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| RAZDA Co. | | |
| **Filename: [user\_feedback.py]** | | |
| **Summary***:*  This file handles the collection, storage, retrieval, and analysis of user feedback on Razda Market. It enables users to submit feedback across various categories, such as technical issues or product quality, which administrators can later analyze or export. It also includes mechanisms to generate alerts for critical feedback that may require immediate attention. | | |
| ***Processes*** | | |
| * **Feedback Submission** | **Allows users to submit feedback in specified categories (e.g., Technical, Service, Product). The feedback is saved to the database.** | |
| * **Feedback Retrieval** | **Retrieves feedback based on filters such as category, user ID, or date range, allowing administrators to view feedback records as needed.** | |
| * **Feedback Analysis** | **Analyzes feedback for keyword patterns, identifying trends or common issues (e.g., technical issues or service complaints).** | |
| * **Critical Feedback Altering** | **Automatically generates high-severity alerts if critical feedback (e.g., with keywords like "error" or "issue") is detected in certain categories.** | |
| * **Feedback Exporting** | **Exports feedback data to a CSV or JSON file, filtered by criteria such as category, user ID, or date range, for further external analysis.** | |
| * **Feedback Summary Generation** | **Generates a summary report of feedback, highlighting key insights and trends within specified date ranges for a quick overview.** | |
| **Files it Gets Information From:** | | **Files it Sends too:** |
| * **Environment Variables** (dotenv): Retrieves DB credentials. | * **Log File** (user\_feedback.log): Logs user feedback activities, errors, and alert triggers. | |
| * **Database** (razda\_market\_db): Reads and writes user feedback data in the user\_feedback table. | * **Alert Manager**: Sends alerts for critical feedback to alert\_manager for administrator review. | |
| * **Alert Manager** (alert\_manager): Manages alerts for feedback requiring immediate attention. | * **Output Files**: Generates CSV or JSON exports based on specified feedback retrieval criteria. | |
| **Expected input into file:** | | **Expected output from file:** |
| User Feedback: Users provide feedback with category and message text.  administrator Requests: Admins provide filters for feedback retrieval, analysis, or export.  Date Range Filters: Date filters for narrowing down feedback search or analysis scope. | | Feedback Alerts: Sends alerts to alert\_manager for critical feedback (e.g., technical issues).  Feedback Data: Outputs retrieved feedback data, analysis results, or exports.  Feedback Summary Report: Generates insights based on keywords found in feedback data. |
| **Things that need to be taking place:** | | |
| |  | | --- | | **● Continuous Database Connection: Maintain a stable connection to razda\_market\_db for smooth feedback submissions and retrieval.** |  |  | | --- | | **● Critical Feedback Monitoring: Watch for keywords like "error" or "problem" in feedback, triggering alerts if they appear in high-priority categories.** |  |  | | --- | | **● Feedback Export Availability: Provide feedback data in CSV or JSON formats, making it easily accessible for external analysis.** |  |  | | --- | | **● Logging and Audit Trail: Keep logs of all feedback submissions, retrievals, exports, and alerts for accountability and troubleshooting.** |  |  | | --- | | **● Data Filtering Capability: Allow retrieval and analysis based on various filters (category, date range, user ID) to streamline data handling.** |  |  | | --- | | **● Feedback Summary Generation: Summarize key feedback insights based on frequency of keywords, helping identify common user issues over time.** |  |  | | --- | | **● Admin Alert Notifications: Send high-severity alerts to administrators for feedback indicating technical or service-related issues requiring prompt action.** |  |  | | --- | |  | | | |
| Edit log (update each time you make changes to doc or file). | | |
| Contribution to the Entire Project:  The **user\_feedback.py** file is essential for understanding user sentiment and identifying areas for improvement in Razda Market. By categorizing and analyzing feedback, administrators gain insights into user concerns, enabling targeted improvements. The file's critical alert feature ensures that urgent feedback is promptly addressed, improving user satisfaction and reinforcing trust in Razda Market. | | |
| * Oliver Smith (Razda Admin) Nov 8, 2024: Created functions for feedback submission, retrieval, analysis, alerting, exporting, and summary generation. | | |