

CS442 Fall 2016 Project Phase 1



FeedBack

October 23, 2016

Group 5

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Revision History

Version	Date	Author	Comments
0.1	10/9/2016	PJ	Draft
0.2	10/16/2016	SS	Initial screens and transitions
0.3	10/23/2016	SJ	UI Prototype Created
0.4	10/23/2016	All	Review notes added
1.0	10/23/2016	SJ	Final Version

Table of Content

Purpose	4
Overview	4
Application Requirements	5
Features/Requirement List	5
User Interface	6
Milestones	8
Prototype	9
SplashScreen	9
Login Screen	10
Sign Up	11
Dashboard	12
Dashboard Navigation Drawer	13
My Profile	14
New Store	15
New Form	16
Give FeedBack	17
Store	18
Get Directions	19
About Us	20

Purpose

The objective of this report is to summarize the plan for our design and implementation of our android application, **FeedBack**.

This is a live document and will be updated for each phase.

Overview

This is an era of customer engagement. The core business values lies in the satisfaction of the customers. In order to boost the value of the restaurant industry we provide an application to the restaurant owners to understand their customers and increasing customer base by boosting customer engagement.

Food and Beverage industry is highly unorganized and fragmented, which makes it very difficult for restaurant owners to understand customer needs and fulfill accordingly.

For running any service, it is most important to know if the customers are satisfied with the service offered. Hence, introducing the feedback system .

Application Requirements

Min SDK Version : 21

Google Play Services v.9.6

Features/Requirement List

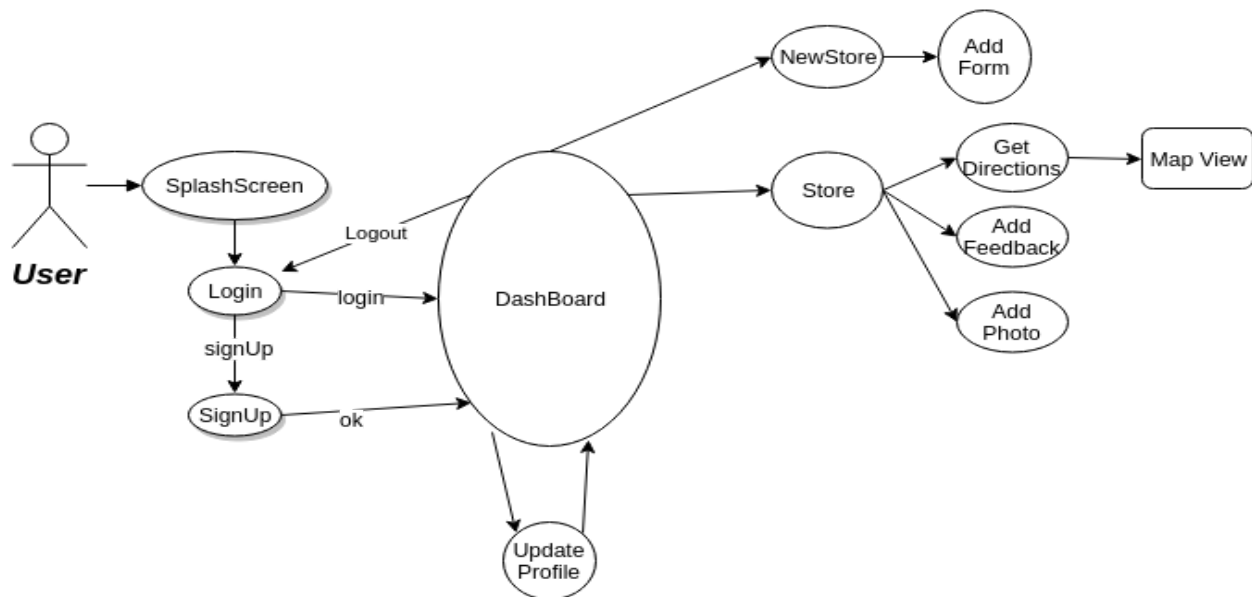
Must have:

1. Create account using Google or through email address
2. Change profile settings
3. Ability to create new Store
4. Default feedback form for all stores
5. Ability to add new feedback form to a store
6. Go directly to the location of the store on Map
7. Notifications to be sent to owner of stores after successful completion of feedback
8. Users can add photos, provide feedback and rate the store

Nice to have:

1. A grievance redressal system for store (Ticket System)
2. A chat system to engage between store owners and users

User Interface



1. When user first opens the app, a splash screen is displayed after which the **Login** screen will be displayed
2. User can register with email address or login through Google Sign In.
3. After the user is Logged in, a **Dashboard** of all the stores is displayed in a grid.
4. In the navigation drawer of the dashboard user can:
 - a. Update profile

User can update Name, profile picture and can change password through the **My Profile** page

- b. Create a new store

User can create a **New Store** to be included in the dashboard

- c. See previous chats

User can chat with other users or with the owner of the stores through the **My Chats** feature

- d. See previously created tickets

If a user wants to file/see a grievance, he/she can use this link to goto the **My Tickets** page

- 5. The **Dashboard** page will display all the stores that are available. Clicking on which will give the **Store** page
- 6. On the **Store** page the details of the store are displayed. Users can
 - a. Add Photo
 - b. Give Feedback
 - c. Rate the place

The photos that are added will be displayed on the top of the page and will be scrollable

- 7. Clicking **Add Photo** will open the system photo image picker through which user can either add an existing photo or click a new one
- 8. Clicking **Add Feedback** will open the Feedback page that will be the default one or the owner added one
- 9. Clicking **Rate this place** will just open a rating dialog on which user can rate the place on a 5 point scale.



Milestones

ID	Description	Responsible	Date	Status	Comment
1.	Topic and feature list	PJ/All	10/9/2016	Completed	
2.	User interface design	SS/All	10/16/2016	Completed	
3.	Elevator pitch	PJ/All	10/22/2016	Completed	
4.	UI prototype	SJ/All	10/23/2016	Completed	
5.	Design Specification	All	-	Not Started	
6.	Build Project	All	-	Not Started	
7.	Testing	All	-	Not Started	
8.	Final Release	All	-	Not Started	

Prototype

SplashScreen

This is the splash screen that will be displayed when the app is started.

Based on the login identity two operations are possible after the screen is displayed

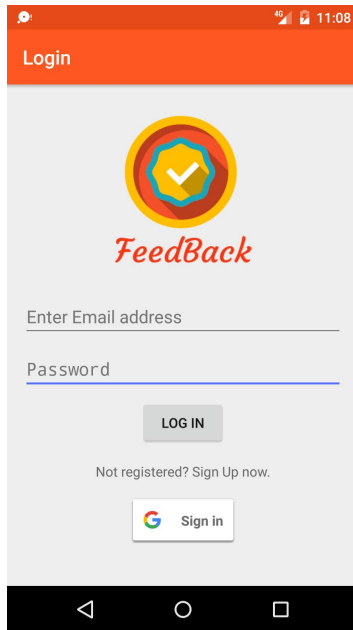
1. If a user has previously logged in, it will directly display the Dashboard
2. Else it will display the login page



Login Screen

Sign in using Google sign in or through registered email address.

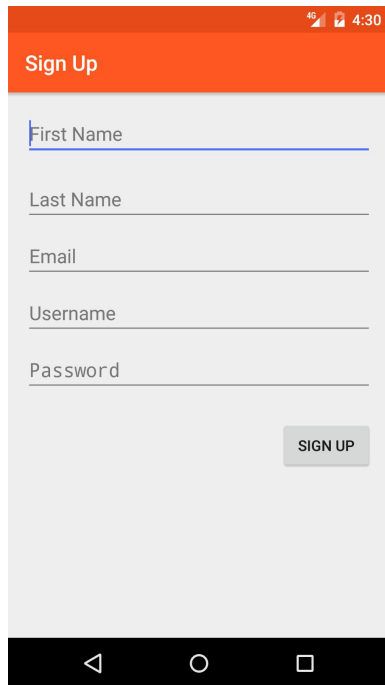
Login uses Firebase library for authenticating users



Sign Up

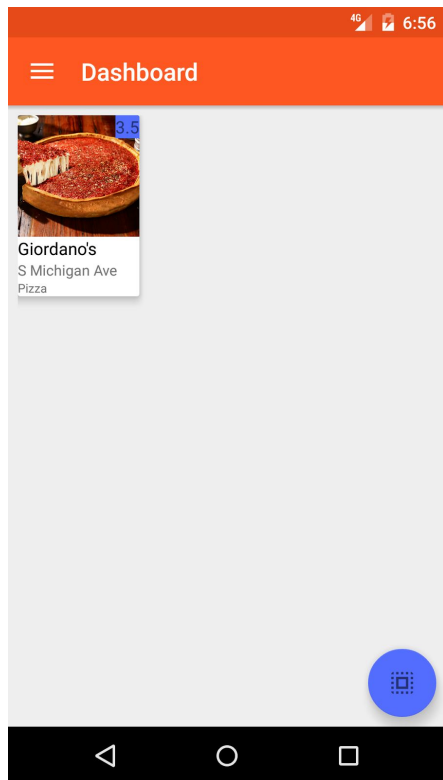
Sign up stores the user fields in a Firebase based real time database

After user signs up, dashboard is displayed



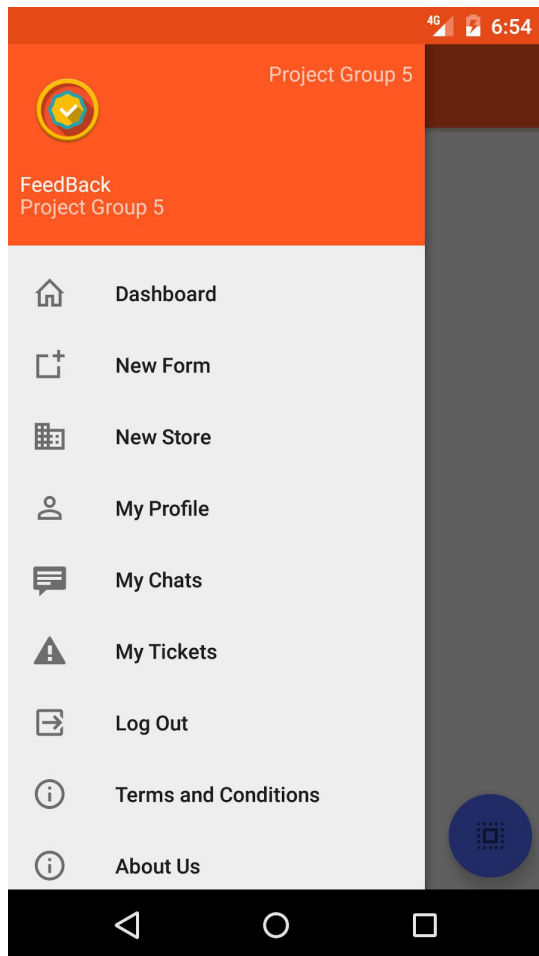
Dashboard

This is the home screen of the app. This will list all the stores with snippet of information like rating, address and type



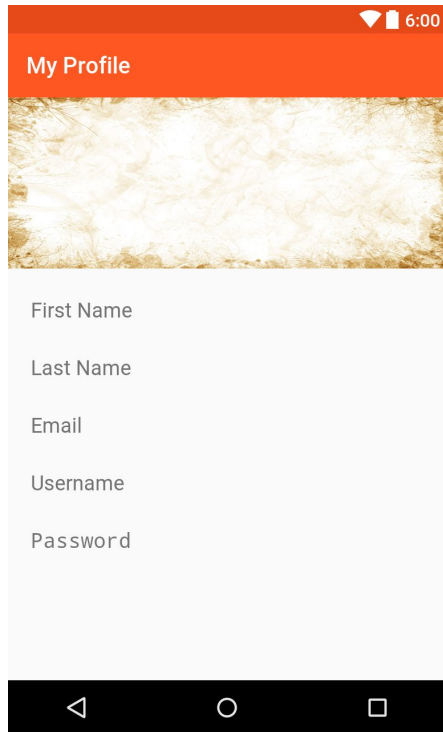
Dashboard Navigation Drawer

Swiping from the left we get the Navigation drawer from which we can navigate to different parts of the application



My Profile

Used for updating user profile



My Profile

First Name

Last Name

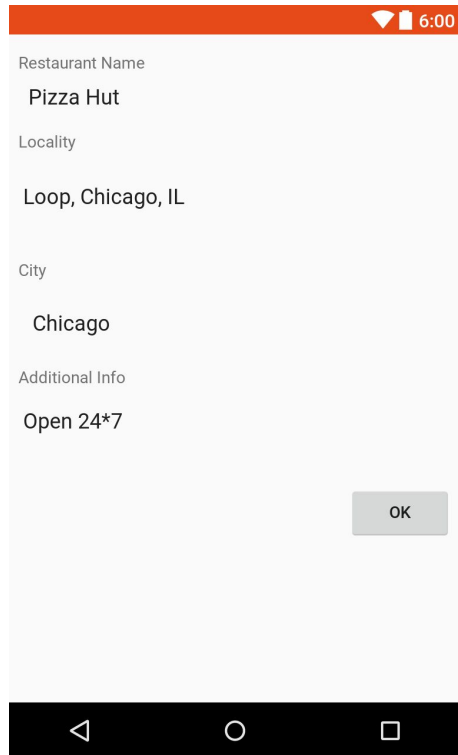
Email

Username

Password

New Store

Once a new store is added it will be available in the dashboard



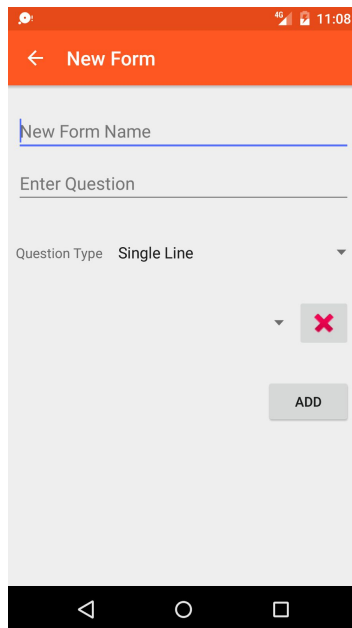
A mobile application interface for adding a new store. The screen has a white background with a light gray border. At the top, there is an orange status bar with a white Wi-Fi icon, a battery icon, and the time 6:00. Below the status bar, the form contains the following fields:

- Restaurant Name:** Pizza Hut
- Locality:** Loop, Chicago, IL
- City:** Chicago
- Additional Info:** Open 24*7

An "OK" button is located at the bottom right of the form. At the very bottom of the screen is a black navigation bar with three white icons: a back arrow, a circle, and a square.

New Form

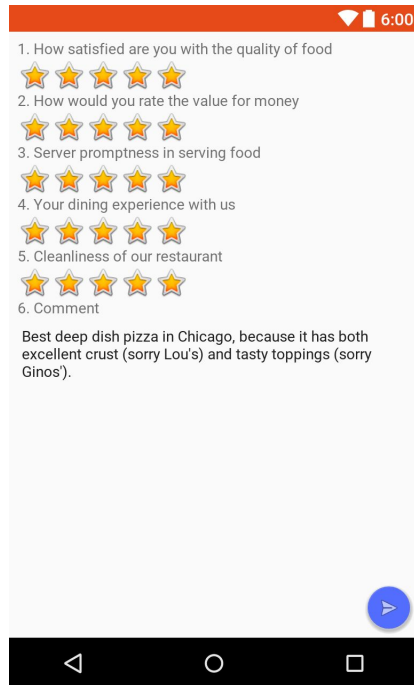
Used for creating custom form for customer feedback with multiple options like checkbox, radiobutton, rating, single/multi line text etc.



The screenshot shows a mobile application interface for creating a new form. At the top, there is an orange header bar with a back arrow and the text "New Form". Below the header, there is a text input field labeled "New Form Name". Underneath that is another text input field labeled "Enter Question". Below the question field, there is a label "Question Type" followed by a dropdown menu currently showing "Single Line". To the right of the dropdown is a red 'X' icon. Below these elements is a grey button labeled "ADD". The bottom of the screen shows the standard Android navigation bar with back, home, and recent apps icons.

Give FeedBack

The custom form created can be filled through this screen.



The screenshot shows a mobile application interface for providing feedback. At the top, there is an orange status bar with a Wi-Fi icon, a battery icon, and the time 6:00. Below this, the form is titled "Give FeedBack" in a large, bold, black font. The form contains six numbered questions, each followed by five yellow star icons for rating:

1. How satisfied are you with the quality of food
2. How would you rate the value for money
3. Server promptness in serving food
4. Your dining experience with us
5. Cleanliness of our restaurant
6. Comment

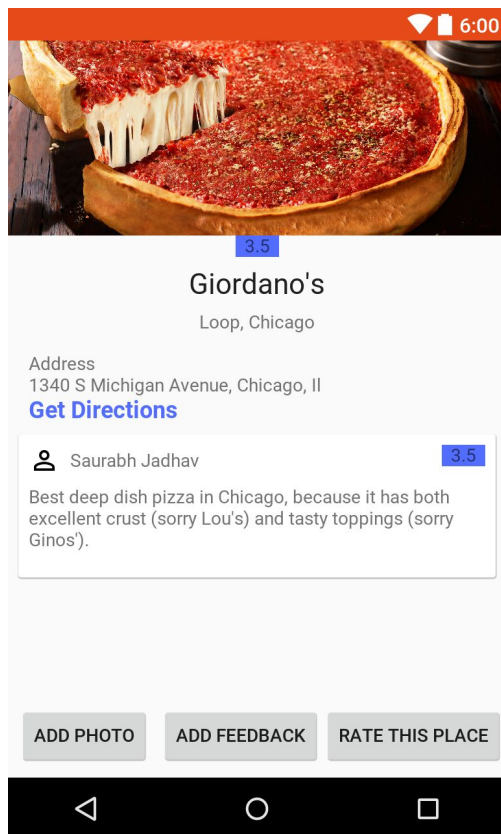
Below the questions, there is a text input field containing the following text: "Best deep dish pizza in Chicago, because it has both excellent crust (sorry Lou's) and tasty toppings (sorry Ginos').". At the bottom right of the form, there is a blue circular button with a white right-pointing arrow. The bottom of the screen shows a black Android navigation bar with three icons: a back arrow, a circle, and a square.

Store

Each business has a page dedicated to it, where we can get the address, average user ratings and user feedback.

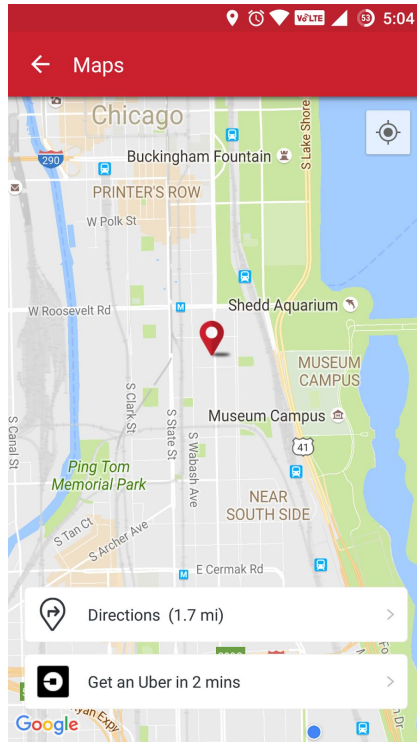
Also users can add photos for the store.

Previous user feedback are also displayed on this page



Get Directions

Clicking on the “Get Directions” link on the store activity will open a MapView showing the location of the store on Map



About Us

General information about the developers

