

Problem Identification and Resolution Protocol within the FlavourFlix website, app, and service

Problem A: "Analytics Dashboard Not Loading; Analytics Dashboard not working correctly.",

Possible solutions, resolutions, and outcomes of Problem A:

1. Verify if the issue is browser specific (e.g: the app works better within the Chrome browser).
2. Ensure that the latest version of the browser is being used.
3. Disable any conflicting browser extensions.
4. Restart the device.
5. If problem continues, report to technical support with screenshots within the page "Contact Us" or directly in FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem B: "Difficulty in Obtaining Customized Recommendations", "Recommendations are not accurate".

Possible solutions, resolutions, and outcomes of Problem B:

1. Ensure all questions in the questionnaire are answered.
2. Check if user profile is correctly set up.
3. Restart Filomena chat session.
4. Provide feedback to Filomena for improved recommendations.
5. Tell Filomena more about your preferences.
5. If problem continues, report to technical support with screenshots within the page "Contact Us" or directly in FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem C: "Problems Interacting with Filomena", "Filomena's page is not working correctly".

Possible solutions, resolutions, and outcomes of Problem C:

1. Refresh the page.
2. Ensure that JavaScript is enabled.
3. Ensure that you have an account and are correctly logged in.
4. Use simple and clear language in queries. Be descriptive when prompting Filomena and avoid using very distinctive terms.
5. If Filomena is unresponsive, report the issue to technical support, within the page "Contact Us" or directly in FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem D: "Error Messages on Website", "Website has bugs".

Possible solutions, resolutions, and outcomes of Problem D:

1. Write down and document the error code or error message you obtained.
2. Wait and try accessing the page after a few minutes.
3. If error persists, report to FlavourFlix with the error details within the page "Contact Us" or directly in FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem E: "Instagram Profile Link Not Working"

Possible solutions, resolutions, and outcomes of Problem E:

1. Ensure the Instagram app is updated.
2. Ensure you are logged-in Instagram.
3. Try accessing the profile directly through Instagram.
4. If the link is broken, report to FlavourFlix's marketing team within the page "Contact Us" or directly in FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem F: "Blog Posts Not Loading on Website"

Possible solutions, resolutions, and outcomes of Problem F:

1. Check internet connection.
3. Try accessing the blog in incognito mode.
4. Disable ad blockers or similar extensions.
5. Try accessing from a different browser or device.
6. Report the issue if it continues, specifying details of the browser used. Communicate within the page "Contact Us" or directly through the FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem G: "FAQs Section Not Accessible on the Website"

Possible solutions, resolutions, and outcomes of Problem G:

1. Check internet connection.
2. Refresh the website.
3. Try accessing the page in incognito mode.
4. Try accessing FAQs from a different browser or device.
5. Disable ad blockers or similar extensions.
6. If the problem persists, contact FlavourFlix's customer service. Communicate within the page "Contact Us" or directly through the FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem H: "Slow Response from Filomena"

Possible solutions, resolutions, and outcomes of Problem H:

1. Check internet connection and speed.
2. Restart the chat session.
3. Verify whether you have an account and are logged in correctly.
3. Avoid using complex sentences. Be descriptive when communicating with Filomena and avoid very distinctive words.

4. If delay is significant, report to technical support through the app page “Contact Us” or directly through the FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem I: “Current Location functionality is not working”, “The app is not determining well my current location”, “Errors when using my current location functionality”.

Possible solutions, resolutions, and outcomes of Problem I:

1. Check internet connection.
2. Refresh the app.
3. Verify whether you have an account and are logged in correctly.
3. Verify the browser you are using – this functionality is only available for Chrome browser.
4. Verify whether you have location services and pop-ups disabled within your browser/device. If so, these have to be enabled.
5. Confirm if you are in an accessible location.
6. If the error persists, report to technical support through the app page “Contact Us” or directly through the FlavourFlix e-mail: flavour.flixx@gmail.com.

Problem J: “Did not find the Restaurant I was looking for”, “The restaurant I want is not available”, “The restaurant does not exist”.

Possible solutions, resolutions, and outcomes of Problem J:

1. Check if the restaurant you are looking for exists on the internet before September 2023. If not, FlavourFlix does not have access to its data.
2. Confirm whether your search filters and/or restaurant description is accurate.
3. If you want to find a restaurant that you know that exists but is not present in FlavourFlix’ database, contact the marketing team and developers through the app page “Contact Us” or directly through the FlavourFlix e-mail: flavour.flixx@gmail.com.