

## Software Release Report- Consumer Care

Document History				
Version	Date	Author	Section	Changes
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 )

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 : 4.1.0**

**Release Date: 05- April -2016**

**Integration document: Refer DigitalCare\_PI16.2\_V4.1.0\_Integration\_IOS.pdf**

**Philips Innovation Campus, Bengaluru**

**Company Restricted**

**Doc Name:** Software Release Report

**Doc ID:** QSPS/TMP/REL/02

**Version 2.0**

**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 4.1.0

**Source code Links:**

[http://pww.clscmgit.pic.philips.com:9000/scm/git/DigitalCare\\_iOS](http://pww.clscmgit.pic.philips.com:9000/scm/git/DigitalCare_iOS)

**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 4.1.0 Changes:**

- Invoking or launching of Multiproduct changed .
- Consumer care supports multiple products now. We have introduced another horizontal component to select a product model in case of multiple product inputs.

There are many ways to support multiple products, consumer care supports hardcoded list of ctns as inputs where we are limiting no of products to be 10.

If the app supports multiple products, consumer care takes user to product selection screens to select single product and then view support available for selected product for a specific country.

- Consumer care was seeking for entire product tree information as a pre requisite in previous release, now the module is intelligent enough to find the product tree information for a given CTN number which is provided by app.

Hence an app needs to give only CTN number as input.

- Modified sample app to test for all supported locales
- Bug fixes
- Addressed few integration issues.

## 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	Croatian	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.



ConsumerCare\_Data  
UploadProcess.pptx