Software Release Report- Consumer Care

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| **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 |

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| Administrative Information | | | |
| Project Name | Horizontal (Consumer Care) | Project Identification | NA |
| Project Leader | Sreenath Kooloth | Date | 30-September-2015 |
| Quality Leader | Raghavendra Vaidya | Form Filled by | Deepthi Shivakumar |
| Name  Address  Phone  Fax | All Projects in CDP | | |

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| --- | --- |
| **Authorisation** | |
| Quality Leader Signature | Project Leader Signature |
| Raghavendra Vaidya | Sreenath Kooloth |

**For Code:**

**Product : Consumer Care**

**Release Version :** **2.1.0**

**Release Date: 30-September-2015**

Integration document: Refer DigitalCare\_R2\_2.1.0\_Integration\_Android.docx

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 2.1.0

# **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 playstore and product review which allows user to submit product review using Bazaar voice.
* **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.
* Provides flexible architecture to add vertical specific buttons.

**Known Issues:**

* Contact us:

1. Redirects to Twitter web page if Twitter app is not installed.
2. 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.
* Each business needs to get API keys to use Bazaar voice feature for submission of product reviews.

**Contact person: Zacharia, Christina <christina.zacharia@philips.com>**

**Specific 2.1.0 Changes:**

* Added product review feature which is in app using Bazaar voice sdk.

Bazaar voice is a third party sdk used for submission of product reviews.

* Modified sample app so that it is completely testable for any product both as fragment and activity.
* Bug fixes
* Addressed integration issues.

**Notes**

* Each business need to upload all product data to PRX and please find data upload process ppt attached.

