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# Introduction

## Purpose

This Document gives details about the 7.4.0 Release of Consumer Care.

## Scope

Lists the new features developed in PI 17.2.

## 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&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:

* **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.
* **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.
* **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.

# Functionality Delivered

## New features

[Feature 5230:](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems/edit/5230?fullScreen=false) FAQ ,Instructions and TroubleShooting Topics under one screen.

## Backwards Compatibility

No API deprecated yet.

## Features not covered

Features committed are delivered

## Defects Solved

[Story 6539](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems/edit/6539?fullScreen=false) , [Bug 17526](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems?_a=edit&id=17526&fullScreen=false), [Bug 22629](http://tfsemea1.ta.philips.com:8080/tfs/TPC_Region24/CDP2/_workitems/edit/22629)

## 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 Chottemada Joyappa, Bopanna <bopanna.cj@philips.com>.

P.O of Consumer Care

# Disclaimer

N.A

# Revision History

| **Version** | **Date** | **Author** | **Description of Change** | **Reason for Change** |
| --- | --- | --- | --- | --- |
| 2.5.0 | 27-04-2017 | Sampath Kumar | PI17.2 FAQ Tutorials & Troubleshooting Implementations | PI17.2 related Changes.  New QMS Template Changes |

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%2F7.3.5&version=GBdevelop&_a=contents>

# Approval

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