# **Software Release Report- Consumer Care**

Document History				
Versio	Date	Author	Section	Changes
n				
1.0	25-07-	Deepthi	All	Release version 2.0.0
	2015	Shivakumar		
1.1	10-08-	Deepthi	All	Removed privacy policy notes
	2015	Shivakumar		section.
				Included 2.0.1 changes.
1.2	30-09-	Deepthi	All	Included 2.1.0 changes for
	2015	Shivakumar		bazaar voice
1.3	01-12-	Deepthi	All	Modifications for PI 15.2
	2015	Shivakumar		release( version 3.0.0 )
1.4	01-03-	Deepthi	All	Modifications for PI 16.1
	2016	Shivakumar		release (version 4.0.2)
1.5	13-05-	Sameer	All	Modifications for PI 16.2
	2016	Sulaiman		release (version 4.2.0)

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 : 4.2.0

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Doc Name: Software Release Report	Doc ID: QSPS/TMP/REL/02	Version 2.0

Release Date: 13- May -2016

Integration document: Refer DigitalCare\_PI16.2\_V4.2.0\_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 4.2.0

#### Source code Links:

https://atlas.natlab.research.philips.com/stash/scm/cc/cons
umer care ios.git

**Branch: PI16.2Final** 

## **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.

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➤ **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:**

➤ Live chat can be used only for one country which is configured in configuration file.

# **Specific 4.2.0 Changes:**

➤ In App FAQ implemented based on PRX product data.

# **Localization support**

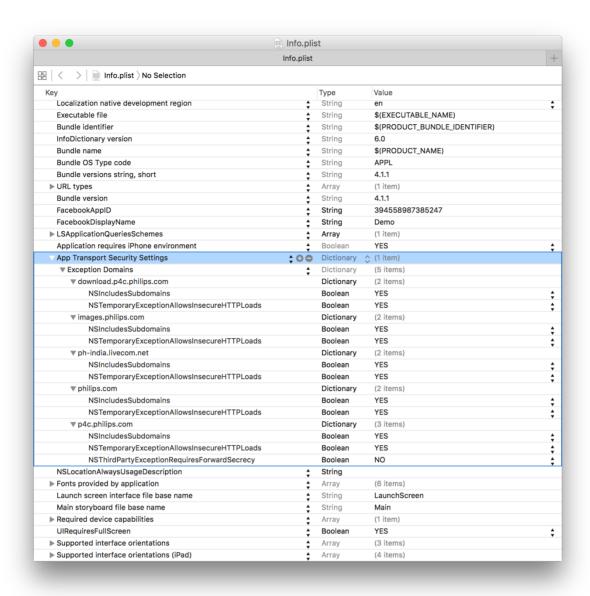
English	German	French (FR)	Simplified Chinese	Traditional Chinese	Portuguese (EU)
Russian	Arabic	Japanese	Dutch	Malay	Montenegrin
French- CA	Romanian	Spanish Mexican	Ukrainian	Portuguese (BR)	Serbian
Gaelic	Greek	Hebrew	Hindi	Finnish	Swedish
Italian	Polish	Spanish	Korean	Czech	English UK
Norwegian	Albanian	Bosnian	Bulgarian	Croatian	Estonian
Hungarian	Indonesian	Kazakh	Latvian	Lithuanian	Macedonian
Slovak	Slovenian	Spanish (AR)	Thai	Vietnamese	Danish

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#### 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. For security reason few apps are not allowing AllowArbitrayLoads for all url's. Mentioned below most of the domains we found from PRX response that integrating app can whitelist in their app info.plist.



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

