Dynamic Feedback Management System

A

Major Project Synopsis

Submitted
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ABSTRACT

The Dynamic Feedback system is an application specifically built for budding entrepreneurs, product managers or product owners, who have listed their product in the market and have a considerable customer base. This application would allow owners to collect feedback from its users. This will help owners or managers to work on the flaws of the product and where it lacks. This will also help owners to have a robust relationship with its users as well. Users can post their reviews about the product, and can also inform the developer team if there's any bug in the product. These reviews would also help in analysing the number of people actually using their product. Feedback from users would also help in the Quality improvement of the product and in its efficiency. The feedback mechanism helps in catering the weaknesses and further strengthening the strengths.

1. INTRODUCTION

Users are the backbone of one's product. So, in order to sustain in the market, the product must be as per the user need. Now, once it's done comes the major part, where product owners have to keep a track on product's growth and its downfall and the changes they need to adapt, in order to have a place in the market. For this, the owners and managers, require the reviews or feedbacks of its customers. So, we created an application where users can post their feedback about the product, and the Owners can collect these feedbacks about their product.

2. FEASIBILITY STUDY

The market is expanding like universe, every now and then, a new product is coming to market, and in order to sustain in this market, one needs proper planning, analytics and a proper place like forums, where feedbacks about the products can be posted, so the owners can work on what the customer needs. Working on what the customer needs, would help owners to expand their customer base. Thus, making changes as per the user needs and adapting au courant technologies would definitely secure a place in the market.

3. REQUIREMENT ANALYSIS (SOFTWARE & HARDWARE)

4.1 HARDWARE REQUIREMENTS:

4.1.1 Computer Device:

4.1.1.1 RAM: Minimum – 2Gb Recommended – 6Gb

4.1.1.2 Windows 7 or higher / Ubuntu

4.1.1.3 Storage Requirements – 20Gb

4.1.1.4 Processor- Any processor with minimum 1 GHz processing speed.

4.1.2 Working Internet Connection:

4.1.2.1 Internet with a speed of 20mbps or higher for good functionality for testing

4.2 SOFTWARE REQUIREMENTS:

4.2.1 NodeJS – V10.16.3 or higher

4.2.2 MongoDB – V4.0.10 or higher

4.2.3 Web Browser (Google Chrome – V69.0 or higher)

4.2.4 Code Editor Software – VSCode /Sublime Text /Atom etc.

4.3 PREREQUISITES:

4.3.1 Basic ReactJS Knowledge

4.3.2 Basic Knowledge of working Web Apps

4.3.3 HTML, CSS, Bootstrap

4.3.4 Understanding of working of Databases

4.3.5 Basic Command-Line Interface usage

4. PROPOSED MODULES

- **Front End Modules:**
  - Login/Welcome Page:
    - This is the Landing Page of the Web App wherein the user can log in via Google.
    - The user can also get a glimpse of what the app is about on this page.
  - Dashboard:
    - This is the basic homepage after the login is authenticated.
    - It is the page that comes up after the user logs in via its Google ID
    - It shows the list of Surveys that the user has broadcasted already.
    - It shows the results of the surveys answered by the people.
    - It shows a brief detail about the survey list item.
  - Create a new Survey / Edit Survey:
    - This is a form creation or edit page where the user fills in the details of the survey that is to be broadcasted.
  - Add Credits:
    - This web app has a virtual credit system which allows the user to broadcast surveys as per the credits available.
    - This Page handles addition the UI for the addition of credits via Credit Card etc.
- **Server Side:**
  - There are two servers setup for the following purposes:
    - Web Hosting:
      - This is done via Heroku free web hosting platform.
      - This allows our website to be hosted on the internet.
    - Databases Hosting:
      - This is done via MongoDB Atlas for MongoDB.
      - This allows our Database to be hosted online for our website to access it anytime.
  - Auth Management:
    - This is performed via Passport.js tool.
    - This is used in the back-end to perform authentication for users via Email or OAuth services
  - API Request Handling and Management:
    - This is performed via Express.js
    - It is used to manage everything and link everything to the web app.
    - It handles routes, API requests and Interaction with MongoDB

5. CONCLUSION

The aim of the study is to have a strong relationship with the product owners and customers.
A feedback management system is an effective tool for product's evaluation resulting in the company's development as an individual. This application will notify the owner every time new feedback gets posted, and thus making it even more essential.
Using this, the owners would not have to ask for feedbacks manually or individually from everyone, this will save time and cost as well.

Our project briefly aims at computerizing various processes of the previously manually managed Feedback Management System.

- No need for sending emails and asking for feedback from the users, eventually leading to saving time.
- Directly informing the development team about the bug or any security threat.
- These feedbacks will be ranked based on the ratings, lower the rating, more the attention of the owner.
- It satisfies the user requirement by working on the part required.
- Smooth User Interface and easy to operate.
- Can be delivered on schedule within the budget.

6. REFERENCES

Toolkits:

1) MongoDB - https://www.mongodb.com/
2) ReactJS - https://reactjs.org/
3) NodeJS - https://nodejs.org/en/
4) VSCode Editor - https://code.visualstudio.com/

Websites for Reference:

1) MongoDB - https://www.mongodb.com/
2) ExpressJS – https://expressjs.com
3) ReactJS - https://reactjs.org/
4) Learn ReactJS - https://reactjs.org/tutorial/tutorial.html
5) Learn MERN Stack Development - https://hashnode.com/post/react-tutorial-using-mern-stack-ciiyus9m700qqge53mer0isxz
6) Video Tutorials for ReactJS - https://www.youtube.com/watch?v=MhkGQAoc7bc