

OBU Product Requirements Document (PRD)

***Reviews in Communities***

***(WorkLenz #17132)***

**Preliminary**

**Final**

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| ***Current Revision:*** | *Version 1.1* |
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**Table Of Contents**

[1 Administrative 1](#_Toc332034550)

[1.1 Revision History 1](#_Toc332034551)

[1.2 Acronyms, Terms and Definitions 1](#_Toc332034552)

[1.3 Core Team and Key Stakeholders 1](#_Toc332034553)

[1.4 Enterprise Project Dependencies 2](#_Toc332034554)

[2 Project Overview 2](#_Toc332034555)

[2.1 Executive Summary 2](#_Toc332034556)

[2.2 Project Overview 2](#_Toc332034557)

[2.3 “Desired” Release Date 2](#_Toc332034558)

[2.4 Drivers for the Selected Timeline 2](#_Toc332034559)

[2.5 Expected Benefits 2](#_Toc332034560)

[2.6 Roadmap Alignment 2](#_Toc332034561)

[3 High Level Requirements 3](#_Toc332034562)

[3.1 Affected Sites 3](#_Toc332034563)

[4 Product Requirements 3](#_Toc332034564)

## Administrative

## Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Update Description | Author(s) |
| 8/6/2012 | 1.0 | Initial Draft | Judy Massuda |
| 8/7/2012 | 1.1 | Expanded 4.2 | Judy Massuda |
|  |  |  |  |
|  |  |  |  |

## Acronyms, Terms and Definitions

|  |  |
| --- | --- |
| Acronym/Term | Description |
| WAR | Write a Review |

## Core Team and Key Stakeholders

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role - Organization | E-mail | Approver? |
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## Enterprise Project Dependencies

WL 6064

## Project Overview

## Executive Summary

Allowing customers to read and write reviews from the communities.

## Project Overview

Reviews were an integral part of the communities while on the Viewpoints platform. When migration was planned, reviews and communities were treated separately, keeping reviews as part of core functionality. This will return the ability to read and write reviews within the communities.

## “Desired” Release Date

2/6/2013

## Drivers for the Selected Timeline

Release after holiday to take advantage of post holiday reviews surge.

## Expected Benefits

- Today, 10% of reviews are written on the MySears community, and 30% of reviews are written on the MyKmart community. Minimizing degradation of number reviews from moving to internal solution when reviews are returned to communities.

## Roadmap Alignment

TBD

## High Level Requirements

## Affected Sites

* Sears.com/community
* Kmart.com/community

## Product Requirements

***Priority Definitions:***

* ***High (H): Critical functionality – launch not possible until this requirement is complete***
* ***Medium (M): Highly desired functionality - important to the business, but may be deferred to the next phase if necessary to meet critical dates.***
* ***Low (L): Functionality may be deferred to the next phase as needed, i.e., “nice to have”.***

***NOTE: Phase implies a distribution of prioritized required functionality delivered in a series of deployments (phases), from most important to least important.***

***PRD authors may use an outline format to describe requirements, or use the table below for numbered requirements.***

| Req. # | Description | Priority (H, M, L) | Phase |
| --- | --- | --- | --- |
| **4.1** | **Search** | **H** |  |
| 4.1.1 | User should be able to search all .com products   * To write a review on items that may or not have reviews currently * To read reviews on items that have reviews | H |  |
| 4.1.2 | Search results should have two options   * Take user directly to communities product reviews page, * Take user to Write a Review form for that product | H |  |
| **4.2** | **Read reviews in communities** | **H** |  |
| 4.2.1 | Two paths to reading reviews on communities   * User should be able to see a page with all Categories and up to 5 top reviewed sub categories plus an option to expand to see all subcats with reviews on a landing page for Read Reviews   + Clicking on a SubCategory page should display two sort options, top rated items and most recently reviewed items. * Search | H |  |
| 4.2.2 | Product pages on communities should only display basic product specs with and all reviews (see more) with links   * Review It * Buy now on .com * Rating breakdown with sort and filter functionality * Most helpful positive and negative reviews * Reviews   + Screen name links to public profile with the exception of anon reviews (no GUID)   + Helpful votes   + Share   *Open SEO Issues*   * *Should these be crawlable?* * *If crawlable should the pages be canonical so that reviews can be merged across colors in the communities.* | H |  |
| 4.2.3 | All products with reviews should be on the Communities, even if products are no longer on .com | H |  |
| **4.3** | **Write reviews in communities** | **H** |  |
| 4.3.1 | Write a Review (WAR) form (identical to the form on .com) displaying product name and image as well as following submission fields:   * Screen name (required)   + ***Functional requirement***: Conditional field to be collected if the user does not have one already. * Overall rating (required) * Headline (required - 75 character limit) * Review text (optional) * Recommend to friend (required; yes/no) * Affiliated with the product (required; yes/no) * Sample (required; yes/no)   Preview option before submitting  Source should be Sears Community or Kmart Community (***Functional Requirement:*** Adding two new sources to reviews) | H |  |
| 4.3.2 | Confirmation page should replicate .com   * Displays message that the review is pending moderation * Shows User additional items that he/she has purchased and not yet reviewed | M |  |
| 4.3.3 | ***Functional Requirement:***  User should not be able to write a review on a product he/she has previously reviewed. Should mimic .com   * If Approved, take to the stand alone review (review displayed when socially shared) * If Pending, display pending message (confirmation page)   If Rejected, take to Edit (WAR form with previously entered text and user friendly rejection reason) | H |  |
| **4.4** | **Reviews in communities Profile** | **H** |  |
| 4.4.1 | My Reviews (same as .com)   * Should display approved and rejected reviews with the user friendly rejection reason based on rejection code * Pending reviews should just display the number of pending and not the reviews * Edited reviews cannot be shared or deleted – should show both that it was approved or rejected and that it is edited. * Contact a moderator link provided | H |  |
| 4.4.2 | Public Profile   * Reviews page should display title rating and helpful votes * Only shows approved reviews   ***Functional Requirement:*** Should not be crawlable | H |  |
| **4.5** | **SolrX Search upgrade with addition of two sources** (Search and WCS Content teams; backend only) | **H** |  |
| 4.5.1 | Updates to Search and Content to allow for StoreID to be used to call site specific search results   * Each site would display current data for that site and not the 7 day old data that is used now. | H |  |