LONDON METROPOLITAN UNIVERSITY

Islington college
(इस्लिङ्टन कलेज)

Module Code & Module Title

CS6004NI - Application Development

Assessment Weightage & Type

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Year and Semester

2020-21 Autumn

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Assignment Due Date: 22th January 2021

Assignment Submission Date: 22th January 2021

I confirm that I understand my coursework needs to be submitted online via Google Classroom under the relevant module page before the deadline in order for my assignment to be accepted and marked. I am fully aware that late submissions will be treated as non-submission and a marks of zero will be awarded.

Contents

Table of figure

Table of table

Acknowledgement

Firstly, I would like to express my sincere gratitude towards the module leader of the following module ‘Application Development’, Mr. Dhurba Sen and Tutor of the Module, Mr. Sushil Sapkota for their continuous support towards my study, research and motivating me overcome the problems that I faced while doing this project. Their guidance was very crucial in the completion of this assignment and it would not have been complete by the deadline without their help.

Besides my supervisors, I would like to thank my college for providing study resource and materials which has been very helpful for our academic performance and also would like to convey my gratitude for the teachers and other staff members of our college for their constant evaluation and support.

Abstract

This report explains the use of C#, Visual Studio and .NET Framework to create a desktop application “Customer Rating System”. The application input the information and review of customer and displays them in a table inside the form and also generates a weekly report based on the course.

This report also describes the use of a sorting algorithm “Bubble Sort” with its algorithm and flowchart. The report is divided into six sections: Introduction: where the program overview is written and tools used are explained; Background: where the user manual along with the class diagram, description, method description and algorithm description are done; Testing: where the program functions are tested with details; Conclusion: where the personal review is written; Reference & Bibliography: where the research links and sources are shown; and Appendix: where the functional program’s code is written.

1. Introduction

1.1. Overview of assignment

This project was assigned to us by our module leader for the module application development. It is an individual assignment which accounts for 30% of our total module grades. The primary task is to develop a desktop application which will be used to review customer's feedback and generate report. This application keeps track of the customer's feedback report which includes: Customer Name, Contact info, email, along with some functionalities that will be discussed in the report. The program is developed to meet the needs of restaurant as well as the requirement of this coursework. The program also lets the user sort the details according to date.

1.2. Tools used

The assessment entailed the use C#, Visual Studio and .NET framework for the development of the desktop application.

I. C# (Programming Language)

C# is a general object-oriented programming (OOP) language for networking and Web development. As a common language infrastructure (CLI) language, C# is defined. It is a simple, modern, general-purpose programming language oriented towards objects generated by Microsoft and running on the .NET Platform. It is used to build web, desktop and mobile app software, along with game creation and so on. (techopedia, 2020)

II. Visual Studio (IDE)

Visual Studio is an integrated development platform created by Microsoft and is commonly used for the development of both web and mobile computer programs and applications. Its features and other built-in instruments make it very reliable for development. (Microsoft , 2021)

III. .NET (Framework)

.NET is an open source, free, cross-platform developer platform for the development of several different types of applications. This software framework was developed by Microsoft and runs on Microsoft Windows in particular. For various languages, such as Visual Basic, C# and C++, it supports an object-oriented programming model. Its language interoperability feature allows several languages to be accepted and code written in other languages can be used. (Microsoft, 2021)

2. Background

2.1. User Manual

Customer Feedback System is a desktop application that keeps record of the review given by the customer. Upon launching the application, a window application will appear as shown in fig 1. The instruction guide shown below will help with the better understanding about the application.

a. About

The image below represents my application which consists of text fields, picture box, checkbox, charts and buttons with report as per the requirement of coursework.

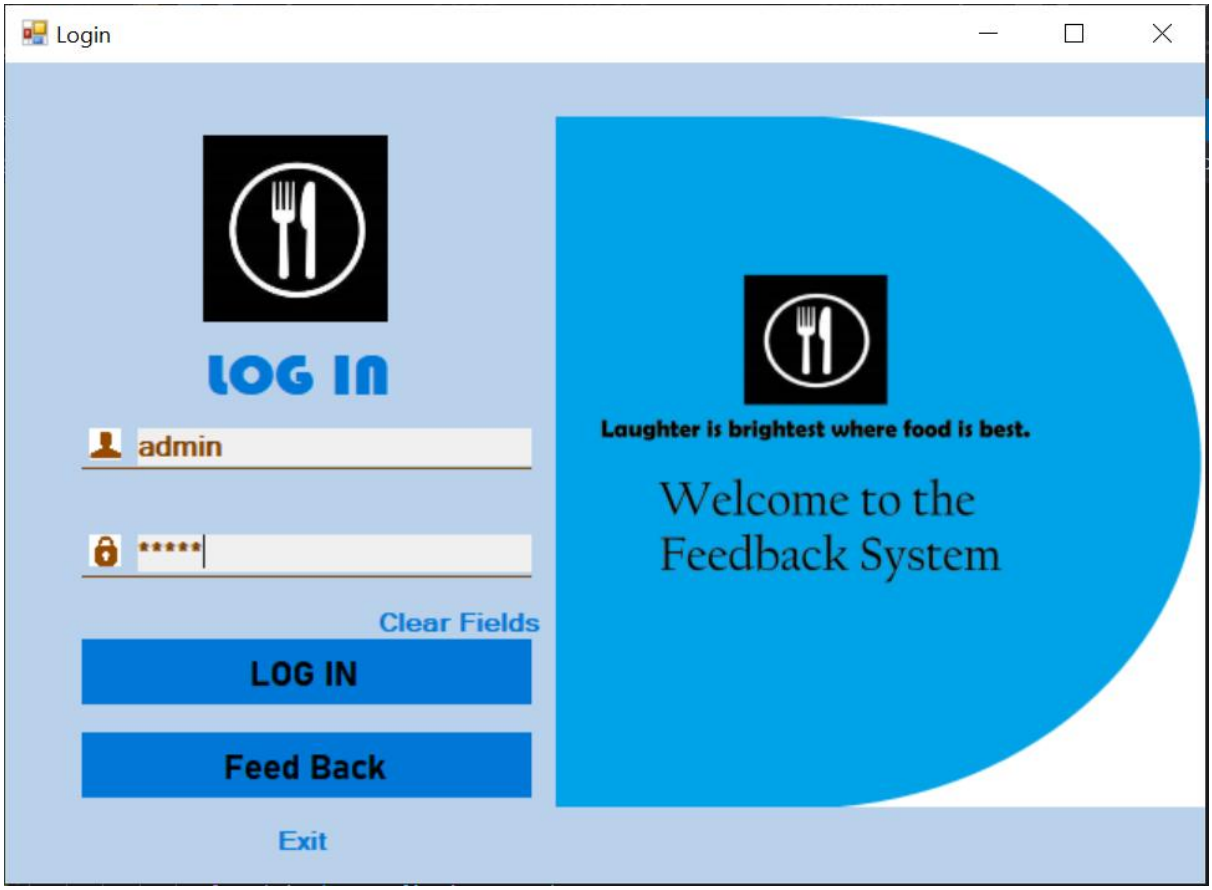

Figure 1: The working program (login form)

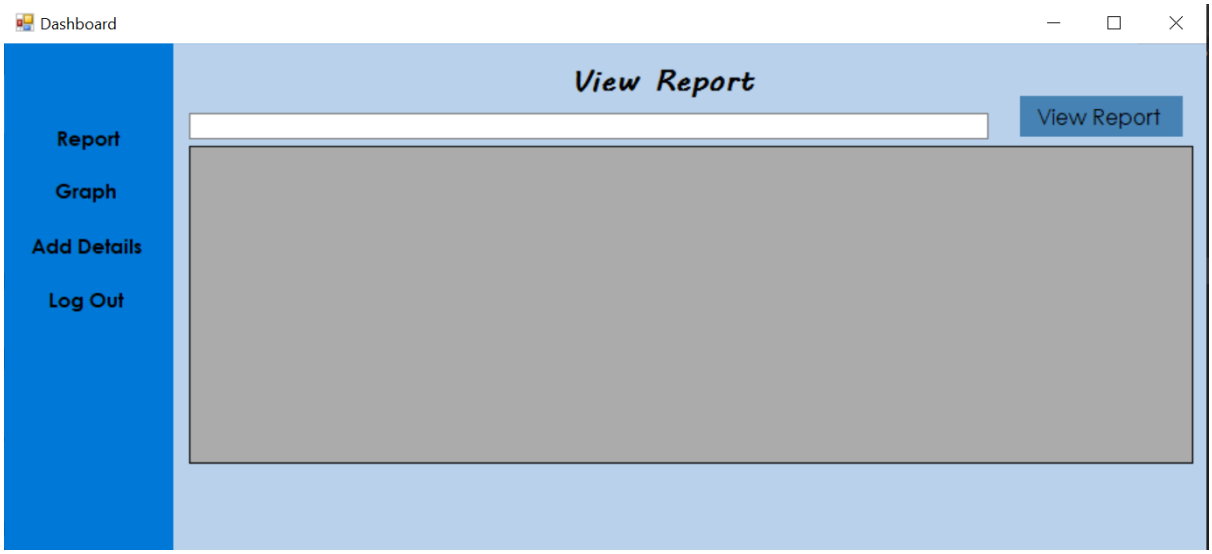

Figure 2: Report Form

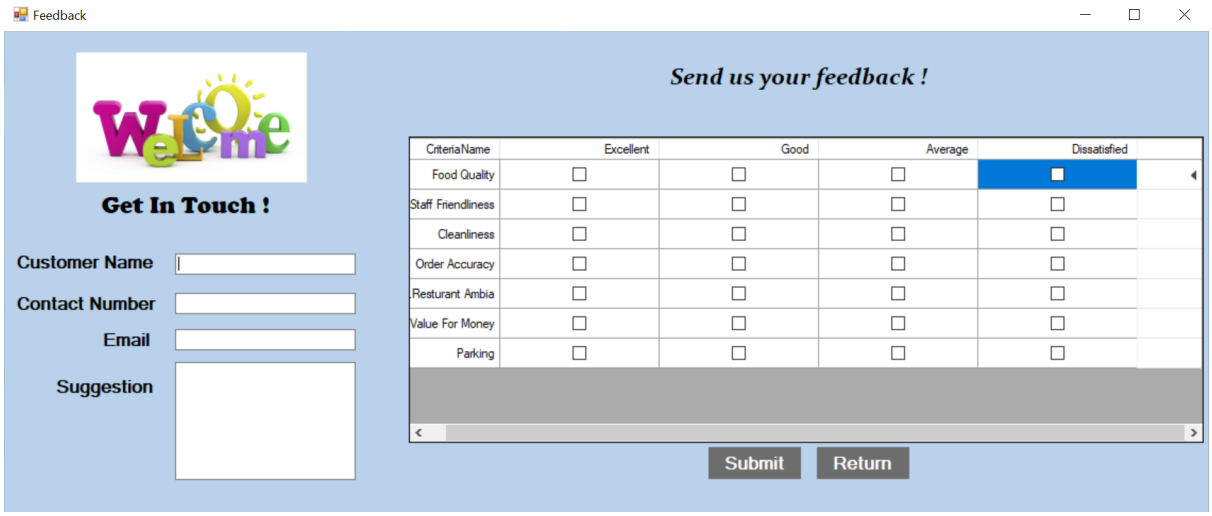

Figure 3: Customer Feedback form

b. Input of Customer feedback form

For filling the form with appropriate data and click Submit button.

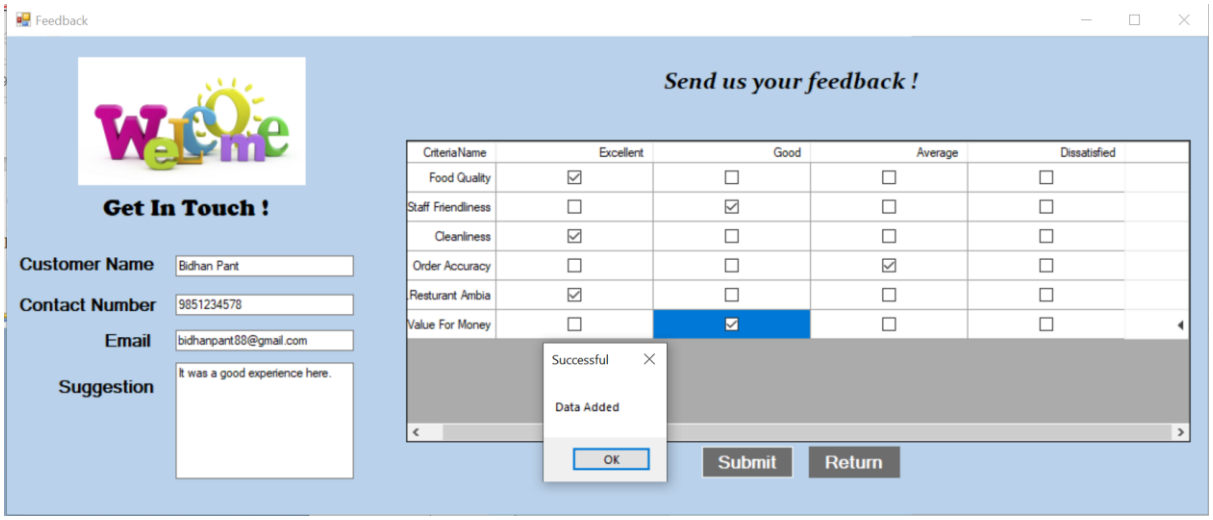

Figure 4: Filling details of Customer

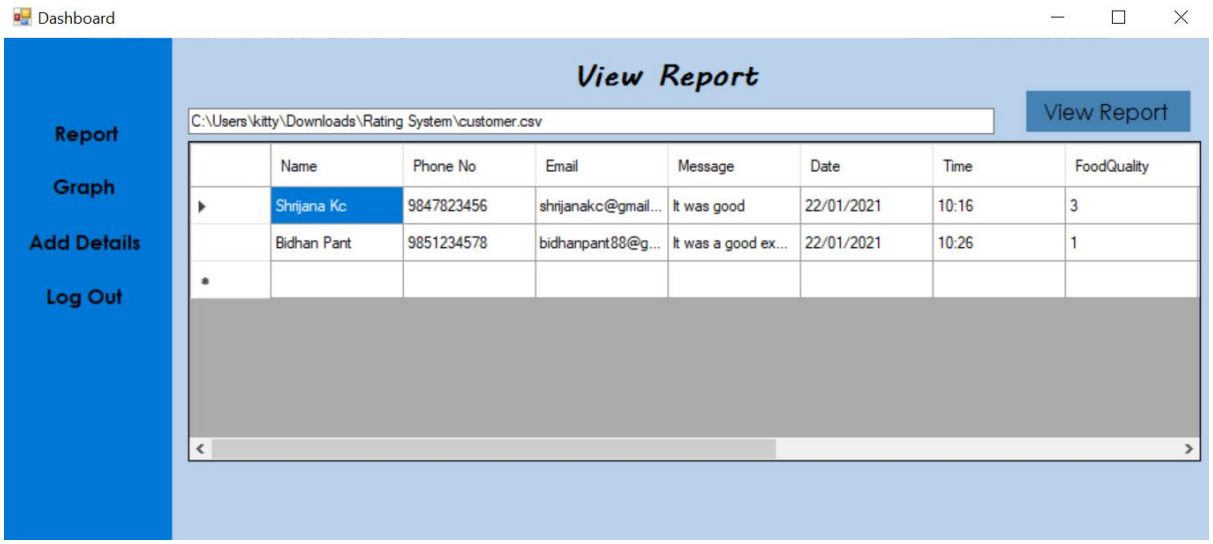

Figure 5: Submitting the feedback form

Once clicked, a message will appear on the screen: “Data Added” and the data will be added in the admin panel of View Report table grid.

c. Selecting the Graph

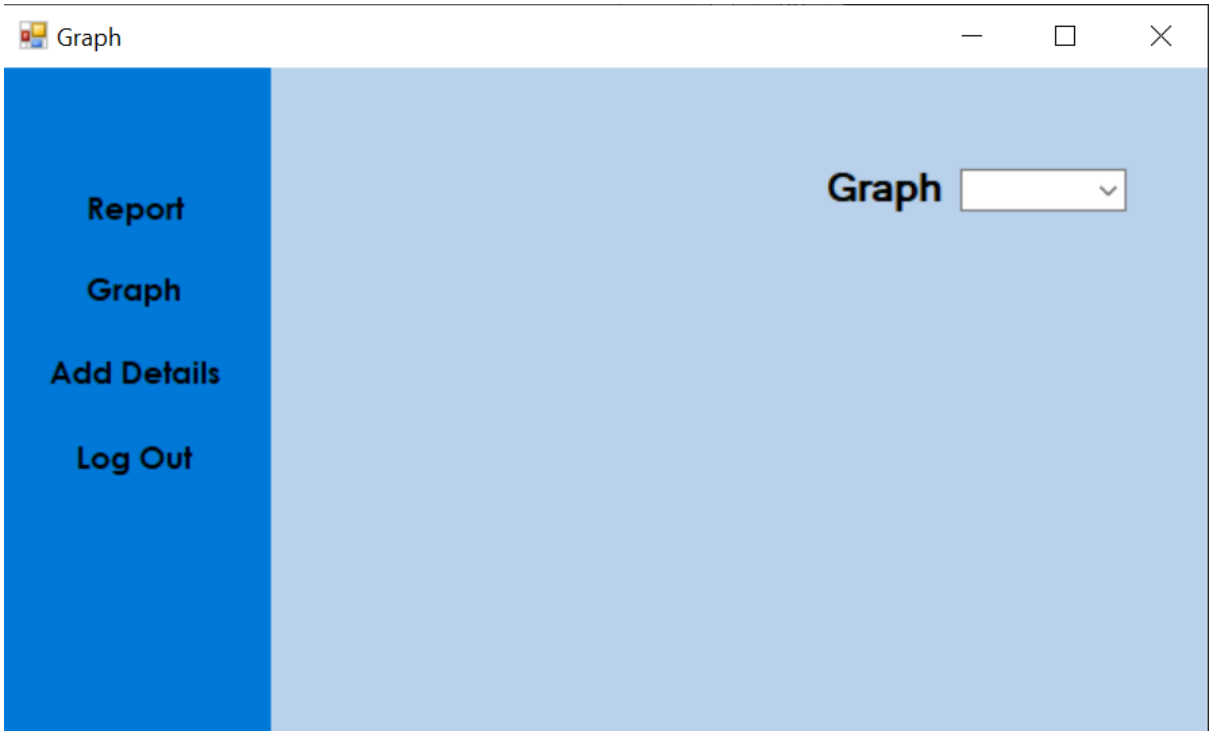

Figure 6: Graph form without data

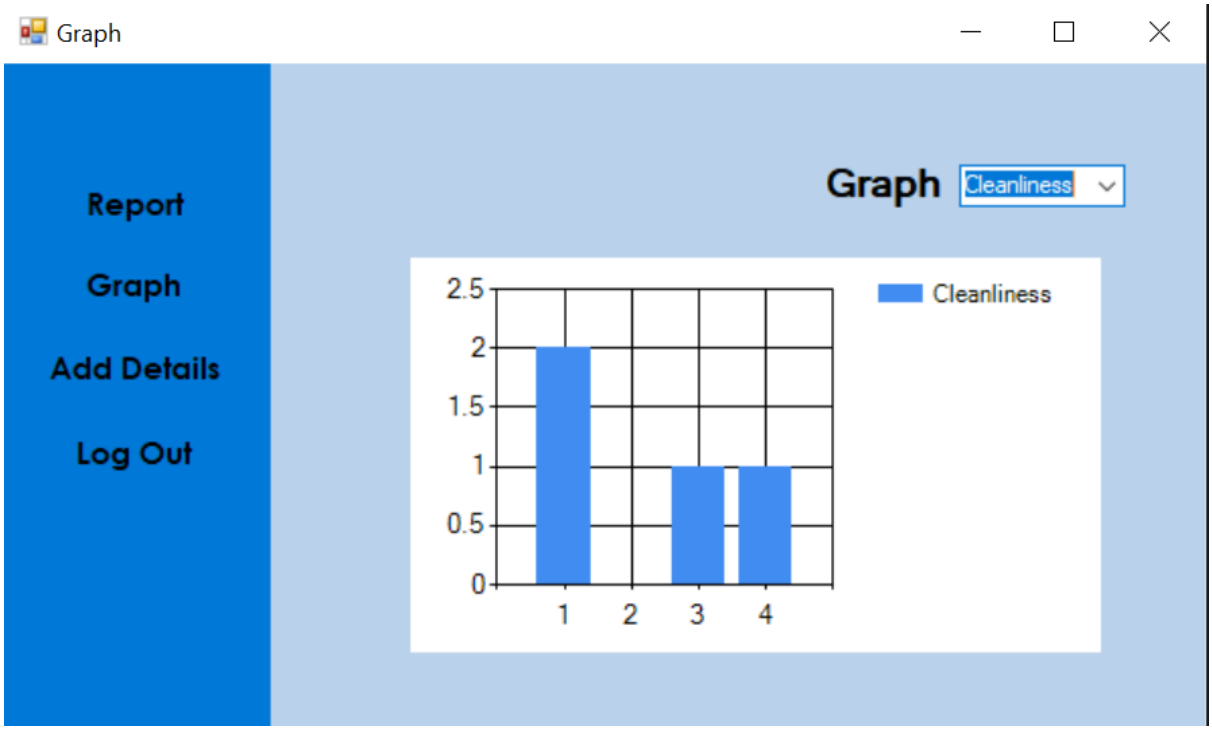

Figure 7: Graph View of selected data

Upon selecting the combo box the graph will appear according to the criteria selected.

d. Adding Criteria Name

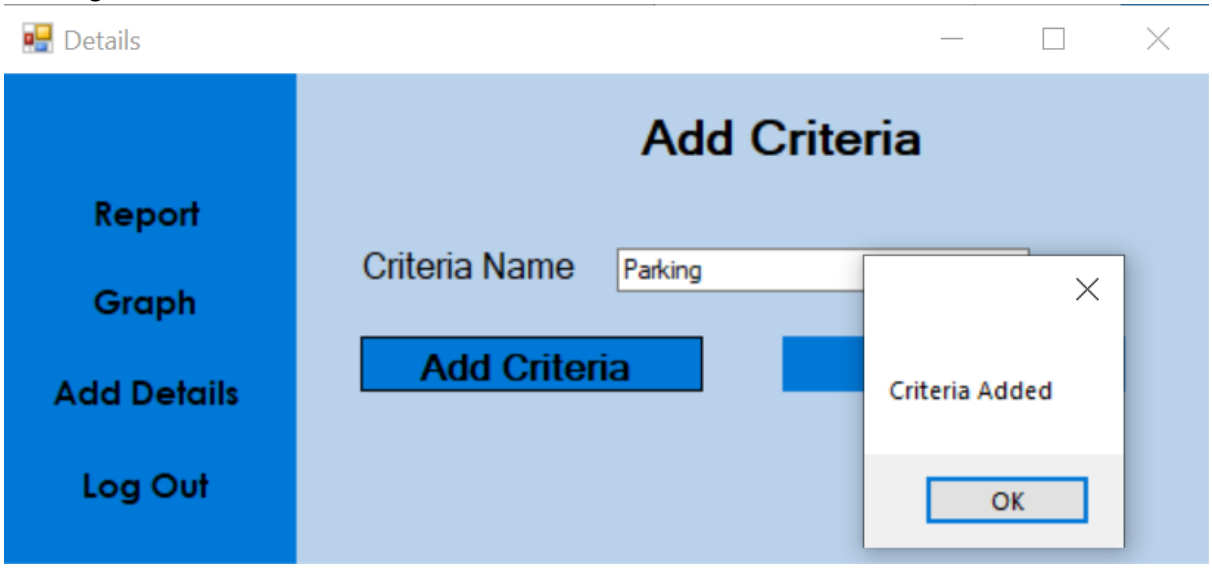

Figure 8: Add of Criteria Parking

The criteria name is added successfully.

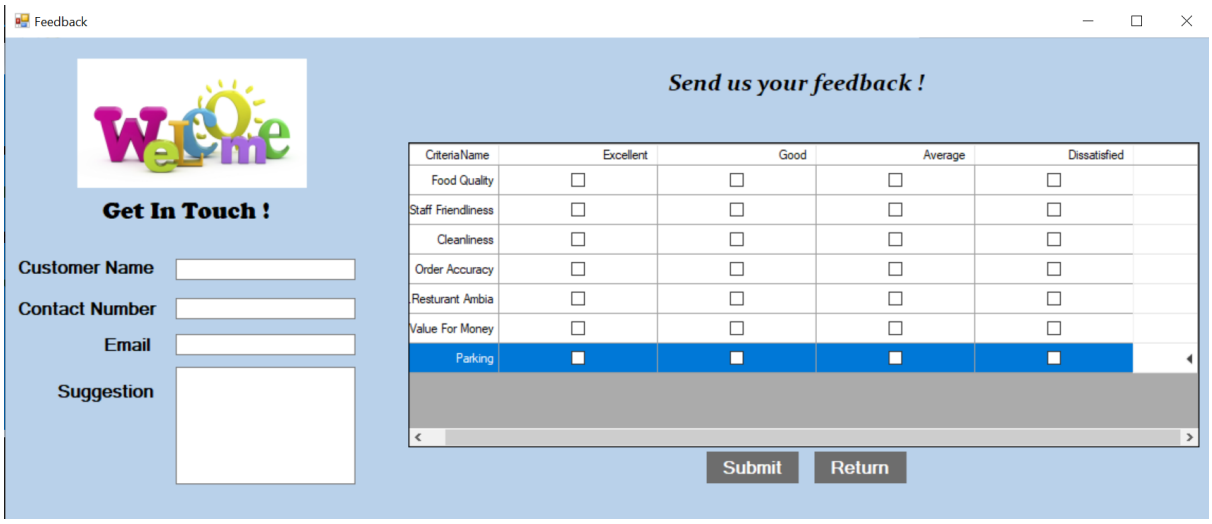

Figure 9: Criteria Name added in feedback form

The criteria name filled in admin panel displays in feedback form of the application.

e. Logout

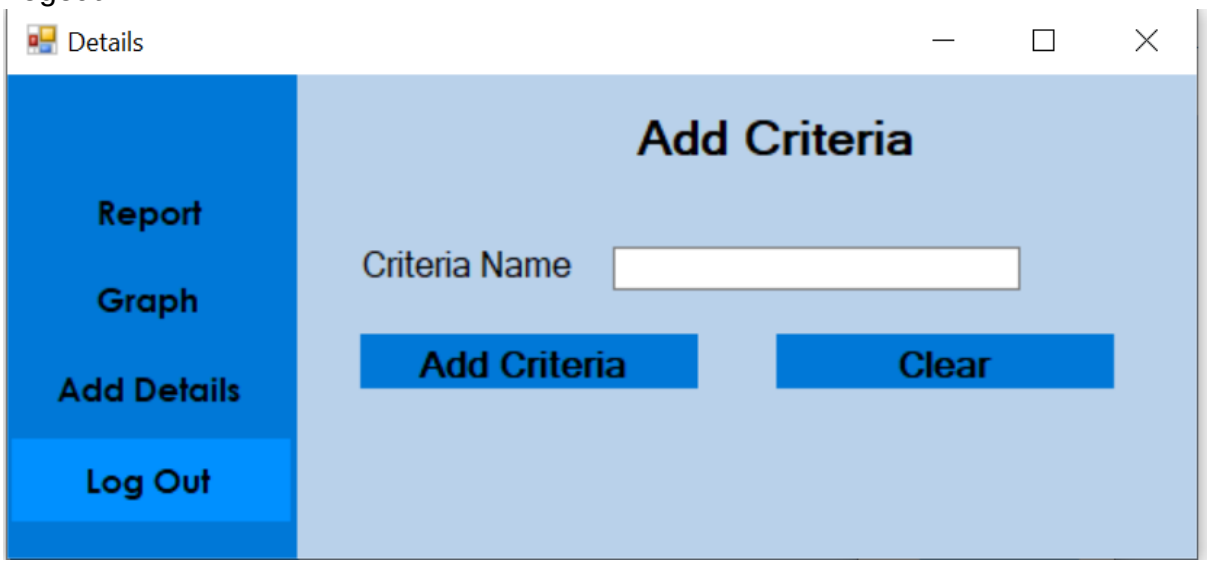

Figure 10: Logout

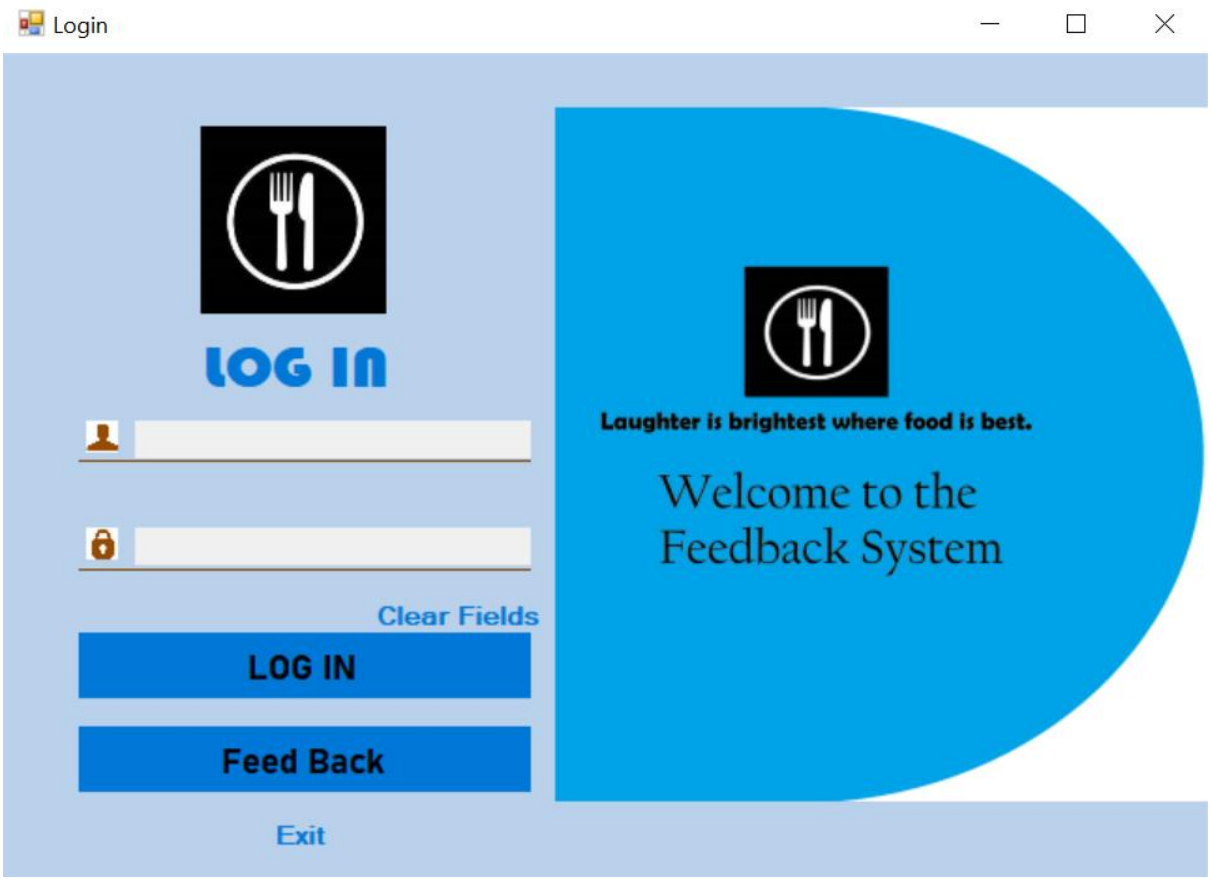

Figure 11: Main page

After clicking the logout button, it redirects to home page of the application.

2.2. Software Architecture Diagram

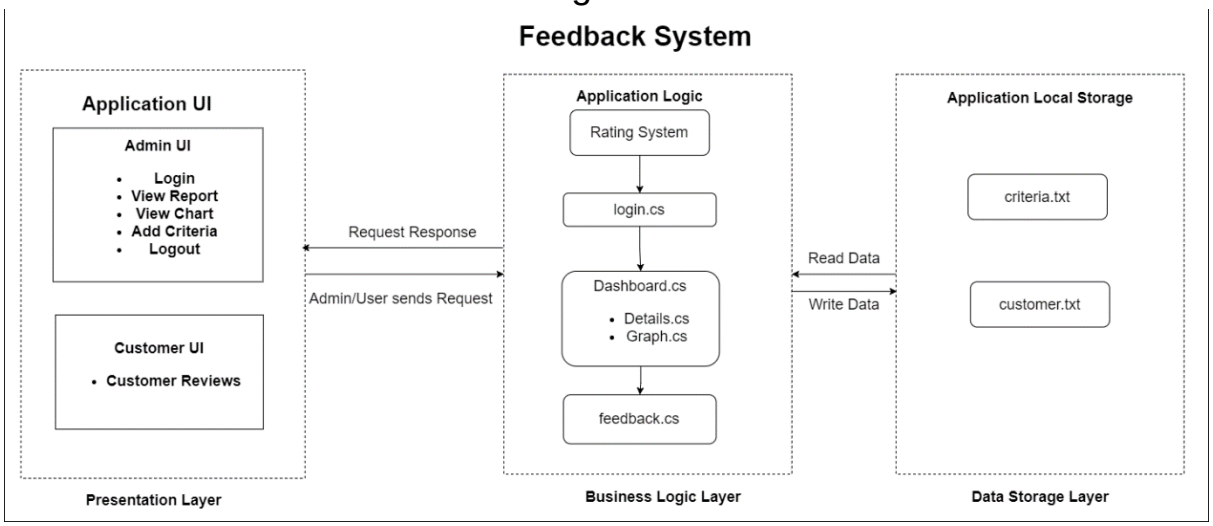

Figure 12: System Architecture

2.3. Class Diagram

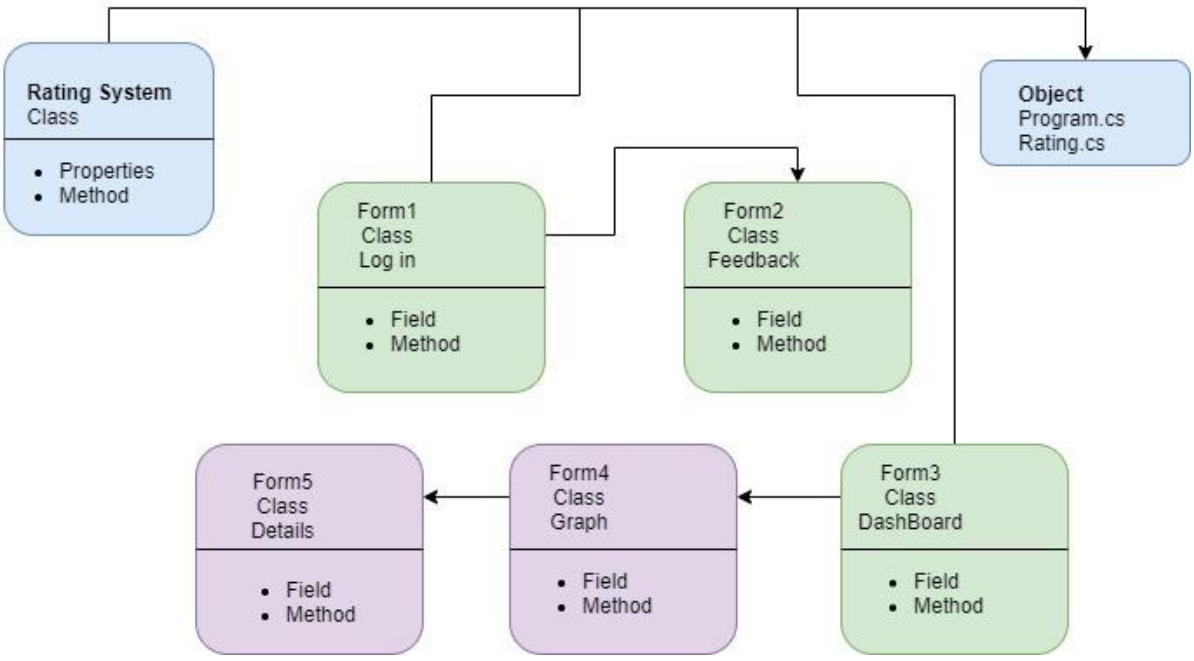

Figure 13: Class Diagram of Rating System

2.4. Class Description

Form1: Class

Login	
Fields	pictureBox1 pictureBox2 pictureBox2 lblClear panel1 panel2 txtUsername txtPassword btnLogin btnfeedback label1 label2
Methods	Login() lblClear_Click() btnLogin_Click() btnfeedback_Click() Label2_Click() txtPassword_TextChanged()

Figure 14: Form1; Login

Form2: Feedback

Feeback	
Fields	pictureBox1 label1 label2 label3 label4 label5 label6 panel1 txtEmail txtSuggestion txtCustomerName txtContactNumber gridFeedback btnSubmit btnReturn
Methods	Feedback() LoadCsvData() Feedback_Load() btnSubmit_Click() btnReturn_Click() gridFeedback_CellContentClick() addRecord() addRecord1()
Class	CriteriaDetail

Figure 15: Form2; Feedback

Form3: Dashboard

Dashboard	
Fields	btnReport btnGraph btnAddDetails btnLogout btnViewReport btnSort txtViewReport gridReport label1 panel1
Methods	Dashboard() btnReport_Click() btnAddDetails_Click() btnLogout_Click() btnGraph_Click() BindData()

Figure 16: Form3; Dashboard

Form4: Graph

Graph	
Fields	btnReport btnGraph btnLogout btnAddDetails panel1 panel2 label1 label2 comboBoxGraph lblGraphTitle chartValueForMoney chartRestaurantAmbiance chartOrderAccuracy chartStaffFriendliness ChartFoodQuality chartCleanliness
Methods	Graph() btnReport_Click() btnGraph_Click() btnAddDetails_Click() btnLogout_Click() comboBoxGraph_SelectedIndexChanged() Graph_Load()

Figure 17: Form4; Graph

Form5: Details

Details	
Fields	btnReport btnClear btnGraph btnAddDetails btnLogout btnAddCriteria label1 label2 panel1 txtCriteria
Methods	Details() AddRecord() btnGraph_Click() btnAddDetails_Click() btnLogout_Click() btnAddCriteria_Click() btnClear_Click() btnReport_Click()

Figure 18: Form5; Details

2.5. Method Description

Login Form

Method	Description
btnLogin_Click()	Get the data from the textbox and ender the dashboard on clicks. Also validates the data.
lblClear_Click()	Clear the value in the textbox when clicked.
Label2_Click()	Exit the application.
btnfeedback_Click()	Shows the feedback page by calling it.
txtPassword_TextChanged()	Make password hidden while typing.

Table 1: Method Description of Login Form

Feedback Form

Method	Description
CriteriaName()	To get and set data.
LoadCsvData()	Add the data one by one from the csv file to List.
Feedback_Load()	Display the data from the list to the gridFeedback in the table form.
btnSubmit_Click()	Takes the data from the feedback form and table then send the data to addRecord and addRecord1 method.
addRecord()	Adds the textbox value received from btnSubmit_Click method to customer.csv file.
addRecord1()	Adds the table rating data to the customer.csv file.
btnReturn_Click()	Display login page by calling its constructor.
gridFeedback_CellContentClick()	Allows to tick only one check box in a row of gridFeedback.

Table 2: Method Description of Feedback Form

Dashboard Form

Method	Description
btnReport_Click()	Open File Dialog box, set the file path in the textfield and sends the textfield data to BindData method.
BindData()	Create an object of datatable, Gets data using loop and display table details.
btnGraph_Click()	Shows or take the admin to Graph page by calling its constructor.
btnAddDetails_Click()	Shows or take the admin to Details page by calling its constructor.
btnLogout_Click()	Log outs and take you to login page by calling its constructor.

Table 3: Method Description of Dashboard Form

Graph Form

Method	Description
btnReport_Click()	Takes the admin or user to report by calling its constructor.
Graph_load()	Makes all the chart hidden by using Hide() method.
btnGraph_Click()	Display or take the admin to Graph page by calling its method.
btnAddDetails_Click()	Display or take the admin to Details page by calling its constructor.
btnLogout_Click()	Log outs and take you to login page by calling its constructor.
comboBoxGraph_SelectedIndexChanged()	As per the selected index of the combox index number gets the details of selected criteria from the csv file with the help of index value in it and display the chart.

Table 4: Method Description of Graph Form

Details Form

Method	Description
btnGraph_Click()	Shows or take the admin to Graph page by calling its constructor.
btnReport_Click()	Takes the admin or user to report by calling its constructor.
btnAddDetails_Click()	Display or take the admin to Details page by calling its constructor.
btnLogout_Click()	Log outs and take you to login page by calling its constructor.
btnAddCriteria_Click ()	Takes the text field data send it to AddRecord method through parameter.
AddRecord()	Take the data and file path and add criteria to new line in criteria.csv file.
btnClear_Click()	Clears the text field value by calling Clear() method.

Table 5: Method Description of Details Form

2.6. Data Structure and Algorithm Description

2.6.1. Data Structure

Data structures are a reflection of the logical relationships that exist between various data elements. Data structures, in other words, describe a way to organize all data items that take into consideration not only the elements stored, but also their relationship with each other. To explain the way data is stored, the term Data Structures is used. (educationtrick, 2021)

The data types that were used in this project were:

- String: The String data type stores any kind of data so it is used to store name, suggestion, email, and others.
- Bool: It is a data type that has one of two possible values.
- Int: The integer data type is used to store the number or id.
- Double: The Double data type provides the largest and smallest possible magnitudes for a number.
- DateTime: The DateTime data type is used to store the date and time values such as the Date of filling form.

2.6.2. Algorithm used

Bubble sort is a simple sorting algorithm that works by repeatedly stepping through lists that need to be sorted, comparing each pair of adjacent items and swapping them if they are in the wrong order. This passing procedure is repeated until no swaps are required, indicating that the list is sorted. Bubble sort gets its name because smaller elements bubble toward the top of the list. This algorithm is not suitable for large data sets as its average. Bubble sort is also referred to as sinking sort or comparison sort. (Frank Donald, 2018)

Bubble sort is an algorithm that compares the adjacent elements and swaps their positions if they are not in the intended order. The order can be ascending or descending. Starting from the first index, compare the first and the second elements. If the first element is greater than the second element, they are swapped. Now, compare the second and the third elements. Swap them if they are not in order. The above process goes on until the last element.

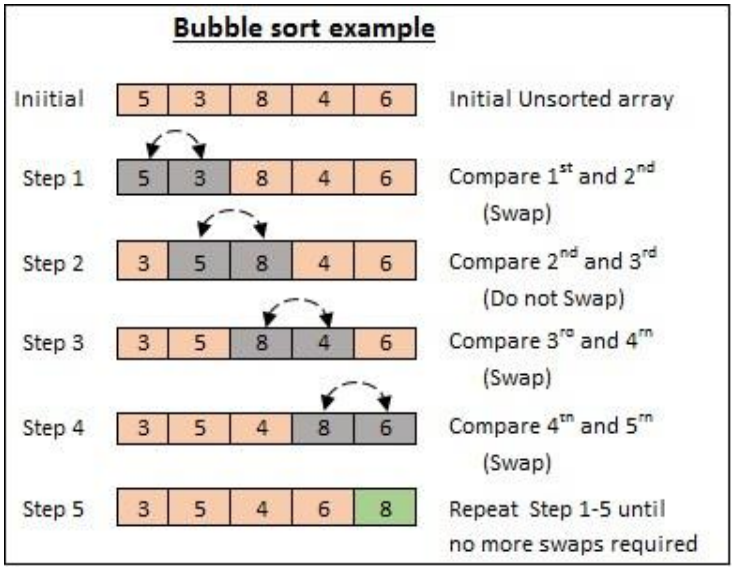

Figure 19: Bubble Sort Algorithm

2.6.3. Algorithm

Step 1: Bubble Sort(Array : list of sortable items)

Step 2: N= Array. Length

Set Flag := True

Step 3: Repeat Steps from 3 to 5 for I = 1 to N-1 while Flag == true

Set Flag := False

Set i:=0

Step 4: Repeat while i<N-1 [Executing pass]

(a) If Array[i+1]>Array[i], then:

Step 5: Swap Array[i] and Array[i+1] Set Flag:= True

(b) Set i :=i+1

Step 6: End bubble sort

2.6.4. Flowchart

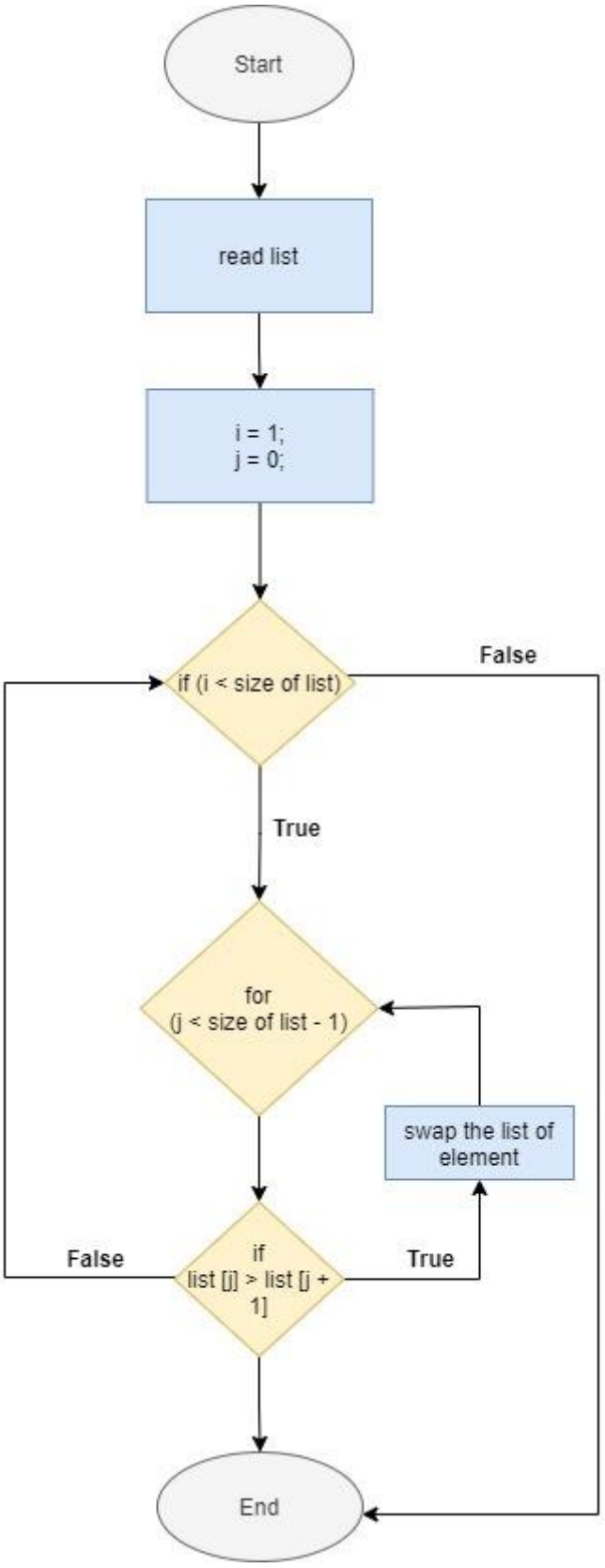

Figure 20: Flow Chart

3. Testing

Testing 1: Launching the Application

Action	Launch the application.
Expected output	Successful loading of the desktop application with appropriate GUI interface.
Actual result	Desktop application is loaded with required interface.
Conclusion	Successful.

Table 6: Testing 1

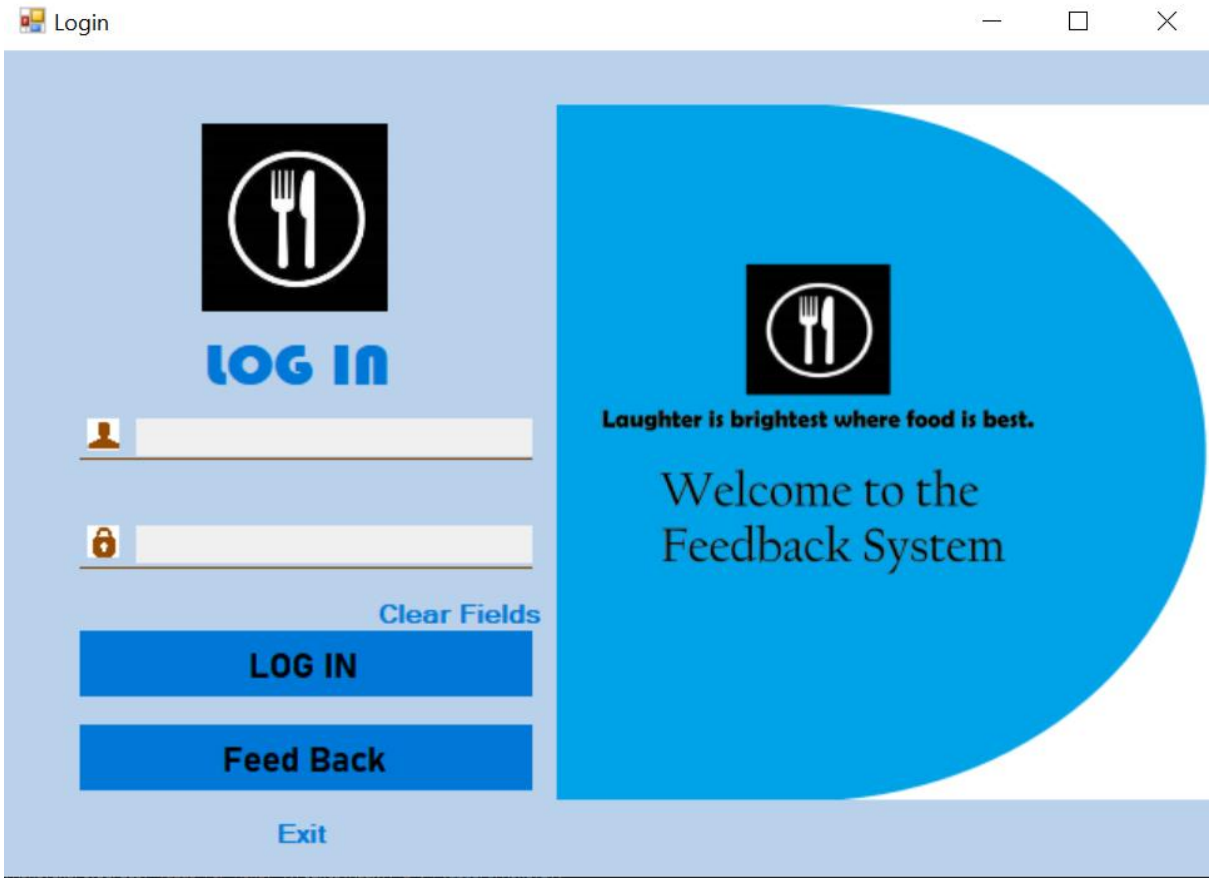

Figure 21: Home Page of system

Testing 2: Submitting inappropriate username and password

Action	Submitting the form with inappropriate user login and password.
Expected output	Error message to be displayed.
Actual result	An error message is displayed: “The user name or password you entered is incorrect, try again”.
Conclusion	Successful.

Table 7: Testing 2

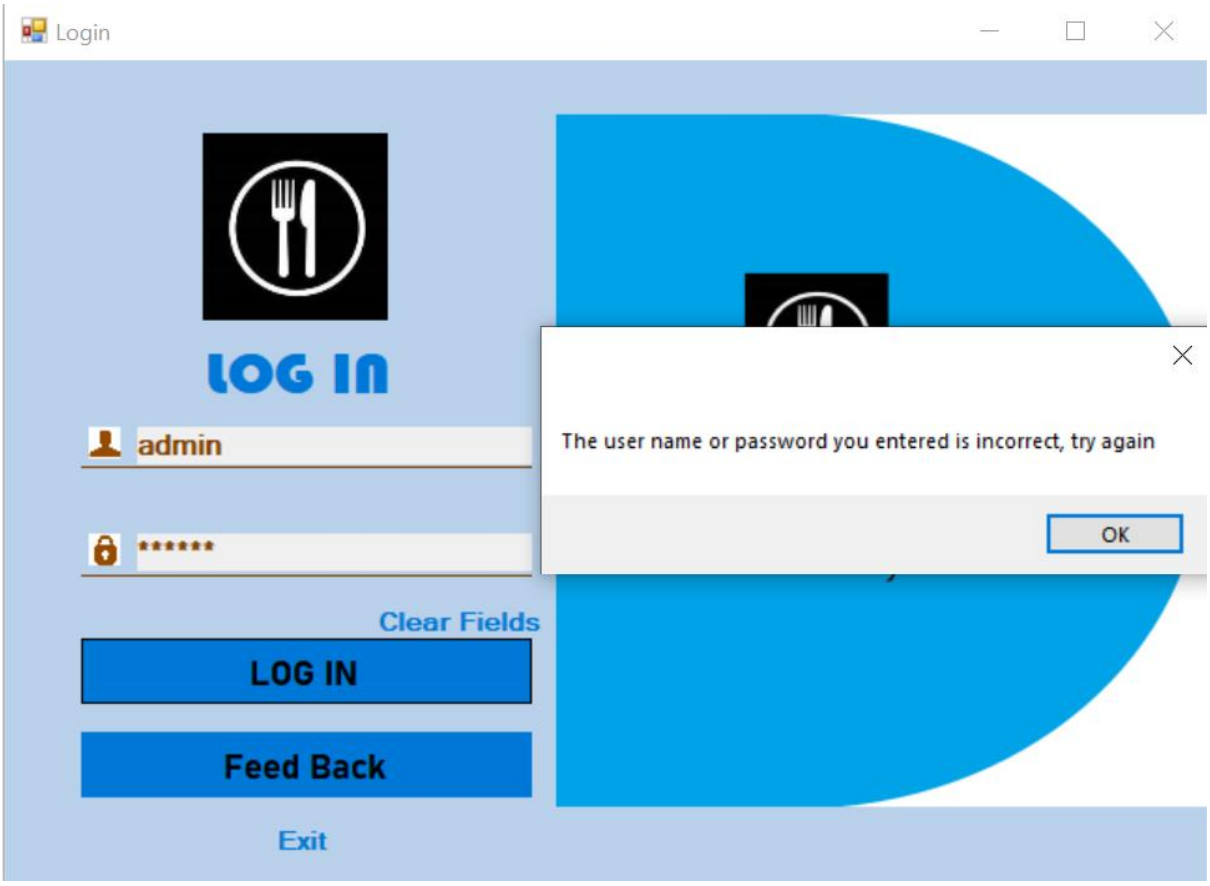

Figure 22: Submitting incorrect username & password

Testing 3:

Action	Submitting the form without username and password.
Expected output	Error message to be displayed.
Actual result	An error message is displayed: “Enter Username or Enter Password”.
Conclusion	Successful.

Table 8: Testing 3

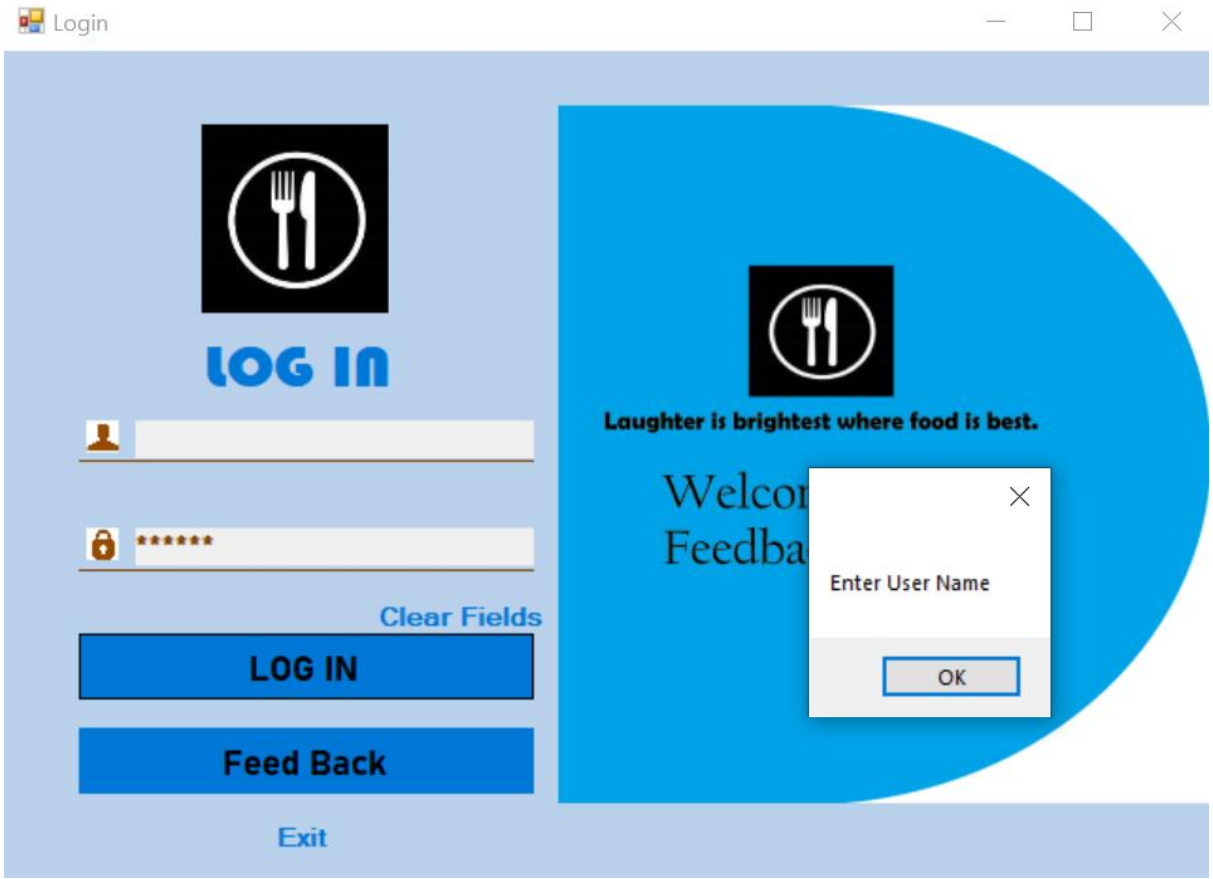

Figure 23: Submitting only password

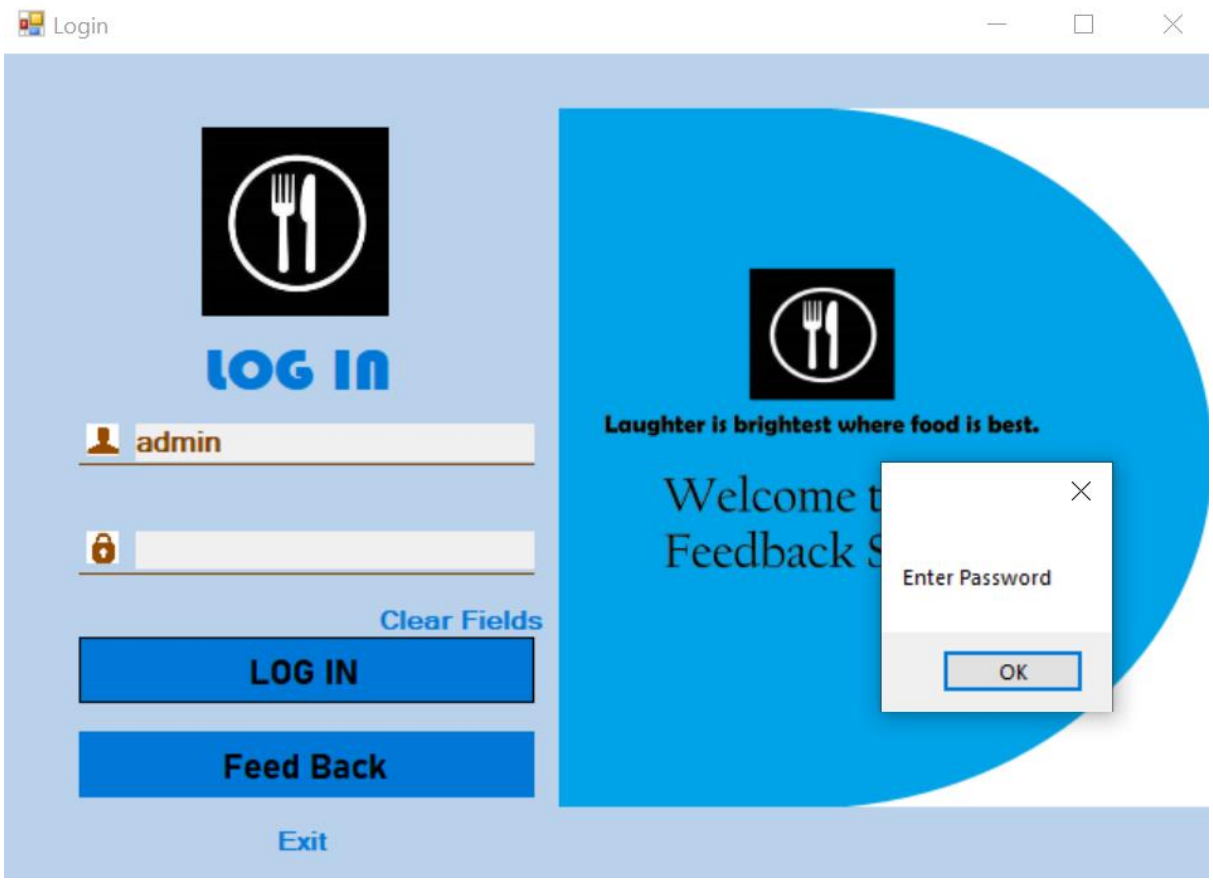

Figure 24: Submitting password only

Testing 4: Submitting valid form for customer feedback

Action	Submit valid form for customer feedback
Expected output	Customer data to be inserted in the table grid with an appropriate alert message.
Actual result	A message is displayed: “Successful Data added” with the data being displayed at the report of admin.
Conclusion	Successful.

Table 9: Testing 4

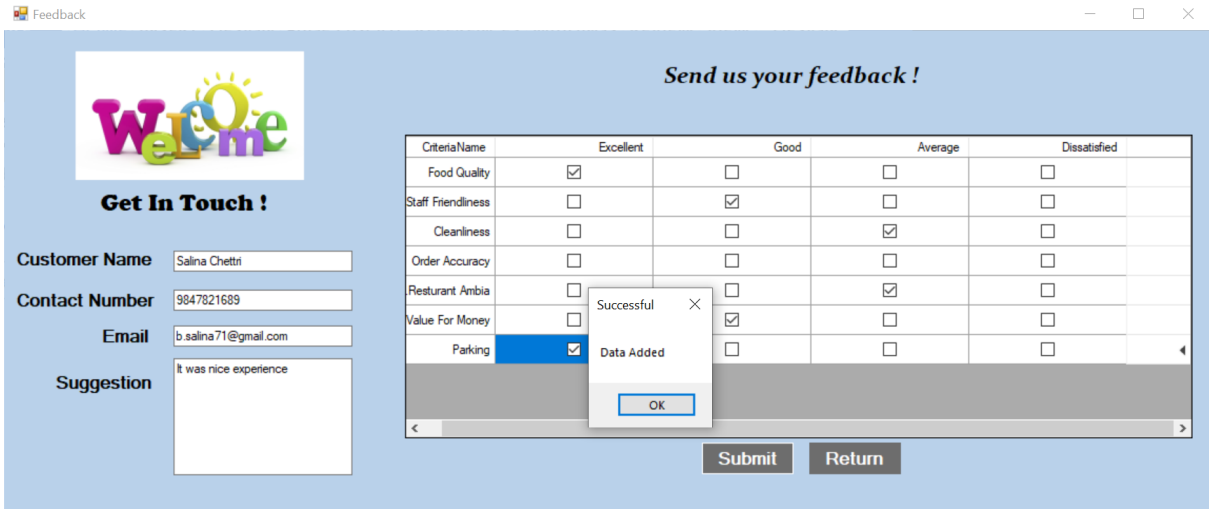

Figure 25: Customer Data is added

Testing 5: Submitting string type in contact number.

Action	Submit string type in contact number.
Expected output	Error message to be displayed.
Actual result	An error message is displayed: “Contact Number should be of type int”.
Conclusion	Successful.

Table 10: Testing 5

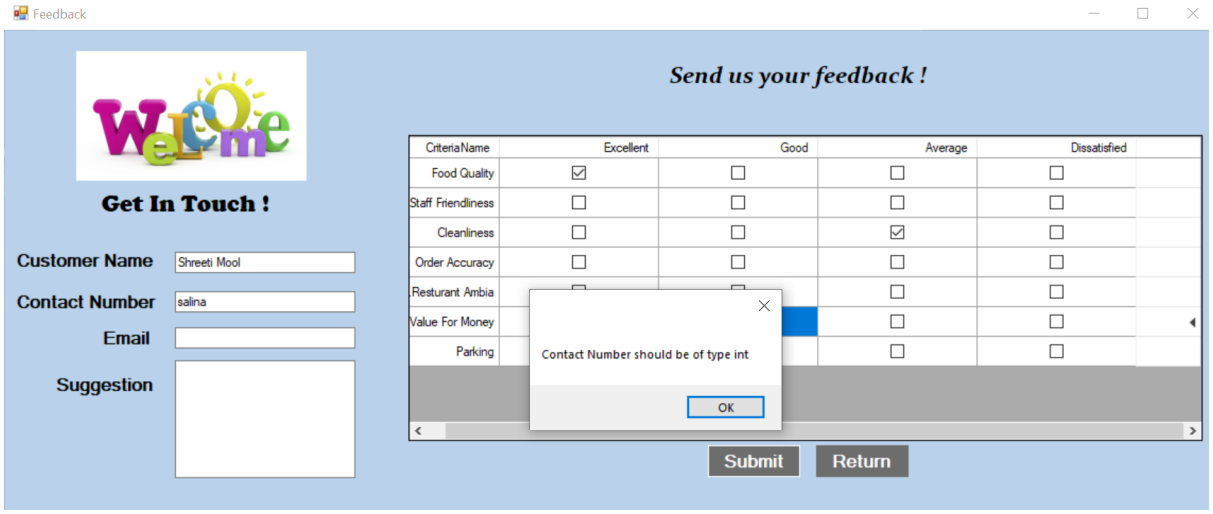

Figure 26: Submitting string type in contact

Testing 6: Viewing Report

Action	Viewing the report from admin side in table.
Expected output	The feedbacks given by customer should be displayed in grid view.
Actual result	The feedback is shown successfully in the table.
Conclusion	Successful.

Table 11: Testing 6

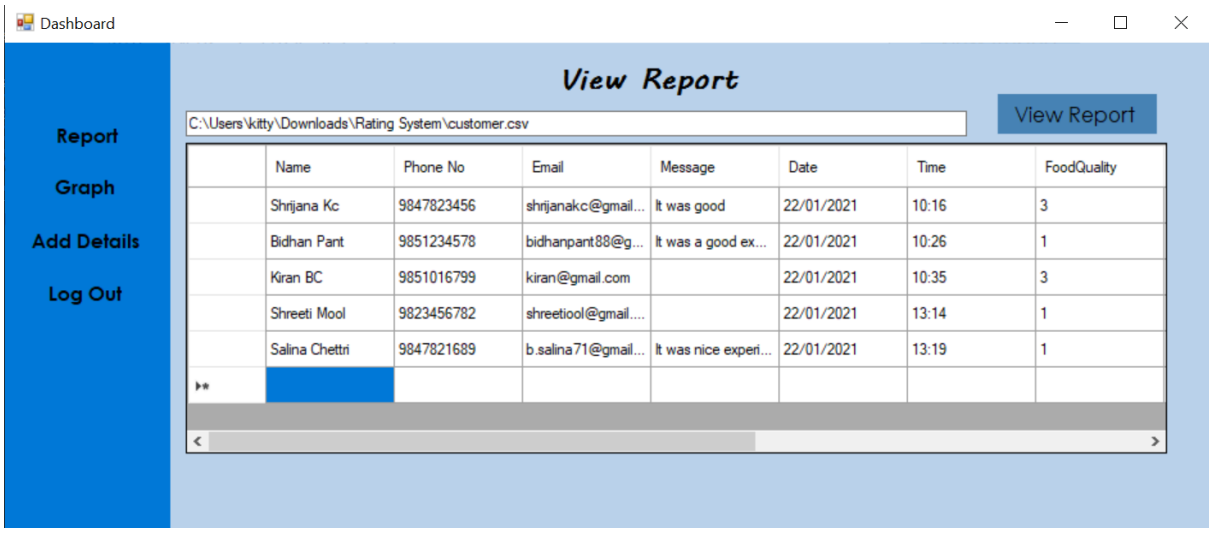

Figure 27: Report View

Testing 7: Displaying graph

Action	Click checkbox and generate the graph of feedbacks.
Expected output	Graph of criteria should be displayed.
Actual result	Graph of each criteria is displayed.
Conclusion	Successful.

Table 12: Testing 7

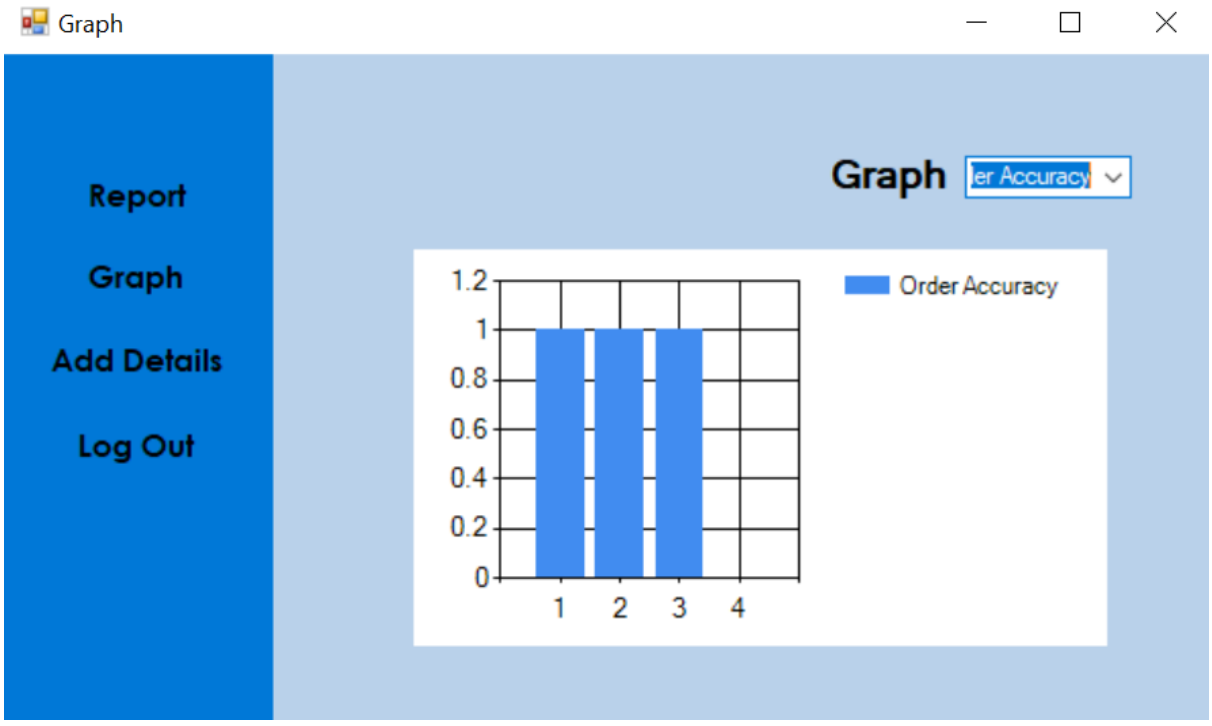

Figure 28: Graph of Order Accuracy

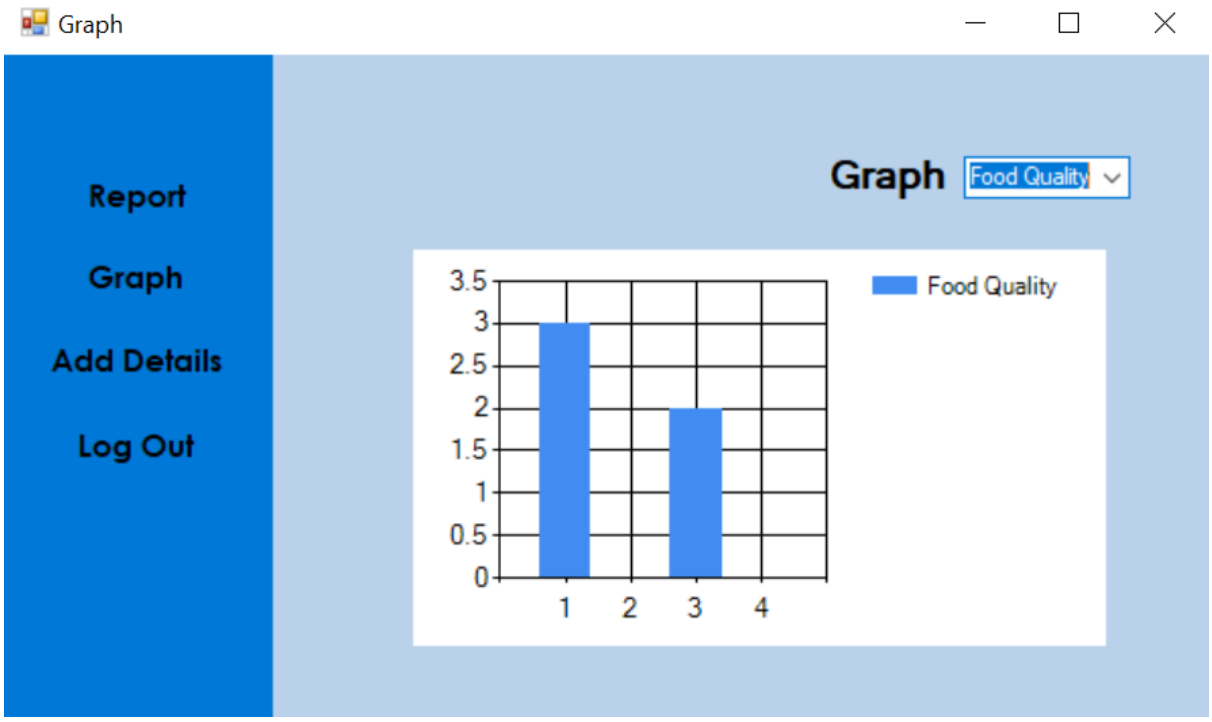

Figure 29: Graph of Food Quality

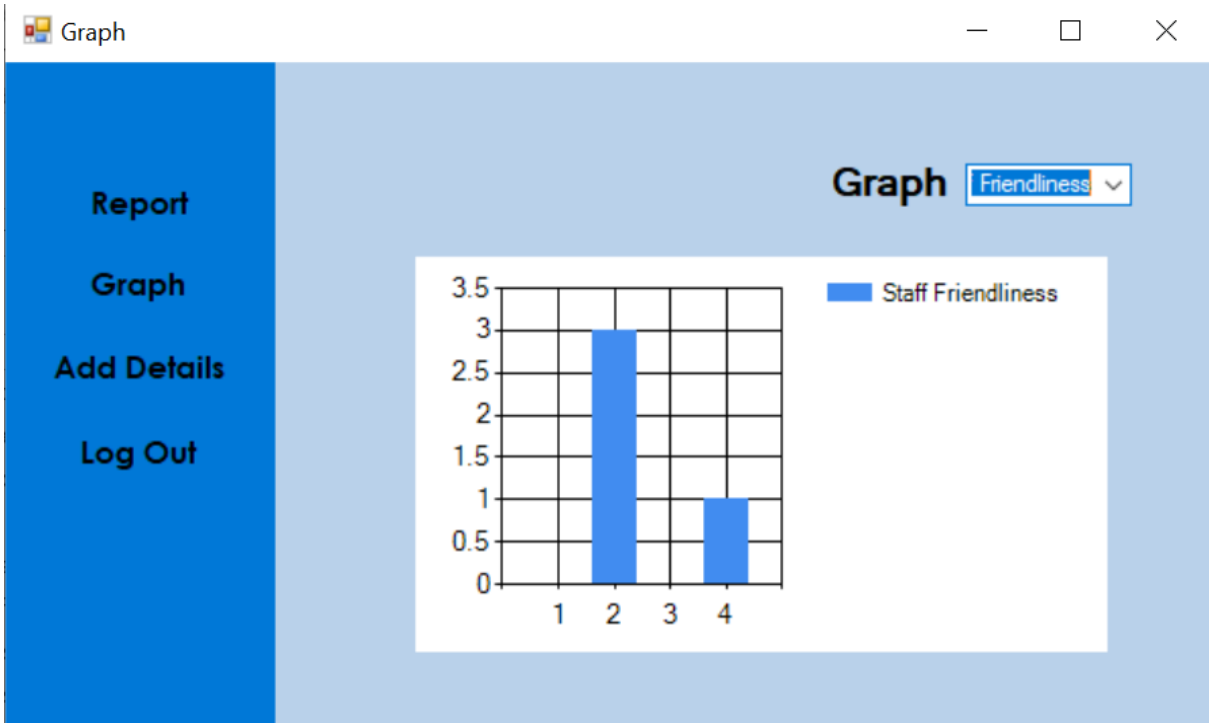

Figure 30: Graph of Staff Friendliness

Testing 8: Add of Criteria

Action	Adding new detail in criteria of feedback form.
Expected output	The live music will added in the list of criteria.
Actual result	The live music is added in the feedback form
Conclusion	Successful.

Table 13: Testing 8

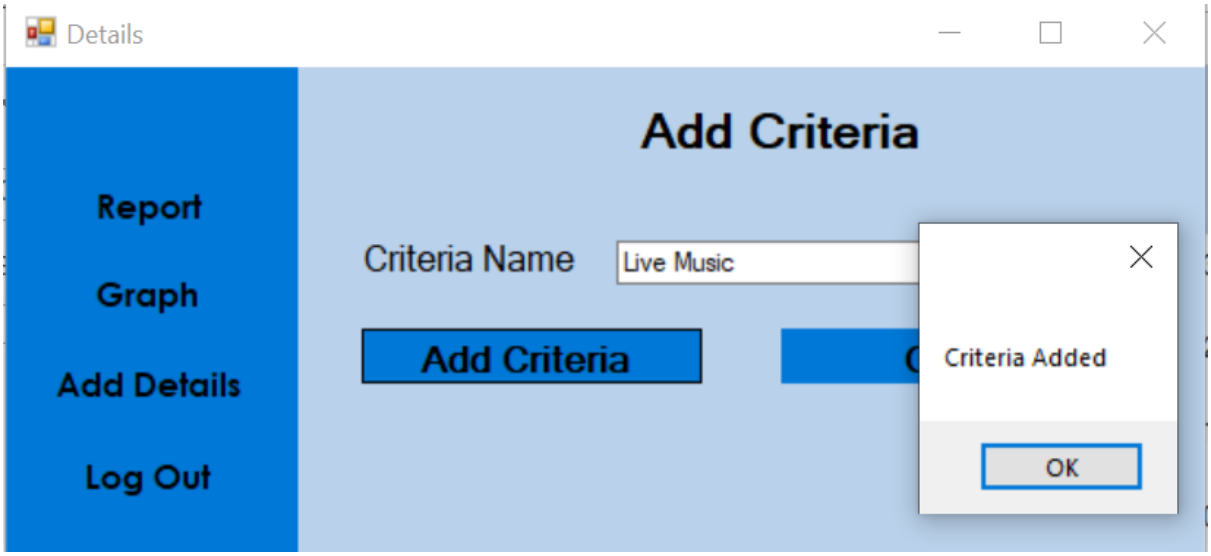

Figure 31: Criteria Added

Testing 9: Showing the added criteria details in feedback form

Action	Showing the added criteria details in feedback form.
Expected output	The live music will added in the list of criteria and it will be shown in the feedback form.
Actual result	The live music is shown in feedback form.
Conclusion	Successful.

Table 14: Testing 9

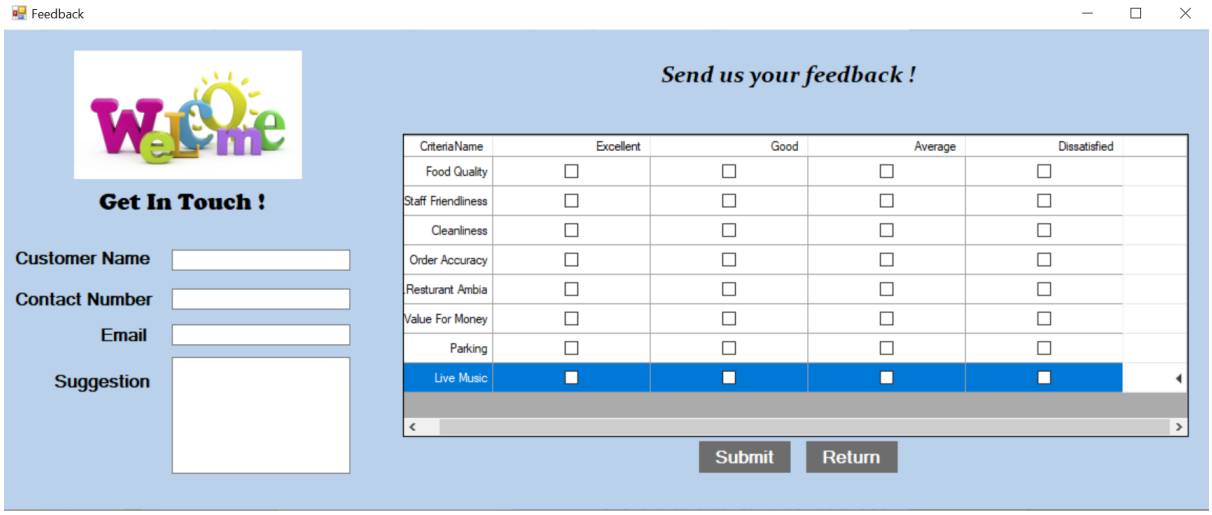

Figure 32: Criteria Added in feedback form

Testing 10: Logout

Action	Logging out and closing the system
Expected output	Clicking the logout the system will take to login form and after clicking exit the system will be closed.
Actual result	Clicking the logout the system shows login form and after clicking exit the system is closed.
Conclusion	Successful.

Table 15: Testing 10

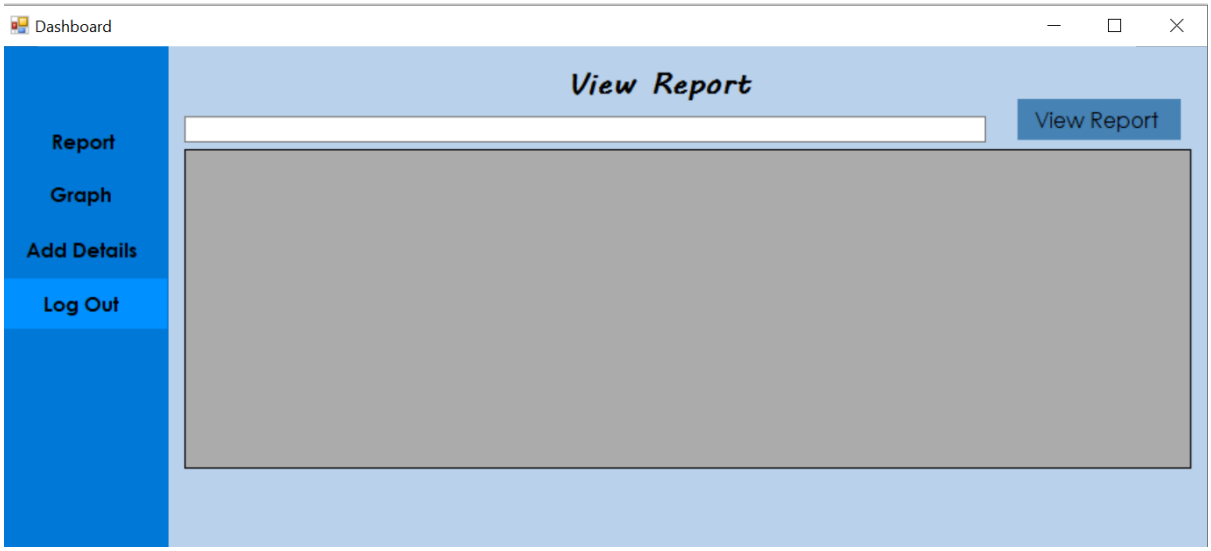

Figure 33: Clicking the logout

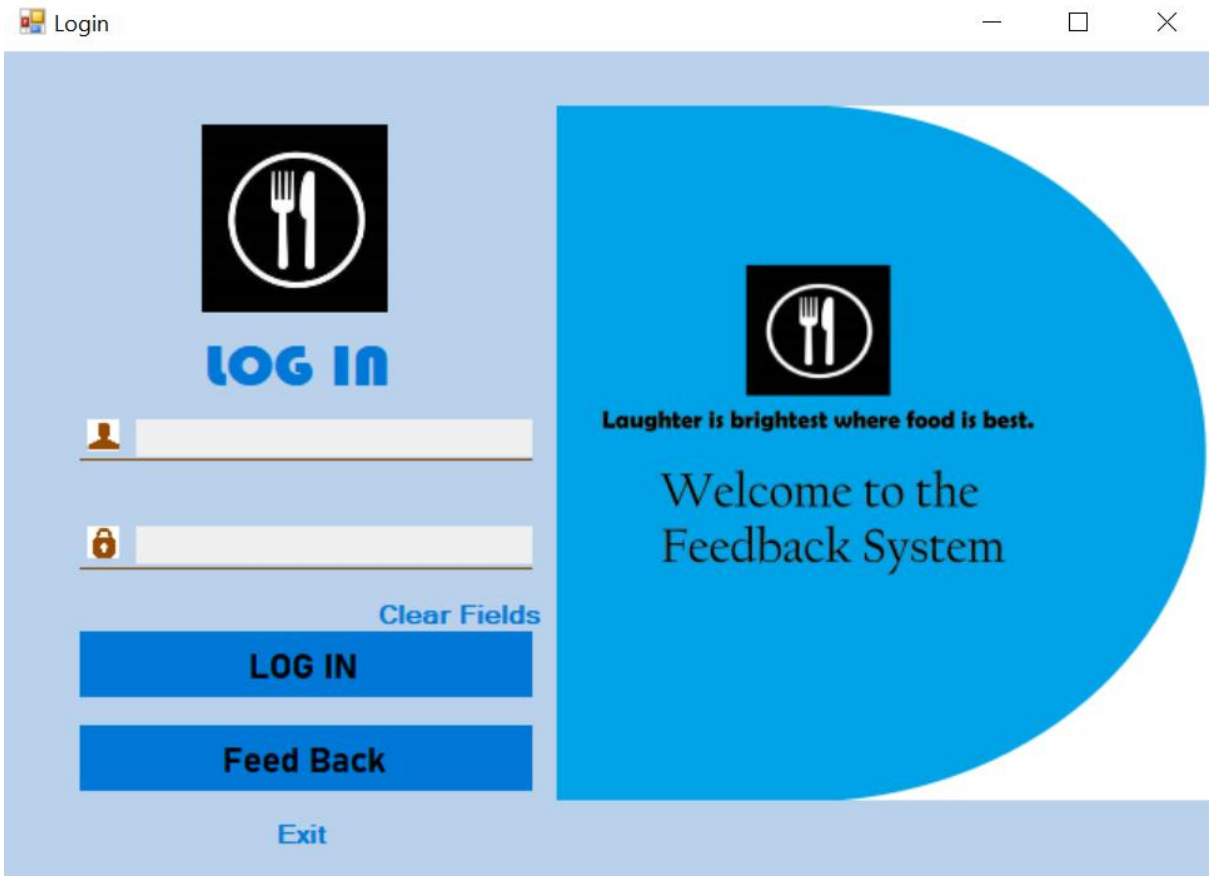

Figure 34: After clicking logout

4. Conclusion

I acquired knowledge of the C# language, Visual Studio and the .NET framework after completing this project. Learning these components gave me ideas about how to build a desktop application and how to use the combination of .NET and C# to run the program. I also learned about the features that Visual Studio gives the developer, and the debugging feature is one of its most complementary features. The debugging features of Visual Studio are extremely useful when it comes to recommending and highlighting errors. Its user-friendly tools for developing GUI are also very helpful in a short period of time for developing applications.

5. Bibliography

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Available at: https://www.gadgetronicx.com/bubble-sort-explained-code/
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Available at: https://visualstudio.microsoft.com/vs/
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techopedia, 2020. *What is C# (C Sharp)? - Definition from Techopedia.* [Online]
Available at: https://www.techopedia.com/definition/26272/c-sharp
[Accessed 20 JAnuary 2021].

6. References

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Frank Donald, 2018. *Bubble sort Algorithm Explained - Gadgetronicx.* [Online]
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[Accessed 20 January 2021].

Microsoft , 2021. *Visual Studio 2019 IDE - Programming Software for Windows.* [Online]
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[Accessed 20 JAnuary 2021].

Microsoft, 2021. *What is .NET? An open-source developer platform..* [Online]
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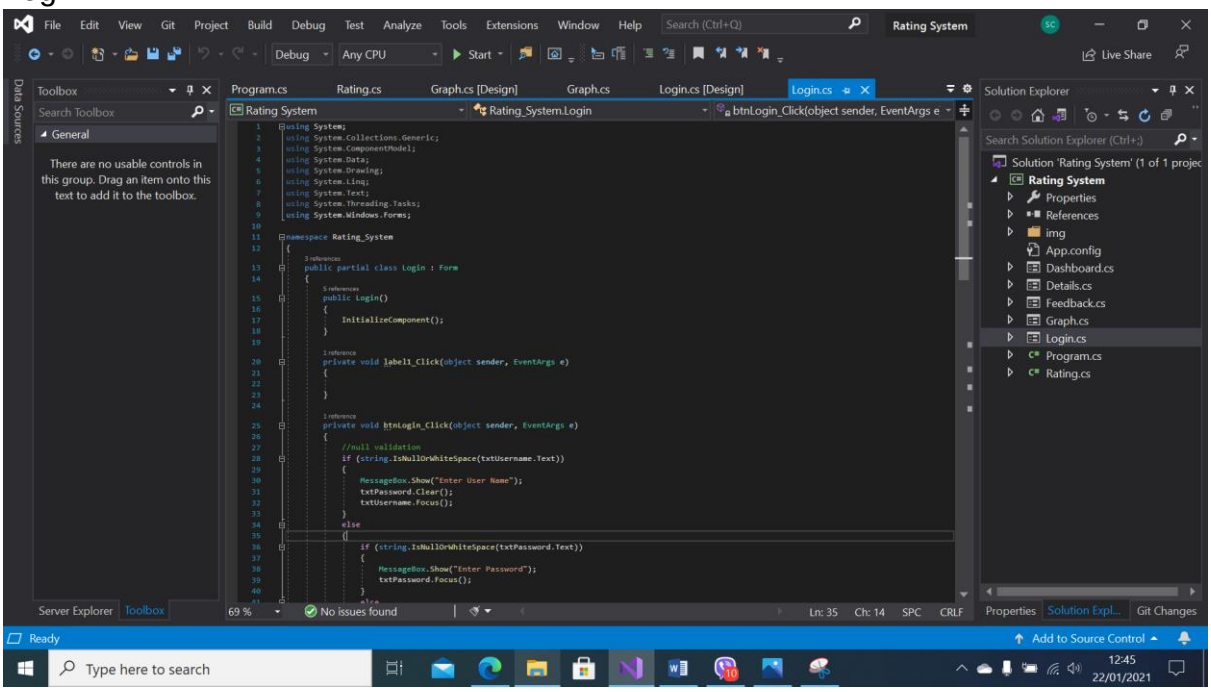
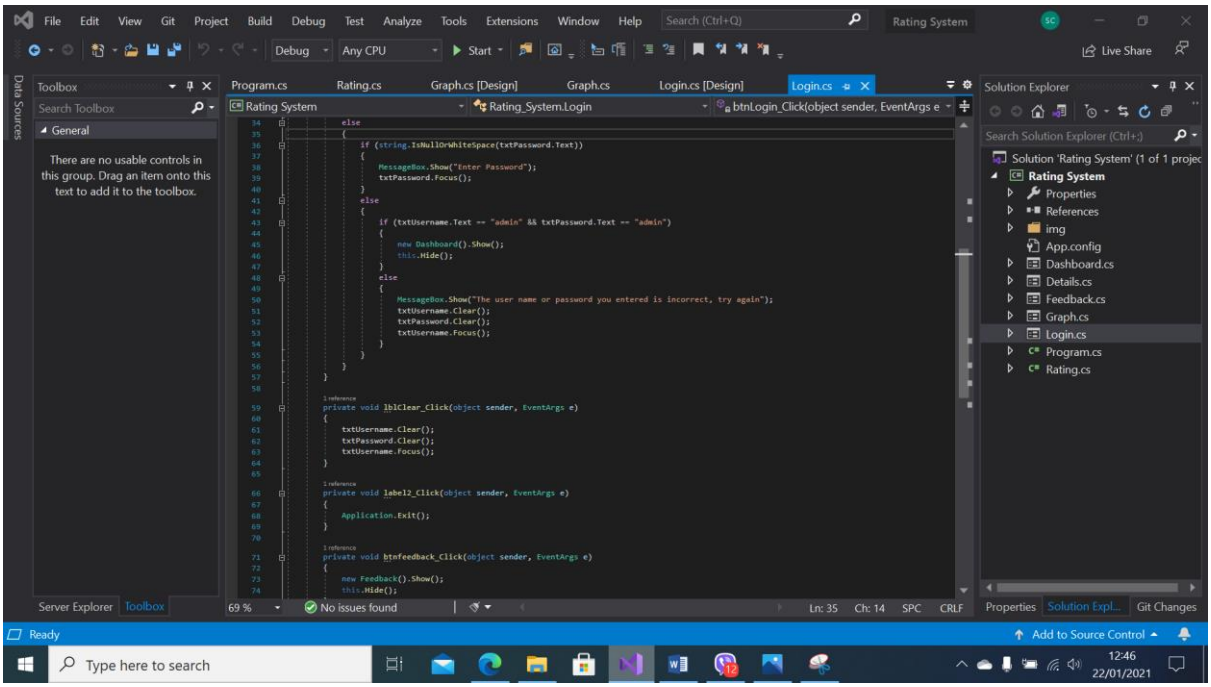
[Accessed 20 January 2021].

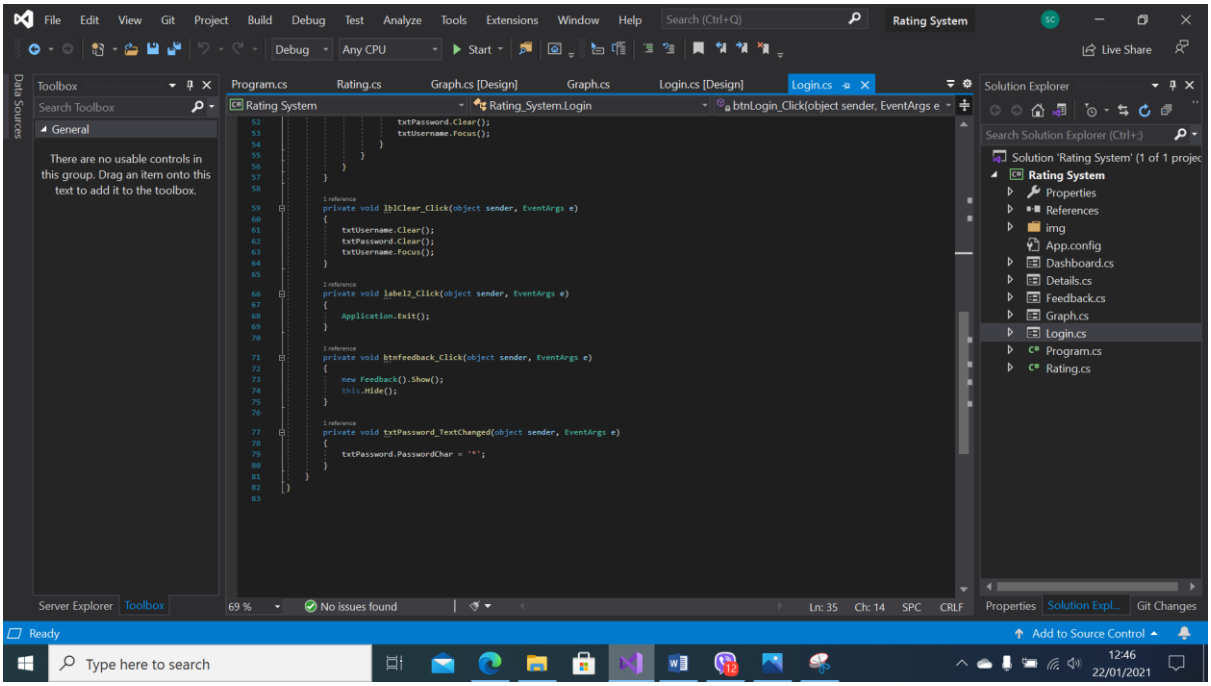
techopedia, 2020. *What is C# (C Sharp)? - Definition from Techopedia.* [Online]
Available at: https://www.techopedia.com/definition/26272/c-sharp
[Accessed 20 JAnuary 2021].

7. Appendix

1. Login



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Program.cs
Rating.cs
Graph.cs [Design]
Graph.cs
Login.cs [Design]
Login.cs
Rating System
Rating_System.Login
btnLogin_Click(object sender, EventArgs e
txtPassword.Clear();
txtUsername.Focus();
private void lblClear_Click(object sender, EventArgs e)
{
txtUsername.Clear();
txtPassword.Clear();
txtUsername.Focus();
}
private void label2_Click(object sender, EventArgs e)
{
Application.Exit();
}
private void btnfeedback_Click(object sender, EventArgs e)
{
new Feedback().Show();
this.Hide();
}
private void txtPassword_TextChanged(object sender, EventArgs e)
{
txtPassword.PasswordChar = '*';
}
Solution Explorer
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Solution 'Rating System' (1 of 1 projec
Rating System
Properties
References
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App.config
Dashboard.cs
Details.cs
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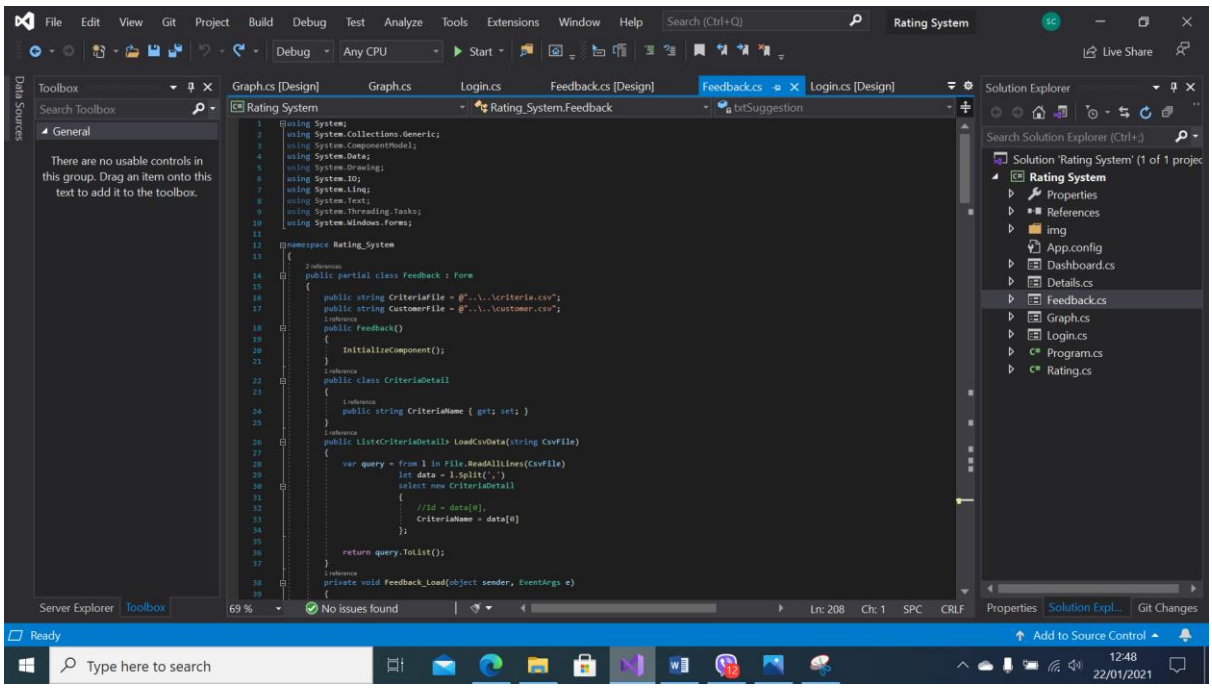
2. Feedback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using System;
using System.Collections.Generic;
using System.ComponentModel;
using System.Data;
using System.Drawing;
using System.IO;
using System.Linq;
using System.Text;
using System.Threading.Tasks;
using System.Windows.Forms;
namespace Rating_System
{
public partial class Feedback : Form
{
public string CriteriaFile = @"..\..\criteria.csv";
public string CustomerFile = @"..\..\customer.csv";
public Feedback()
{
InitializeComponent();
}
public class CriteriaDetail
{
public string CriteriaName { get; set; }
}
public List<CriteriaDetail> LoadCsvData(string CsvFile)
{
var query = from l in File.ReadAllLines(CsvFile)
let data = l.Split(',')
select new CriteriaDetail
{
//Id = data[0],
CriteriaName = data[0]
};
return query.ToList();
}
private void Feedback_Load(object sender, EventArgs e)
{
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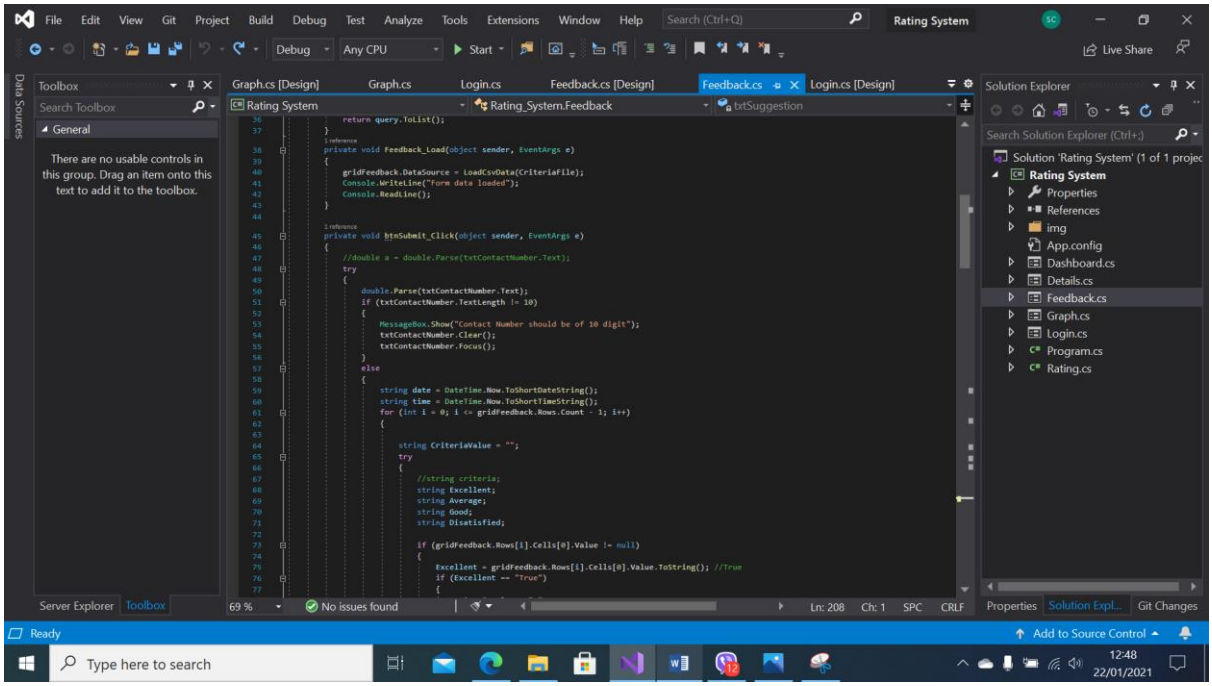
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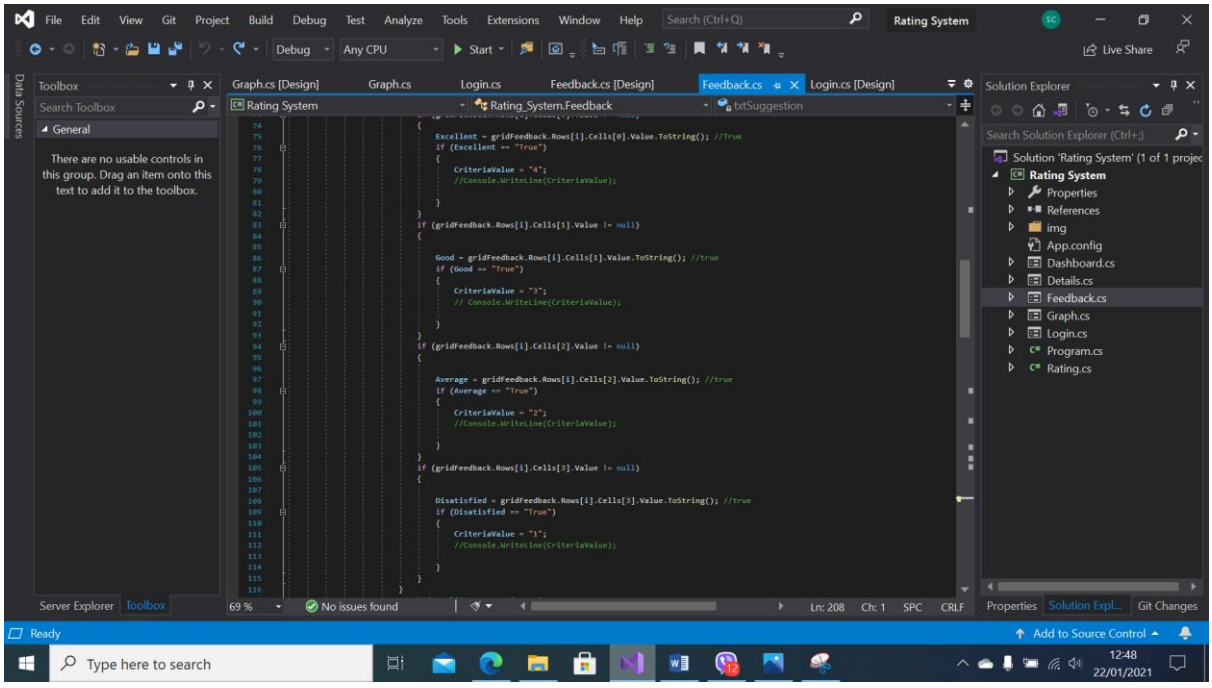
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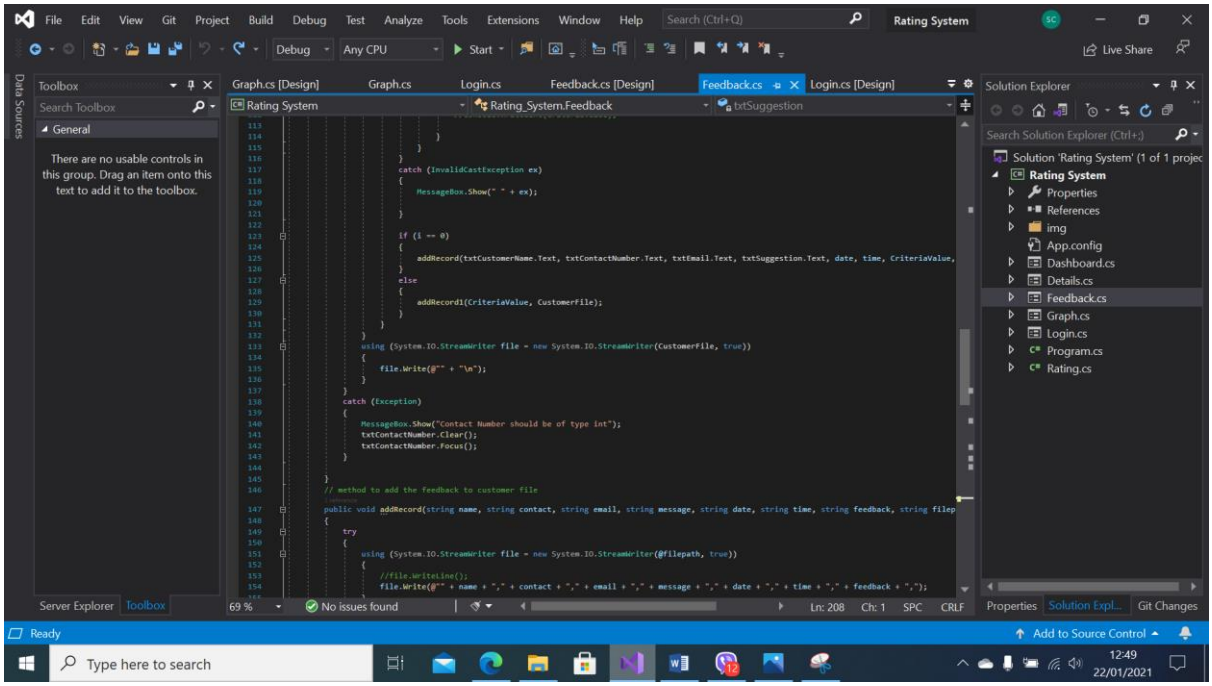
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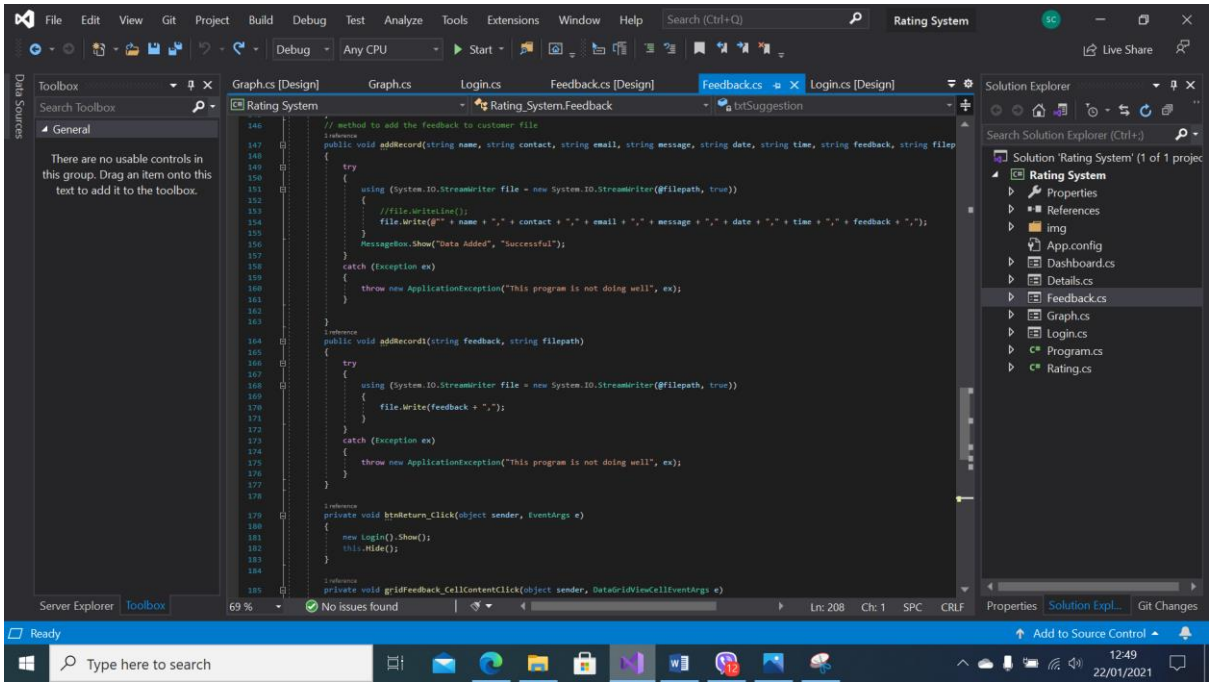
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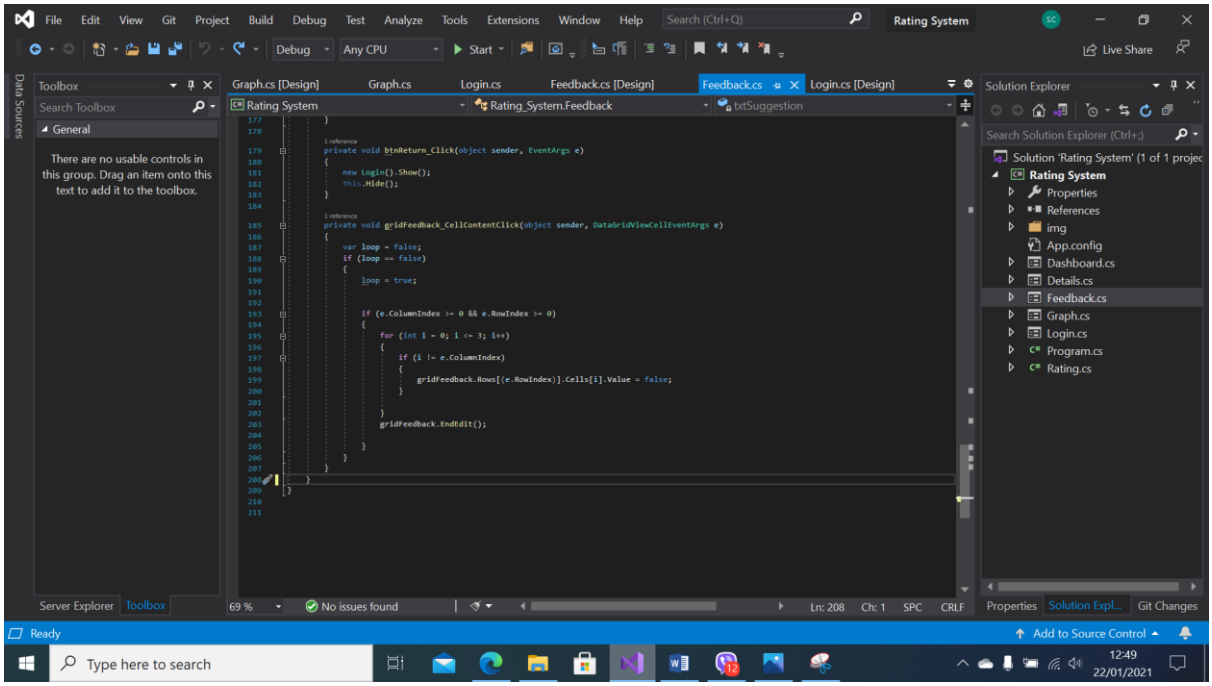
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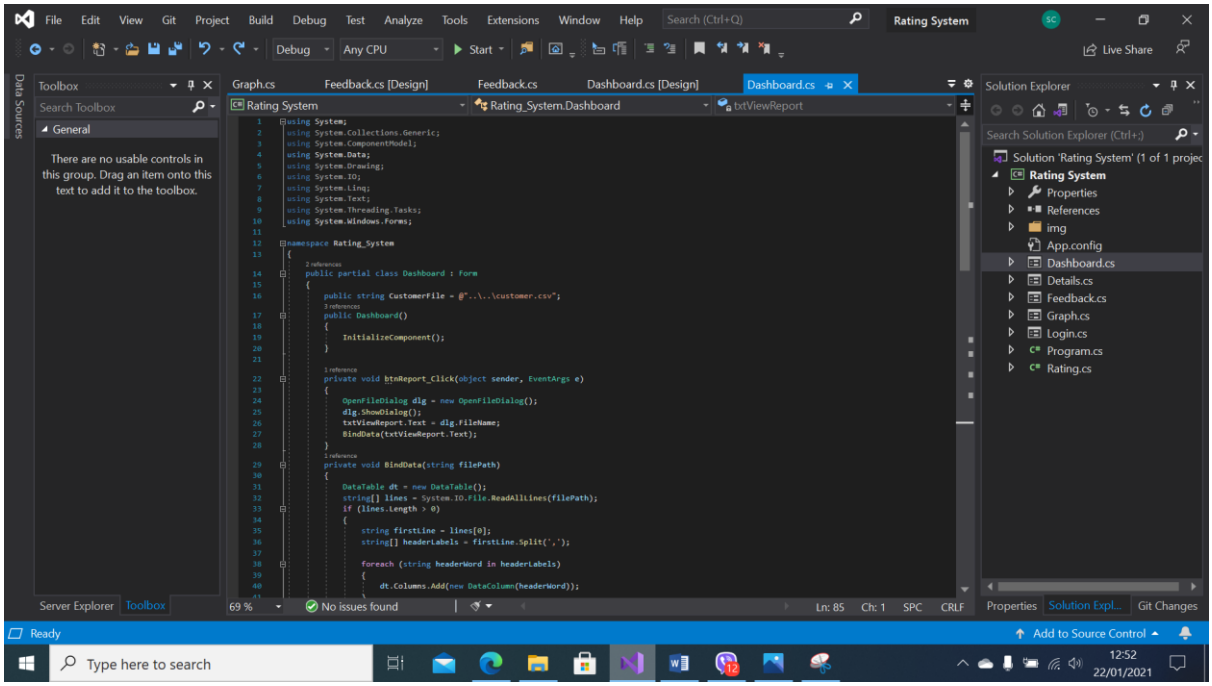
3. Dashboard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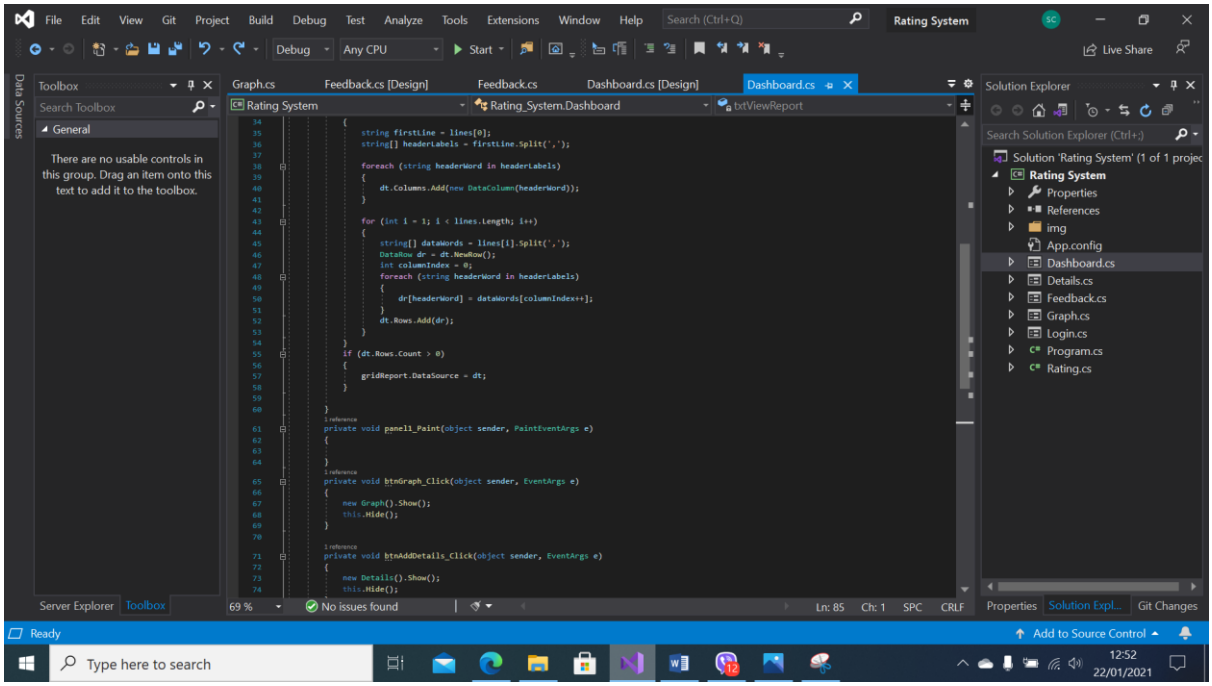

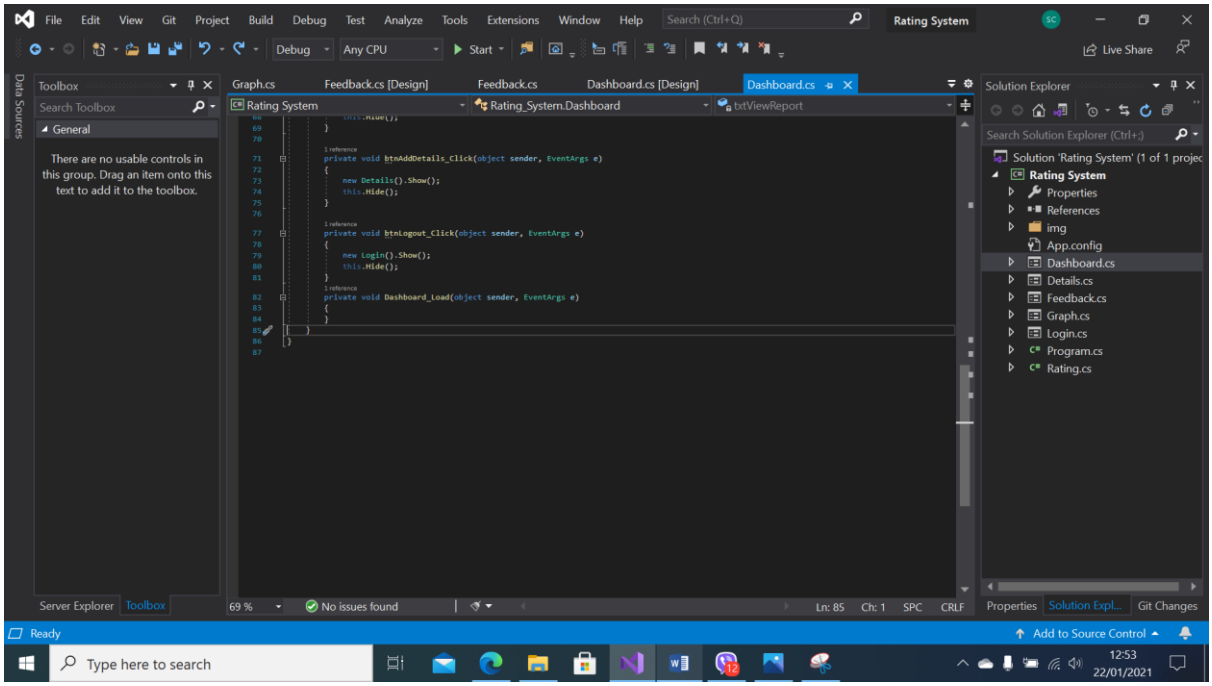

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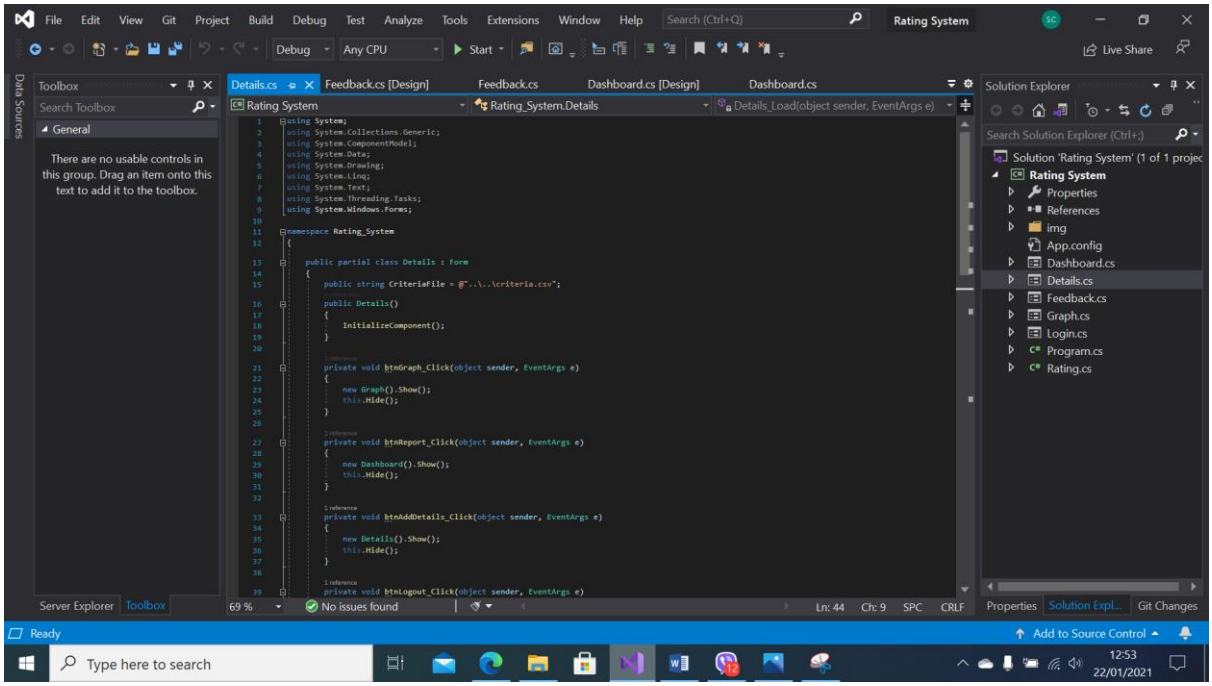
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Details.cs
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Dashboard.cs
Rating System
Rating_System.Details
Details_Load(object sender, EventArgs e)
using System;
using System.Collections.Generic;
using System.ComponentModel;
using System.Data;
using System.Drawing;
using System.Linq;
using System.Text;
using System.Threading.Tasks;
using System.Windows.Forms;
namespace Rating_System
{
public partial class Details : Form
{
public string CriteriaFile = @"..\..\criteria.csv";
public Details()
{
InitializeComponent();
}
private void btnGraph_Click(object sender, EventArgs e)
{
new Graph().Show();
this.Hide();
}
private void btnReport_Click(object sender, EventArgs e)
{
new Dashboard().Show();
this.Hide();
}
private void btnAddDetails_Click(object sender, EventArgs e)
{
new Details().Show();
this.Hide();
}
private void btnLogout_Click(object sender, EventArgs e)
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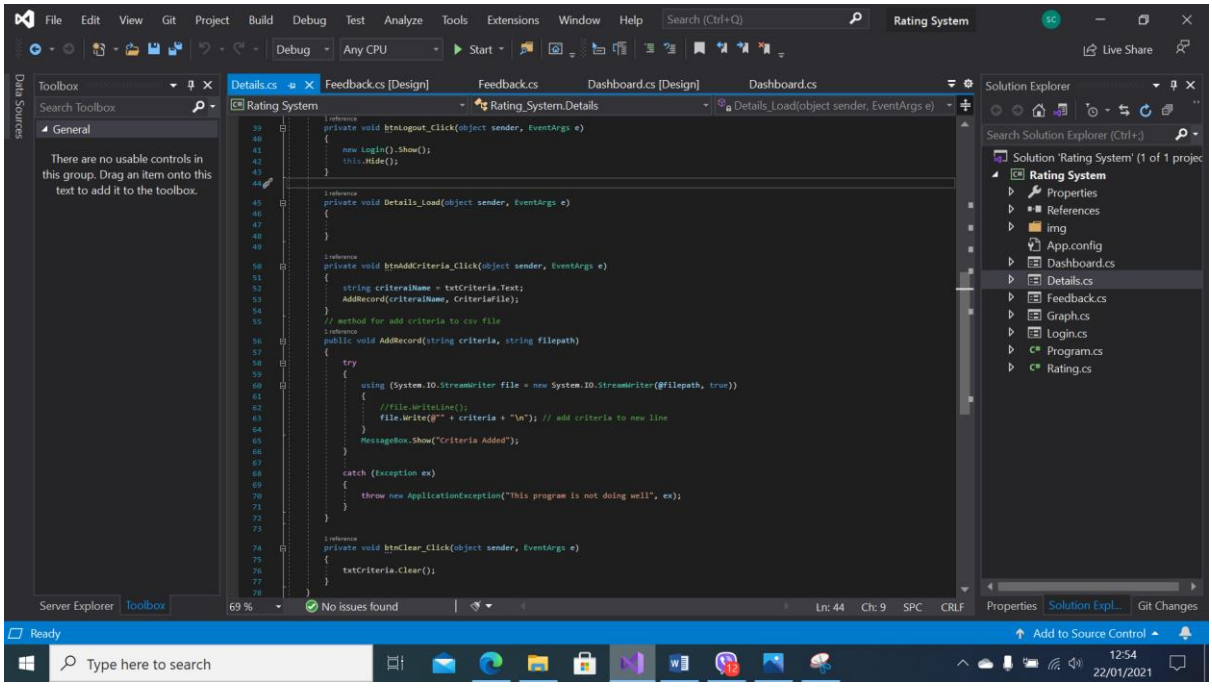
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Dashboard.cs
Rating System
Rating_System.Details
Details_Load(object sender, EventArgs e)
private void btnLogout_Click(object sender, EventArgs e)
{
new Login().Show();
this.Hide();
}
private void Details_Load(object sender, EventArgs e)
{
}
private void btnAddCriteria_Click(object sender, EventArgs e)
{
string criteriaName = txtCriteria.Text;
AddRecord(criteriaName, CriteriaFile);
}
// method for add criteria to csv file
public void AddRecord(string criteria, string filepath)
{
try
{
using (System.IO.StreamWriter file = new System.IO.StreamWriter(@filepath, true))
{
//file.WriteLine();
file.Write(@"" + criteria + "\n"); // add criteria to new line
}
MessageBox.Show("Criteria Added");
}
catch (Exception ex)
{
throw new ApplicationException("This program is not doing well", ex);
}
}
private void btnClear_Click(object sender, EventArgs e)
{
txtCriteria.Clear();
}
}
Solution Explorer
Search Solution Explorer (Ctrl+;)
Solution 'Rating System' (1 of 1 projec
Rating System
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References
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App.config
Dashboard.cs
Details.cs
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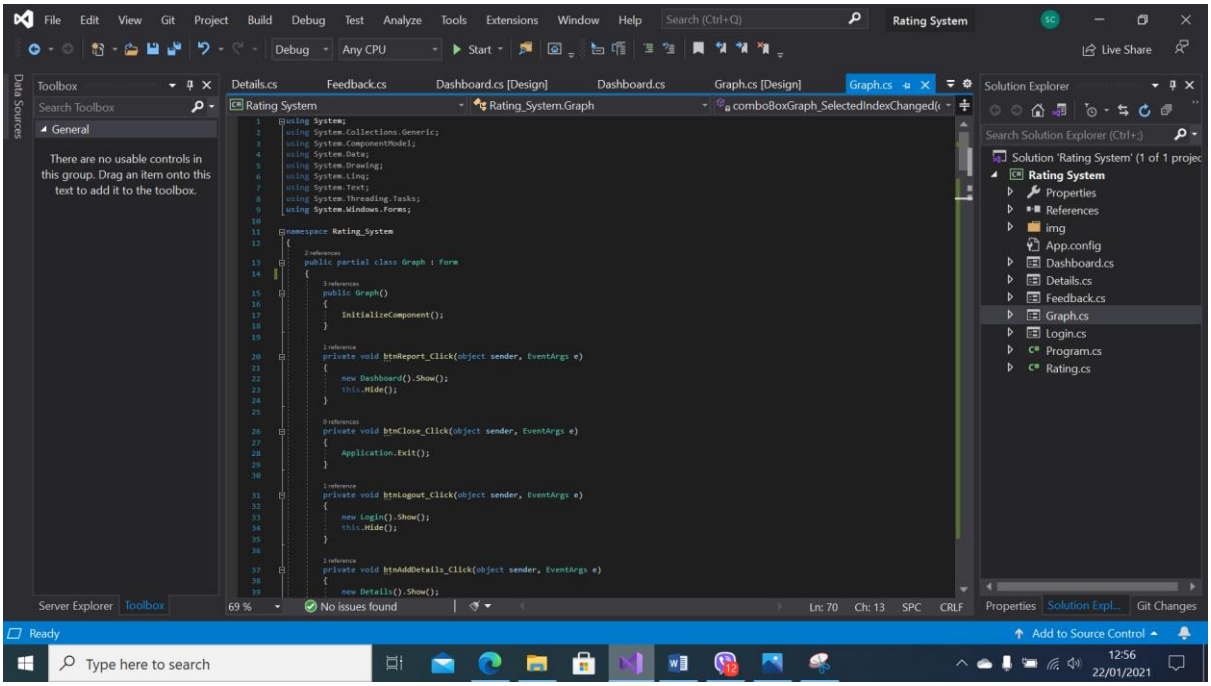
5. Graph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Details.cs
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Graph.cs
Rating System
Rating_System.Graph
comboBoxGraph_SelectedIndexChanged(
using System;
using System.Collections.Generic;
using System.ComponentModel;
using System.Data;
using System.Drawing;
using System.Linq;
using System.Text;
using System.Threading.Tasks;
using System.Windows.Forms;
namespace Rating_System
{
2 references
public partial class Graph : Form
{
3 references
public Graph()
{
InitializeComponent();
}
1 reference
private void btnReport_Click(object sender, EventArgs e)
{
new Dashboard().Show();
this.Hide();
}
0 references
private void btnClose_Click(object sender, EventArgs e)
{
Application.Exit();
}
1 reference
private void btnLogout_Click(object sender, EventArgs e)
{
new Login().Show();
this.Hide();
}
1 reference
private void btnAddDetails_Click(object sender, EventArgs e)
{
new Details().Show();
Solution Explorer
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Solution 'Rating System' (1 of 1 projec
Rating System
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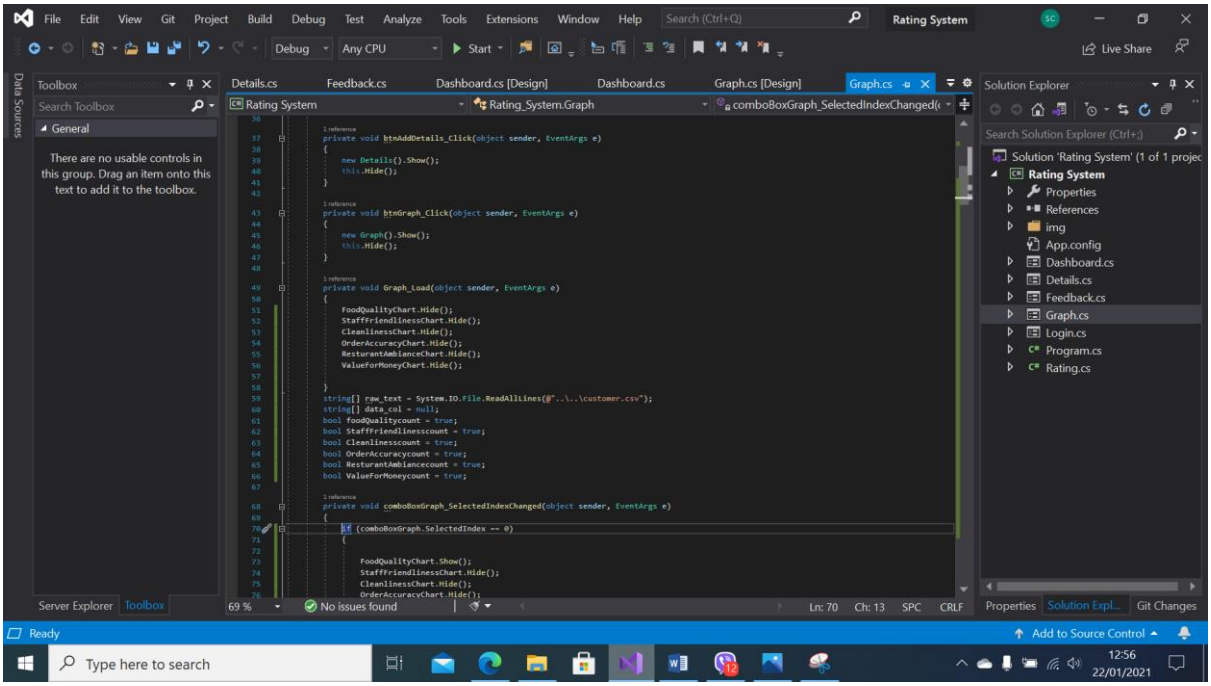
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private void btnAddDetails_Click(object sender, EventArgs e)
{
new Details().Show();
this.Hide();
}
1 reference
private void btnGraph_Click(object sender, EventArgs e)
{
new Graph().Show();
this.Hide();
}
1 reference
private void Graph_Load(object sender, EventArgs e)
{
FoodQualityChart.Hide();
StaffFriendlinessChart.Hide();
CleanlinessChart.Hide();
OrderAccuracyChart.Hide();
ResturantAmbianceChart.Hide();
ValueForMoneyChart.Hide();
}
string[] raw_text = System.IO.File.ReadAllLines(@"..\..\customer.csv");
string[] data_col = null;
bool foodQualitycount = true;
bool StaffFriendlinesscount = true;
bool Cleanlinesscount = true;
bool OrderAccuracycount = true;
bool ResturantAmbiancecount = true;
bool ValueForMoneycount = true;
1 reference
private void comboBoxGraph_SelectedIndexChanged(object sender, EventArgs e)
{
if (comboBoxGraph.SelectedIndex == 0)
{
FoodQualityChart.Show();
StaffFriendlinessChart.Hide();
CleanlinessChart.Hide();
OrderAccuracyChart.Hide();
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Solution 'Rating System' (1 of 1 projec
Rating System
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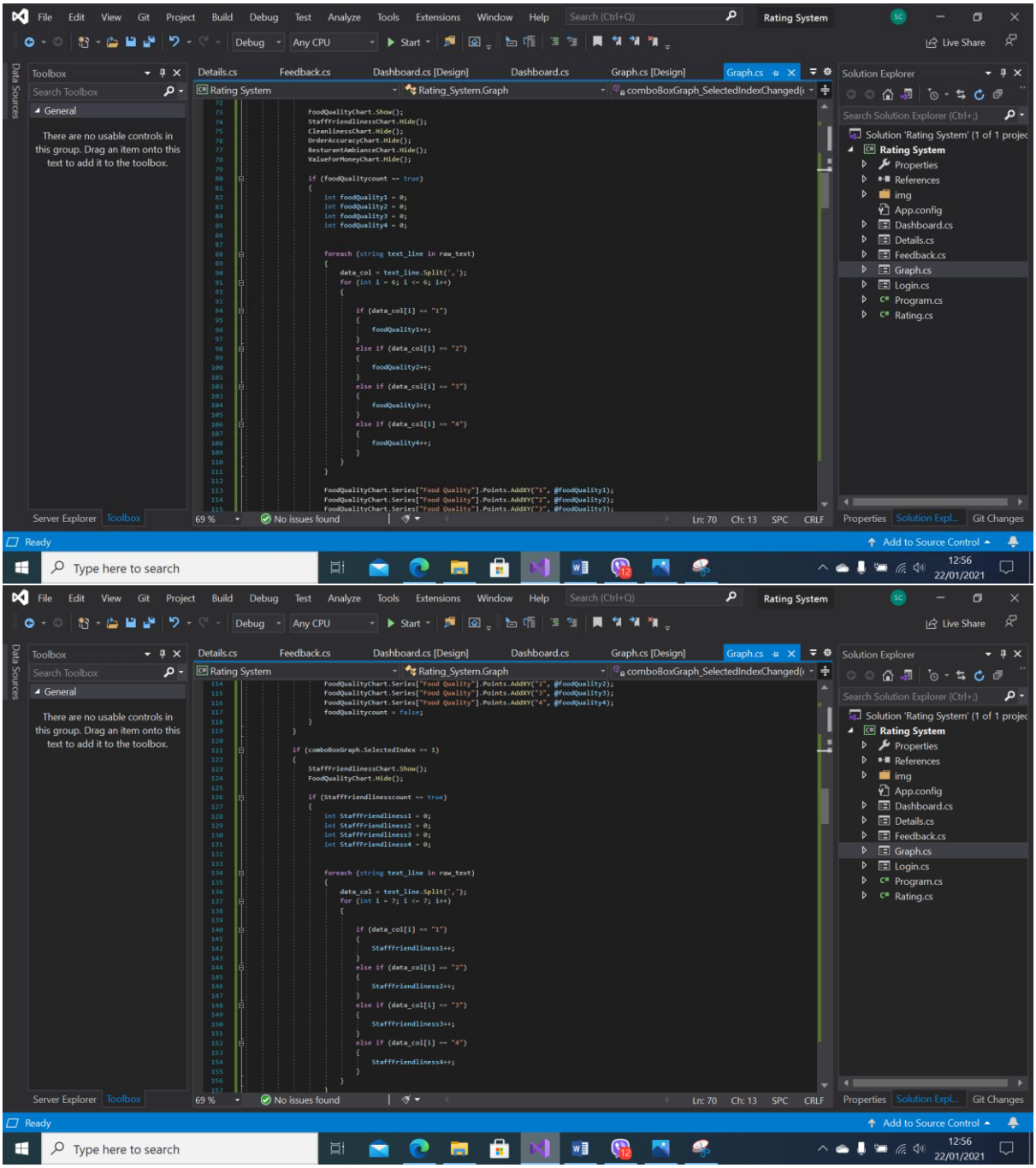
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FoodQualityChart.Show();
StaffFriendlinessChart.Hide();
CleanlinessChart.Hide();
OrderAccuracyChart.Hide();
RestuarantAmbianceChart.Hide();
ValueForMoneyChart.Hide();
if (foodQualitycount == true)
int foodQuality1 = 0;
int foodQuality2 = 0;
int foodQuality3 = 0;
int foodQuality4 = 0;
foreach (string text_line in raw_text)
data_col = text_line.Split(',');
for (int i = 6; i <= 6; i++)
if (data_col[i] == "1")
foodQuality1++;
else if (data_col[i] == "2")
foodQuality2++;
else if (data_col[i] == "3")
foodQuality3++;
else if (data_col[i] == "4")
foodQuality4++;
FoodQualityChart.Series["Food Quality"].Points.AddXY("1", foodQuality1);
FoodQualityChart.Series["Food Quality"].Points.AddXY("2", foodQuality2);
FoodQualityChart.Series["Food Quality"].Points.AddXY("3", foodQuality3);
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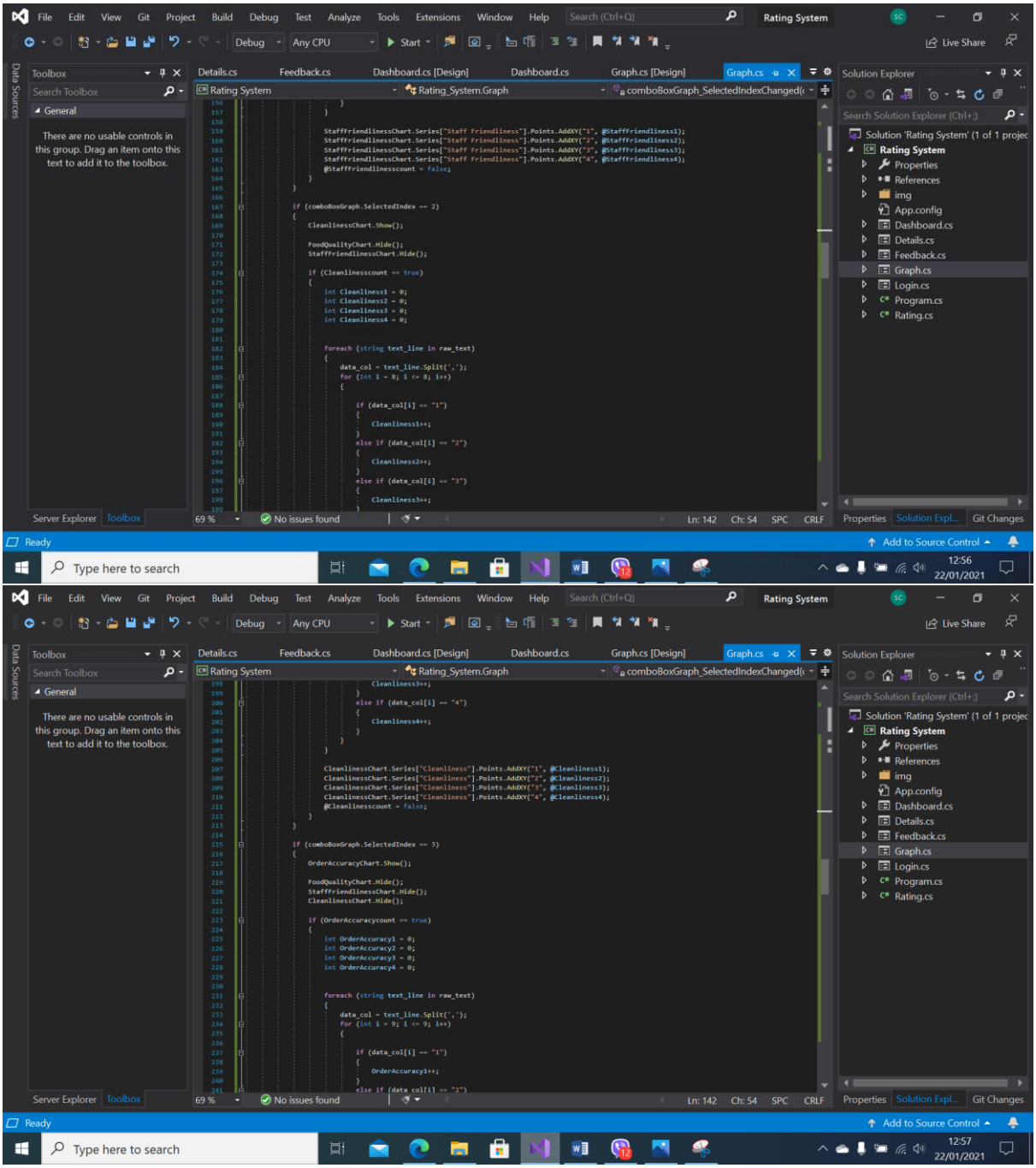
FoodQualityChart.Series["Food Quality"].Points.AddXY("2", foodQuality2);
FoodQualityChart.Series["Food Quality"].Points.AddXY("3", foodQuality3);
FoodQualityChart.Series["Food Quality"].Points.AddXY("4", foodQuality4);
foodQualitycount = false;
if (comboBoxGraph.SelectedIndex == 1)
StaffFriendlinessChart.Show();
FoodQualityChart.Hide();
if (StaffFriendlinesscount == true)
int StaffFriendliness1 = 0;
int StaffFriendliness2 = 0;
int StaffFriendliness3 = 0;
int StaffFriendliness4 = 0;
foreach (string text_line in raw_text)
data_col = text_line.Split(',');
for (int i = 7; i <= 7; i++)
if (data_col[i] == "1")
StaffFriendliness1++;
else if (data_col[i] == "2")
StaffFriendliness2++;
else if (data_col[i] == "3")
StaffFriendliness3++;
else if (data_col[i] == "4")
StaffFriendliness4++;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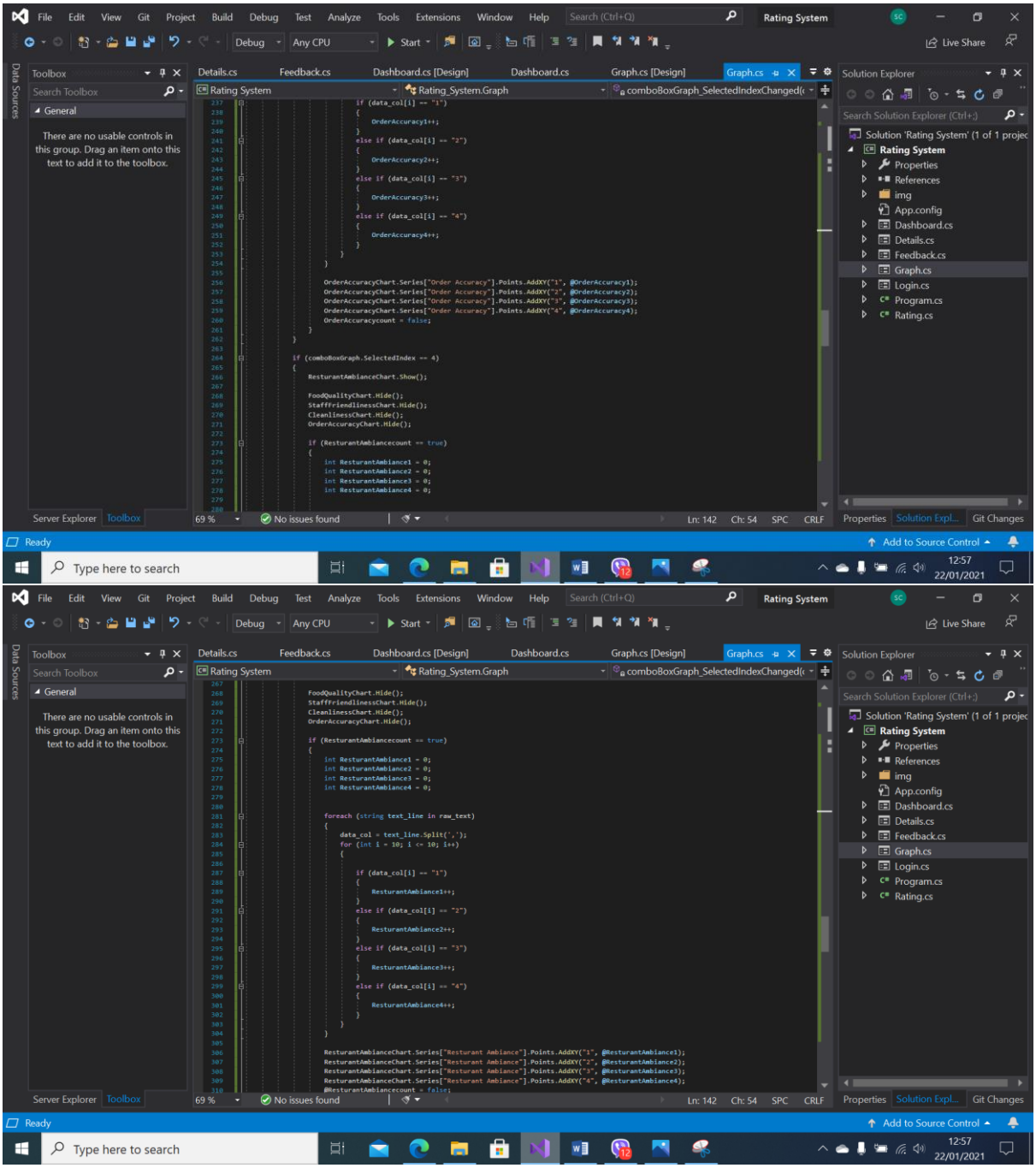
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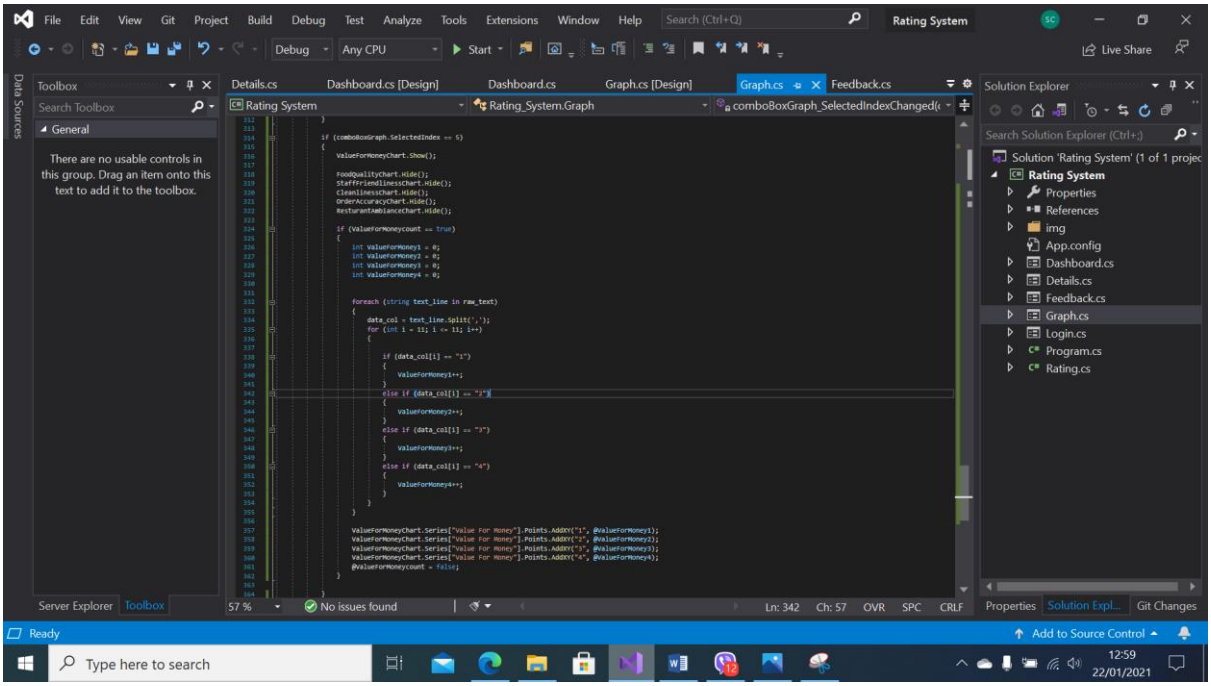
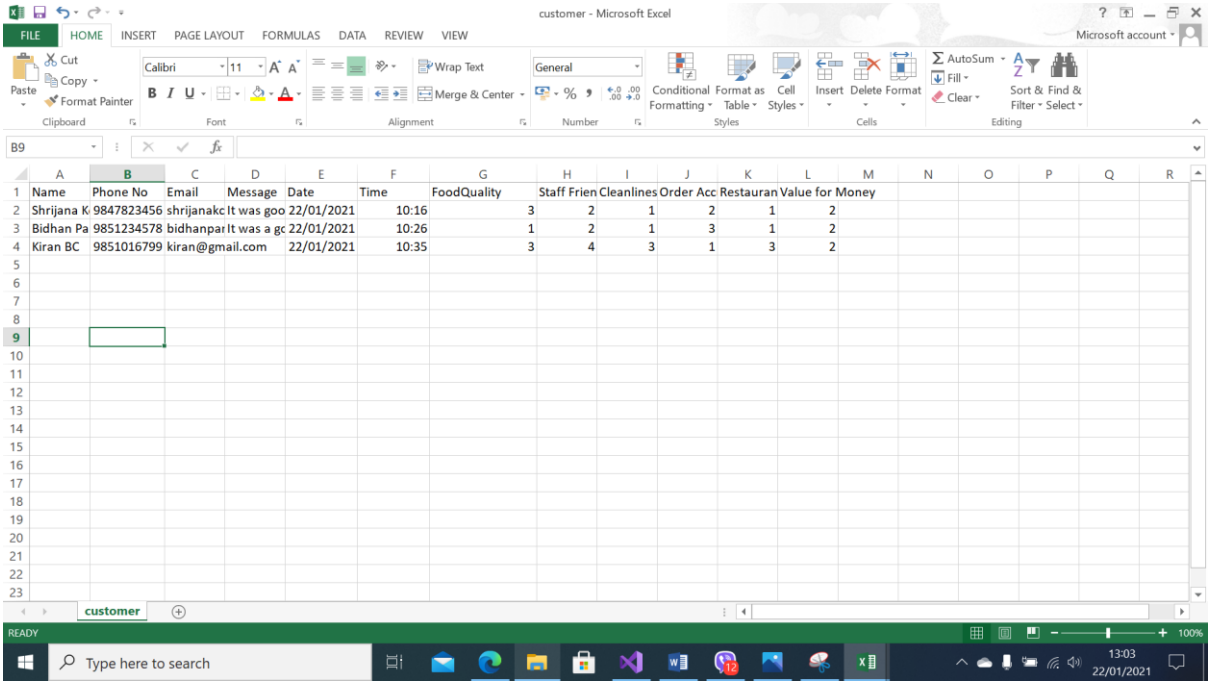


6. Customer.csv



Name	Phone No	Email	Message	Date	Time	FoodQuality	Staff Frien	Cleanlines	Order Acc	Restauran	Value for Money
Shrijana K	9847823456	shrijanakc	It was goo	22/01/2021	10:16	3	2	1	2	1	2
Bidhan Pa	9851234578	bidhanpar	It was a gc	22/01/2021	10:26	1	2	1	3	1	2
Kiran BC	9851016799	kiran@gmail.com		22/01/2021	10:35	3	4	3	1	3	2

7. Criteria.csv