



**Konta.com**

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**December, 2019**

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## Declaration

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We proclaim that this postulation is our unique work and has not been submitted in any structure for another degree or certificate at any college or other establishment of tertiary training. Data got from the distributed and unpublished work of others has been recognized in the content and a rundown of references is given.

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## Approval

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The task titled Konta.com has been submitted to the accompanying regarded individuals from the leading group of analysts of the branch of software engineering in incomplete satisfaction of the necessities for the level of Bachelor of Science in Computer Science on (2/1/20) and has been acknowledged as good.

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## Acknowledgement

We might want to speak to our gratitude to our decent director **Mohammad Samawat Ullah** who give us copy, motivation, guidance and controlling for this venture. He has a decent knowledge in web application, programming prerequisite, programming advancement and his personal circumstance, perpetual assistance make the task conceivable. Furthermore we might want to demonstrate our appreciation to Dean Professor **Dr. Tafazzal Hossain** and Vice Chancellor **Dr. Carmen Z. Lamagna** for their assistance in our college life. At long last, we thank our regarded guardians, watchmen and our schoolmates for sharing their thoughts.

## Abstract

A huge part of the market depend on these web based business sites for their every day needs and family machines. Limitations, for example, the ones referenced above are the main driver web based business sites don't have the measure of entrance as that of its neighboring nations. A distinct contrast paying little respect to the populace size. Online business site use arrive at its pinnacle for the most part during significant occasions. Clients don't get an opportunity to change their items through the site in the event that they neglect to fit. This can undoubtedly be maintained a strategic distance from if the clients approached different clients tributes of the item. Occupants moving into another home in another region regularly experience to confront difficulty while picking the correct web access supplier, the correct gas chamber, fridge, TV and other family unit machines. Our current online scene don't have sites that feature tributes and client encounters for these everyday items. This product or Web Application is proposed for executing a Konta.com with the goal that a resident can settle on the correct choice before obtaining. This framework is online survey framework so a client any entrance the best thing with its restricted cash. This framework can make a client's every day torment a lot simpler, more secure, particularly for ladies and cost proficient. This online application can bring a colossal change both for client just as the provider who need to reveal some insight into their items and administrations.

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## Chapter 1:

### Introduction

This report clarifies the elevated level specialized and utilitarian prerequisites, and gives data about the jobs and duties expected to help such a framework. It gives the commonsense vision of how the business prerequisites will be Satisfied . It will bring up on the particular theme as like the model utilized for the improvement of the framework, necessities social affairs, various periods of testing and the follow up after discharge. The entirety of the data on this record will be crucial for keeping the framework operational. This record is the basic reference point for designers. To put it plainly, this record is to give a point by point review of our product item, its parameters and objectives. This record portrays the venture's intended interest group and its UI, equipment and programming necessities. It characterizes how our customer, group also, crowd see the item and its usefulness. Regardless, it helps any planner what's more, designer to aid programming conveyance lifecycle (SDLC) forms. The principle motivation behind specialized documentation is to impart what is normal in conduct, prerequisites, what was considered and additionally saw over the span of the definition, advancement, and testing of an arrangement of equipment and additionally programming that is moreover to be utilized in a given way by in fact capable or non capable clients to play out a given errand or set of undertakings in a manner that achieves a given work or reason. This document is made with the purpose of portraying the features of konta.com. In order to serve as a guide for developers and a validation document for the clients. Konta.com is an application intended to serve as a platform for authentic consumers to read and share experiences they had with various products in the form of reviews. It is also a platform where business owners can showcase their business and ask for reviews. The admin has the permission to delete or reject reviews and business requests. The moderator can inspect the authenticity of the business and review. The analyst can check the data that coming into the website or app and submit reports based on them.

**Document Convention:**

The format of this document is simple. Bold face with font size 14 and indentation is used on general topics. The remainder of the document will be written using the standard font, New Times Roman and font size is 14.

**Intended Audience and reading suggestion:**

This software requirements document is intended for:

1. Developers who can review project's capabilities and more easily understand where their efforts should be targeted to improve or add more features to it (design and code the application – it sets the guidelines for future development).
2. Project testers can use this document as a base for their testing strategy as some bugs are easier to find using a requirements document. This way testing becomes more methodically organized
3. This Document written is based on the user stories taken from the user groups and intended to serve as the baseline of requirements for the development team.
4. The document is intended for requirements engineer, domain expert, developer and project manager

### **Project Scope:**

This software or Web Application is intended for implementing a Konta.com so that a citizen can make the right decision before purchasing. This system is online review system so that a customer any access the best thing with its limited money. This system can make a customer's daily pain much easier, safer, especially for women and cost efficient. This online application can bring a huge change both for customer as well as the supplier who want to shed some light on their products and services.

### **Benefits / Improvements of our proposed solution:**

- a) No hassle to search for the best thing for the long time.
- b) Customer first login the system. Then, they search the best service according to their needs and the system will give the appropriate things for the customer because this is the online review system and customer find the best thing after seeing the best review.
- c) Different types of service according to customer's comfort.
- d) Reduce the chance of fraudulence

### **Benefits**

- a. Description/Improvements of our system
- b. Takes 30% less time to drop an opinion on a product.
- c. System dedicated to ensure authenticity.
- d. Fast purchase/transaction.
- e. Reduce system loading time.

## **Chap 2 : Overall description**

### **Product Perspective**

Marketplaces are emerging at a faster rate than ever before. E-Cab, E-commerce association of bangladesh, estimates there are over 700 ecommerce sites and over 8000 facebook stores currently conducting business in bangladesh(2017).

Transactions per annum on these ecommerce websites stand at Tk 10b as of 2017.

### **Although marketplaces are emerging, sales often plateau due to these following challenges -**

- a. inefficient delivery mechanisms
- b. Lack of proper online transaction system
- c. Lack of knowledge on online fraud
- d. Misleading online marketing practices
- e. The lack of an adequate privacy policy

A large portion of the market rely on these ecommerce websites for their daily needs and household appliances. Constraints such as the ones mentioned above are the root cause e-commerce websites do not have the amount of penetration as that of its neighbouring countries. India's market size stands at 17b USD while Bangladesh's is only 110M USD. A stark difference regardless of the population size. E-commerce website usage reach its peak mainly during major holidays. Users do not get the time to change their products through the website if they fail to fit. This can easily be avoided if the users had access to other users testimonials of the product. Tenants moving into a new home in a new area often have to face trouble when choosing the right internet service provider, the right gas cylinder, refrigerator, TV and other household appliances. Our current online landscape do not have websites that showcase testimonials and user-experiences for these day-to-day products. Due to lack of reliable customer reviews E-commerce users of bangladesh end up choosing the wrong product or service and face issues in the long run. They do not even get a platform to voice out their opinions and experience.

A great deal of product or service review websites that our target audience still relies on are as follows

- Google.com's search ranking,
- Facebook.com's groups and influencers,
- E-Commerce website comment section
- Youtube.com's influencers,
- Various popular blogs
- Word of mouth.

***# This software or Web Application is intended for implementing Konta.com so that a citizen can make the right decision before purchasing. This system is online review system so that a customer any access the best thing with its limited money.***

- a. Minimize the time for searching the best product.
- b. Much comfortable for the customer who are always searching the best product and service in his/her life.
- c. Notification system for both staffs and customers.
- d. Feedback/Complain system for customers so that the system can update according to customer's satisfaction.
- e. Reduce the cost and give the comfortable life.
- f. No hassle to search for the best thing for the long time.
- g. Customer first login the system. Then, they search the best service according to their needs and the system will give the appropriate things for the customer because this is the online review system and customer find the best thing after seeing the best review.
- h. Different types of service according to customer's comfort.
- i. Reduce the chance of fraudulence
- j. Instant customer transaction and review history.
- k. Customer's satisfaction.

### **Strengths:**

- Reliable Source Unbiased Reviews
- Concise information delivery
- Detailed quantitative information
- Rankings based on both customer satisfaction and quantitative metrics

### **Weaknesses :**

- Small fish in a large pond. Review systems are already made by large tech giants. Lacks personalization

### **Opportunity:**

- Local products or day to day needs are not reviewed in most online markets

### **Threat:**

- Unexpected online Traffic and requests.

## **Product functionalities**

### **1) Login/Signup -**

- All Users will be able to login and signup into the system.

### **2) Create/Read/Update/Delete -**

- Users will be able to create their work, See them execute, Update or change their work in some cases, and also delete their work. Deletion will be recorded.

### **3) Verify as Authentic**

- Moderators will be able to see receipts sent by consumers and be able to verify if the consumer is actually a consumer of the product he is reviewing.
- Moderators will be able to see trade licenses and tax identification number of business owners and be able to verify if the BO is actually the owner of the product.

### **4) Search**

- Admin can search for employees
- Moderators can search for products or reviews or users

### **5) Logout**

- All users can logout from the system

### **6) Verify oneself as authentic consumer**

- Customer can send receipt or any other document through pictures or pdf to authenticate his relation with the product.

### **7) Verify oneself as authentic business owner**

- Business owner can send trade licence or Tax Id through pictures or pdf to authenticate his relation with the product.

8) The system will show detailed description of a product

9) The system shall show details on how engaging the review is

10) The system will show data visualizations

11) The system will allow users to report each others content

12) The system will allow users to send messages to each other

13) The system will recommend users to try similar products

## Class Diagram

### KONTA.COM Class Diagram

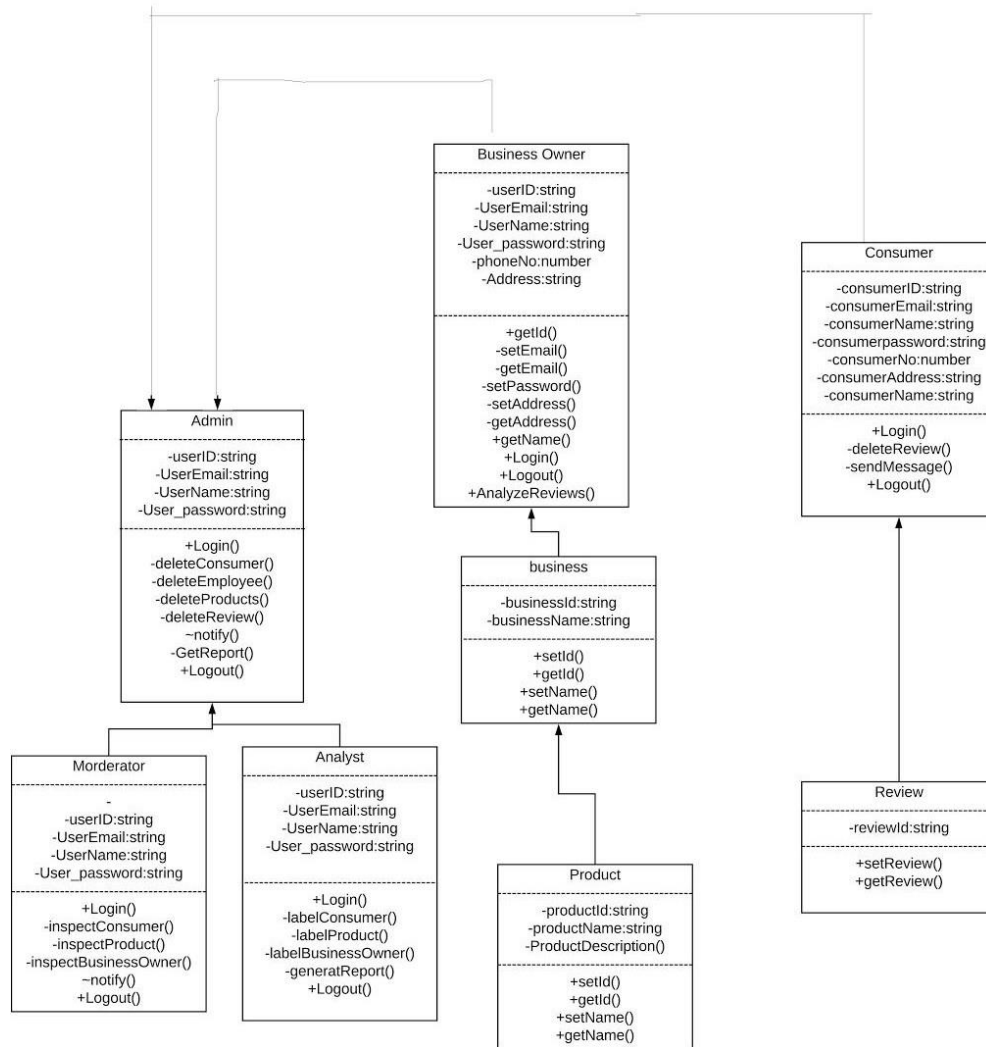




Figure 1  
Use case diagram:

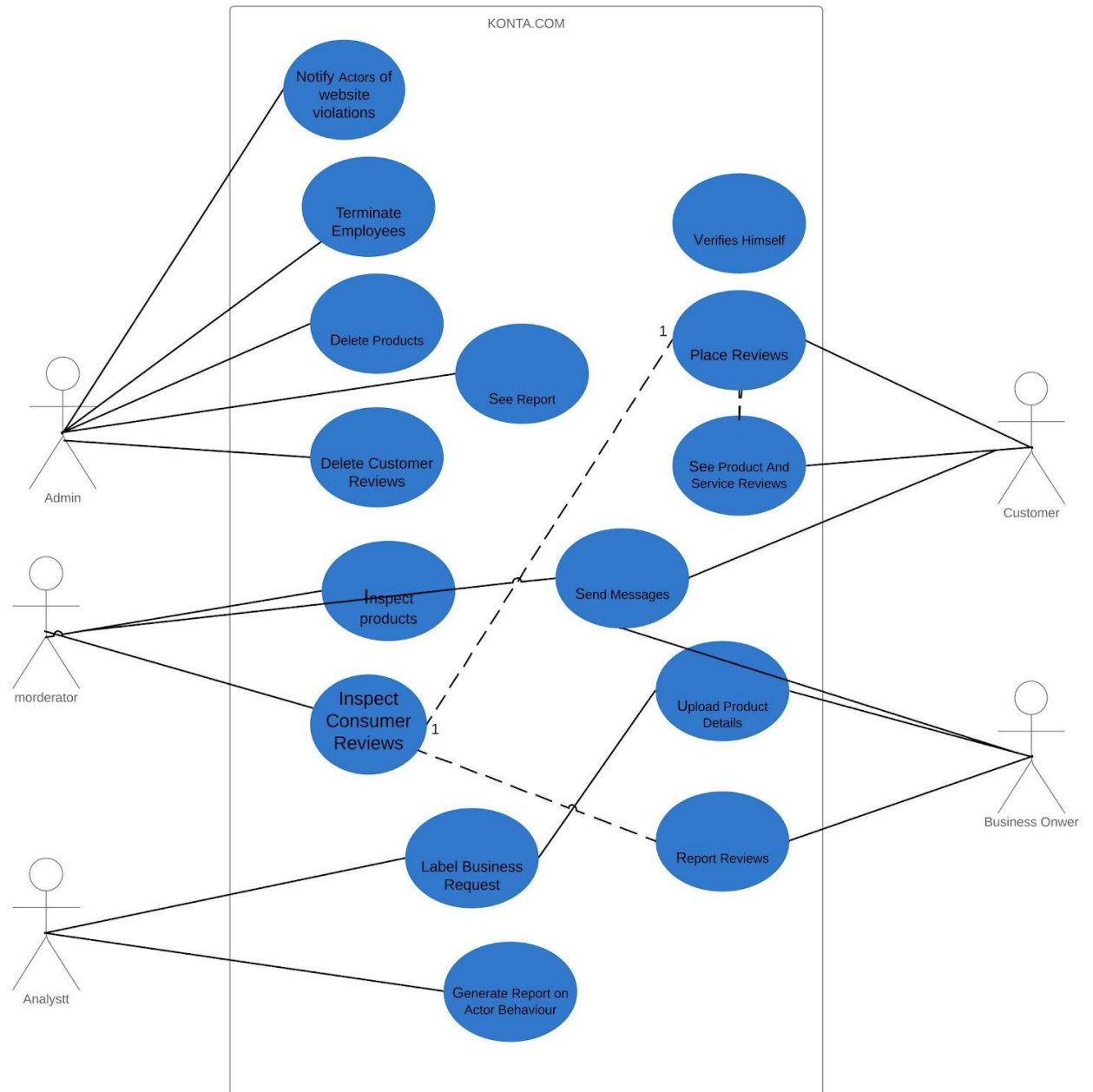
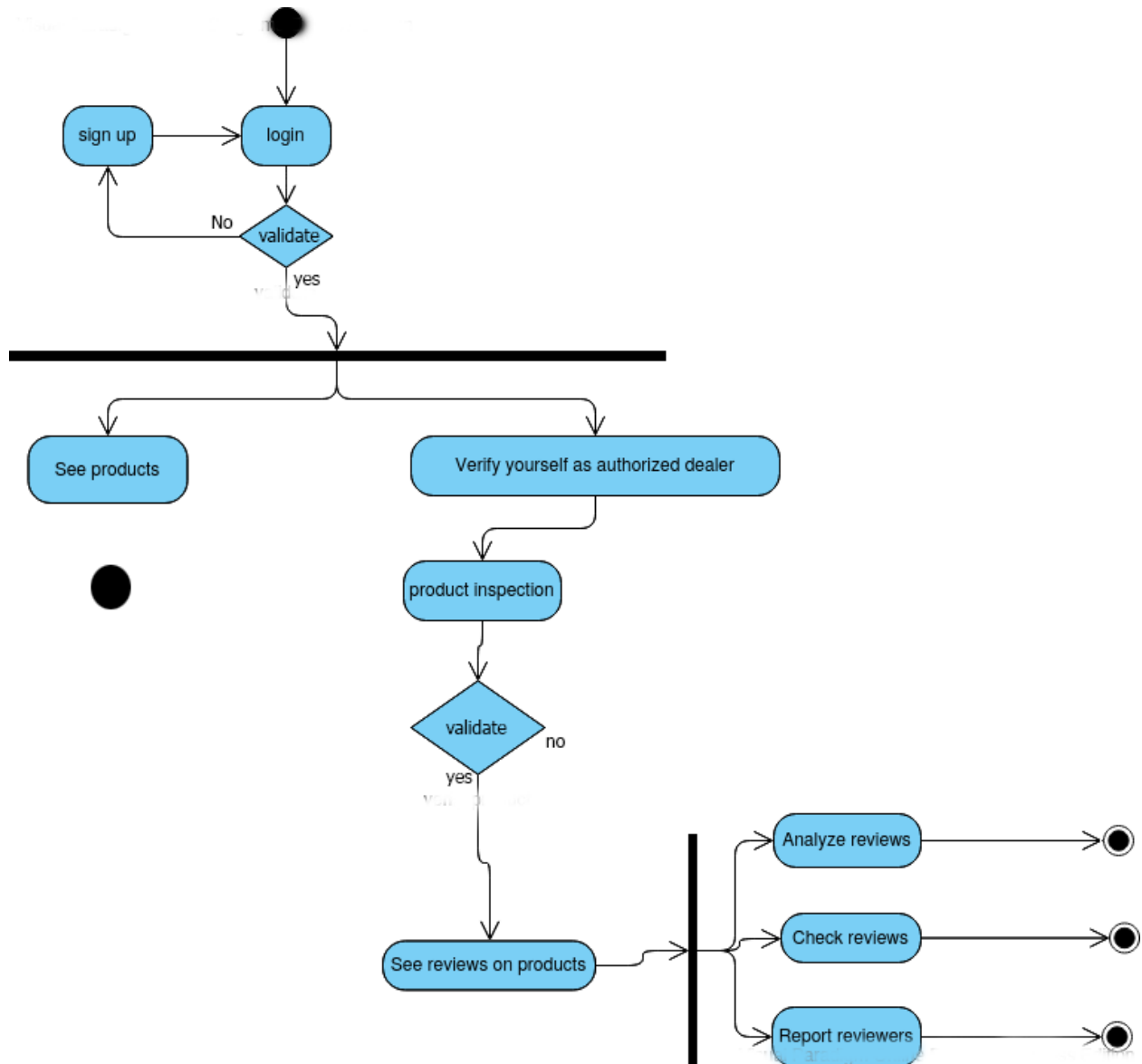


Figure 2  
Activity Diagram for enlisting businesses



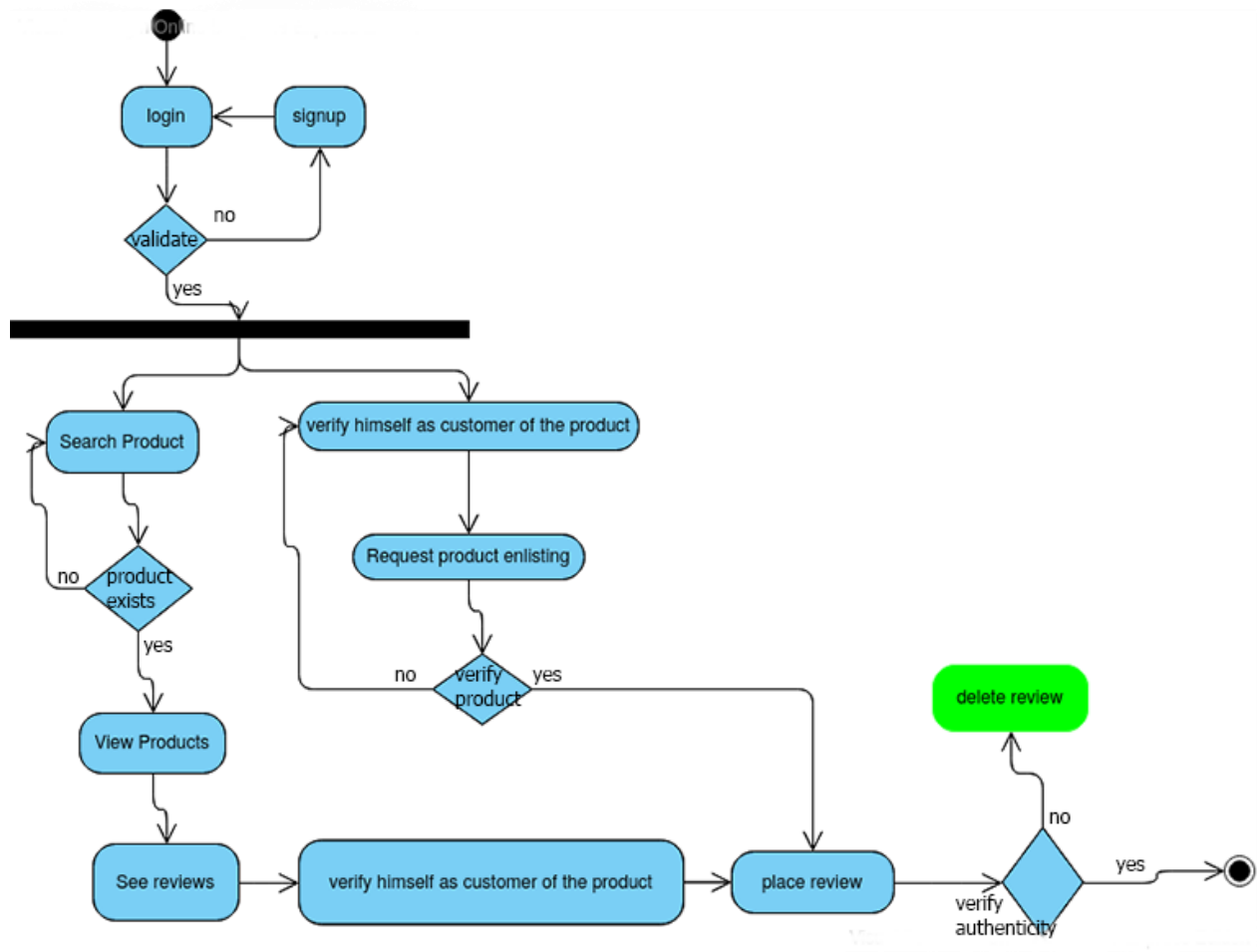


Figure 3

## Operating Environment

The system will have an Android and IOS version for the consumers only. Admin, Employees and Business Owners need to access the user interface through a browser

## Design and Implementation constraints

- The server should be able to take loads of upto 100 requests per second and host 200 users simultaneously
- The Graphics on the page should not have a load time greater than 0.8s

## Assumptions and dependencies

- Most of the user data needs to be stored on the cloud in order to decrease the size of mobile application and also to allow business owners to access their data from anywhere in the world
- Allow filtering and categorization of data
- The manager does not need to label or authenticate requests

# **Chapter 3: Design Approach:**

## **3.1 Process Model**

An appropriate model for the development of our website was the SCRUM.

## **3.2 Why Choose this model**

In SCRUM model, there are phases

1. Pre-game.
2. Game/development
3. Post-game.

In pre-game phase concerns about two things: Planning and architecture. It includes requirement analysis, risk calculation and other document part. In development/game process, project is built. And in the post game development there is no requirement for the project and the project can be successfully released.

There are two special feature in the Scrum model. They are Sprint and Product Backlog.

Sprint:

- Sprint are the iterative cycle where the functionality are developed or enhanced to product new increment.
- Each Sprint includes the traditional phases of software development such as requirement ,analysis design etc.
- Sprint is planned to last from one week to one month.

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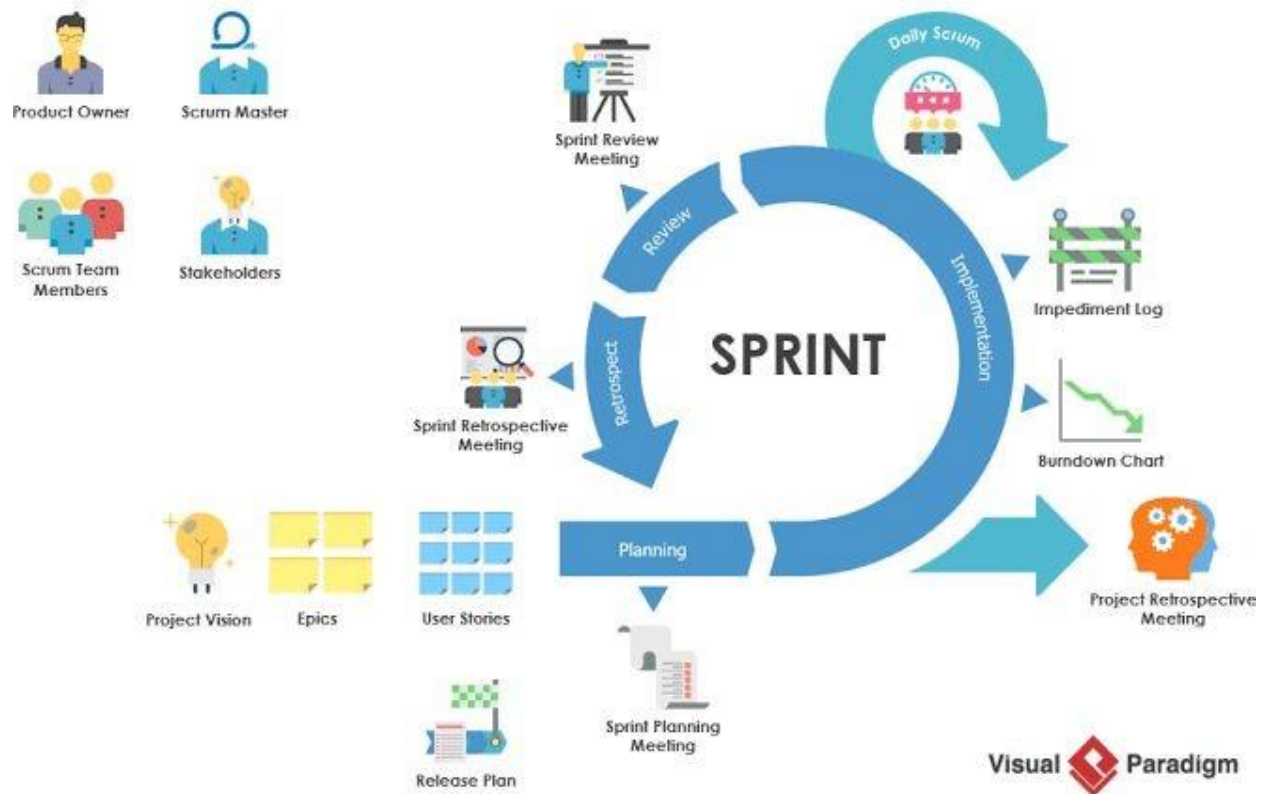
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## The Agile – Scrum Framework



We choose the Scrum for the following issue:

- It ensures effective use of time and money.
- Large project are divided into small category.
- Team gets clear visibility about the project.
- The individual member work is visible during daily scrum meeting.
- Deliver a quality product in a scheduled time.
- It is good for small, fast moving project as it works only small team.

## **Quality Gates:**

- In scrum software model, there are 3 phases. Pre-game, Development and Post-game. In the Pre-game, it includes two phases planning and architecture. Then game phase, the project is developed in sprint. In the Post-game phases where the phase is entered when an agreement has been made that the environmental variables such as the requirements are completed.

### **Gate 1:**

Definition of the system being developed. A Product Backlog list is created containing all the requirements that are currently known. The requirements are prioritized and the effort needed for their implementation is estimated. Planning also includes the definition of the project team, tools and other resources, risk assessment and controlling issues, training needs and verification management approval.

### **Gate 2:**

The high level design of the system including the architecture is planned based on the current items in the Product Backlog. A design review meeting is held to go over the proposals for the implementation and decisions are made on the basis of this review



**Gate 3:**

The project is developed in sprints. This is the iterative cycles where the functionality is developed or enhanced to produce new increments. Each Sprint includes the traditional phases of software development:

requirements, analysis, design, evolution and delivery phases. Sprint is planned to last from one week to one month.

**Gate 4:**

In this case, no more items and issues can be found nor can any new ones be invented. The system is now ready for the release and the preparation for this is done during the post-game phase, including the tasks such as the integration, system testing and documentation.

### **3.4 Work Breakdown Structure**

#### **1. Initiate Project**

1.1. Develop Project charter

1.2. Define requirements

1.3. Identify high

1.4. Develop high level budget

1.5. Identify high level control strategies

#### **2. Finalize Charter and Gain**

2.1. Consolidate and publish project charter

2.2. Hold review meeting

2.3. Revise project charter

2.4. Gain approvals from government

#### **3. Plan Project**

3.1. Develop work plan

3.2. Develop project staffing plan

3.3. Develop project schedule

3.4. Develop project budget

#### 4. Develop Project Control Plan

##### 4.1. Develop Communication plan

##### 4.2. Develop quality management plan

#### 5. Design

##### 5.1. Define stages and activities

##### 5.2. Design content formats

##### 5.3. Object design review

#### 6. Build

##### 6.1. Write code

##### 6.2. Project review with client

#### 7. Testing

##### 7.1. Unit testing

##### 7.2. Functionality Testing

##### 7.3. Usability testing

##### 7.4. Interface testing

##### 7.5. Database testing

##### 7.6. Security testing

##### 7.7. Performance testing

## 8. Implementation

8.1. Move tool to production environment

8.2. Announce tool availability

9. Close Project

10. Conduct Post project review with client

## 3.6

### Major milestones

No.	Item
1	Planning
2	Project Presentation
3	Requirement Analysis
4	Requirement reviews with client
5	Preliminary design
6	Details design
7	Coding
8	Internal project review
9	Testing
10	Demo Software
11	Project Acceptance by client

## **Responsibilities:**

- **Scrum Master**

- Scrum Master is responsible for ensuring that the project is carried through according to the practices, values and rules of Scrum and that it progresses as planned. Scrum Master interacts with the project team as well as with the customer and the management during the project.

- **Product Owner**

- Product Owner is officially responsible for the project, managing, controlling and making visible the Product Backlog list. He is selected by the Scrum Master, the customer and the management. He makes the final decisions of the tasks related to product Backlog.

- **Scrum Team**

- Scrum Team is the project team that has the authority to decide on the necessary actions and to organize itself in order to achieve the goals of each Sprint. The scrum team is involved, for example, in effort estimation, creating the Sprint Backlog, reviewing the product Backlog list and suggesting impediments that need to be removed from the project.

- **Customer**

- Customer participates in the tasks related to product Backlog items for the system being developed or enhanced.

- **Management**

-Management is in charge of final decision making, along with the charters, standards and conventions to be followed in the project. Management also participates in the setting of goals and requirements

## **Chapter 4 : Testing**

### **Risk control and monitoring**

Test control and checking is basically an operation of management. Test Monitoring is a method of reviewing the "currently in progress" testing phase and providing feedback. Test Control is an activity based on certain metrics or information to guide and take corrective action to improve efficiency and quality. Activities include

- Giving criticism to the group and the other concerned partners about the advancement of the testing endeavors.
- Broadcasting the consequences of testing performed, to the related individuals.
- Finding and following the Test Metrics.
- Arranging and Estimation, for choosing the future strategy, in view of the measurements determined.

Test Control includes directing and taking remedial estimates movement, in view of the aftereffects of Test Monitoring. Test Control models include:

- Organizing the Testing endeavors
- Returning to the Test timetables and Dates
- Redesigning the Test condition
- Reorganizing the Test cases/Conditions

## Risk information sheet

Risk ID	Description	Probability	Impact
RISK_01	So as to make up for unreasonable spending plan and timetable invades, organizations in some cases decrease the usefulness of the product. The ultimate product might not be worth using.	50%	Medium
RISK_02	Improper process implementation, lack of clarity in responsibilities and conflicting priorities might cause delay in work.	40%	High
RISK_03	Developers tend to rush when it comes to designing and wants to go straight into coding. This causes conflicts and delay in the long run	30%	High
RISK_04	Each Employee is vital for the project to see its end. If one team member leaves he takes with him core information of the software development process. This ultimately causes delay.	70%	Medium
RISK_05	Sudden growth in customer requirements	70%	High

### **Testing:**

Disentangled programming improvement can scan the web application for conceivable vulnerabilities before the program is rendered live and moved into the fabricating condition. In this stage, website security, website tasks, access to crippled and standard clients and their capacity to manage traffic are checked. During this stage, issues are checked.

### **Functionality Testing:**

Functional testing refers that the interface between the application on one side and the remainder of the framework and clients on the opposite side. It is a methods for guaranteeing that venture/item fills in as it ought to and what clients anticipate that it should do. Customarily, utilitarian testing is executed by a group of analyzers. In Functional testing, analyzers catch prerequisites and give certainty to engineers and clients that under testing venture/item meets necessities and to affirm that User Story/Project/item is prepared for creation discharge.

### **Usability Testing:**

Usability testing has been a key apparatus in the UX stockpile throughout recent decades. The estimation of really meeting your clients and letting them experience your item has a noteworthy effect to the state of that item. In it's most conventional form, testing can be a multi-day, multi-thousand \$/€ process that conveys last investigation days if not weeks after the fact.

### **Interface Testing**

Interface Testing is characterized as a product testing type which confirms whether the correspondence between two diverse programming frameworks is done accurately. An association that incorporates two parts is called interface. This interface in a PC world could be in any way similar to API's, web administrations, and so forth. Testing of these associating administrations or interface is alluded to as Interface Testing. An interface is really programming that



comprises of sets of directions, messages, and different qualities that empower correspondence between a gadget and a client.

Interface Testing includes testing of two main segments:

1. Web server and application server interface
2. Application server and Database server interface.

### **Database Testing**

This type of testing is also known as backend testing or data testing. Database testing primarily manages all the testable things that are commonly avoided from the client's viewership. These incorporate inner procedure and capacity like Assembly, DBMS like Oracle, SQL Server, MYSQL, and so on. This type of testing involves validating the schema, database tables, columns , keys and indexes, stored procedures, triggers , database server validations, validating data duplication.

### **Security Testing**

The objective of security testing is to distinguish the dangers in the framework and measure its potential vulnerabilities, so the framework doesn't quit working or is misused. It likewise helps in distinguishing all conceivable security chances in the framework and help designers in fixing these issues through coding.

Types of security testing

- **Vulnerability Scanning:**
- **Security Scanning:**
- **Penetration testing:**
- **Risk Assessment:**
- **Security Auditing:**
- **Ethical hacking:**
- **Posture Assessment:**

## **Performance Testing**

Performance Testing is characterized as a kind of programming testing to guarantee programming applications will perform well under their normal remaining task at hand.

### Types of Performance testing

- **Load testing** -checks the application's capacity to perform under foreseen client loads.
- **Stress testing** - includes testing an application under extraordinary remaining tasks at hand to perceive how it handles high traffic or information preparing.
- **Endurance testing** -is done to ensure the product can deal with the normal burden over a significant stretch of time.
- **Spike testing** - tests the product's response to unexpected huge spikes in the heap created by clients.
- **Volume testing** - Under Volume Testing large no. of. Data is populated in a database and the overall software system's behavior is monitored.
- **Scalability testing** - The objective of scalability testing is to determine the software application's effectiveness in "scaling up" to support an increase in user load. It helps plan capacity addition to your software system

# **Chapter 5 : Software Release And Follow-up**

## **5.1 Software Release**

After the software will be setup in to the clients end it will be put through several test runs on the client end to make sure it will run properly, any problem faced during the test runs will be checked with immediately. All the components will be made sure of working properly and well integrated with the client system. The required database will be created on the client end to outrun any issues. After all the setup procedure will be followed through. The system hand over to the management team of the client side will be done.

## **5.2 Follow Up**

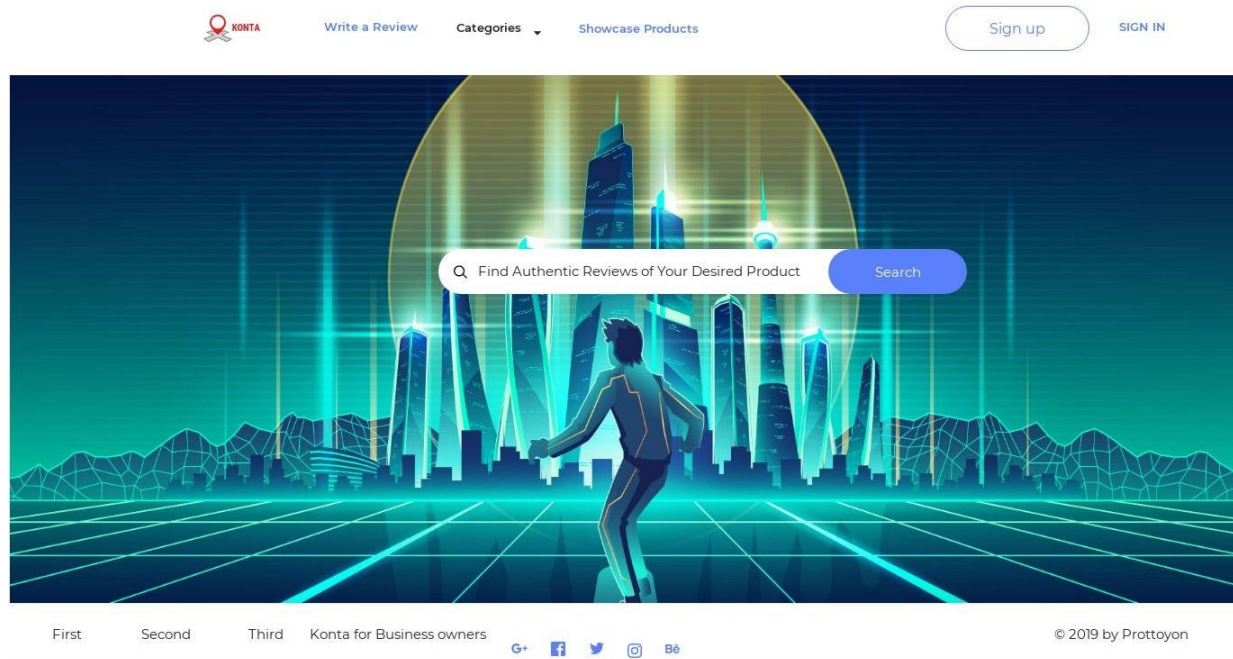
After the system setup will be successful on the client end, it will continuously be updated to match the system requirements. Any problems faced by the client side will be dealt with immediately to fix the problem. The follow up of the system by the development team will be done for as long as all of the controls including the back end have been completely understood by the client system handling team.

## **5.3 Limitations and Future Scope**

- QR code scanner
- Business Intelligence tool to help analysts
- Mobile Verison for Business owners
- Integration with popular social media sites
- Video Reviews
- Business consultancy for business owners who are willing to expand

# Chapter 6 : screenshots

## 6.1 Landing page




## 6.2 Moderator Dashboard


Moderator

Reviews

Products



Q Search for products



Madchef has requested to enlist new product : Burger

[See Uploaded Documents](#)

Pictures score : 98/100  
Description score : 60/100  
[See more tags placed by analysts](#)

Send Email


Label as non Authentic

# 6.3 Admin Dashboard for employees

Admin Panel

Reviews

Products



Moderation


Analysis

Add An Employee

Q

Search for employees

Search



EMPLOYEE  
THREE

Attendance


Reviews Inspected

Products Inspected

Email

Delete

See More



EMPLOYEE  
THREE

Attendance


Reviews Inspected

Products Inspected

Email

Delete

See More



EMPLOYEE  
THREE

Attendance


Reviews Inspected

Products Inspected

Email

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See More



EMPLOYEE  
THREE

Attendance

Reviews Inspected

Products Inspected

Email

Delete


See More

## 6.4 Admin Dashboard for products

Admin Panel

Reviews

Products




moderation

Analysis

All Products

Reported Products

Product Enlisting Requests




Madchef has requested to enlist new product : Burger

Authentic (Morderator 1)  
Category : Fastfood,  
Pictures score : 98/100  
Description score : 60/100  
[See more tags placed by analysts](#)

Send Email

Enlist


Reject




Dhaaba has requested to enlist new product : Dosa

Authentic (Morderator 2)  
Category : Fastfood, Indian  
Pictures score : 75/100  
Description score : 60/100  
[See more tags placed by analysts](#)

## 6.5 Consumers View of reviews

[Write a Review](#)[Categories](#)[Showcase Products](#)[SIGN IN](#)

RAFATS REVIEW ON MAD CHEFS CHEESE BURGER




245 connects  
15 reviews posted

AUTHENTICATED BY  
KONTA MODERATORS


**Lorem Ipsum** is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

COMMENTS



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245 connects  
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NOT AUTHENTICATED  
REPORT?

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COMMENTS



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## 6.6 Consumers View of Products

[Write a Review](#)[Categories](#)[Showcase Products](#)[SIGN IN](#)[Sign up](#)

**Sort By**

Best Match

Highest Rated

Most Reviewed

**Neighbourhoods**

☐ dhanmondi

☒ gulshan

☒ bashundhara

**Distance**

Birds Eye

Driving

Rickshaw

Walking


**Price**

☐ 0-200

☒ 200-1000

☒ 1000-5000

☐ 5000+




The Taco Shop

☆☆☆

Mexican

[Drop a Review](#)



The food was great the shop had a great ambience.

I tried the naga blast highly recommended see more reviews


Khilgaon

House - 1 Block-N

Road-3

South Banasree


Dhaka 1219



Madchef

☆☆☆☆

Mexican



The food was great the shop had a great ambience.


Dhanmondi

House - 1 Block-N

Road-3


South Banasree

Dhaka 1219

[Find in map](#)

## 6.7 Business owners view of Business registration

Add Your Business



YOUR ACCOUNT      **BUSINESS INFORMATION**      ADD A PRODUCT/SERVICE

COUNTRY

BUSINESS NAME

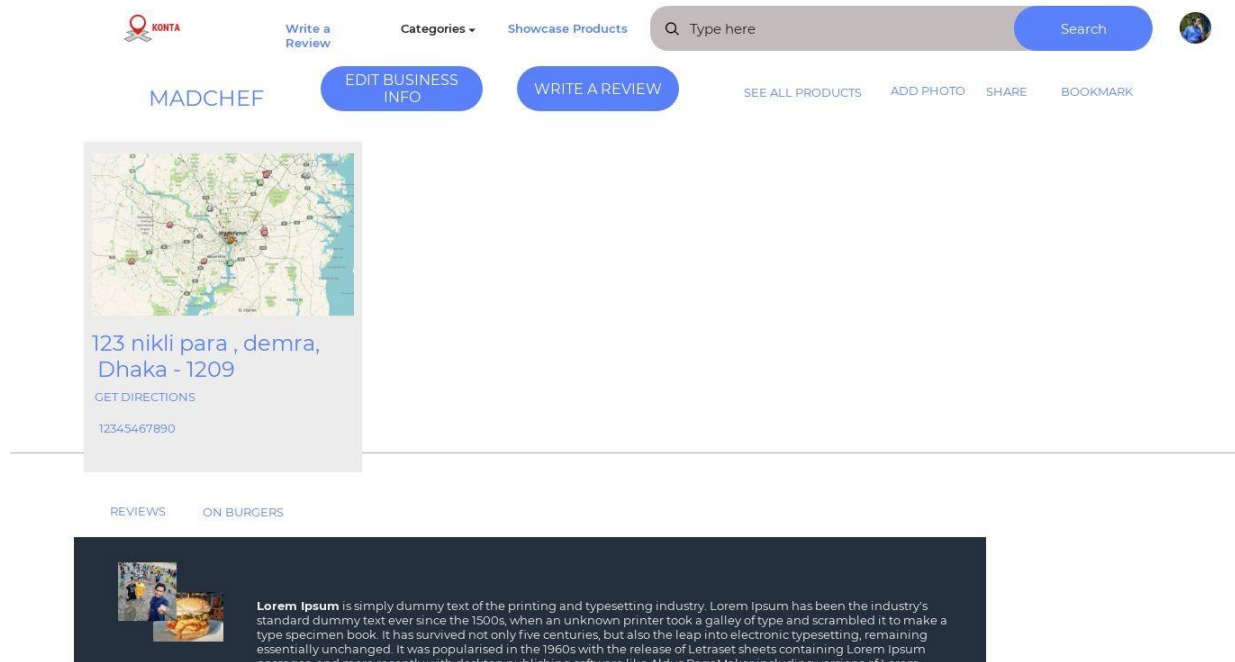
ADDRESS 1

CITY      POSTAL CODE


PHONE NO.

WEBSITE

## 6.8 Business owners view of their profile




## User login






[Write a review](#)[Categories](#)[Showcase Products](#)[SIGN IN](#)

Sign in

or Use

 Login with Facebook

[First](#)[Second](#)[Third](#)[Konta for Business owners](#)



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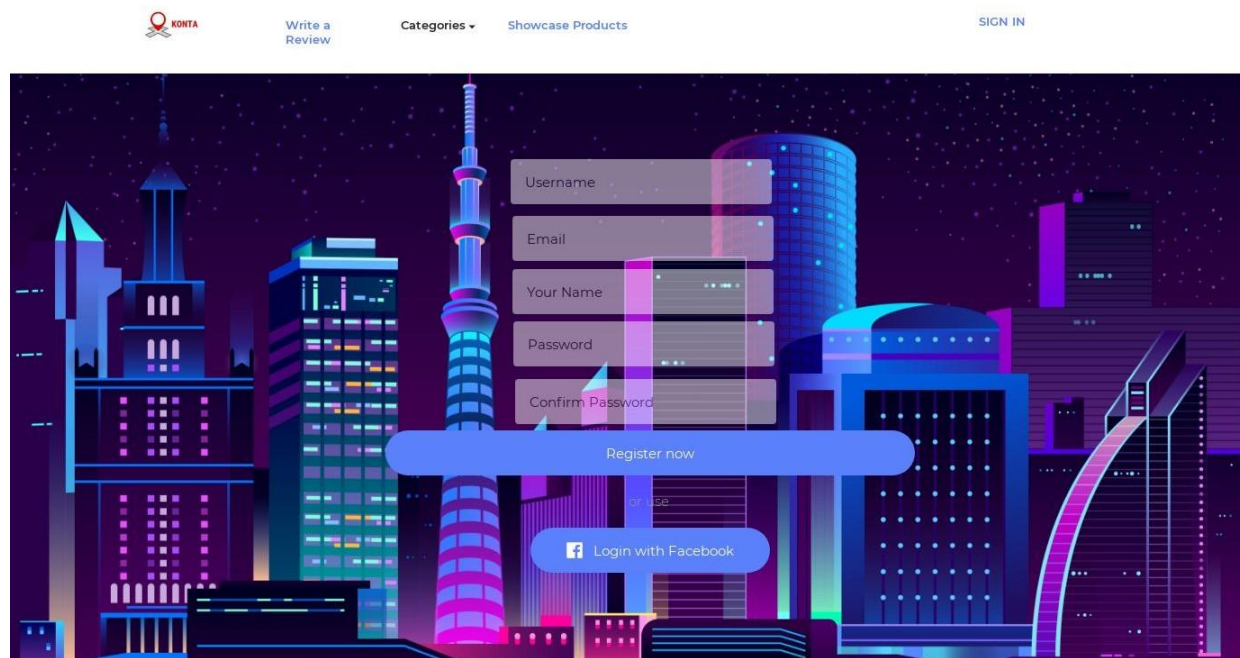
## User registration

KONTA

[Write a Review](#)

[Categories](#) [Showcase Products](#)

[SIGN IN](#)



The registration form is centered on a vibrant, stylized city skyline at night. The skyline features various skyscrapers in shades of blue, purple, and pink, with a prominent tower resembling the Oriental Pearl Tower. The background is a deep purple with a starry sky effect. The form itself is a light gray overlay with rounded corners. It contains five input fields: 'Username', 'Email', 'Your Name', 'Password', and 'Confirm Password'. Below these fields is a large, rounded 'Register now' button. Underneath the button is a link that says 'or use'. At the bottom of the form is a 'Login with Facebook' button, which includes the Facebook 'f' logo.

Username

Email


Your Name

Password

Confirm Password


Register now

or use

 Login with Facebook

# Analyst Dashboard


ModeratorReviewsProducts



[See scoring guidelines](#)

ITEM	%
MEDIASCOPE	63.29
ENGAGEMENT SCORE	19.13
Third Intersection	12.42
Fourth Intersection	5.16
Total	100.00

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HIGH



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