



SOD Feedback Level-1 User Manual

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Document Classification	: Internal



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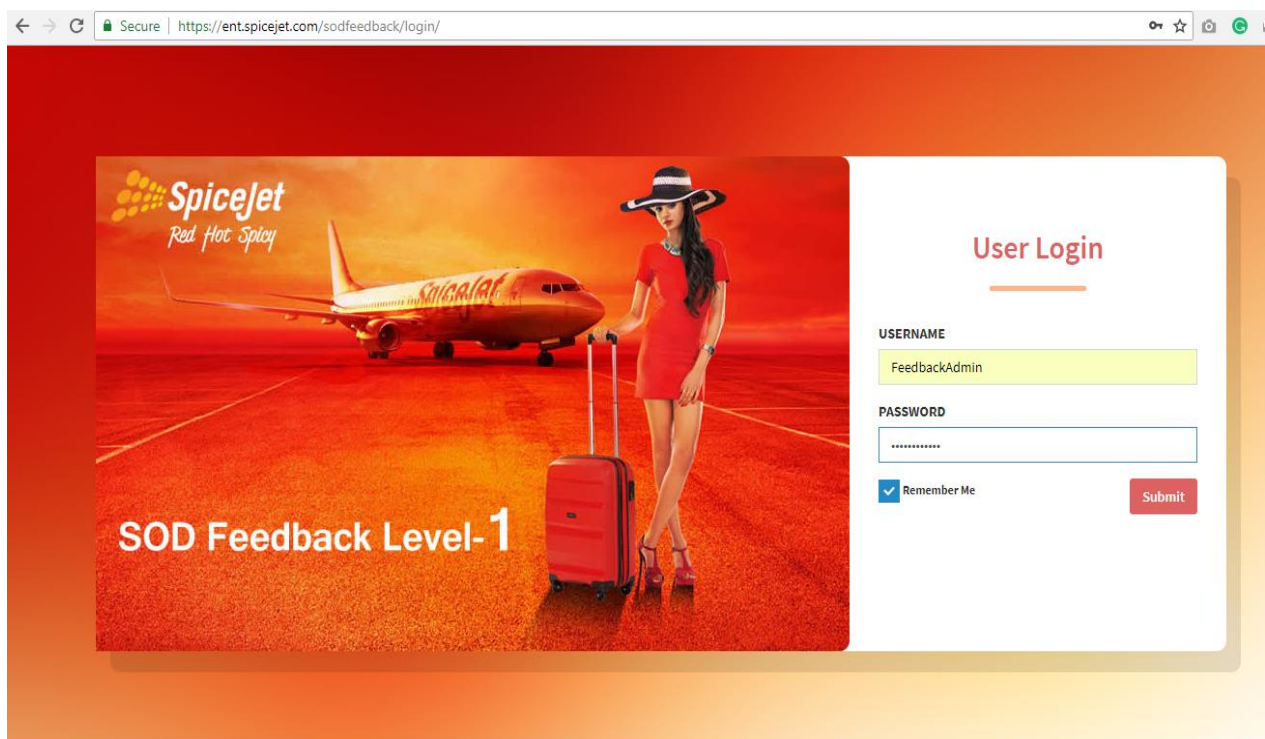
1. Purpose

The proposed document describes the complete process flow of the application termed as “SOD Feedback Level-1”. The proposed system captures the SOD traveller’s valuable feedback to maintain the service standards and quality during a travel. With the help of this application, a user will be facilitated with an interactive and responsive application design where a traveller can submit his/her feedback about the journey. This application is accompanied by an Admin-Panel which provides management the parameters/reports displayed to the end-users. These parameters/reports can easily be configured at the back-end.

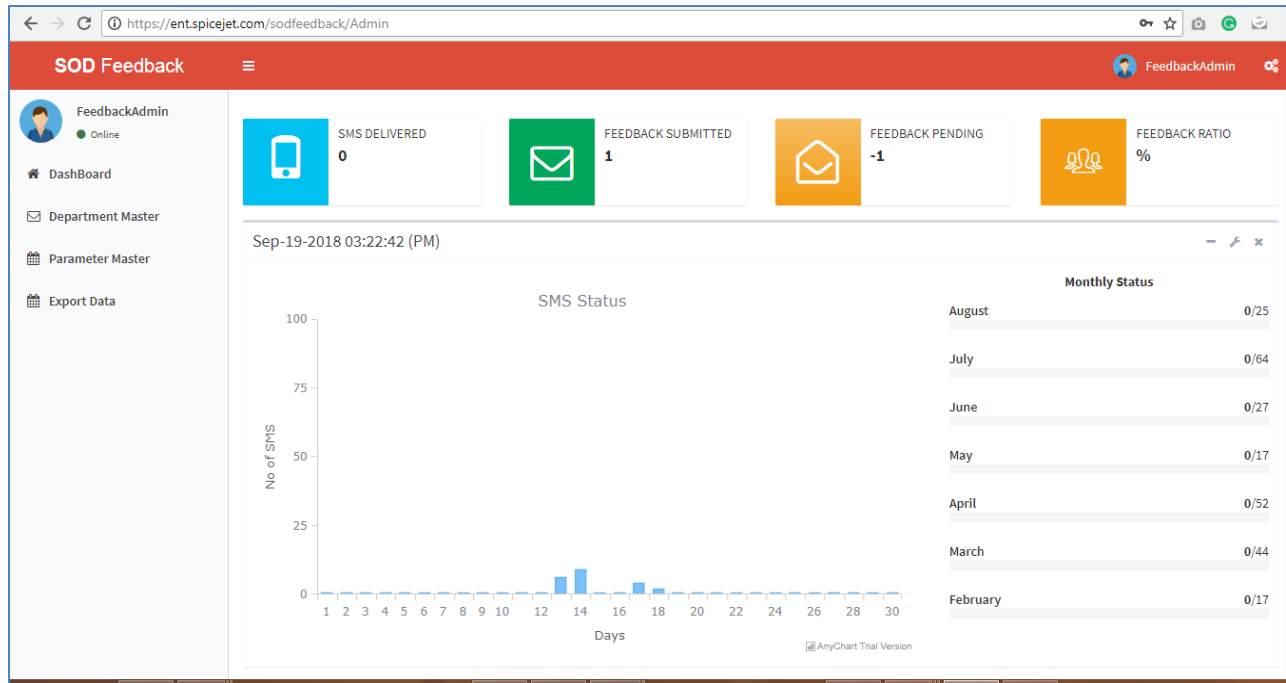
2. Module Flow

(i) Admin Module Process Flow

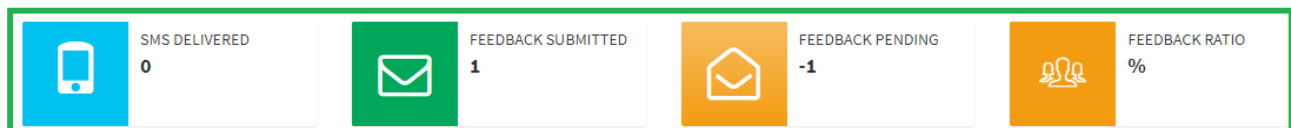
- **Login Module:** A user with valid credentials will be able to login into the SOD-Feedback Portal, and on successful authentication he/she will be redirected to the dashboard.



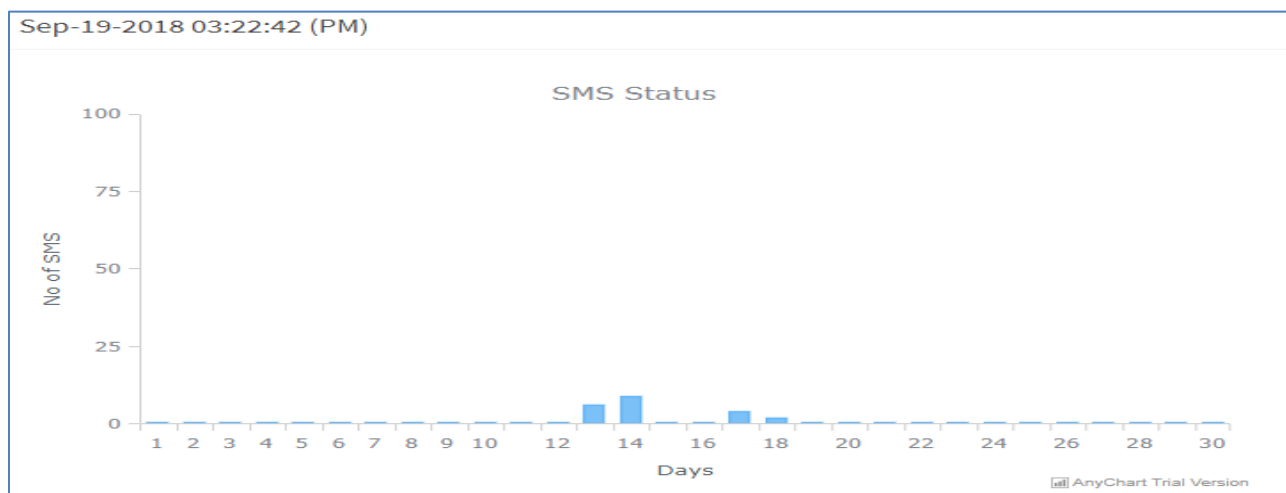
- **Dashboard:** This will display the actual status of the various actions performed on the application. Here we could see the related statistical data i.e. SMS delivery ratio (frequency), feedback data submission, etc.



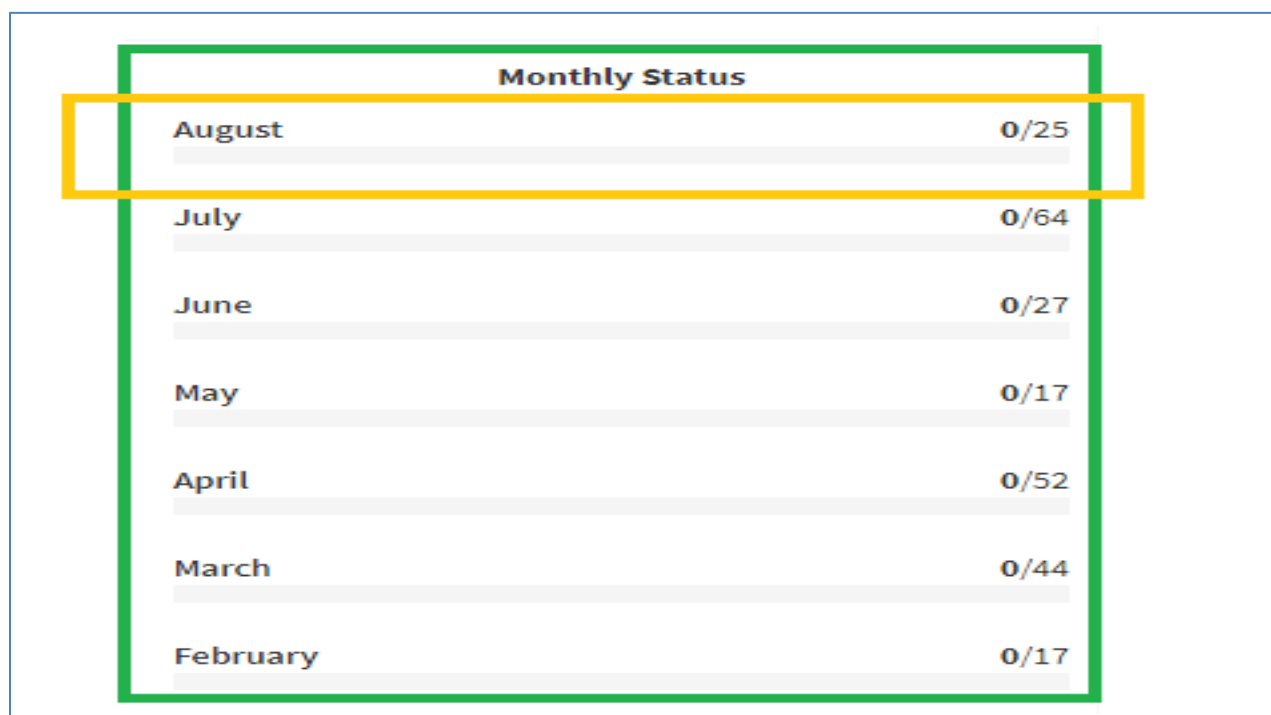
Status of the day – It will be dynamically updated.



Current month's SMS Status graphical presentation



Last Seven Month Graphical data representation



Manage Group: This describes the categories such as:

- List of active and inactive groups
- New groups along with their present status (active/inactive)
- Facility to edit the groups
- Add/Edit/Update buttons are there

SOD Feedback FeedbackAdmin

Group Master

Group Name IsActive

Group_Id	Group_Name	IsActive	Action
3	Airport Services	Yes	Select
4	In-flight Services	Yes	Select

- **Manage Parameter:** User can manage parameters against each group, including Add/Edit Update features.

SOD Feedback FeedbackAdmin

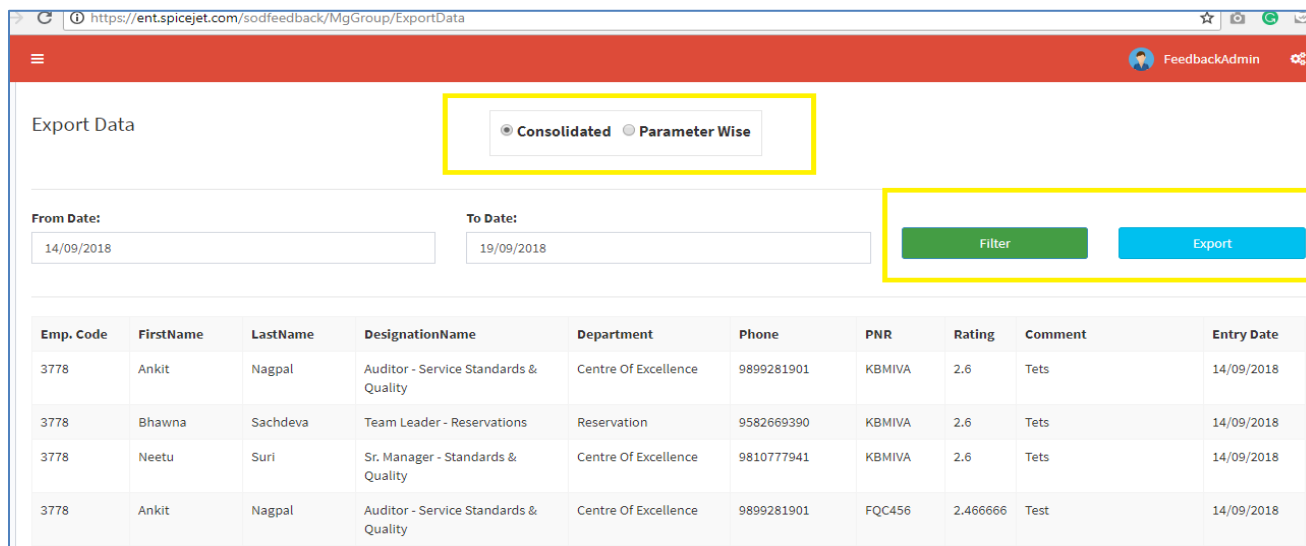
Parameter Master

Parameter Name Group Name IsActive

Parameter Name	Group_Name	Level Name	IsActive	Action
Appearance of Counters	Airport Services	Level-1	Yes	Select
Grooming	Airport Services	Level-1	Yes	Select
Courteousness	Airport Services	Level-1	Yes	Select
Greeting	Airport Services	Level-1	Yes	Select
Smile	Airport Services	Level-1	Yes	Select
Ground Service Equipments	Airport Services	Level-1	Yes	Select
Greeting	In-flight Services	Level-1	Yes	Select
Smile	In-flight Services	Level-1	Yes	Select
Grooming	In-flight Services	Level-1	Yes	Select
Service Finesse	In-flight Services	Level-1	Yes	Select
Up selling/ Cross selling	In-flight Services	Level-1	Yes	Select
Meal Presentation & Quality	In-flight Services	Level-1	Yes	Select
Announcements	In-flight Services	Level-1	Yes	Select
Lavatory Cleanliness	In-flight Services	Level-1	Yes	Select

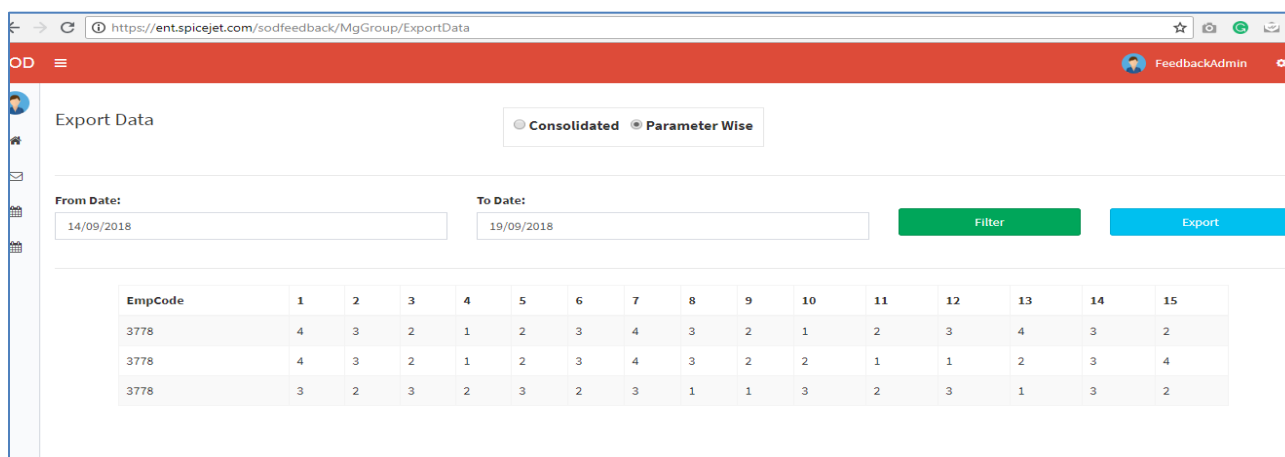
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- **Export Data:** For the reporting/data visualisation purposes, to export data (From Date & to Date wise) in an excel format to Tableau team. **(View/Export Consolidated Report)**



Emp. Code	FirstName	LastName	DesignationName	Department	Phone	PNR	Rating	Comment	Entry Date
3778	Ankit	Nagpal	Auditor - Service Standards & Quality	Centre Of Excellence	9899281901	KBMIVA	2.6	Tets	14/09/2018
3778	Bhawna	Sachdeva	Team Leader - Reservations	Reservation	9582669390	KBMIVA	2.6	Tets	14/09/2018
3778	Neetu	Suri	Sr. Manager - Standards & Quality	Centre Of Excellence	9810777941	KBMIVA	2.6	Tets	14/09/2018
3778	Ankit	Nagpal	Auditor - Service Standards & Quality	Centre Of Excellence	9899281901	FQC456	2.466666	Test	14/09/2018

View/Export Data Submitted Parameter wise

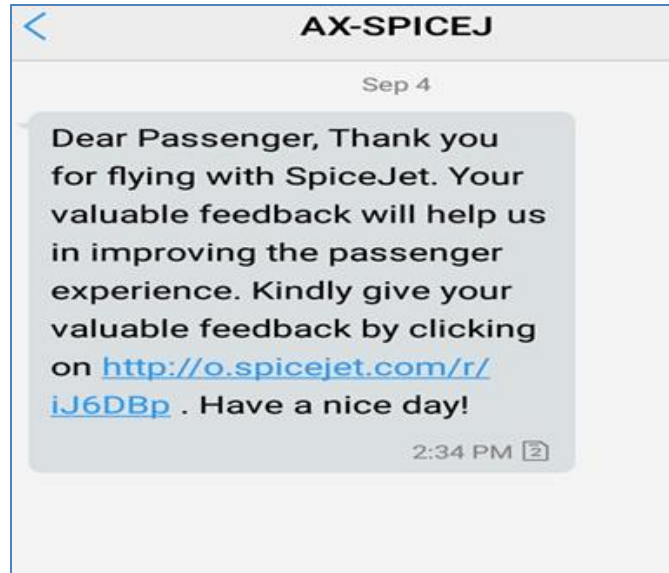


EmpCode	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
3778	4	3	2	1	2	3	4	3	2	1	2	3	4	3	2
3778	4	3	2	1	2	3	4	3	2	2	1	1	2	3	4
3778	3	2	3	2	3	2	3	1	1	3	2	3	1	3	2

(II) User Module Process Flow

SOD Feedback Form

The proposed system captures the SOD traveller's valuable feedback to maintain the service standards and quality during a travel. The applications layout is self explanatory having an interactive and responsive design. Here the SOD traveller can record his/her feedback after the journey completion. User gets the SMS notifications with the pre-defined frequency on his/her registered mobile number having a link which takes him/her to the 'Feedback Form' to capture the valuable feedback and remarks.

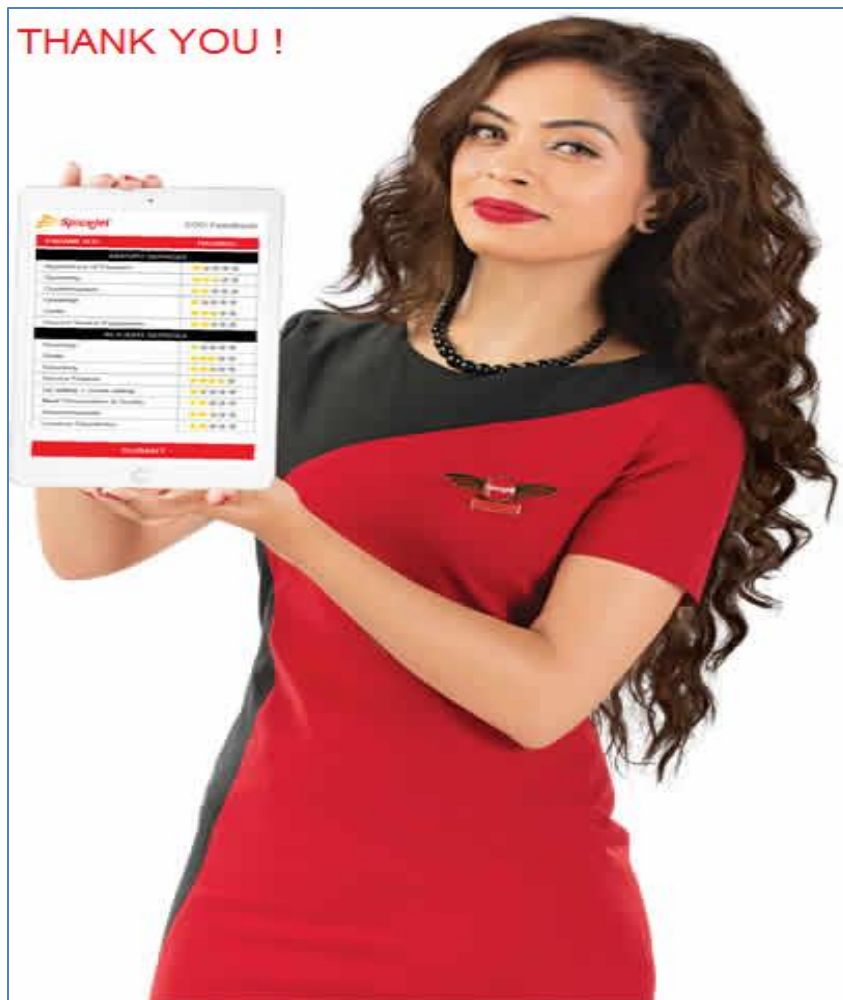


When user clicks on the link the feedback window will open as.

User can share his/her experience by giving their feedback (**Feedback Form**).

PARAMETER	RATING
Airport Services	
Appearance of Counters	😊😊😊😊😊
Grooming	😊😊😊😊😊
Courteousness	😊😊😊😊😊
Greeting	😊😊😊😊😊
Smile	😊😊😊😊😊
Ground Service Equipments	😊😊😊😊😊
In-flight Services	
Greeting	😊😊😊😊😊
Smile	😊😊😊😊😊
Grooming	😊😊😊😊😊
Service Finesse	😊😊😊😊😊
Up selling/ Cross selling	😊😊😊😊😊
Meal Presentation & Quality	😊😊😊😊😊
Announcements	😊😊😊😊😊
Lavatory Cleanliness	😊😊😊😊😊
Please enter comments or remarks	
SUBMIT	

Feedback submission is followed by a thank you page shown as under.




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PASSENGER INFORMATION

1. Mr. SOMASUNDARA REDDY DWARAMPUDI
(ADULT, MALE)

TRAVEL INFORMATION

TRAVEL DATE	FLIGHT NO.	FROM/TERMINAL	TO/TERMINAL	DEP. TIME	ARR. TIME	AIRLINE
FRI 28 SEP, 2018	SG 134	DEL/HIT1	HYDERABAD	8:10 AM	10:20 AM	SPICEJET

Confirmation Number (PNR): X8KFHZ	Booking Date: WED 12 SEP, 2018	Status: Confirmed
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PASSENGER DETAIL

S.NO	PASSENGER NAME	FLIGHT	FARE TYPE	ADDITIONAL SERVICES PURCHASED
1.	Mr. SOMASUNDARA REDDY DWARAMPUDI	SG 134 (DEL-HYD)	SpiceSaver	26D 1

ADDITIONAL SERVICES CODE GUIDE

SpiceMax
 Meal
 Beverage
 Lounge
 Priority Check-in
 Pre-book Excess Check-in Baggage
 Seat

Preferred Bag Out
 Spice Assurance
 Celebration Cake
 Carry More Onboard
 MyFlexiPlan
 Fly for Sure
 Wheel Chair

Spice Assist
 VIP
 Web Check-in
 Blind
 SpiceCash
 Birthday/Anniversary Ticket
 Travel Insurance

Unaccompanied Minor
 Seat Meal Combo
 Priority Checkin Baggage First Combo

Contact No: +91-5454164595	Email ID: somasundar.dwarampudi@valuelabs.com
ADDRESS: Mr. SOMASUNDARA REDDY DWARAMPUDI, AGARTALA, INDIA	
Kindly share your valuable feedback by clicking on the link which would be shared via SMS after landing.	

PAYMENT INFORMATION

Item	Amount	Item	Amount
Fare + Airline fuel charge + CUTE Fee	4,684.00 INR	User Development Fee - Departure (UDF)	12.00 INR
Passenger Service Fee	154.00 INR	Convenience Fee	225.00 INR
1 SpiceAssurance	49.00 INR	Seat Fee	200.00 INR
Other Fee	50.00 INR	SGST	118.00 INR
CGST	118.00 INR		
Payment Type: Internet Banking		Total Price: 5,610.00 INR	



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- Complimentary meal
- Priority check-in
- Priority boarding
- Priority baggage delivery

*Kandla to goa

Contact No: +91-54641645695	Email ID: somasundar.dwarampudi@valuelabs.com
ADDRESS: Mr. SOMASUNDARA REDDY DWARAMPUDI, AGARTALA, INDIA	
Kindly share your valuable feedback by clicking on the link which would be shared via SMS after landing.	
PAYMENT INFORMATION	



(IV) SOD Booking Request Approval Notification on Email



satyam tek <satyam.tek@gmail.com>

SOD Standby Booking Request Notification :9/14/2018 5:20:14 PM

1 message

sod.travel@spicejet.com <sod.travel@spicejet.com>
To: satyam.tek@gmail.com

Fri, Sep 14, 2018 at 5:21 PM

Dear Mr. PRADEEP SHAH,

This is with reference to your booking request as mentioned below:

Booking Information (Request ID : SOD-29126)

Reason for Travel	Booking Type	No.of Passengers	Booking For
Tetsing	SOD	1	Standby

Passenger(s) Information

Sr. No.	Passenger Name	Designation	Department
1	PRADEEP SHAH	AVP-Reservations	Reservation

Flight and Meals Information

Sector	Travel Date	Flight No.	Departure Time	Arrival Time	Meals/Beverages
DEL-MAA	28-Sep-2018	SG 191 , SG3425	06:25 AM	02:30 PM	NVSW,BVG

Your PNR has been generated successfully. **Your Standby PNR is :G41P4Y.** Please check your mail box for attached PNR -ticket/itinerary.

Should require any further clarification/assistance, please feel free to get in touch on SOD helpdesk number : + 0124 6709400 or write an Email – sod.travel@spicejet.com

If you not yet received Itinerary please click on this link : <http://book.spicejet.com/RetrieveBooking.aspx>

We request to assess the service quality at each Spicejet passenger touch point from customer point of view; this will enable us to raise the service standard and quality at Spicejet. Kindly give your feedback by clicking on the link shared via SMS after landing.

Assuring you of our best attention at all times.

Thanks & Best Regards

SOD HelpDesk

SpiceJet Ltd | 319 | Udyog Vihar | Phase IV | Gurgaon - 122016 | India

Phone # +91-1246709400

E-mail id : sod.travel@spicejet.com

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