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# Introduction

## Purpose

This Document gives details about the new Release of Consumer Care.

## Scope

Lists the new features developed in PI 18.4.

NA

## References

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

Documentation: <http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/TEAM%20Sabers/_git/dcc-android-consumercare-app?path=%2FDocuments%2FExternal%2F7.4.0&version=GBdevelop&_a=contents>

## Terminology & Abbreviations

| **Terminology & Abbreviations** | **Description/Definition** |
| --- | --- |
| dcc | Digital consumer care |

# Release Description

Consumer 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:

* **Share your experiences:** 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.
* **My Philips account:** 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.
* **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:** Product selection is a sub component where user can select a product from multiple products. He can able to change the selected product whenever required. It shows the multiple images of product and name of the product during selection.

# Functionality Delivered

## New features

[Feature 65892:](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems/edit/65892) Android 'O' bug fixing

[Feature 62173:](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems/edit/62173)DLS CONSUMER CARE

## Backwards Compatibility

No API deprecated yet.

## Features not covered

Features committed are delivered

## Defects Solved

N.A

## Residual Anomalies

N.A

## 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=31992&_a=tests> |

# Support and Maintenance

For any assistance

Contact point is Srinivasan Ramamurthy

P.O of Consumer Care

# Disclaimer

N.A

# Revision History

| **Version** | **Date** | **Author** | **Description of Change** | **Reason for Change** |
| --- | --- | --- | --- | --- |
| 2.7.0 | 14-09-2017 | Sampath Kumar | DLS support, Service discovery support for FB,Twitter andLive chat, Android O Support | New features implemented |
|  | 18-10-2018 | Sahoo, Pavitra | Bug Fixes | Bugs |

The previous release notes can be found here:

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

# Approval

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