User Feedback

Developer: Josh Quibin

Submitted April 6, 2023

Reviewer: Matthew Chung

Reviewed April 11, 2023

Unmet Requirements

- Responses from users are sent to the WeCasa team's email. (BRD v2.1)
    - Diagrams fail to outline this functionality, thus requirement is not met by design.

Solution: I will add the SendGridService into the sequence diagrams to account for this implementation.

- Response to user's feedback appears in the user's inbox within 1 minute. (BRD v2.1)
    - Diagrams fail to outline this functionality, thus requirement is not met by design.

Solution: I will add validation within the SendGridService to account for this implementation

Design Recommendations

- For user feedback, both reviews and report issues are stored with the same database query. Separating the two could prove beneficial.
    - Positives: Easier access to the two different types of user feedback for organizational reasons. Future feature implementations could be done easier if organized this way.
    - Negatives: Additional database queries are needed.

Solution: Since there are only two types of user feedback, and the only key difference between reviews and reporting issues is the addition of a 1-5 rating for

reviews, I plan to keep these reviews consolidated within the same table and denote the two types of feedback with a boolean field, where the value of '1' or 'true' represents a review, and the value of '0' or 'false represents a reported issue. (See 'Feedback.jpg' on GitHub)

- For user feedback, including the date and time of when each feedback was submitted in the database would improve WeCasa's ability to respond to these issues
    - Positives: Having the date and time of each review would allow WeCasa to cross reference their data to figure out potential issues with the system. Documenting the date and time of any issue for any system is also smart for legal issues.
    - Negatives: Additional database queries are needed.

Solution: Date and Time will be included when logging to the Database. I will add an image of the Feedback table to my design documents. (See 'Feedback.jpg' on Github)