#UNITED BY – HCL HACKATHON

# Theme: Automation

# Challenge 2: Discussion Forum for Community Assistance

Basic Idea: The solution we are offering to the given problem is by making a website for discussion forum for community assistance for DRYiCE technology. The questions can be posted on this forum category wise and they can be answered either by other users or by the admin itself.

Solution proposed: The discussion forum will include the following features –

1. **Registration**: This feature will enable users to register to the forum for posting question/answers or for starting a discussion. Registration can be done either through email-ids or using the social networking account.
2. **Admin Account:** Admin will be the member of the Company. All the questions, answers and discussions can be viewed by him and he can also answer the questions along with participating in the discussion. He can also answer the question for resolving the issues of the product. He can mark the unfit answers as spam and can also delete them if required.
3. **About Question & Answers:** Members of Community can post their questions in the category to which it belongs (Each product will have it’s own forum) and every time they receive answer for their question they will be notified through emails. The answers received can be up voted or down voted and also members can comment on them.

Whenever any member of the community answers any question he/she will receive some credit points on the basis of upvotes and downvotes ratio.

Also any member can request the members with credit points above ‘4’(in that particular category) to answer their question( the request will be sent through e-mail). Members with credit points above ‘4’ can be followed by other members.

1. **Active Members:** These are the members of the community who have subscribed to listen to any discussion going in the community via emails.
2. **Starting a Discussion:** Members of Community Or Admin can start a discussion on any topic related to company’s product or new product to be launched and the notification of which will be sent to every active member of the community via e-mail and also to admin. Admin can also participate in the discussion. Active Users can either just listen to conversations through e-mails or participate in the discussion.
3. **Non-Members:** People who are not members of community can view the questions and the responses every question received but they can’t answer or comment on any question.
4. **Search Option:** There would also be search engine for the forum which search the forum in terms of ‘product title’, ‘hashtags’, ‘keywords’.
5. **Sentimental Analysis:** Using a web crawler(Made Using API) we will collect the feedback of customers about product from their social accounts(if linked) and from the social page of the company.

And then using AI we will do a sentimental analysis of the

Feedback obtained in order to know the growth of products which can be viewed by admin only.