

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)

Administrative Information			
Project Name	Horizontal (Consumer Care)	Project Identification	NA
Project Leader	Sreenath Kooloth	Date	04-December-2015
Quality Leader	Raghavendra Vaidya	Form Filled by	Deepthi Shivakumar
Name Address Phone Fax	All Projects in CDP		

Authorisation	
Quality Leader Signature	Project Leader Signature
Raghavendra Vaidya	Sreenath Kooloth

For Code:

Product : Consumer Care

Release Version : 3.0.0

Release Date: 04- December -2015

Integration document: Refer DigitalCare_P15.2_V3.0.0_Integration_Android.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 3.0.0

Source code Links:

<http://ingbtcpic2lx253.blr.pin.philips.com:8080/scm/git/hor-digitalcare-release-android>

Branch: master

Source/Binary Files Description:

Not applicable

System Requirements / Configuration:

Android: Min sdk version is "10".

Supported features:

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

Product Review which was done using Bazaar voice sdk has been removed since it had backend issues where we could not map with Philips website behavior exactly.

- **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.

Specific 3.0.0 Changes:

- Introduced View product information feature.
- Removed product review feature using Bazaar voice sdk and reverted back to browser approach.
- Have introduced new horizontal component which is Prxclient to handle all PRX server interactions.
- Localization is available for 51 languages.
- 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.
- Each business needs to upload all product data to PRX and please find data upload process ppt attached.



ConsumerCare_Data
UploadProcess.pptx