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 |
| 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 |
| 1.8 | 06-07-2016 | Naveen | All | DeveloperMode Support for all the Screens. |
| 1.9 | 22-06-2015 | Naveen | All | Category & Sub category issue fix, Send Email, Manual issue fix. |
| 2.0 | 30-06-2016 | Naveen | All | Qsg manual issue fix, Blank screen issue fix (CR issue fix). |

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| 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, Naveen |
| Name  Address  Phone  Fax | All Projects in CDP | | |

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| **Authorisation** | |
| Quality Leader Signature | Project Leader Signature |
| Sudhir | Sreenath Kooloth |

**For Code:**

**Product : Consumer Care**

**Release Version :** **5.2.2**

**Release Date: 29- June -2016**

Integration document: Refer DigitalCare\_PI16.3.3\_v5.2.2\_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/5.2.2**

# **Source/Binary Files Description:**

# Not applicable

# **System Requirements / Configuration:**

Android: Min sdk version is “19”.

# **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:

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.
* 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 rending 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 rending. 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.

**Specific 5.2.2 Changes:**

* Qsg manual & user manual validation issue fix..
* Blank screen issue fix, “No Support Available” alert message will be shown if not renders any of the buttons.
* Faq feature > Language based faq data filtering logic is added.
* 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.



**Specific 5.2.0 Changes:**

* Developer Mode Support is added i,e **Developer options > Don’t keep activities**.
* Fixed the issue of the Single CTN during no internet Condition.
* Memory loss issues are fixed using developer mode options.
* Known issues:  
   - Question & Answer page of the “Read FAQs” feature InApp WebView having rendering delay & screen goes blank sometimes if the device do the  
   - Pdf manual download having issues.  
   - Kitkat devices component launching issues are there (It is kind of integration issue – Will support this during integration).  
   - During product selection the Product name is hiding in the confirmation screen if the product name is lengthy.

**Specific 5.2.1 Changes:**

* Category & SubCategory related issue is addressed.
* SendEmail feature will rendering wrt to contactUs information.
* Pdf manual issue fix (Known issue)
* Known issues: View Product Details -> Download Product Manual -> Some text has only few languages localized. Some language localization is pending, Sometimes FAQ can have rendering issues

**Specific 5.2.2 Changes:**

* FAQ content will be filtered based on the language code.
* Support Screen > View Product Details Screen > “Download product manual”. Qsg manual & Usermanual validation logic is added(This issue is reported by QA team).
* “No Support Available” localized alert text is added to the ContactUs Screen, If all the buttons disabled.
* Pdf manual downloading issue is known issue.
* Known issues: View Product Details -> Download Product Manual -> Some text has only few languages localized. Some language localization is pending, Sometimes FAQ can have rendering issues