serbian

Gaelic	Greek	Hebrew	Hindi	Finnish	Swedish
Italian	Polish	Spanish	Korean	Czech	English UK
Norwegian	Albanian	Bosnian	Bulgarian	Croatia	Estonian
Hungarian	Indonesian	Kazakh	Latvian	Lithuanian	Macedonian
Slovak	Slovenian	Spanish (AR)	Thai	Vietnamese	Danish
Farsi	Turkish				

Notes

> ➢ Please refer integration document and sample app for complete details.
> ➢ If app supports more than 10 products, current approach of providing hardcoded product list as input may not be valid, Please contact the team for further assistance.
> ➢ Each business needs to upload all product data to PRX and please find data upload process ppt attached.
> ➢ Consumer care component consumes PRX data for most of the features. From **iOS 9** onward's APPTransportSecuritySettings is blocking **NONHTTP** urls. We already raised request for converting all the PRX response url's to **HTTPS**. Till they fix it all the integrating app's has to whitelist the http domain's or AllowArbitrayLoads in their app info.plist for the PRX response data. Mentioned below most of the domains we found from PRX response that integrating app can add in their plist.

@All if we mixed any **PRX** http url response domain apart from the above mentioned , please add it in your respective app info.plist.

ConsumerCare_Data
UploadProcess.pptx