Customer Satisfaction Feedback App Designing- Documentation

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Important Links:
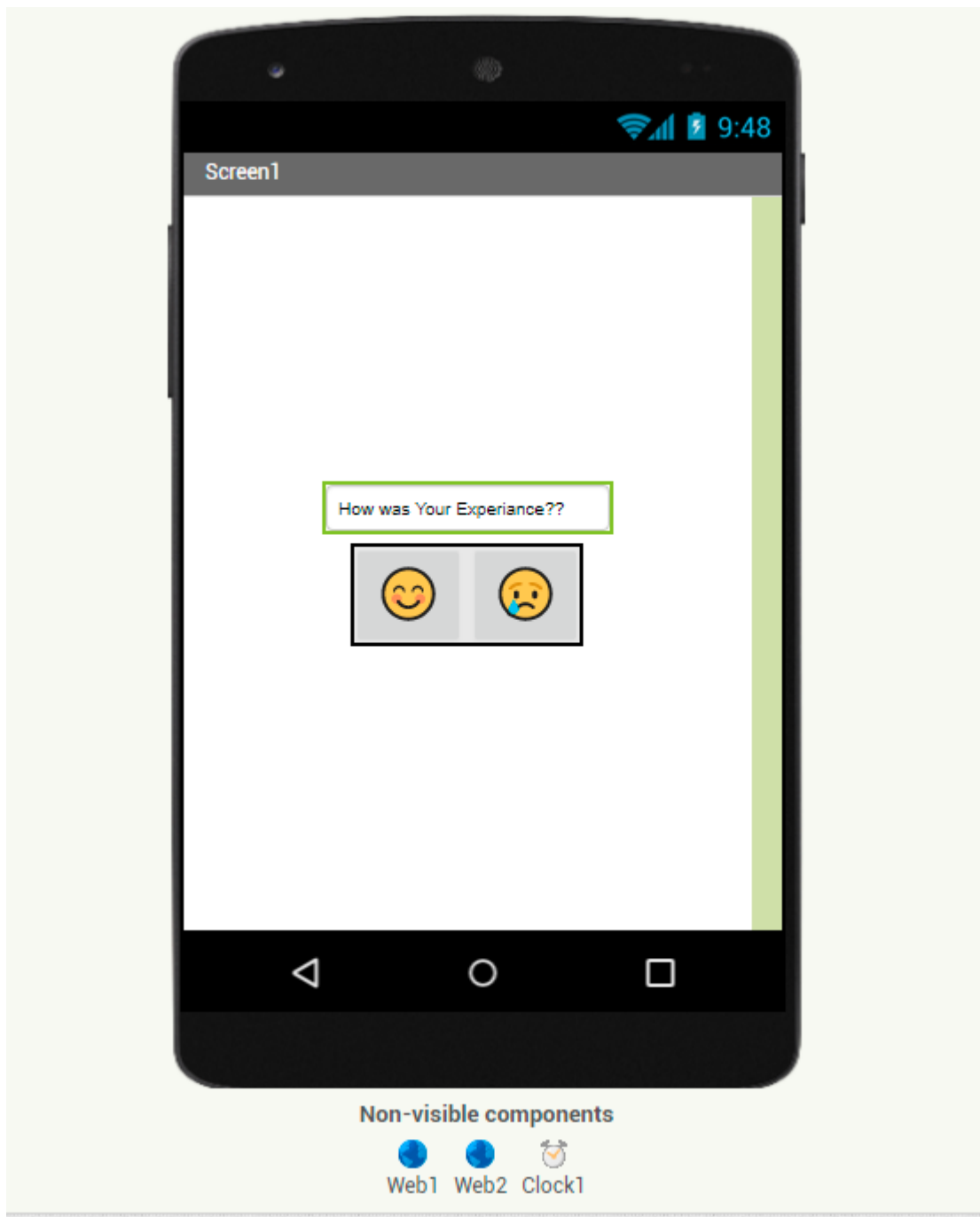
https://thingspeak.com/channels/1433142

http://ai2.appinventor.mit.edu/#5086464013893632

Get access to apk link (.aab and .apk):

https://github.com/harsh-thummar-146/Customer_satisfaction_feedback_app_Project

Tools:
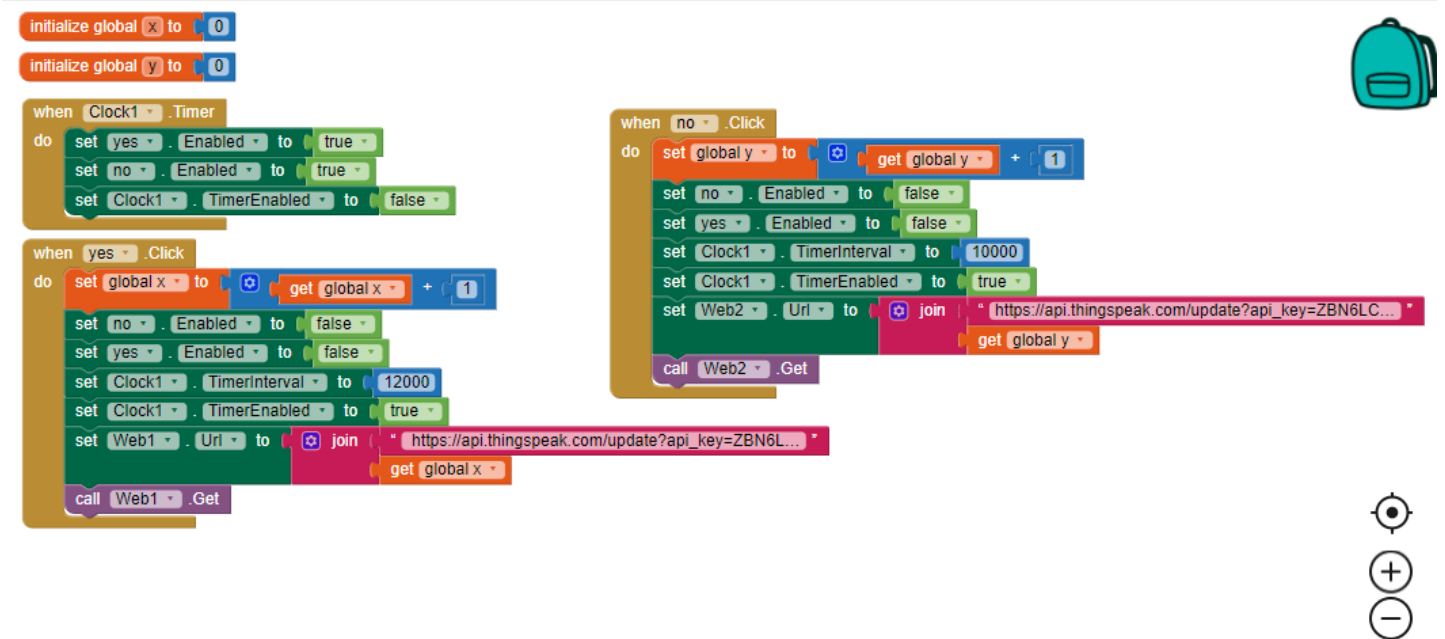
- MIT App Inventor
- ThingSpeak

Internal Designer Screen with required components In MIT App inventor:

Explanation:

- As shown in diagram 2 buttons will be provided
- If Any of the button clicked
    a. Counter is operated as per the positive or negative feedback
    b. Get both buttons disable by 12 secs (to overcome ThingSpeak demerits)
    c. After 12 sec time to enable both buttons again for the responce
    d. Individuals can analyse the graphical as well as numerical representation of response of customers and collect data as per the feedback

Developer Block Programming at the back end :


```
initialize global x to 0
initialize global y to 0

when Clock1 .Timer
do   set yes . Enabled to true
     set no . Enabled to true
     set Clock1 . TimerEnabled to false

when yes .Click
do   set global x to  get global x + 1
     set no . Enabled to false
     set yes . Enabled to false
     set Clock1 . TimerInterval to 12000
     set Clock1 . TimerEnabled to true
     set Web1 . Url to  join " https://api.thingspeak.com/update?api_key=ZBN6L... "
                              get global x
     call Web1 .Get

when no .Click
do   set global y to  get global y + 1
     set no . Enabled to false
     set yes . Enabled to false
     set Clock1 . TimerInterval to 10000
     set Clock1 . TimerEnabled to true
     set Web2 . Url to  join " https://api.thingspeak.com/update?api_key=ZBN6LC... "
                              get global y
     call Web2 .Get
```
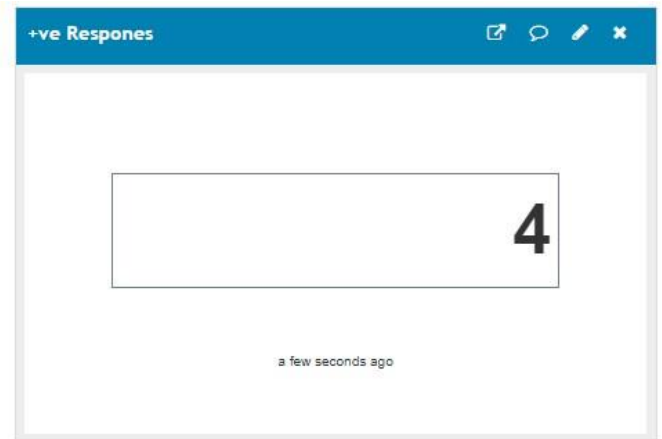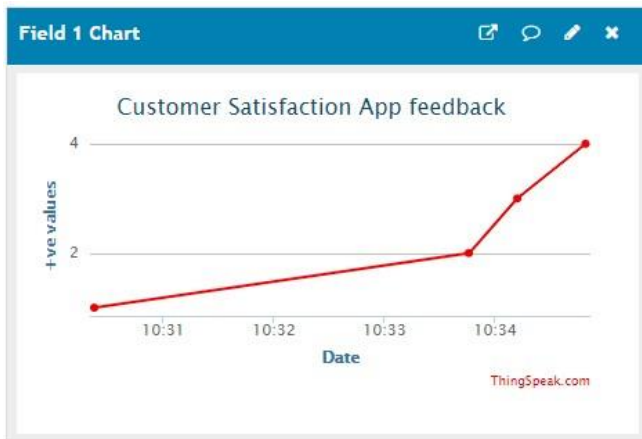
Task Performed:

- As the customer presses the button the values of initially initialized X and Y will be increased as per the feedback
- Clock will be activated for certain time as displayed in the figure to overcome one of the demerits of time delay of ThingSpeak output purpose.
- After certain time the buttons will be automatically activated for the response
- And Graphical Representation can be observed in ThingSpeak Visualisation tool
- And calculated how many customers feed good and certain things to be change to overcome negatives
- This app can be very useful in all the domains where customers plays key role and after analysing this collected data companies can make certain changes.

ThingSpeak Output shown below:

For +ve response:

For –ve Response: