

## 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 4.0.0 )
1.5	07-04-2016	Ritesh Jha	All	Modifications for PI 16.1 release ( version 4.1.0 )
1.6	27-04-2016	Ritesh Jha	All	HotFix on v4.1.0 (16.1 PI). URL formation logic is changed for FAQ. Version 4.1.1
1.7	16-05-2016	Ritesh Jha	All	InApp FAQ implementation 5.0.0

Administrative Information			
Project Name	Horizontal (Consumer Care)	Project Identification	NA
Project Leader	Sreenath Kooloth	Date	16-May-2016
Quality Leader	Sudhir	Form Filled by	Deepthi Shivakumar. Ritesh Jha
Name Address Phone Fax	All Projects in CDP		

Authorisation	
Quality Leader Signature	Project Leader Signature
Sudhir	Sreenath Kooloth

<b>For Code:</b>
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**Product : Consumer Care**

**Release Version : 5.0.0**

**Release Date: 16- May -2016**

**Integration document: Refer**

**DigitalCare\_PI16.2\_v5.0.0\_Android\_Integration\_Guide.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

**Artifactory links:**

<http://maartens-mini.ddns.htc.nl.philips.com:8081/artifactory/libs-release-local-android/com/philips/cdp/digitalCare/5.0.0>

**Source/Binary Files Description:**

Not applicable

**System Requirements / Configuration:**

Android: Min sdk version is "14".

**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.
- **Product Selection:** Vertical app has to pass CTNs and product details will be fetched from PRX server.

#### **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 4.0.0 Changes:**

- 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.

#### **Specific 4.1.0 Changes:**

- From “Product Selection” module, removed split screen for tablet resolutions.
- Fixed the blank screen issue from Support screen.
- Fixed the looping issue from Product Selection.
- Refined animation issues at each screen level.

#### **Specific 4.1.1 Changes:**

- Only one change has been done on top of 4.1.0 version. No other feature changes has been taken care at this version.
- Fixed the FAQ rendering issue. ‘/’ is replaced with ‘\_’. The reason is, PRX response gives the CTN which has ‘/’ token instead of ‘\_’. And with that CTN, FAQ pages are not rendering. Because FAQ requires the CTN with ‘\_’.
- No preview message is displayed when tapped on Download product manual button.
- Known Issue: Image is not displayed for the selected product in the product information page because PRX is holding blank image.

#### **Specific 5.0.0 Changes:**

- In app FAQ has been implemented.
- “mrs” based email URL which will support even in china.
- Sometimes FAQ can have rendering issues.
- Known issues: View Product Details -> Download Product Manual -> Some text has only few languages localized. Some language localization is pending.

## 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	Hongkong China			

## 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