User Feedback

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Criteria

Major Positives & Negatives

Positives

- Sequence diagrams include logging, feedback validation, and clear message prompts for validation
- Failure diagram includes HTTPS error codes so developers can know expected behavior of the system when encountering errors.
- Design follows MVC architecture with a view (FeedbackView), model (FormFeedback), and controller (FeedbackController).
- Overall organization of design is easily readable and follows a cascading request/response structure.

Negatives

- Failure LLD includes "Display Success Message" instead of proper failure message.
- Success LLD does not include input validation specifications which would be helpful for future developers
- LLDs do not specify how user's feedback will be emailed to WeCasa team email for review
- LLDs do not specify how the user will receive a confirmation email after their feedback is submitted

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.
  - 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.

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.
- 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.

Test Recommendations

Integration Tests

- To test if user's feedback is sent to the WeCasa's team email, arrange a test feedback for both a review and issue.
  - After both a review and feedback is submitted with proper validation, check if the method which emails the feedback to the WeCasa email is properly executed.
- In addition, use similar integration tests to verify a confirmation email is sent to the user after their feedback is submitted

Unit Tests

- To test input validation, attempt to add a feedback ticket message that breaks any of the following rules.

- Must be at minimum 8 characters
- A-z, A-Z
- 0-9
- !@#$%^&*()

References

githelsui/WeCasa: @ Team HAGS JP. (2023, Apr 11) *GitHub*
https://github.com/githelsui/WeCasa/blob/main/docs/BRD%20v2.1.pdf