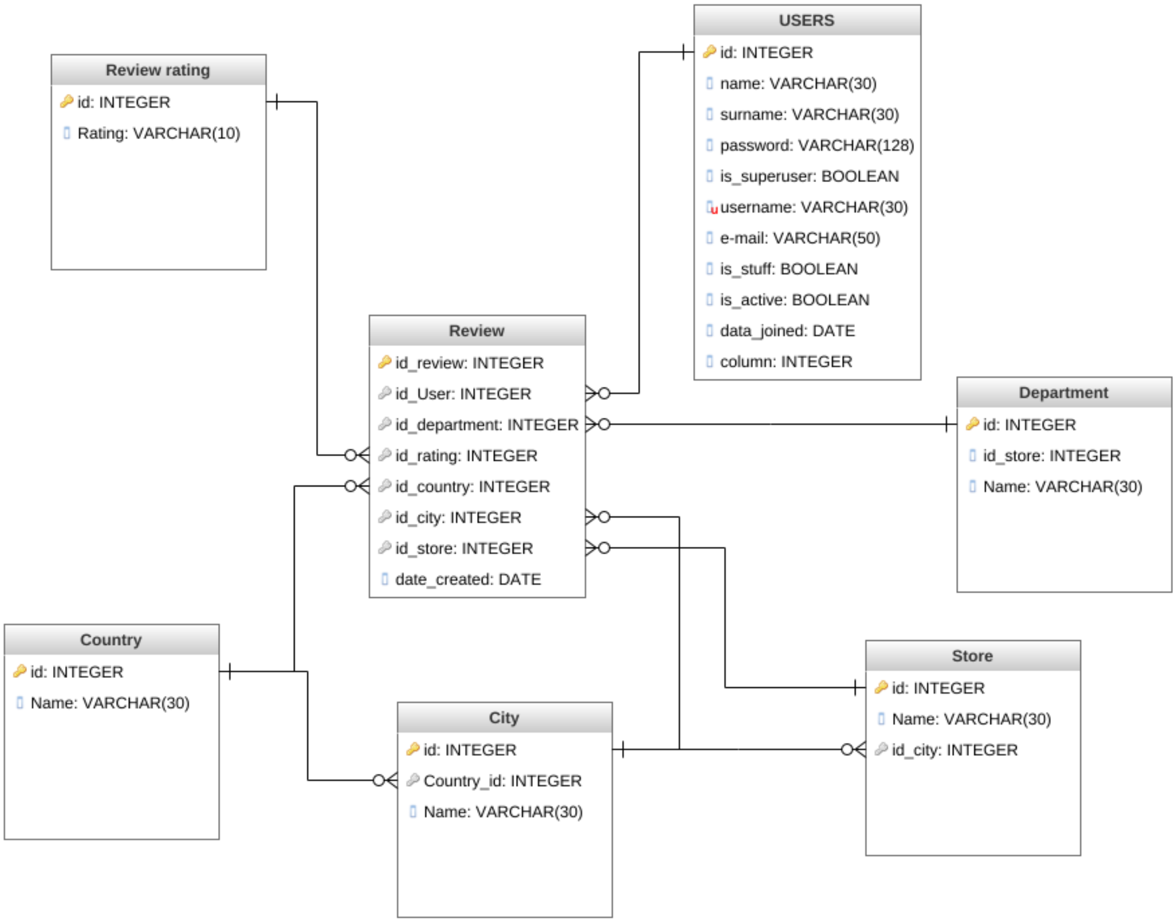
MediaMarkt Service Quality Review System

Media Markt is a German multinational chain of stores selling consumer electronics with over 1000 stores in Europe. This website is designed to get customer review on the store departments in Poland and Germany.

The database scheme

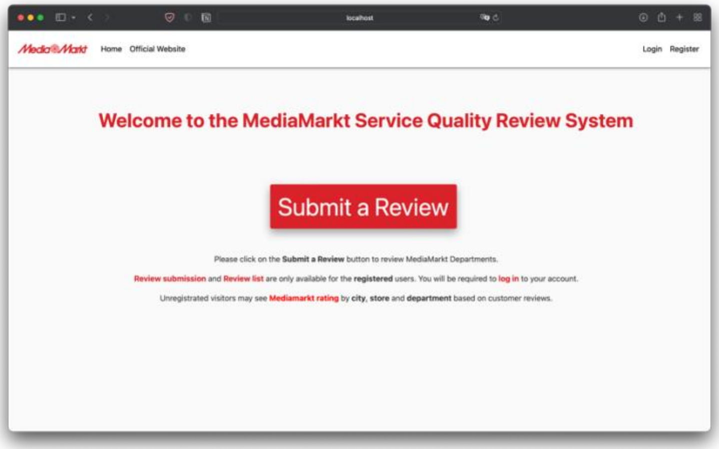


USER MANUAL

The website’s interface is user friendly.

Every page has clear instructions. The visitor first sees the main page. The page includes instructions such:

- Please click on the **Submit a Review** button to review MediaMarkt Departments.
- **Review submission** and **Review list** are only available for the **registered** users. You will be required to **log in** to your account.
- Unregistrated visitors may see **Mediamarkt rating** by **city**, **store** and **department** based on customer reviews. Navigation bar includes a button to refer official website, Login and Register.



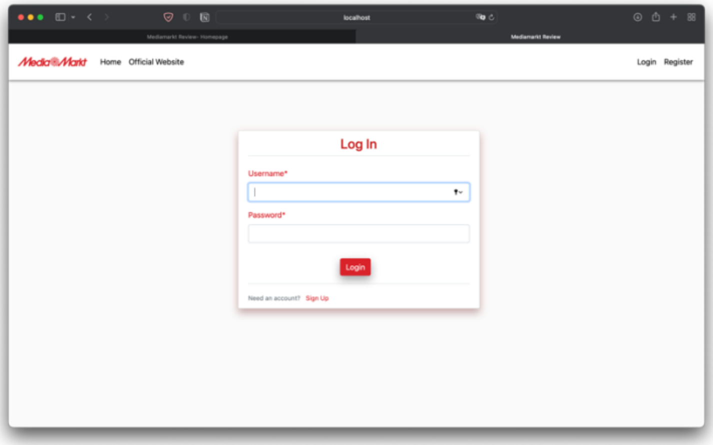
Welcome to the MediaMarkt Service Quality Review System

Please click on the **Submit a Review** button to review MediaMarkt Departments.

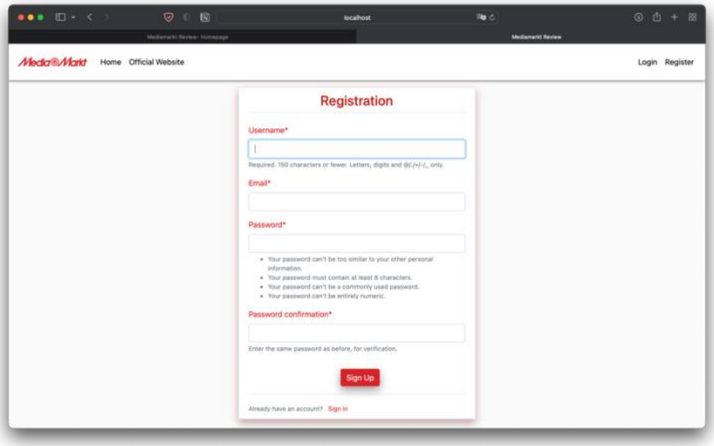
Review submission and **Review list** are only available for the **registered** users. You will be required to **log in** to your account.

Unregistrated visitors may see **Mediamarkt rating** by **city**, **store** and **department** based on customer reviews.

- If a visitor wants to submit a review faces a login page. If visitors does not have an account, he/she can sign up. For that, there is a link to go the registration page.



- The registration has required fields: Username, E-mail, Password. Password has minimum requirements for security reasons.



Registration

Username*

Required. 150 characters or fewer. Letters, digits and @/./+/-/_ only.

Email*

Password*

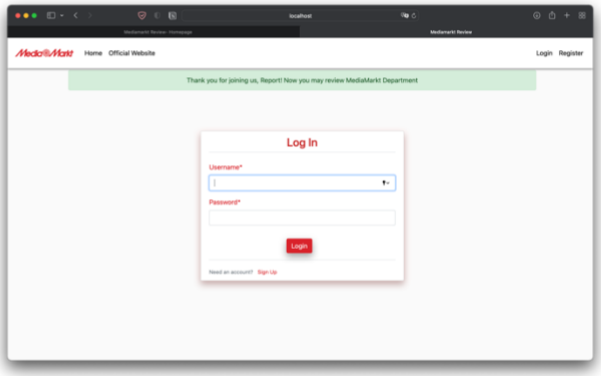
- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.

Password confirmation*

Enter the same password as before, for verification.

Already have an account? Sign In

- After signing up, the user automatically is being sent to login page, where he/she can see a success message about signing up.
- After loggining in, User goes to the homepage automatically. User may know submit a review.



Thank you for joining us, Report! Now you may review MediaMarkt Department

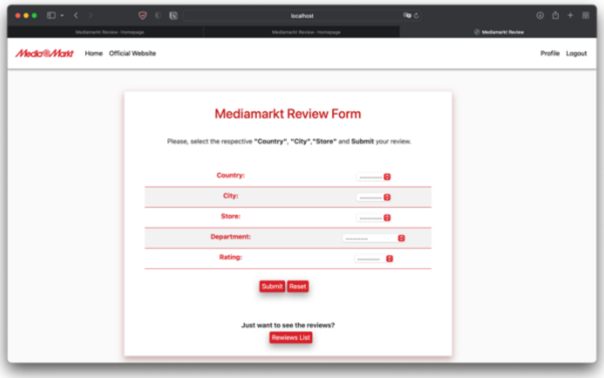
Log In

Username*

Password*

Need an account? Sign Up

- Submit a review button takes a user to the Review Form page.
- Here a user should choose Country, City, Store and the Department.
- After that a user may rate the department in a scale of 5. The scale is based on the star rating (1 to 5 Star)
- Every field is required.
- Country, City, Store fields are dependent on each other.



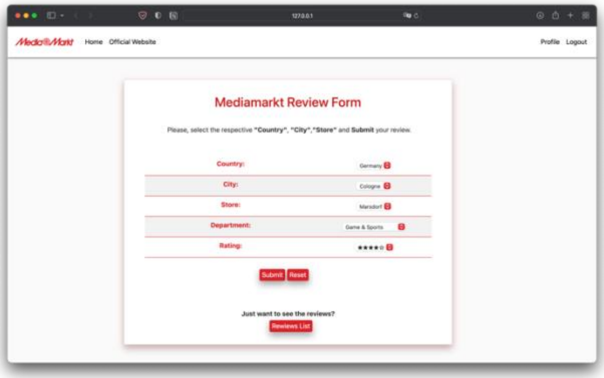
Mediamarkt Review Form

Please, select the respective **"Country"**, **"City"**,**"Store"** and **Submit** your review.

Country:	---------
City:	---------
Store:	---------
Department:	---------
Rating:	---------

Just want to see the reviews?

- An example of filled form.



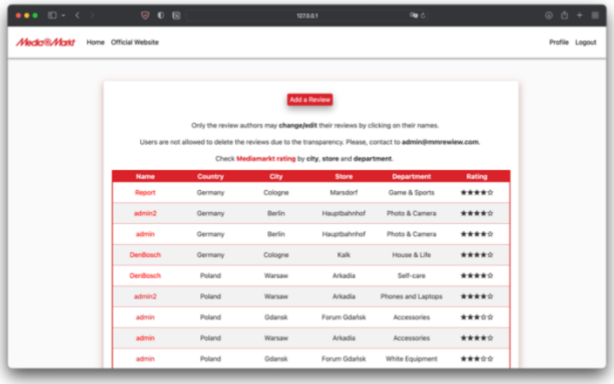
Mediamarkt Review Form

Please, select the respective **"Country"**, **"City"**,**"Store"** and **Submit** your review.

Country:	Germany
City:	Cologne
Store:	Marsdorf
Department:	Game & Sports
Rating:	★★★★☆

Just want to see the reviews?

- After review submission, user goes to the review list page. This page includes all the reviews by the users.
- In this page, user may see all the reviews by himself and other users.
- The reviews are sorted by date. The newest review are on the top.
- User may edit his own review but not the others. The page includes further instruction on editing/deleting.
- Any visitor may visit Mediamarkt ratings page which includes ratings by city, store and department.

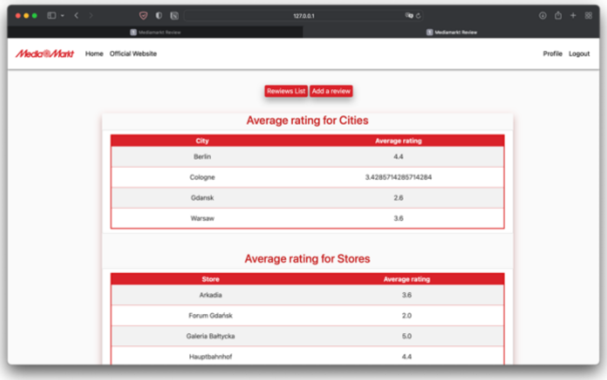


Only the review authors may **change/edit** their reviews by clicking on their names.

Users are not allowed to delete the reviews due to the transparency. Please, contact to **admin@mmrewiew.com.**

Check Mediamarkt rating by **city**, **store** and **department**.

Name	Country	City	Store	Department	Rating
Report	Germany	Cologne	Marsdorf	Game & Sports	★★★★☆
admin2	Germany	Berlin	Hauptbahnhof	Photo & Camera	★★★★☆
admin	Germany	Berlin	Hauptbahnhof	Photo & Camera	★★★★☆
DenBosch	Germany	Cologne	Kalk	House & Life	★★★★☆
DenBosch	Poland	Warsaw	Arkadia	Self-care	★★★★☆
admin2	Poland	Warsaw	Arkadia	Phones and Laptops	★★★★☆
admin	Poland	Gdansk	Forum Gdańsk	Accessories	★★★☆☆
admin	Poland	Warsaw	Arkadia	Accessories	★★★★☆
admin	Poland	Gdansk	Forum Gdańsk	White Equipment	★★★☆☆



Average rating for Cities

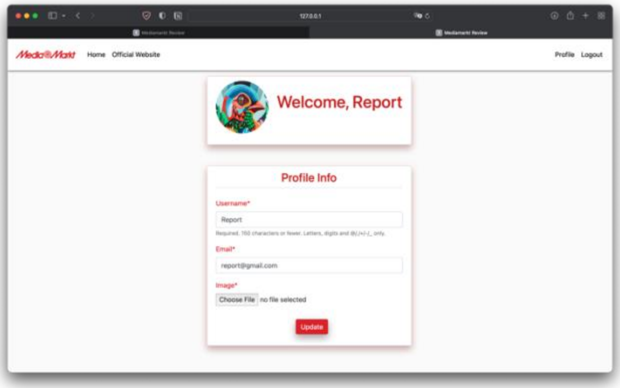
City	Average rating
Berlin	4.4
Cologne	3.4285714285714284
Gdansk	2.6
Warsaw	3.6

Average rating for Stores

Store	Average rating
Arkadia	3.6
Forum Gdańsk	2.0
Galeria Bałtycka	5.0
Hauptbahnhof	4.4

- The system automatically calculates the average ratings based on the submitted reviews.
    - For cities, stores and departments separately

- Profile page provides a user to change his username, email and profile photo.
- Upon signing up, every user gets an default photo.



Welcome, Report

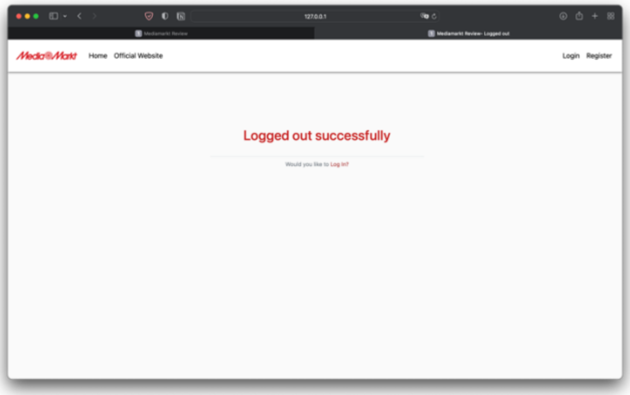
Profile Info

Username*
Report
Required. 150 characters or fewer. Letters, digits and @/./+/-/_ only.

Email*
report@gmail.com

Image*
no file selected

- The logout page shows a success message and also offers to log back in through a hyperlink.



Logged out successfully

Would you like to Log In?

QUERIES

Both – ORM and Raw queries has been used in the project. Below you may see the Raw queries has been used in the view.py file for calculate and group the average ratings by city, store and departments.

———————

CITY Average

```
select name, city_id, avg(rating_id) from blog_review
join city
on blog_review.city_id = city.id
```

group by name, blog_review.city_id

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STORE Average

select name, store_id, avg(rating_id) from blog_review
join store
on blog_review.store_id = store.id
group by name, blog_review.store_id

——————————

Department Average

select name, department_id, avg(rating_id) from blog_review
join departments
on blog_review.department_id = departments.id
group by name, blog_review.department_id

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view.py file

```
def about(request):
    connection = sqlite3.connect('Mediamarkt.db')
    cursor = connection.cursor()
    print("Connected to SQLite")

    sqlite_select_query = """select name, avg(rating_id) from blog_review
                    join city
                    on blog_review.city_id = city.id
                    group by name, blog_review.city_id """

    cursor.execute(sqlite_select_query)
    records = cursor.fetchall()
    connection.commit()
    connection.close

    ##Store
    connection = sqlite3.connect('Mediamarkt.db')
```

```
        cursor = connection.cursor()
        print("Connected to SQLite")

        sqlite_q = """SELECT name, avg(rating_id) from blog_review
                        join store
                        on blog_review.store_id = store.id
                        group by name, blog_review.store_id"""

        cursor.execute(sqlite_q)
        records2 = cursor.fetchall()
        connection.commit()
        connection.close

        ##Department
        connection = sqlite3.connect('Mediamarkt.db')
        cursor = connection.cursor()
        print("Connected to SQLite")

        sqlite_q = """select name, avg(rating_id) from blog_review
                        join departments
                        on blog_review.department_id = departments.id
                        group by name, blog_review.department_id"""

        cursor.execute(sqlite_q)
        records3 = cursor.fetchall()
        connection.commit()
        connection.close


        return render(request,'blog/average_list.html',{'data2': records2, 'data': records, 'data3': records3})
```

This project is solely done by me – Ismayil Ismayilov 444459