Individual Assignment

A computer screen shot of a computer program

AI-generated content may be incorrect.

A screenshot of a computer program

AI-generated content may be incorrect.

# MOCKUP: A close-up of a customer service form AI-generated content may be incorrect.

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**A brief report on why you have chosen to add this feature to the website. Who will  
have access to this functionality?**

The website's "Write a Review" tool is a great addition because it improves user experience, builds trust, and improves the standards of services. Through this feature, clients can rate the quality of service they received from Personal Support Workers (PSWs) and provide comments that can be used by new customers to help them choose a service.

This feature has been added to the Karen’s PSW website because this feature will improve or build trust, service quality which this business provides and the client engagement. Reviews and rating would be helpful to allow new clients to make decision based on the experiences of others. Positive feedback will help Karen’s PSW business to build reputation in the buisness world, while criticism will help to improve their services.

Different types of users will be able to use this feature. After receiving a service, clients have the ability to submit, modify, and remove reviews, rate services on a 5-star scale, and browse reviews left by other customers. Service providers (PSWs) will be able to view all reviews related to their services but will not have permission to edit or delete client feedback. They will, however, have the choice to reply to reviews in a professional way. In order to maintain quality, web administrators will be able to monitor overall service ratings and edit reviews by eliminating inappropriate reviews. This feature contributes to the development of a more transparent, honest, and customer-focused platform.