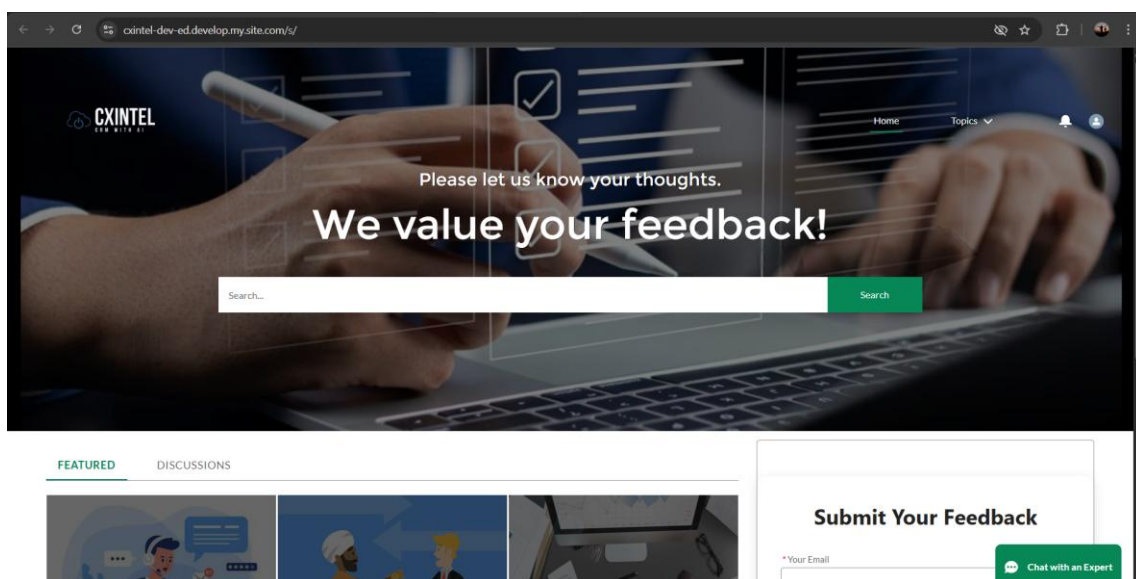


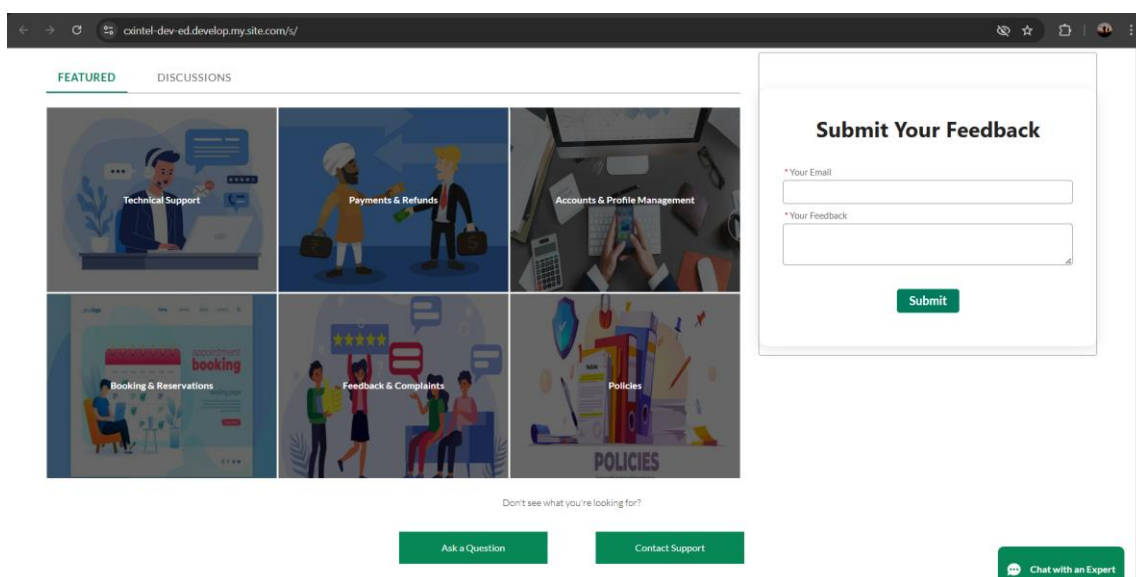
# CXINTEL – CUSTOMER EXPERIENCE INTELLIGENCE PLATFORM

## Phase 7: User Interface Development

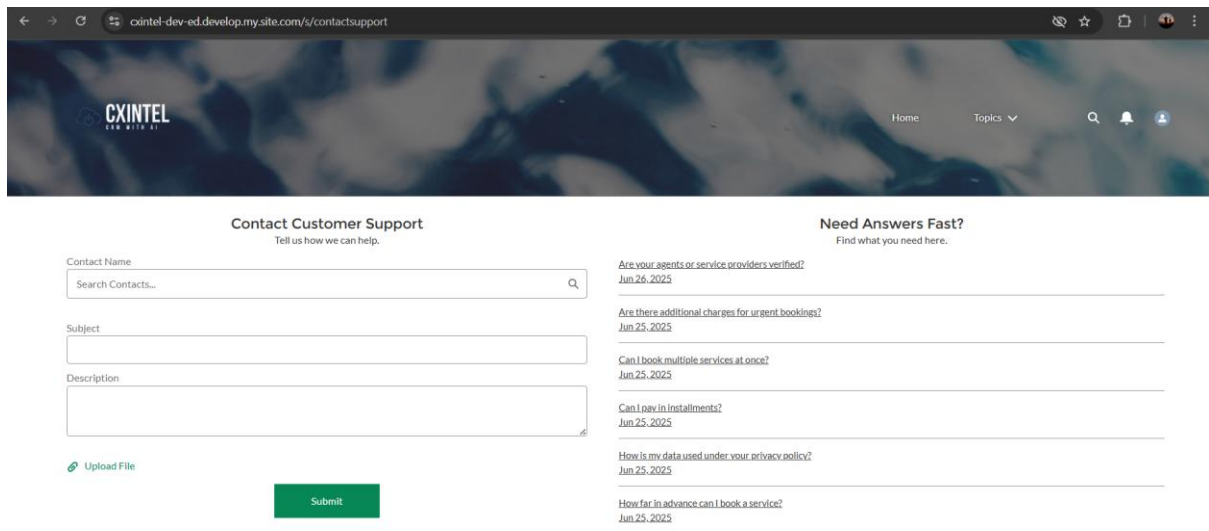
### Feedback Portal



### Featured



# Contact Support



The screenshot shows a web browser window with the URL `cxintel-dev-ed.develop.my.site.com/s/contactsupport`. The page features the CXINTEL logo and navigation links for Home and Topics. The main content area is divided into two sections: "Contact Customer Support" and "Need Answers Fast?".

**Contact Customer Support**  
Tell us how we can help.

Form fields for contact information:

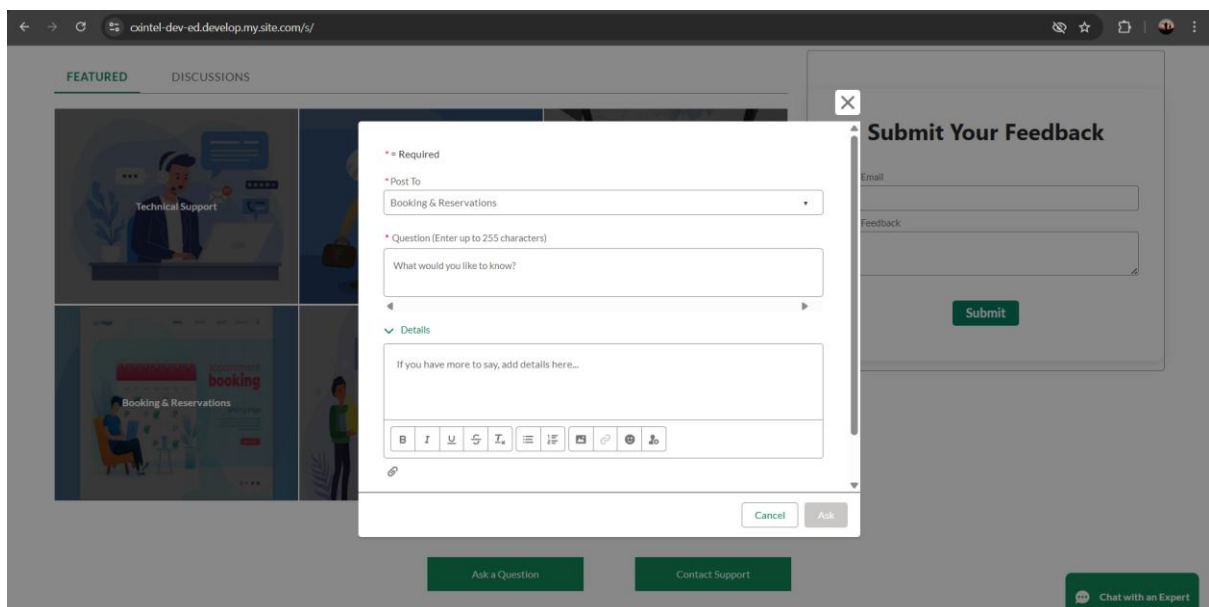
- Contact Name: Search Contacts... (with a search icon)
- Subject: (text input)
- Description: (text area)
- Upload File: (button with a plus icon)
- Submit: (green button)

**Need Answers Fast?**  
Find what you need here.

Search results for "Need Answers Fast?":

- Are your agents or service providers verified?  
Jun 26, 2025
- Are there additional charges for urgent bookings?  
Jun 25, 2025
- Can I book multiple services at once?  
Jun 25, 2025
- Can I pay in installments?  
Jun 25, 2025
- How is my data used under your privacy policy?  
Jun 25, 2025
- How far in advance can I book a service?  
Jun 25, 2025

# Ask a Question



The screenshot shows a web browser window with the URL `cxintel-dev-ed.develop.my.site.com/s/`. The page features the CXINTEL logo and navigation links for Home and Topics. The main content area is divided into two sections: "FEATURED" and "DISCUSSIONS".

**FEATURED**

- Technical Support
- Booking & Reservations

**DISCUSSIONS**

**Ask a Question**

Form fields for asking a question:

- \* Post To: Booking & Reservations (dropdown menu)
- \* Question (Enter up to 255 characters): What would you like to know? (text input)
- \* Details: If you have more to say, add details here... (text area)
- Submit: (green button)

**Submit Your Feedback**

Form fields for submitting feedback:

- Email: (text input)
- Feedback: (text area)
- Submit: (green button)

**Chat with an Expert**

Buttons at the bottom of the page:

- Ask a Question
- Contact Support
- Chat with an Expert

# Discussions

The screenshot shows a web browser at the URL `cxintel-dev-ed.develop.my.site.com/s/?tabset=76069~2`. The page has a navigation bar with 'FEATURED' and 'DISCUSSIONS' tabs, with 'DISCUSSIONS' being the active tab. Below the tabs, there's a 'Sort by:' dropdown set to 'Latest Posts'. The main content area displays a list of discussion topics, each with a title, a brief description, and engagement metrics (views, likes, and replies). The topics include:

- Is pre-booking available?** (Booking & Reservations • User17487931159695932191 • 2h ago) - Answered, 2 views, 0 likes, 1 reply.
- How do I know my complaint is taken seriously?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:46 AM) - 1 view, 0 likes, 1 reply.
- What actions will you take based on my feedback?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:45 AM) - 1 view, 0 likes, 1 reply.
- What actions will you take based on my feedback?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:44 AM) - 1 view, 0 likes, 1 reply.
- Where can I leave feedback about your staff or service?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:44 AM) - 1 view, 0 likes, 1 reply.
- Can I speak directly to a supervisor or manager?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:43 AM) - 1 view, 0 likes, 1 reply.
- Is there any compensation for the inconvenience caused?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:43 AM) - 1 view, 0 likes, 1 reply.
- Why does this issue keep happening repeatedly?** (Feedback & Complaints • User17487931159695932191 • June 27, 2025 at 3:42 AM) - 1 view, 0 likes, 1 reply.

On the right side of the page, there is a 'Submit Your Feedback' form with fields for 'Your Email' and 'Your Feedback', and a 'Submit' button. At the bottom right, there is a 'Chat with an Expert' button.

# Service Agent

The screenshot shows a web browser at the URL `cxintel-dev-ed.develop.my.site.com/s/`. The page features a large hero section with the text 'We value your feedback!' and a search bar. Below the hero section, there are three main service categories: 'Technical Support', 'Payments & Refunds', and 'Accounts & Profile Management'. Each category is represented by an illustration and a brief description. To the right of the hero section, there is a 'Submit Your Feedback' form. At the bottom right, there is a 'Service Bot' chat window. The chat window shows a message from the bot: 'Hi, I'm Service Bot, a digital assistant.' and buttons for 'Create a New Case' and 'Check Case Status'. The chat window also has a 'Type your message...' input field.

# Testimonial Form

cxintel-dev-ed.develop.my.site.com/testimonial/

**CXINTEL**

### Share Your Testimonial

\*Customer Name

\*Email

\*Rating

\*Recommend to others?

\*Service You Wished We Offered

What You Like the Most

# Customer Feedback Survey

cxintel-dev-ed.develop.my.site.com/Surveyform/

**CXINTEL**

### Customer Feedback Survey

\*How can we avoid this kind of situation?

Were there any unclear instructions?

What specific changes or actions could help?

\*Would you like someone from our team to contact you?