Hello!

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Agenda

1 **Introduction**

2 **Requirements**

3 **Platforms**

4 **Takeaways**

5 **Demo**

01 Introduction

The Problem:
- **Frustrating online experiences**
- **Lack of accountability and transparency**
- **No consistent way to receive feedback across NYC agencies**

The Solution:
An embeddable widget that provides a way for visitors of city agencies' websites to send feedback to designated individuals
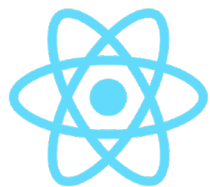
The Users

Website Visitors   **NYC Agency Webmasters**   **System Administrator**

02 Platforms

Agency webmaster requests feedback module

System generates unique endpoint for agency

[EXTERNAL] Feedback Module for MOCTO Test

M   Microsoft Power Apps and Power Automate
     Thu 8/5/2021 2:28 PM
     To: Agency Webmaster

Your feedback module is ready! View your feedback responses at https://docs.google.com/s
LWRuZgWXvhTR6FVHQn1lXiQdRZJzD9do/edit#gid=763916501

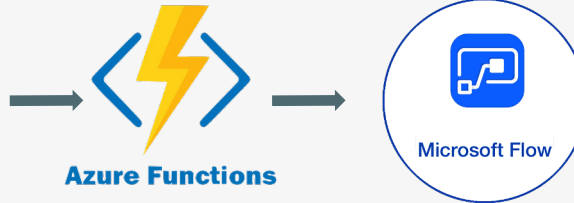To embed your module, paste the following code into your website:

<div id="feedback-widget" lang="en" endpoint="99utx2okrz95jay"></div>
<script src="https://d2ttz3as5y3dj0.cloudfront.net/feedback-module.min.js"></script>

	A	B	C
1	id	method	endpoint
2	x9lx2kkrl24d	spreadsheet	18OxmKtddKj9va2dcd1kWn-dRM5aJ2if
3	xaek2qkrmiq	excel	MOCTO.xlsx
4	3cb52nkrnkb	email	agency@cto.nyc.gov
5	3cb52nkrnkc	spreadsheet	1SOIurfyB01LciFBAoT1f70QNSp9rQlBJL

MOCTO Feedback Module Responses

	Timestamp	Feedback Type	Checked Options
1	Timestamp	Feedback Type	Checked Options
2	2021-07-29T15:25:44.3251251Z	I couldn't find what I was looking for	I wasn't sure where to look, I was confused information I found
3	2021-07-29T18:49:43.4751907Z	I couldn't find what I was looking for	I wasn't sure where to look
4	2021-07-29T19:04:54.0609925Z	I couldn't find what I was looking for	I wasn't sure where to look, I was confused information I found
5	2021-07-29T21:36:52.5150476Z	I couldn't find what I was looking for	I wasn't sure where to look, I was confused information I found, I don't understand how this website
6	2021-07-30T13:55:41.6963777Z	I couldn't find what I was looking for	I wasn't sure where to look

NYC

Do you have any feedback on Office of the Mayor | Overview | City of New York?

I couldn't find what I was looking for

Something appears to be broken or inaccurate

I have other feedback on this page or website

Azure Functions

Microsoft Flow

03 Requirements

Website Visitors

1. Renders an interface that allows the website visitor to easily submit feedback
2. Responsive and sensible on mobile, tablet, and desktop
3. AA Accessibility
4. Internationalization

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03 Requirements

NYC Agency Webmasters

1. Responses are logged correctly through the selected method
2. Easy to embed
3. Site interactions are tracked
4. Instructions for embedding the module are well-documented

03 Requirements

System Administrator

1. Administrators should be able to launch project independently through the documentation
2. Module content is configurable through a JSON file
3. Translations can be easily added in the future

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04   Takeaways

- **Accessibility**
- **Internationalization**
- **Writing documentation**
- **Defining API's**
- **Working in Civic Tech**

05 Demo

NYCCTO

Thank You!

We'll be happy to take any comments, questions, and feedback.

NYC Mayor's Office of the
Chief Technology Officer