



BF Admin Module Ratings & Reviews.doc

Last Updated: 21-Apr-2014

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1 Modification History

Date	Who	Comments
24-Aug-11	Solveda	Split from initial "BF Admin Module" document, refer to this document for general concepts, processing and prior modification history.
15-Nov-11	Solveda	Changed all read-only data displays to be not-bold.
24-Jan-12	Solveda	Added text-popup so that the review text can be viewed in the List screen.
2-Nov-12	Solveda	Added new Summary and Analysis pages. Removed "Reviewer" from Search page; changed "Days Since Post" on Search Page to match Summary.
13-Feb-13	Solveda	List screen: replaced "days since posting" with from/to dates
26-Feb-13	Solveda	Display REVIEW_PRIVATE_NOTE and REVIEW_RESPONSE in review detail screen
28-Feb-13	Solveda	Added "stars" in search criteria
25-Sep-13	Solveda	Exposed all possible attributes (Overall, Effectiveness, Quality, etc) in the Review Detail page
21-Apr-14	Solveda	Added "Custom 01" attribute

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ratings & reviews

<p><u>View Reviews</u></p> <p>Search, review and edit any consumer reviews.</p>	<p><u>Add a Review</u></p> <p>Add a review.</p>	<p><u>Review Summary</u></p> <p>Quick snapshot of all Reviews summarized by Status</p>
<p><u>Review Analysis</u></p> <p>Analysis showing best review Products.</p>		

3 Ratings & Reviews


3.1 Page Title

- ratings and reviews

3.2 Search Capability

- From Date, CREATED_STAMP
- To Date, CREATED_STAMP
- Review#
- Product ID
- Status, default all checked
- Stars, default all checked
- From and To Date defaults
 - The dates should default to reflect the previous 1 month period
 - For example:
 - Assume today's date is 12-Feb-2013
 - To Date is set to today
 - To Date = 12-Feb-2013
 - From Date is set to one month earlier
 - From Date = 13-Jan-2013

3.3 List

- Review#, centered
- Product Name, left aligned
- Product ID, centered
- Date Posted, centered
- Reviewer, left aligned
- Stars, centered
- Review Title, left aligned
-  will display details of the review
- Status, centered
- Days Since Post, centered (today less post-date)


3.4 Sort Sequence


- Review#

3.5 Visual Guideline






view reviews

Enter Search Criteria:

From Date: 

To: 

Review#:	<input type="text"/>	Status:	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Deleted
Product ID:	<input type="text"/>	Stars:	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input checked="" type="checkbox"/> 5
<input type="button" value="Search"/>			

Matching Reviews									
Review #	Product Name	Prod#	Date Posted	Reviewer	Stars	Review Title		Status	Days Since Post
100888	Product-1	P123	4/1/10	BOB988	***	Title		Approved	12
100889	Product-2	P124	4/12/10	BOB988	**	Title		Pending	4
100445	Product-3	P125	4/12/10	BOB988	***	Title		Approved	5
134545	Product-4	P126	4/12/10	BOB988	****	Title		Pending	8
100877	Product-5	P127	4/12/10	BOB988	***	Title		Approved	13

4 Ratings & Review Detail

4.1 Page Title

- ratings and review detail (review#)

4.2 Visual Guideline

review detail

Review Details		
Review#:	100888	Product ID: P125
Reviewer:	BOB988	Product Name: Washing Machine
Date Posted:	4/12/10	Days Since Post: 13

About the Reviewer	
Nickname:	<input type="text" value="Short Brief Title"/>
Location:	<input type="text" value="New York"/>
Age:	<input type="text" value="18-25 [drop-down]"/>
Gender:	<input type="text" value="Male [drop-down]"/>
Custom 01:	<input type="text" value="[drop-down]"/>

Ratings						
Overall:	****	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
Quality:	****	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
Effectiveness:	****	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
Satisfaction:	****	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

The Review	
Review Title:	<input type="text" value="Short Brief Title"/>
Review Text:	<input type="text" value="This is a very nice washing machine. It cleans clothes very well, even the smelly ones. It does not work with green garments."/>
Private Comment:	<input type="text" value="You can email me at one@two.com"/>

Review Response:

Our engineer is color blind so we fired him. This flaw was corrected in subsequent versions.

Status

Status: Pending

Approve

Delete

Back

Save

- All possible attributes are exposed regardless of what is displayed in the eCommerce implementation (managed by DIV-Sequencer)
- "Save" message. "Your REVIEW changes ([review#]) have been saved"
- "Back", return to List Screen
- Helper Buttons:
 - Stars:
 - 1,2,3,4,5: Set the "rating" to the appropriate value
 - Status:
 - Note: in the example, the "Approve" and "Delete" action button appears because the Status is Pending.
 - Button actions depend on current status, as follows:

Current Status	Action Buttons
Pending	Approve, Delete
Approved	Delete, Set To Pending
Deleted	Approve, Set To Pending

- Validation:
 - Review Title cannot be blank
 - Error: "The Review Title field cannot be blank"
 - Review Text cannot be blank
 - Error: "The Review Text field cannot be blank"

5 Rating & Review Summary

5.1 UI Guideline

rating & review summary

Enter Search Criteria:
Period:  To: 

Rating & Review Summary

Status	Review Count
Approved	<u>12</u>
Deleted	<u>2</u>
Pending	<u>27</u>
Total Reviews	<u>41</u>
Pending, days since Review was posted	
0 – 5 days	<u>9</u>
6 – 10 days	<u>8</u>
11 – 20 days	<u>4</u>
More than 20 days	<u>7</u>

5.2 Processing

- Default Search dates to last 7 days
 - Period: system-date less 6 days
 - To: system-date
- Simple summary of all status codes for all Reviews, sample SQL:

```
SELECT      SI.DESCRPTION,
            COUNT(*)
FROM        PRODUCT_REVIEW PR, STATUS_ITEM SI
WHERE       PR.STATUS_ID = SI.STATUS_ID
AND        STATUS_TYPE_ID = "PRODUCT_REVIEW_STTS"
GROUP BY    SI.DESCRPTION
```

- All "Pending" reviews are further broken down and displayed since the review was posted
 - Retrieval required to get "days since posting" then further grouping as per UI Guideline above

```
SELECT      PRODUCT_REVIEW_ID,
            DATEDIFF (NOW(), POSTED_DATE_TIME)
FROM        PRODUCT_REVIEW PR
WHERE       PR.STATUS_ID = "PRR_PENDING"
```


- then group in code to match UI
 - this breakdown will also use the From/To date selectors
 - Sum of this breakdown must match the "Pending" line in the first section
- Clickable links are shown for all counts:
- Do not show a link if the count is zero
 - It can be assumed that the number shown will be the number retrieved on the Ratings and Reviews List page
 - Therefore, an appropriate Warning dialog box shown be displayed in the event that the number exceeds the allowable number
 - See usage of the system parameter ADM_WARN_LIST_ROWS in the spec "*BF Admin Module General.doc*")


6 Rating & Review Analysis

6.1 UI Guideline

rating & review analysis

Enter Search Criteria:

Period: 

To: 

Today

Last 7 Days

Last 30 Days

All

Status: ☐ All ☒ Approved ☒ Pending ☐ Deleted

Search

Best Reviewed Products

Best Reviewed Products	Number of Reviews	Average Rating
UT98: Foxy Wig	17	4.2
AB123: Herbal Tame 24oz	12	3.7
AB123a: Herbal Tame 18oz	1	3.5
BB888: Shiny Wig	5	3.1
BB665: Some Other Wig	6	3.0

Back

6.2 Processing

- Default Search dates to last 7 days
 - Period: system-date less 6 days
 - To: system-date
- Default Status to "Approved" and "Pending"