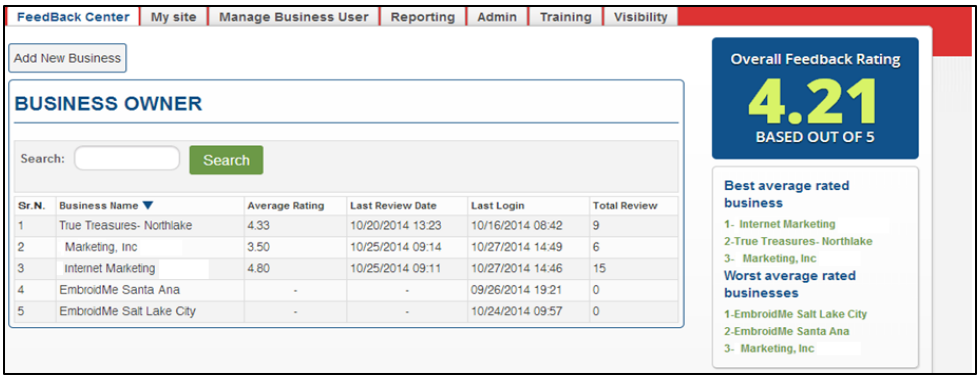
- **Login >> Agency User**
    - Email Address and password login with basic required field validations
    - **Forgot password**
        - Clicking forgot password > A form will appear where customer can put his email. Clicking submit will send "Password reset link" via email on registered email address. Once the user click on the link he will redirect to password reset page where he can put his new password, confirm new password. Clicking submit will save password into database. No email notifications required.
          Screen design should be same as login screen.
        - **Feedback Center (Slide 3)**
            - List all business created by logged in agency user
                - Search: Search will be done on business name only.
                - Average Rating: Average rating given by all users.
                - Sorting needs to be done on all columns in grid.
                - Pagination will be used for grid.

            - This is going to be landing page when agency user logs in.



            - Overall Feedback Rating: Average of Average Rating of all business under logged in user.
                - List Top three best average rated business

                - List Worst Average rated business

                - This average will be updated in database at the time when new feedback will be given by customer.

        - **Add/update/Delete/List/Search new Business Owner (screen 4,6)**
            - Add
                - Email address will be username and password field will have general validations of min 6 chars and alphanumeric.
                - Email Id is unique.
                - Email Frequency Logic is missing in plan
                - No. of automated email attempts

- Feedback Threshold
- Social Sharing Checker - Multi-select
- Visibility Checker details to be provided by client.
- Each business can have multiple employees, therefore multiple login ids.
- Employees can be added from slide 31 – (Screen is blur)
- We need to setup some kind of API which will talk to parent company for billing related information updating.
    - Add >> create soap message and send it back to parent api
    - Upon receiving the message from Parent company, update (activate / de-activate accounts) ORM system.

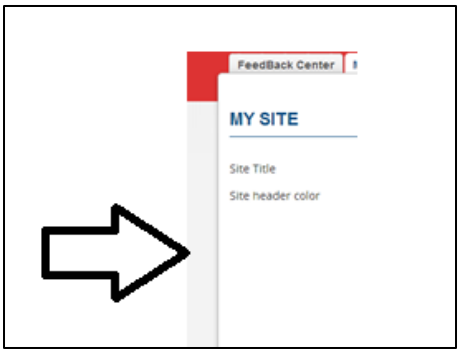
Note:-Estimate for the Api provided when we get the Api details

- Listing
    - Sorting by registration date only. No other field will have sorting on it.
    - Status is active /deactivate. If payment is not made by due date, user will automatically deactivated.
    - Account Type: Paid or not paid. This information updated from the parent company via soap messages
    - Search > basis on name and category. Clicking search button will filter results based on text entered in search box. Match logic will be "like" logic.
    - Dropdown (slide 7)
        - Edit >> Goes to edit form screen
        - Password >> New page with two textboxes, new password and confirm password and submit button. Clicking submit will save new password in database. Use same screen as used in login form.
        - Resend Credentials >> an email will be sent on registered email address with users, username and password only. Email template design to be provided by client.
        - Manage >>
            - Open dashboard page for selected business in new tab. (screen no 17). DONT REDIRECT so agency user can always access their section.
        - Delete >> clicking, will open confirm dialogue. Clicking ok will delete record from database temporarily (is-deleted true), else no action will be taken.

- **My Site Tab (Slide 5)**
    - Settings used to customize agency user site.
        - Header color,

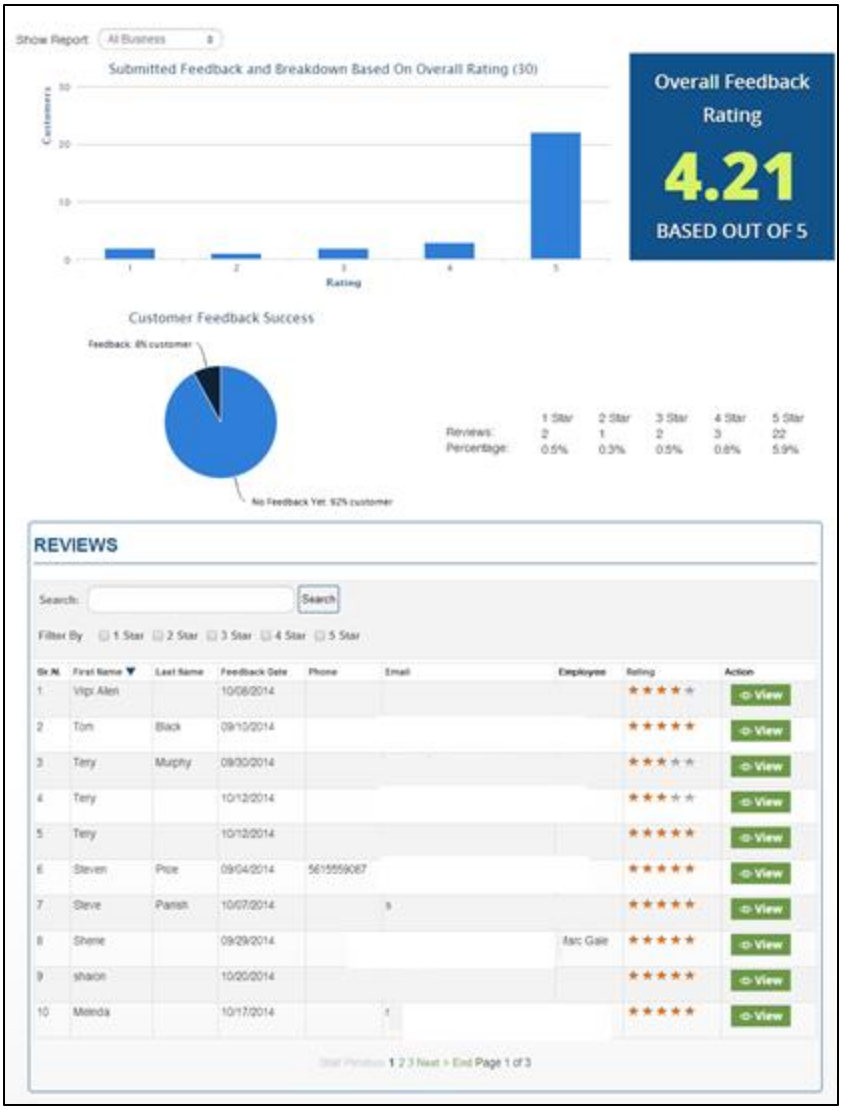
        - Site bar color
            -

        - Site Background Color



        - Site Background Image
            - Either site bg color or background image will work.
            - Image Size: -Take the default size of image and store it in configuration for now.
        - Fav Icons
            - To be shown in browser header.
        - Restore
            - Is this the vanilla version/default design?
            - Store the default design changes in the global configuration file.

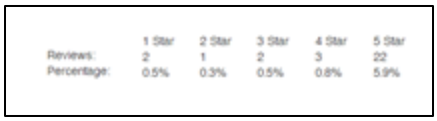
- **Reporting (screen 8)**



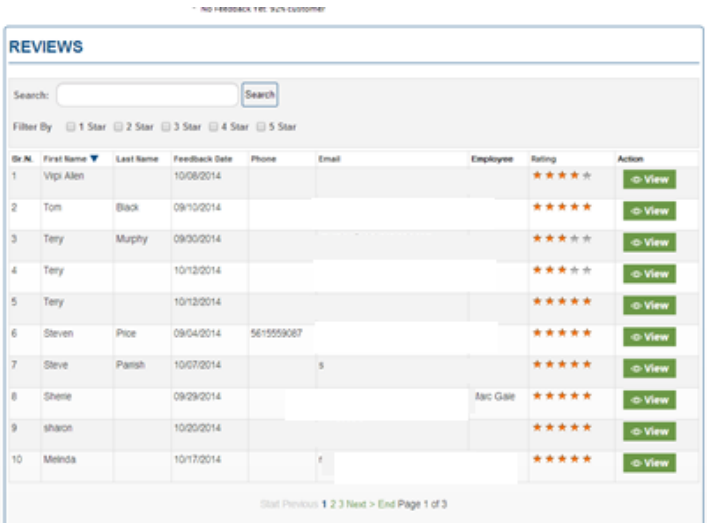
-
  - Global Filter Dropdown by Business
    -

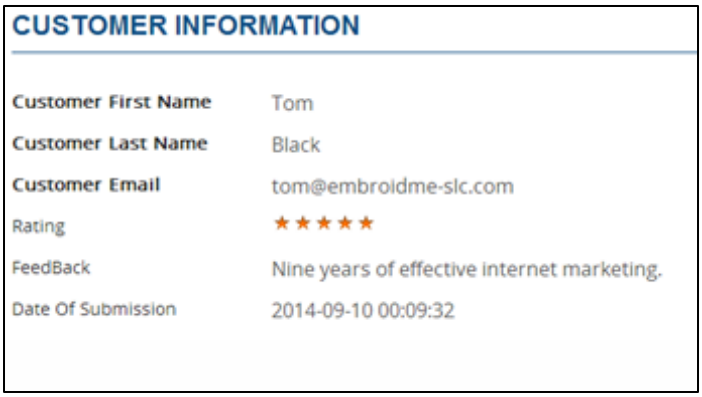
  - Customer Feedback Success- Bar Chart
    -

- Pie Chart
  -

- Star rating Table
  - 

	1 Star	2 Star	3 Star	4 Star	5 Star
Reviews:	2	1	2	3	22
Percentage:	0.5%	0.3%	0.5%	0.8%	5.9%

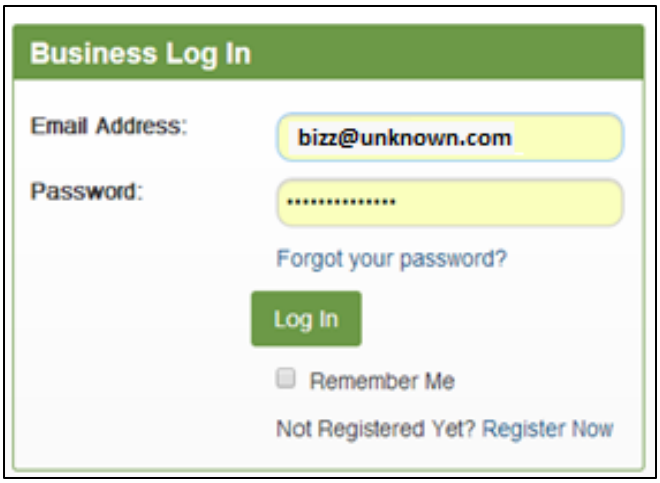
- Reviews
  - 

  - Search by First Name, Last Name, Business Name
  - Filter By Star ratings
  - Sorting should be done on all fields.
  - View
    - 

- Admin (Slide 9)
    - Screenshot is not clear. To be provided by client.
    - Add/Edit Admin Account Profile Information: My Account Details (Eamil Address,Add Email Address,First Name,Last Name,Company Name, Street Add 1, Street Add2, Country, State.,City,Zip, Phone,Zip,Co Web Address, Sub Domain Name,Domain Name, Agency Logo. (Submit Button)
    - Register Email Notification Section: Business Owner Sign Up Link predefined, Show Business Link (Option), Email Subject, Sender Name, Sender Email, Email Content, Signature, Restore Default Button, Get Merger Fields (Button Submit.)
    - Upload Banner: Upload Banner (File upload Control), Current Banner (Banner Image Preview), Landing Page Url on Banner, (Submit Button)
    - Email For Talk To Reputation Pro : Email Address (Submit Button),
    - Change Password
- Training (slide 11)
    - This page will contain two videos, URL will come from database and will remain same for all logged in users.

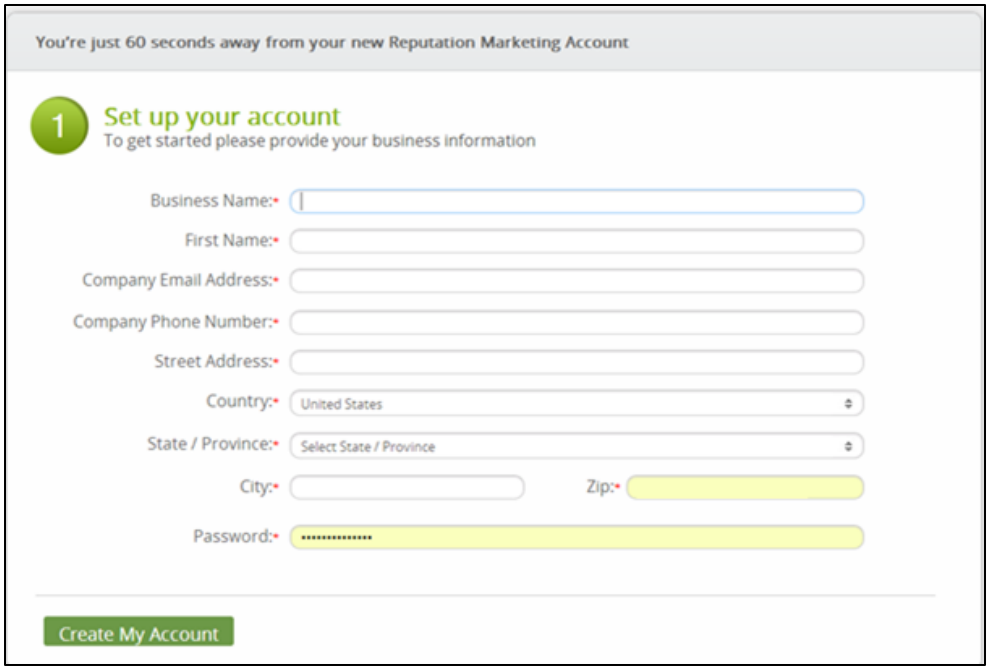
- Visibility (slide 12)
    - Screen need to be sent by client. This screen will basically fetch all the information from database. We need to make separate cronjob which runs in the background to fetch social information.
    - Where we are linking external visibility page?

- **Login >> Subscriber -Business User**



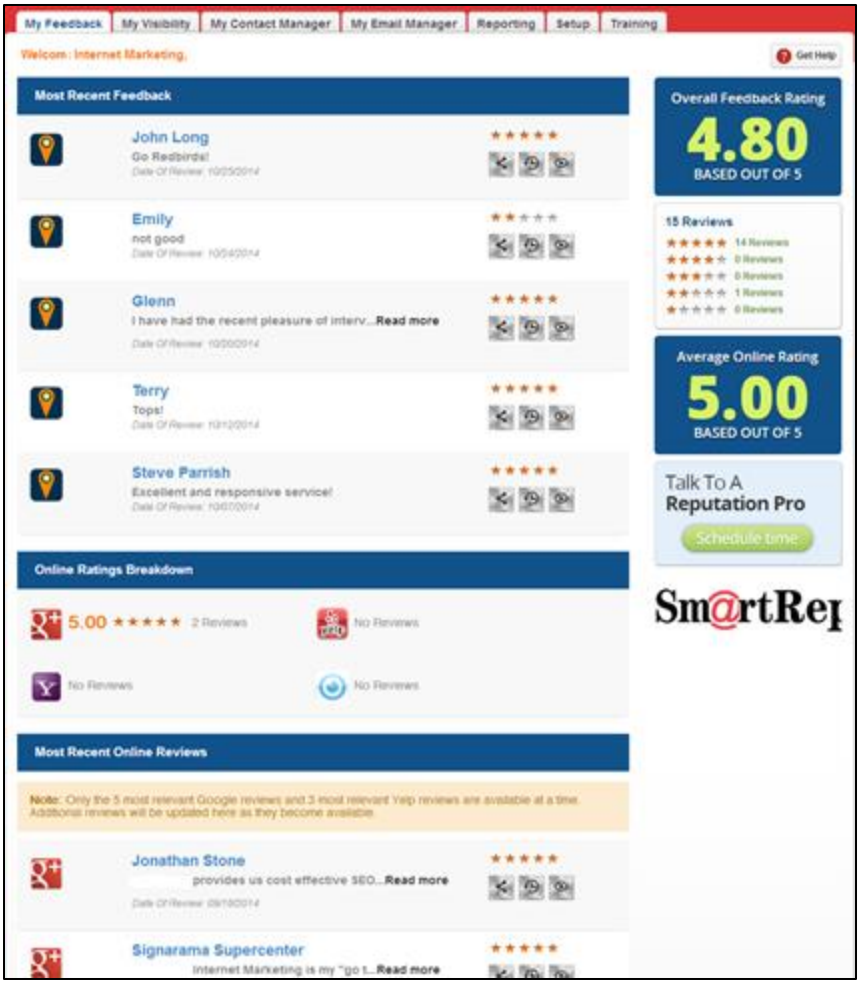
  - Email Address and password login with basic required field validations
  - Forgot password
    - Clicking forgot password > A form will appear where customer can put his email. Clicking submit will send "Password reset link" via email on registered email address. Once the user click on the link he will redirect to password reset page where he can put his new password, confirm new password. Clicking submit will save password into database.
  - Remember Me
    - Once remember me is activated, User will be logged in automatically until user sign-out manually or delete browser cookies or logs in to different machine or browser.

- **Register Now (slide 10)**



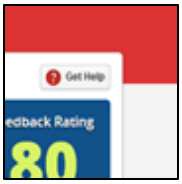
- Email address and password will be used to login.
- Country/State information will be pulled from database and information will be provided by client.
- Password validation: Min 6 chars with alphanumeric.
- Clicking on "create my account" will creates account in database and redirects user to login page.
- An email will be sent to user with login details. Content of email to be provided by client.

- **My Feedback Page- Dashboard (slide no 17)**



  - **Welcome text**
    -

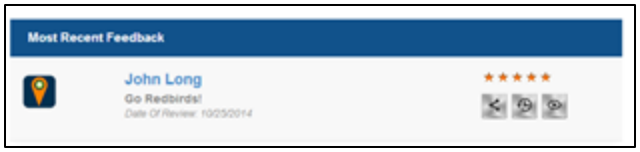
    - This text will show logged in business name
  - **Get Help**



Details of this link to be provided by client.

Comments:- "static Page with content, content will be provided by client and its generic for all the users"

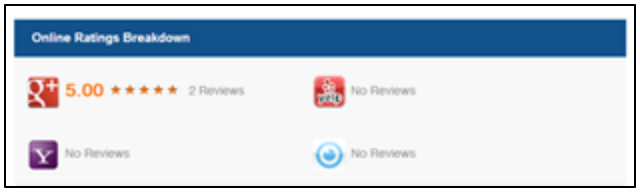
- **Most recent feedback**



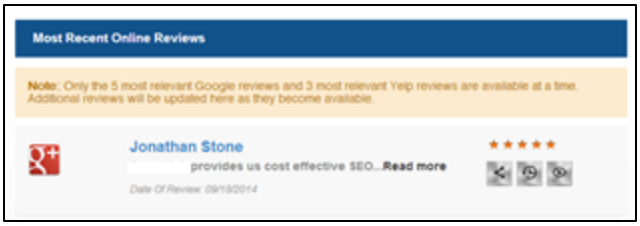
  - This section will list top FIVE reviews given on business site by customer.
  - Information to be shown, Customer Name, Comment and Date of review and Star rating.
  - Location icon is static
  - Action Buttons

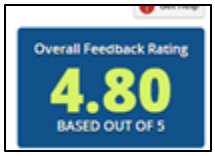
We need screens for these three buttons and estimate will be provided after that

- **Online Rating Breakdown**



  - This section will list online rating of business on different social websites.
  - Need to be fetched from the database and-cron job part will be implemented later on.
- **Most recent online reviews**
  - This section will list top FIVE online reviews of business on different social websites.
  - Need to be fetched from the database and-cron job part will be implemented later on.



- **Overall Feedback rating**
  - 

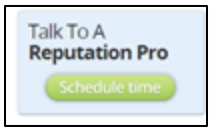
  - Average rating of logged in business given on website only
- **Total reviews**

  - Star rating average of total reviews given by customers on website only.
- **Average Online Rating**

Comments:-

Need to be fetched from the database and-cron job part will be implemented later on and estimate will also provided later on

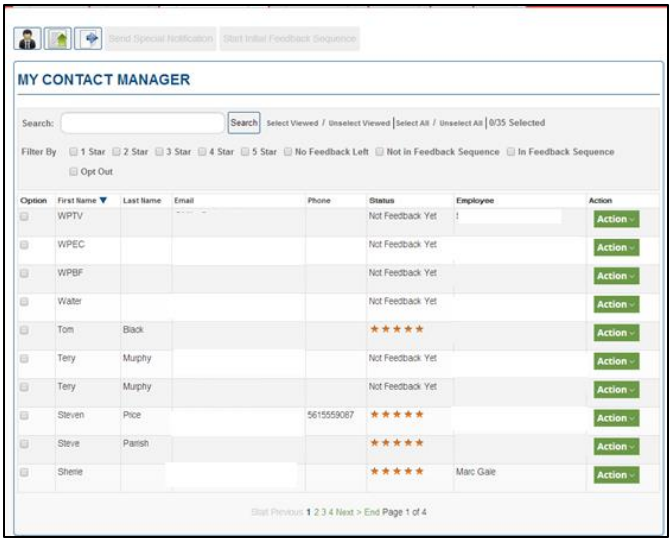
- **Talk to Reputation Pro**



  - Clicking this link will open form. Design of same form is to be provided by client.
- **Logo shown >> It's a associated agency logo**

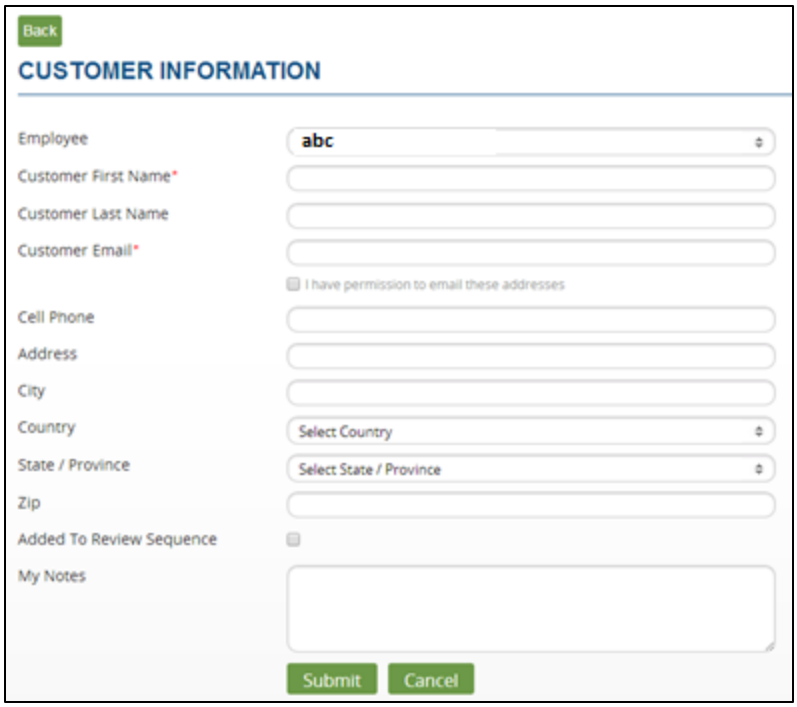
- **My Visibility**
  - **Refer to visibility section for agency user.**

- **My Contact Manager(slide 19)**

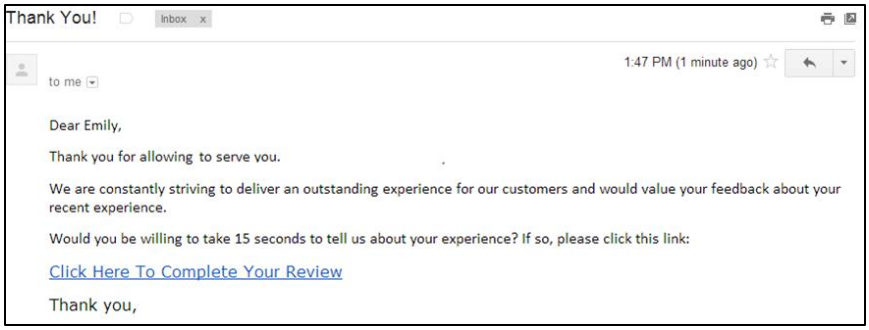


- Toolbar

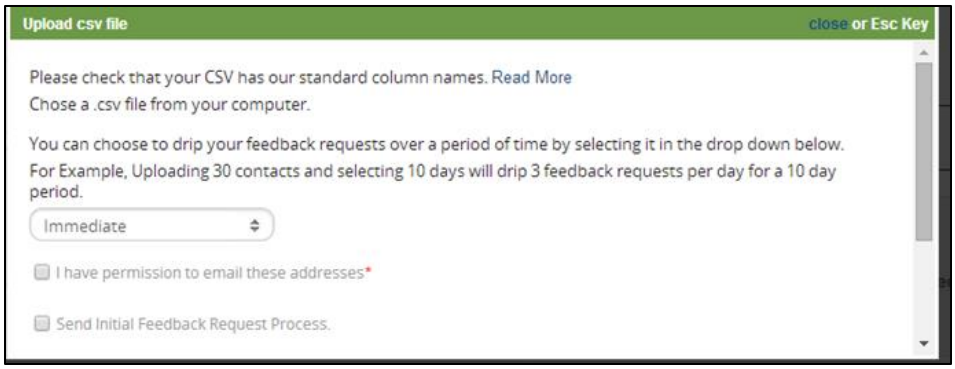
- Add (Boy Icon) (slide no 21)



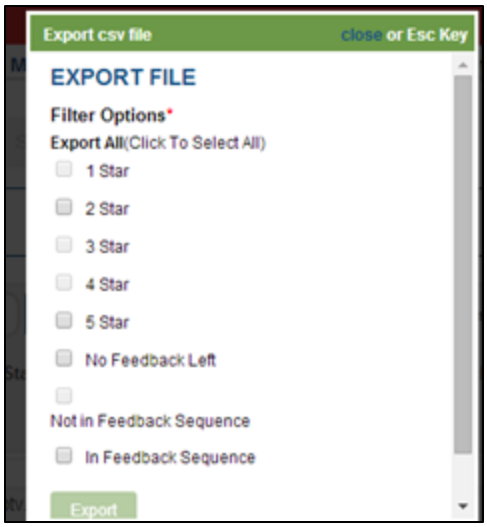
  - Employee dropdown will list all employees under business owner. Clicking submit will save contact information to database.
  - If "Added To review Sequence" checkbox is checked, then clicking on submit will send "Initial feedback Email" as shown below:



- Contact Import (Green Up arrow icon) (slide 22)
  Clicking this button will open following popup :



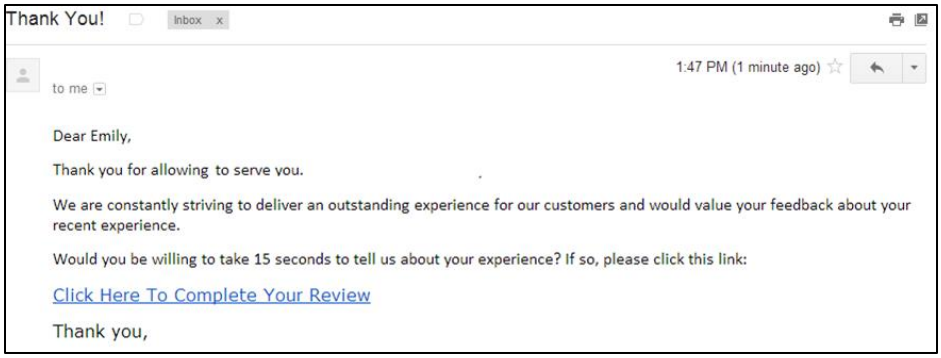
  - Read more page missing.
  - Sample CSV to be provided by client.
  - Screen is given partially shown.
  - For now we just need implement this section with just "immediate" option. All emails will be sent to all contact immediately.
- Contact Export (Blue Forward Arrow icon)



  - Clicking export button will generate csv file of records and gets downloaded in users browsers according to browser file

download settings.

- Send Special Notification
  This section is not clear.
- Start Initial feedback Sequence
  - Clicking this button will send “initial feedback Email" to all selected customer from below grid but only if there status is “not in feedback sequence”.
  - Initial Feedback Email content is shown below :



- Search

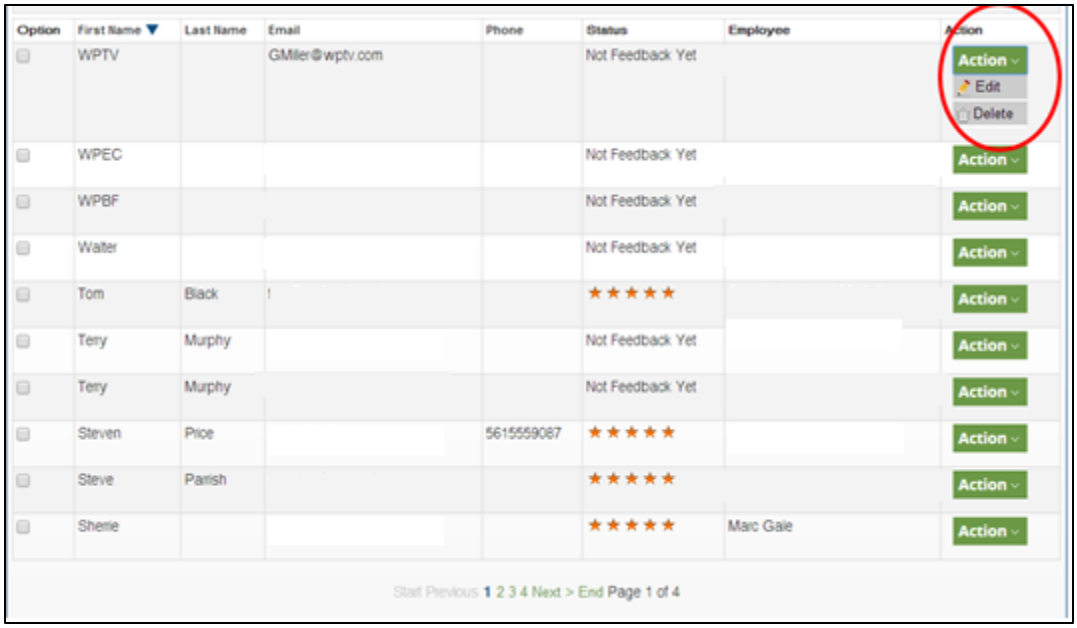
  Search is performed on Firstname, Lastname and Email.

  - “Select Viewed/unselect Viewed” option is not clear so not included in version 1.

- Filter

  - Filter can be performed on all options shown in above screenshot.
  - Optout option is not clear so not included in version 1.
  - What is difference between ‘In feedback Sequence’ and ‘No Feedback Left’. Not clear so not included in version 1.

- Contact Listing

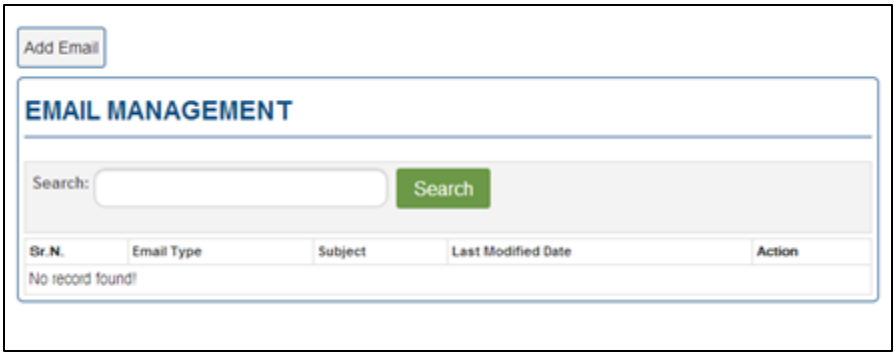


Option	First Name	Last Name	Email	Phone	Status	Employee	Action
	WPTV		GMiller@wptv.com		Not Feedback Yet		Action / Edit / Delete
	WPEC				Not Feedback Yet		Action
	WPBF				Not Feedback Yet		Action
	Walter				Not Feedback Yet		Action
	Tom	Black			★★★★★		Action
	Terry	Murphy			Not Feedback Yet		Action
	Terry	Murphy			Not Feedback Yet		Action
	Steven	Price		5615559087	★★★★★		Action
	Steve	Parrish			★★★★★		Action
	Sherrie				★★★★★	Marc Gale	Action

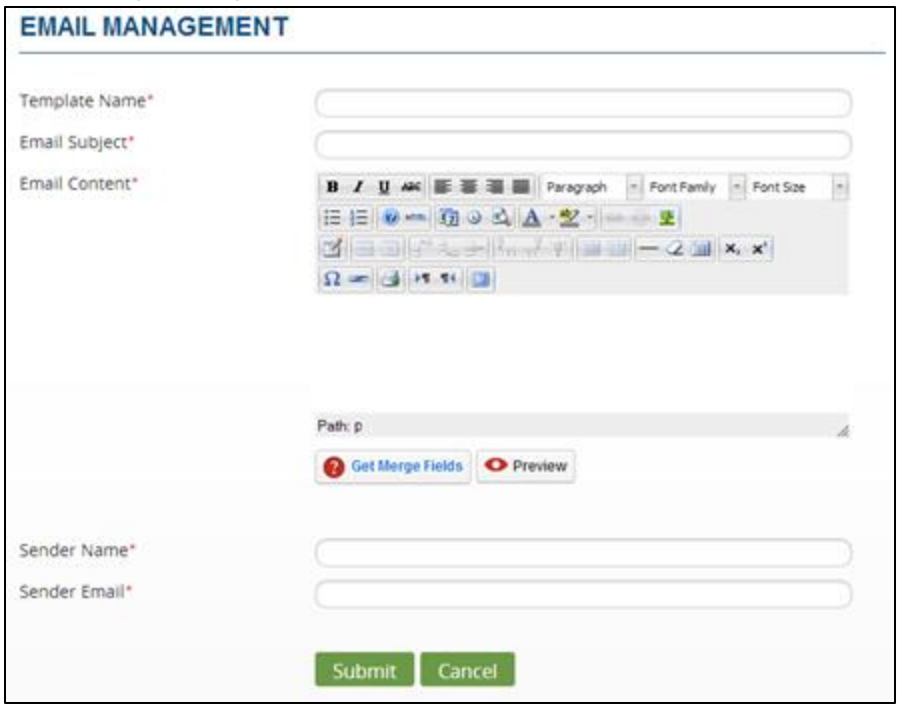
Start Previous 1 2 3 4 Next > End Page 1 of 4

- List all customers with pagination at bottom of grid.
- Sorting to be done on all the columns
- Action
  - Edit >> open customer details in edit form
  - Delete>>confirm dialogue appears. Clicking ok deletes records from database temporarily (is-deleted true), else no action required.

- **My Email Manager (slide 25)**



  - **Add Email (slide 26)**



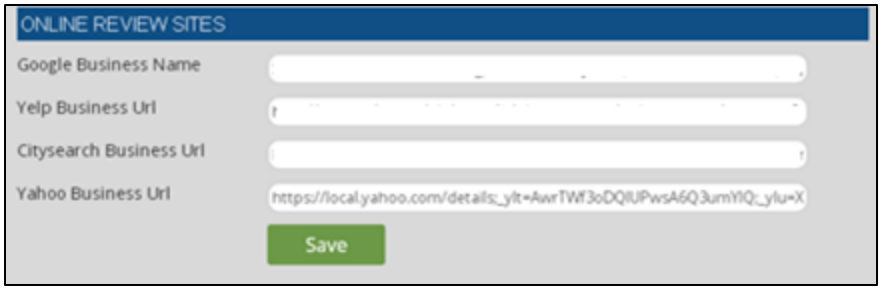
    - Get Merge Fields
      - List of values are predefined and are fetched from configuration file. List shown in popup. User can select any value by clicking and value will get injected into the editor at the cursor position. Screen to be provided by client.
    - Preview
      - Preview will be shown in popup from the content entered in 'Email content' textbox.
    - Submit/Cancel
      - Save will save all information in database. Cancel take back to listing page.
- Search
    - Search can be performed on Template name only.

- Listing
    - Email Type field is not shown in Add form?
    - What is serial No? Is this dynamic or static?
    - Comments:-Its static like 1,2,3
    - What all options needs to be shown on Action dropdown?

- **Reporting (slide 28)**

- This section will remain same as its defined for Agency User section above in this document. Exception are defined below.
  Below mentioned filters will use "AND" logic.
    - Show Report
      This will define time/date range for data to be filtered.
        - What other options needs to be shown other that "All Time"?
    - Filter By Employee
        - Dropdown list all employees under current logged in business owner. Report will be filtered in basis of selected employee or All Employees.

- **Setup Tab :- Estimate for whole set up tab will be provided later on**
  - Business Information
    - BUS. OWNER INFO- PREVIEW EXTERNAL REVIEW – How this screen will open.
    - Main Screen is getting cutoff.
  - Micro Page
    - Main Screen is getting cutoff.
  - Online review Sites



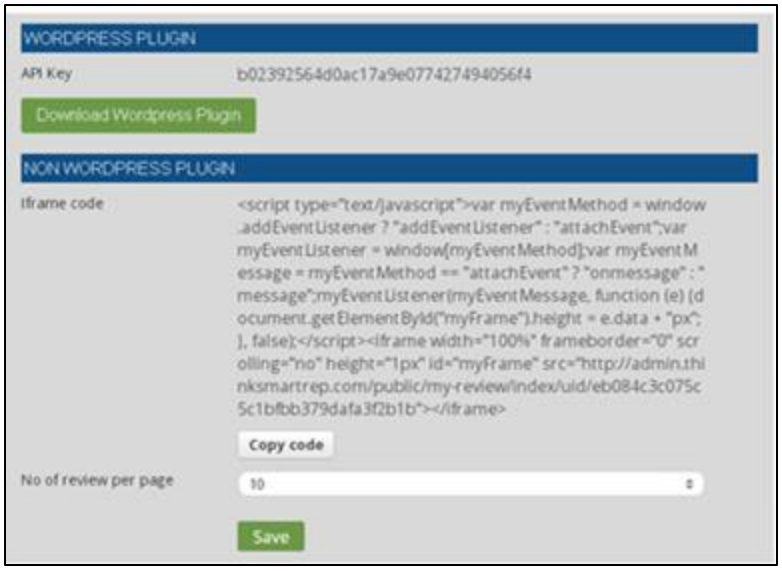
    - Information will be saved to database as it is. Where we are going to display this saved information?
  - Review site promotion
    - Main Screen is getting cutoff.

  - Feedback Threshold
    - Main Screen is getting cutoff.

- Feedback Pages
    - Main Screen is getting cutoff.
- Feedback Email

    - Are these four template hardcoaded?
    - What is the linking of these 4 templates to "Email Management" section?
- Email Alert Setup
    - Main Screen is getting cutoff.

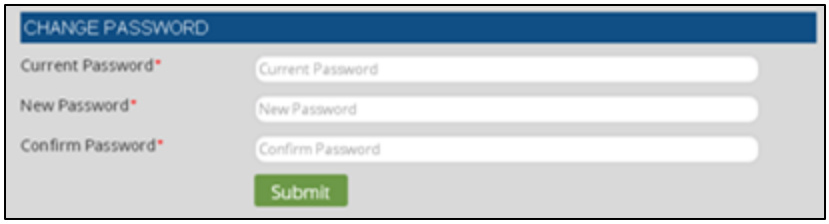
- Review plugin



    - Download wordpress Plugin
      It will down zip file containing wordpress plugin files.

- Non Wordpress Plugin
  This section provides iframe script code, which case be used on third party website to generate html for No. of reviews configured in this section. We need screen/html for the iframe output.

- Change Password

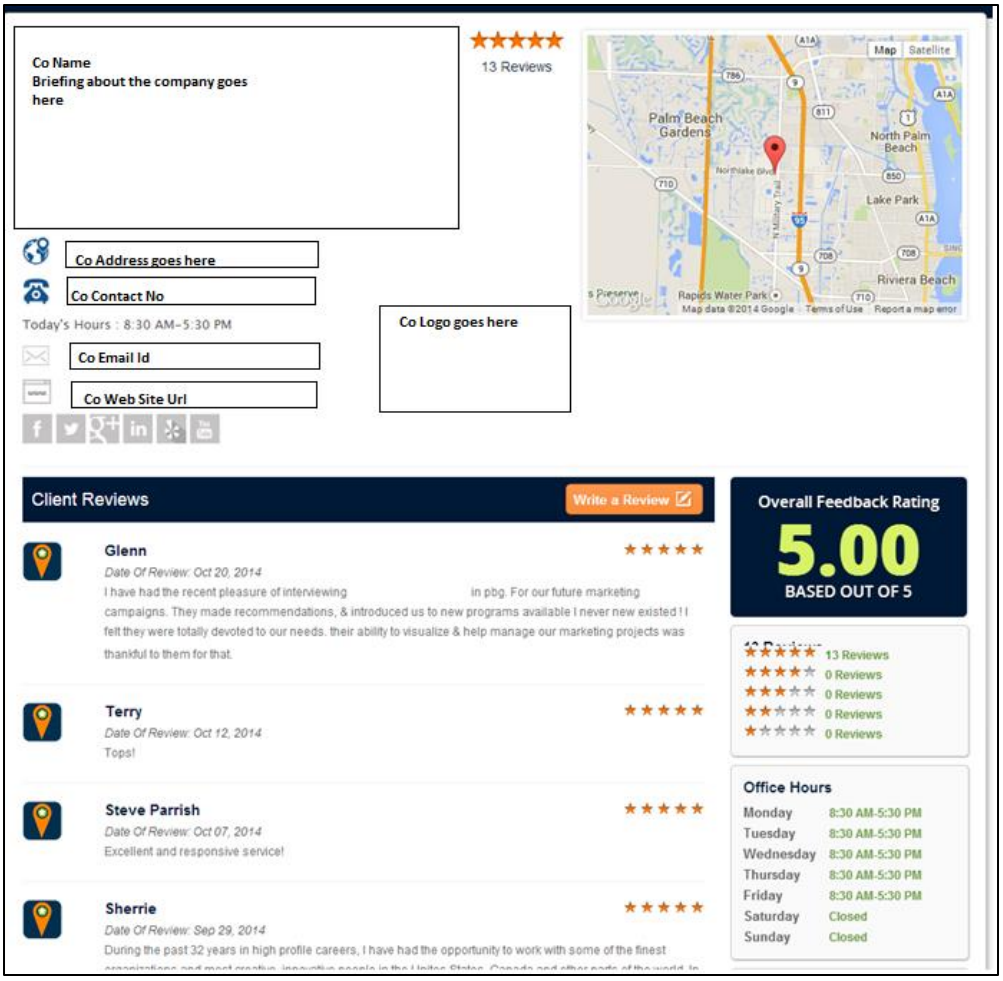


  - Clicking submit will update users password permanently in database. No emails notifications to be sent here.

- Social Media Setup

  - Main Screen is getting cutoff.

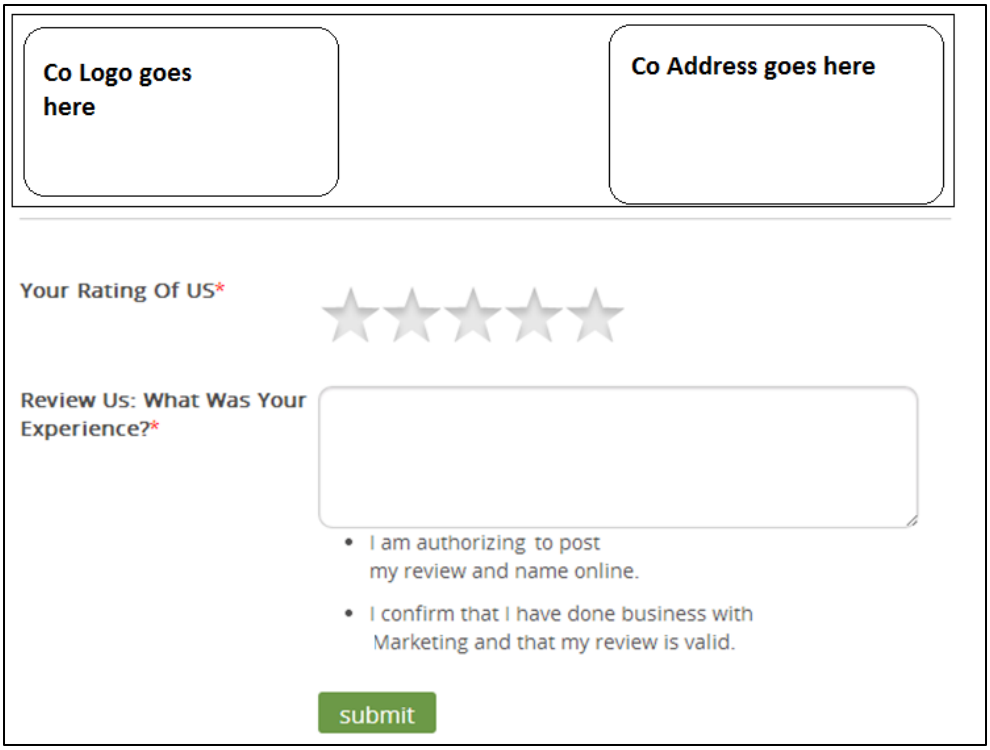
- **Micro Page (slide no 56)**



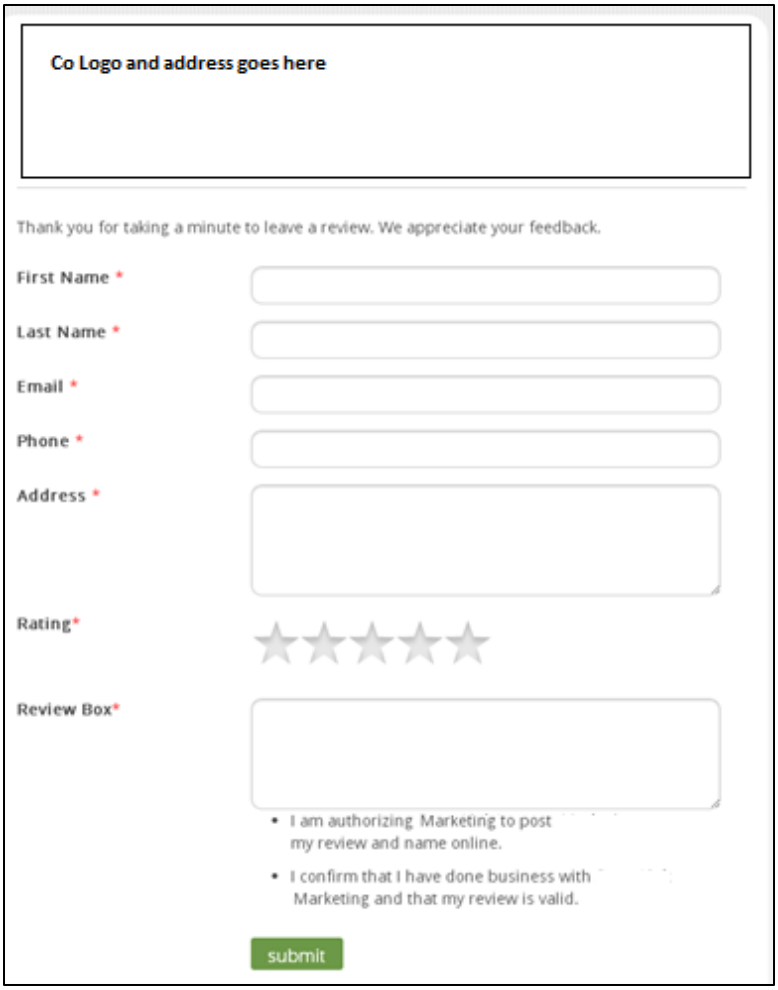
- **Training Tab**

  - This page will contain two videos, URL will come from database and will remain same for all logged in users.

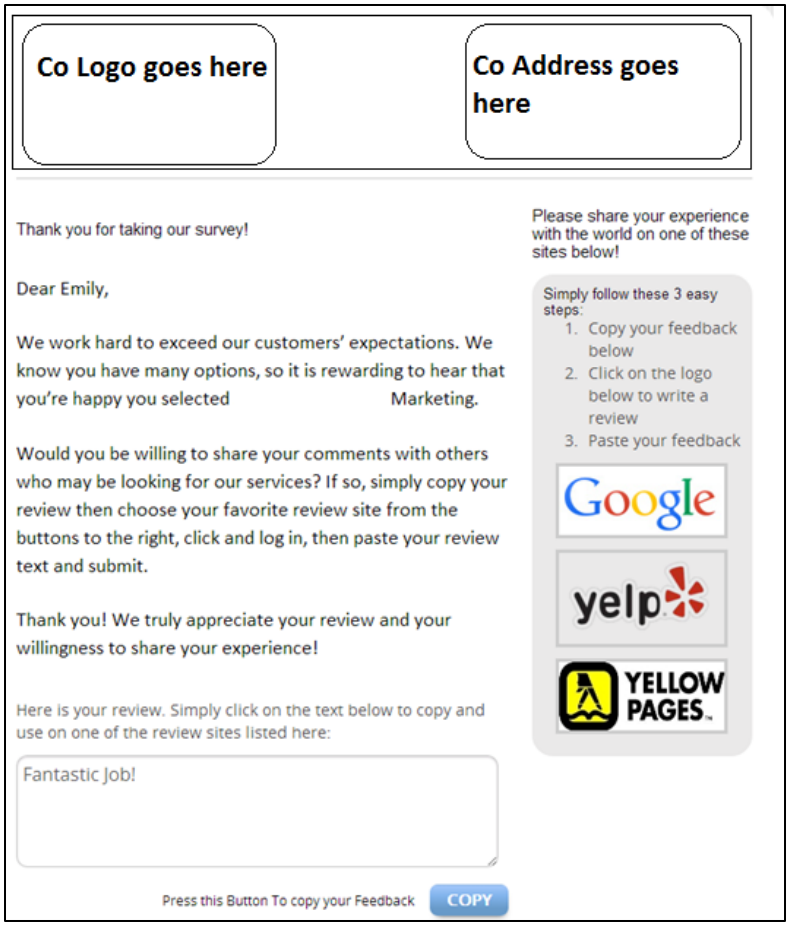
- Multilocation Manager Login
  No information provided yet on this section
- **FEEDBACK FORMS**
  - **Form type 1 (slide 59)**
    This form will open when customer clicks on feedback links received via email from business owner.



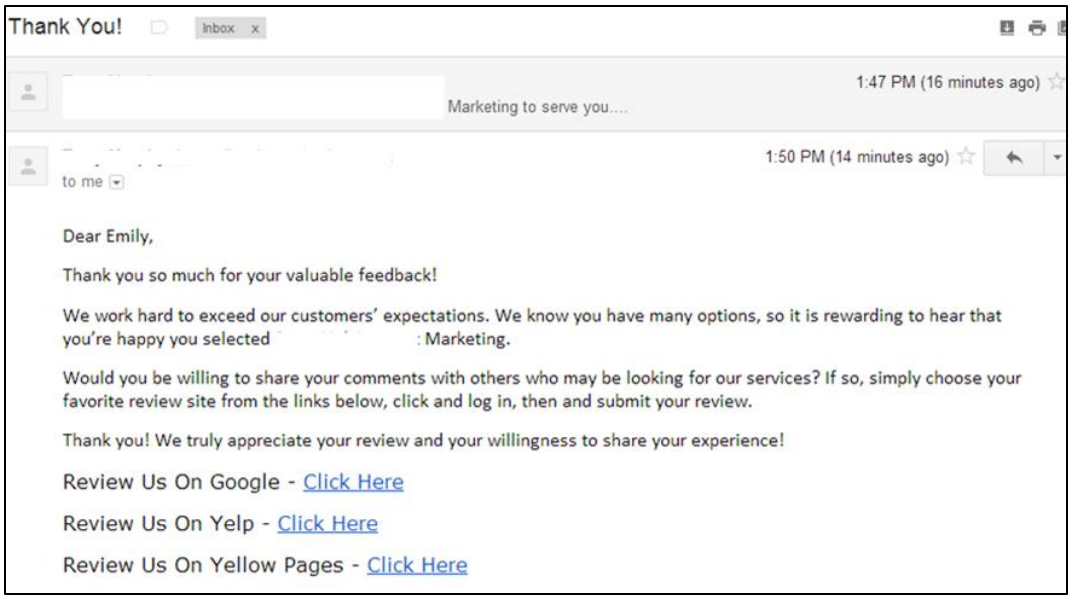
- **Form Type 2 (slide 32)**
  This form will open when customer reach to feedback option by visiting business owner micro page – “Write a review” button.



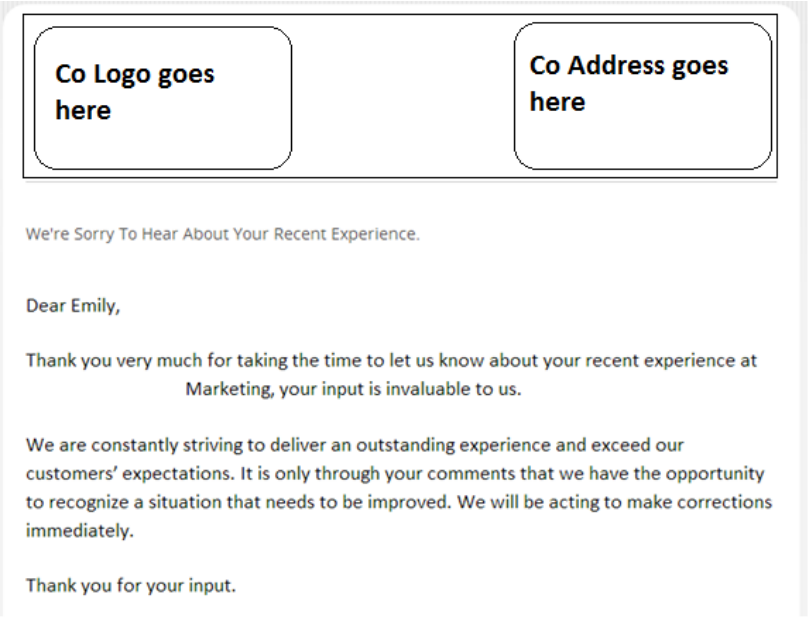
- **Positive Review Flow :-** **Estimate for integrating Google ,yelp,yellow pages will be provided later on**
  - **Thank You Page**



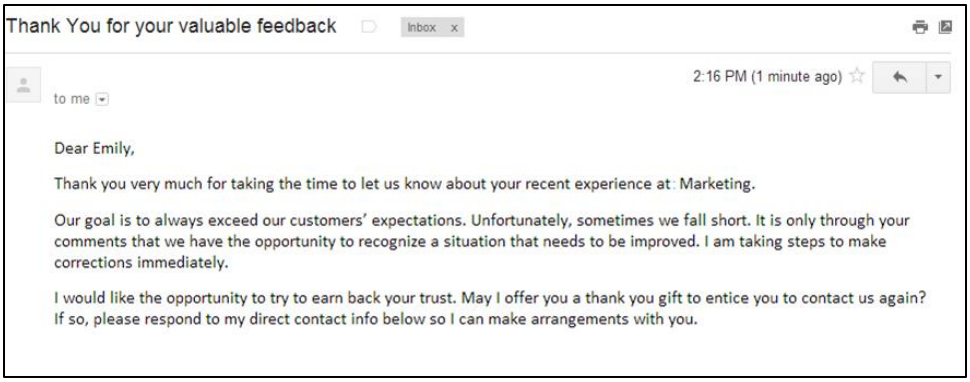
  - **Email To be Sent**



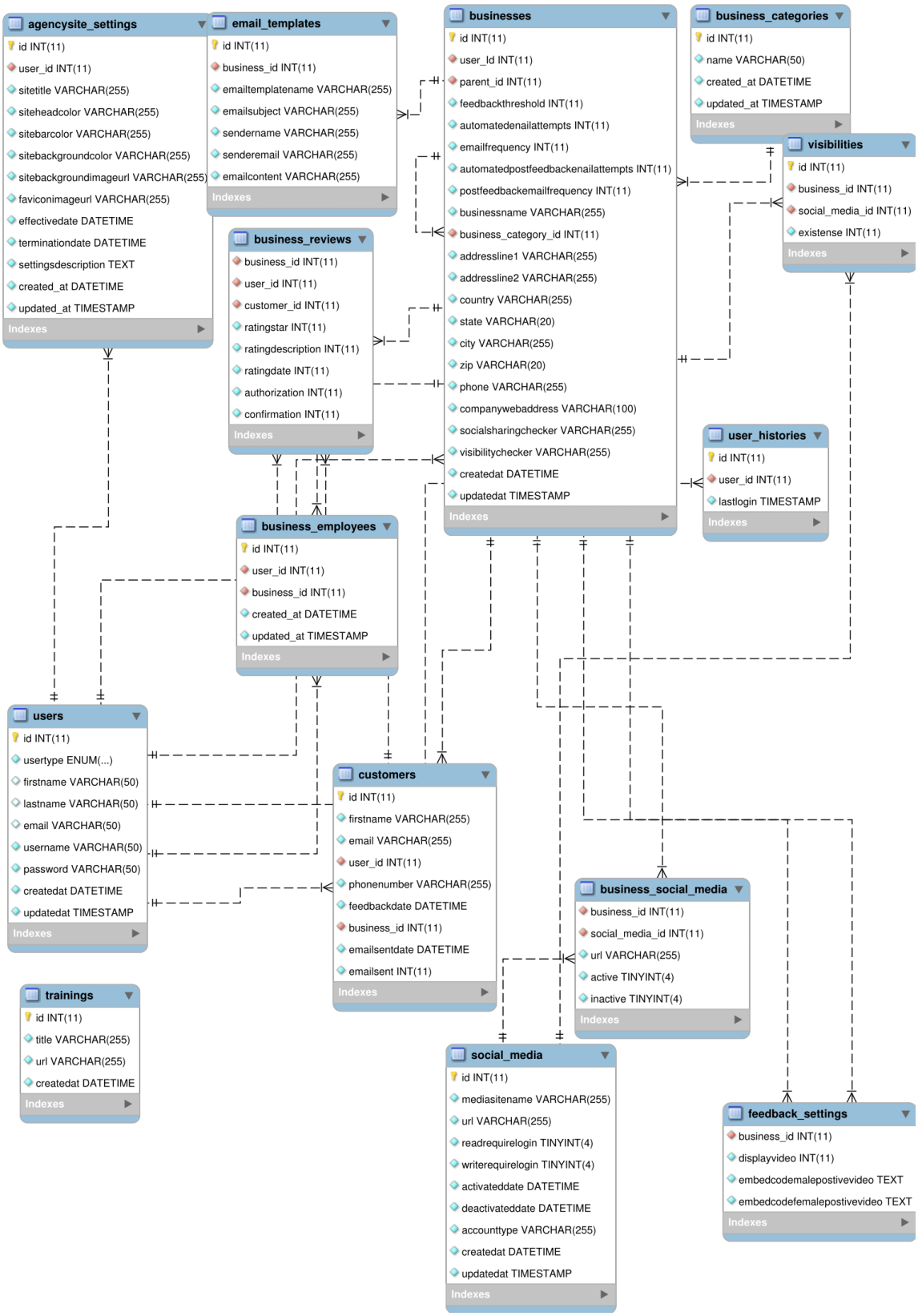
- **Negative Review Flow**
  - **Thank you page**



  - **Email to be sent**



Database Design Visual:-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id INT(11)
user_id INT(11)
sitetitle VARCHAR(255)
siteheadcolor VARCHAR(255)
sitebarcolor VARCHAR(255)
sitebackgroundcolor VARCHAR(255)
sitebackgroundimageurl VARCHAR(255)
faviconimageurl VARCHAR(255)
effectivedate DATETIME
terminationdate DATETIME
settingsdescription TEXT
created_at DATETIME
updated_at TIMESTAMP
Indexes
email_templates
id INT(11)
business_id INT(11)
emailtemplatename VARCHAR(255)
emailsubject VARCHAR(255)
sendername VARCHAR(255)
senderemail VARCHAR(255)
emailcontent VARCHAR(255)
Indexes
businesses
id INT(11)
user_Id INT(11)
parent_id INT(11)
feedbackthreshold INT(11)
automatedenailattempts INT(11)
emailfrequency INT(11)
automatedpostfeedbackenailattempts INT(11)
postfeedbackemailfrequency INT(11)
businessname VARCHAR(255)
business_category_id INT(11)
addressline1 VARCHAR(255)
addressline2 VARCHAR(255)
country VARCHAR(255)
state VARCHAR(20)
city VARCHAR(255)
zip VARCHAR(20)
phone VARCHAR(255)
companywebaddress VARCHAR(100)
socialsharingchecker VARCHAR(255)
visibilitychecker VARCHAR(255)
createdat DATETIME
updatedat TIMESTAMP
Indexes
business_categories
id INT(11)
name VARCHAR(50)
created_at DATETIME
updated_at TIMESTAMP
Indexes
visibilities
id INT(11)
business_id INT(11)
social_media_id INT(11)
existense INT(11)
Indexes
business_reviews
business_id INT(11)
user_id INT(11)
customer_id INT(11)
ratingstar INT(11)
ratingdescription INT(11)
ratingdate INT(11)
authorization INT(11)
confirmation INT(11)
Indexes
user_histories
id INT(11)
user_id INT(11)
lastlogin TIMESTAMP
Indexes
business_employees
id INT(11)
user_id INT(11)
business_id INT(11)
created_at DATETIME
updated_at TIMESTAMP
Indexes
users
id INT(11)
usertype ENUM(...)
firstname VARCHAR(50)
lastname VARCHAR(50)
email VARCHAR(50)
username VARCHAR(50)
password VARCHAR(50)
createdat DATETIME
updatedat TIMESTAMP
Indexes
customers
id INT(11)
firstname VARCHAR(255)
email VARCHAR(255)
user_id INT(11)
phonenumber VARCHAR(255)
feedbackdate DATETIME
business_id INT(11)
emailsentdate DATETIME
emailsent INT(11)
Indexes
business_social_media
business_id INT(11)
social_media_id INT(11)
url VARCHAR(255)
active TINYINT(4)
inactive TINYINT(4)
Indexes
trainings
id INT(11)
title VARCHAR(255)
url VARCHAR(255)
createdat DATETIME
Indexes
social_media
id INT(11)
mediasitename VARCHAR(255)
url VARCHAR(255)
readrequirelogin TINYINT(4)
writerequirelogin TINYINT(4)
activateddate DATETIME
deactivateddate DATETIME
accounttype VARCHAR(255)
createdat DATETIME
updatedat TIMESTAMP
Indexes
feedback_settings
business_id INT(11)
displayvideo INT(11)
embedcodemalepostivevideo TEXT
embedcodefemalepostivevideo TEXT
Indexes