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# Introduction

## Purpose

This Document gives details about the 6.4.0 Release of ConsumerCare.

## Scope

Lists the new features developed in PI 17.2.

## References

Refer Integration Documents for ConsumerCare at the following location :

Source: <http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_git/dcc-ios-consumercare-app>

Documents: <http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_git/dcc-ios-consumercare-app?path=%2FDocuments%2FExternal&version=GBdevelop&_a=contents>

## Terminology & Abbreviations

| **Terminology & Abbreviations** | **Description/Definition** |
| --- | --- |
| dcc | Digital Consumer Care |
|  |  |

# 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.

# 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.

**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 |  |  |  |  |

**Note:**

* Please refer integration document and sample app for complete details.
* If app supports more than 10 products, current approach of providing product list passed/configured by vertical (support more than 10 not available ), 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.

# Functionality Delivered

## New features

Feature 5230: FAQ ,Instructions and TroubleShooting Topics under one screen.

## Backwards Compatibility

No API deprecated yet.

## Features not covered

Features committed are delivered

## Defects Solved

17526, 22318, 18230

## Residual Anomalies

Live chat supports only chinese for china and English for other countries.

## Risks and Mitigations

N.A.

# Test Report / Verification of the delivery

|  |  |
| --- | --- |
| Test Report | Document ID |
| Test Doc | <http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_testManagement?planId=25105&suiteId=31993&_a=tests> |

# Support and Maintenance

For any assistance

Contact point is Chottemada Joyappa, Bopanna <bopanna.cj@philips.com>.

P.O of ConsumerCare

# Disclaimer

N.A

# Revision History

| **Version** | **Date** | **Author** | **Description of Change** | **Reason for Change** |
| --- | --- | --- | --- | --- |
| 2.0.0 | 27-04-2017 | Sameer Suaiman | PI17.2 FAQ Tutorials & Troubleshooting Implementations | PI17.2 related Changes.  New QMS Template Changes |

The previous relese document version can be found at this location

<http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_git/dcc-ios-consumercare-app?path=%2FDocuments%2FExternal%2FPI17.2.2%20Release%2F6.2.3&version=GBdevelop&_a=contents>

# Approval

| **Name** | **Role / Function** | **Date** (YYYY-MON-DD) | **Signature** |
| --- | --- | --- | --- |
| Deepthi Shivakumar | Architect |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Doc ID: | DCC000008 | Document title: Software Release Report | | | | Author: | SameerSulaiman sSSulaiman |
| Version: | 2.0.0 | Integration document for Consumer Care | | | | Approver: | Deepthi |
| Status: | <Approved> | Template ID: | CDPP-T-03000013 | Template version: | 1.0 | Page: | 1 of 18 |