

Customer Feedback Portal – Home Page 2
Requirements Documentation 3
Meeting notes - Customer Feedback Portal Requirements Project 7
Project Dashboard 9
Knowledge Repository – Customer Feedback Portal Best Practices 12

Customer Feedback Portal – Home Page

Project Overview

The Customer Feedback Portal is designed to collect, analyze, and act on customer feedback, enabling better customer satisfaction.

Quick Links

- [Requirements Documentation](#)
- [Meeting Notes](#)
- [Knowledge Repository](#)
- [JIRA Dashboard](#)

Progress Highlights

- Sprint 1: Feedback Form Implementation – 75% Complete
- Sprint 2: Notification System – Planned
- Sprint 3: Admin Dashboard and Testing – Pending

Team Members

- [@Atharva Kimbahune](#) – Business Analyst
- [@John Doe](#) – Product Manager
- [@Jane Smith](#) – UX Designer
- [@Mark Johnson](#) – Developer

Requirements Documentation

Introduction

The Customer Feedback Portal is designed to enable users to provide feedback on their experiences and for administrators to analyze and act on this feedback. This document outlines the functional and non-functional requirements for the portal.

Functional Requirements

Feedback Form Implementation

1. R001: Submit Feedback with Star Ratings

- **Description:** Users can submit feedback using a 1-5 star rating system.
- **Priority:** Highest
- **JIRA Link:** CFPC-6: As a customer, I want to submit feedback using a star rating system so that I can share my satisfaction level. **TO DO**

2. R002: Additional Comments

- **Description:** Users can provide additional comments in a text box to elaborate on their feedback.
- **Priority:** Highest
- **JIRA Link:** CFPC-7: As a customer, I want to add additional comments to the feedback form to provide more details about my experience. **BACKLOG**

3. R003: Success Message

- **Description:** After submitting feedback, users will see a confirmation message.
- **Priority:** Medium
- **JIRA Link:** CFPC-8: As a customer, I want a clear success message after submitting my feedback so that I know it was received successfully. **TO DO**

Notification System

4. R004: Admin Notifications

- **Description:** Admins will receive email notifications when new feedback is submitted.
- **Priority:** High
- **JIRA Link:** CFPC-9: As an admin, I want to receive email notifications when a new feedback form is submitted so that I can review it promptly. **DONE**

5. R005: Customer Confirmation Emails

- **Description:** Customers will receive a confirmation email after submitting feedback.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-10>

6. R006: Notification Summaries

- **Description:** Admins will receive email notifications that include a summary of the feedback submitted.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-11>

Admin Dashboard

6. R007: View Feedback Submissions

- **Description:** Admins can view feedback submissions in a centralized dashboard.

- **Priority:** High
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-12>

7. R007: Filter Feedback Data

- **Description:** Admins can filter feedback by date, rating, and keywords.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-13>

8. R009: Export Feedback Data

- **Description:** Admins can export feedback data as a CSV file.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-14>

API Integration

10. R010: Third-party API Integration

- **Description:** Integrate the feedback form with a third-party API to securely store feedback data.
- **Priority:** High
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-15>

11. R011: Bulk Data Export

- **Description:** Allow admins to export large datasets using the API.
- **Priority:** Medium <https://atharvassk.atlassian.net/browse/CFPC-16>
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-16>

12. R012: Error Handling

- **Description:** Ensure the API handles errors gracefully to notify users of any submission issues.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-17>

Performance Testing

13. R013: High-Traffic Simulation

- **Description:** Simulate 5000 feedback submissions per minute to test system scalability.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-18>

14. R014: Performance Reports

- **Description:** Generate reports to identify bottlenecks during performance testing.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-19>

15. R015: Submission Optimization

- **Description:** Optimize the feedback submission process for peak traffic times.
- **Priority:** Medium
- **JIRA Link:** <https://atharvassk.atlassian.net/browse/CFPC-20>

Non-Functional Requirements

Performance Requirements

1. The system must handle up to 5000 feedback submissions per minute.

2. 95% of feedback submissions must be processed within 3 seconds.

Security Requirements

1. All data must be encrypted during transmission and at rest.
2. Only authenticated admins can access the feedback dashboard.

Scalability Requirements

1. The system must scale to accommodate increased feedback traffic during peak times.

Traceability Matrix

Requirement ID	Requirement Description	Business Need /Justification	Project Objective	Linked JIRA Issue	Priority	Stakeholders	Design	Test Cases
R001	Submit Feedback with Star Ratings	Allows users to share their satisfaction level effectively.	Improve customer feedback collection	https://atharvassk.atlassian.net/browse/CFPC-6	High	John Doe, Jane Smith	Completed	TC001
R002	Additional Comments	Enables detailed feedback from users.	Enhance actionable insights	https://atharvassk.atlassian.net/browse/CFPC-7	High	John Doe, Jane Smith	Completed	TC002
R003	Success Message	Confirms feedback submission to users.	Improve user experience	https://atharvassk.atlassian.net/browse/CFPC-8	Medium	Jane Smith	Completed	TC003
R004	Admin Notifications	Notifies admins of new feedback submissions.	Facilitate quick feedback reviews	https://atharvassk.atlassian.net/browse/CFPC-9	High	Mark Johnson	In Progress	TC004
R005	Customer Confirmation Emails	Confirms receipt of feedback to customers.	Strengthen customer trust	https://atharvassk.atlassian.net/browse/CFPC-10	Medium	Jane Smith, Anna Lee	Not Started	TC005
R006	Notification Summaries	Provides a concise overview of submissions.	Streamline admin workload	https://atharvassk.atlassian.net/browse/CFPC-11	Medium	Mark Johnson	Not Started	TC006
R007	View Feedback Submissions	Centralizes all feedback for analysis.	Enable effective feedback management	https://atharvassk.atlassian.net/browse/CFPC-12	High	Mark Johnson	Completed	TC007

R008	Filter Feedback Data	Allows filtering by date, rating, or keywords.	Improve data usability	https://atharvassk.atlassian.net/browse/CFPC-13	Medium	Mark Johnson, Anna Lee	In Progress	TC008
R009	Export Feedback Data	Enables feedback data sharing as CSV.	Facilitate external analysis	https://atharvassk.atlassian.net/browse/CFPC-14	Medium	Mark Johnson, Anna Lee	Not Started	TC009
R010	Third-party API Integration	Stores feedback securely using third-party APIs.	Ensure secure data storage	<input checked="" type="checkbox"/> CFPC-15: As a developer, I want to integrate the feedback form with a third-party API so that data can be stored securely. DONE	High	Mark Johnson	In Progress	TC010
R011	Bulk Data Export	Supports large-scale data export.	Facilitate scalability	<input checked="" type="checkbox"/> CFPC-16: As a system admin, I want the API to support bulk data export so that I can process large datasets efficiently. QA TESTING	Medium	Mark Johnson	Not Started	TC011
R012	Error Handling	Handles errors to improve reliability.	Increase system robustness	<input checked="" type="checkbox"/> CFPC-17: As a developer, I want the API to handle errors gracefully so that customers are informed if there's an issue with their feedback submission. BACKLOG	Medium	Mark Johnson, Anna Lee	Not Started	TC012
R013	High-Traffic Simulation	Tests system performance under peak traffic.	Ensure scalability	<input checked="" type="checkbox"/> CFPC-18: As a QA engineer, I want to simulate 5000 feedback submissions per minute so that I can test the portal's performance under high traffic. IN PROGRESS	Medium	Anna Lee	Not Started	TC013
R014	Performance Reports	Identifies bottlenecks during performance testing.	Enhance system optimization	<input checked="" type="checkbox"/> CFPC-19: As a QA engineer, I want to generate performance reports so that I can identify bottlenecks in the system. BACKLOG	Medium	Anna Lee	Not Started	TC014
R015	Submission Optimization	Optimizes system response during peak loads.	Improve submission speed	<input checked="" type="checkbox"/> CFPC-20: As a developer, I want to optimize the feedback submission process so that it works efficiently even during peak traffic. IN PROGRESS	Medium	Mark Johnson, Anna Lee	Not Started	TC015

Change Log

Date	Change Description	Author
Jan 1, 2025	Initial Requirements Created	Atharva Kimbahune

Meeting notes - Customer Feedback Portal Requirements Project

Date

Jan 1, 2025

Participants

- [@Atharva Kimbahune](#) (Business Analyst)
- @John Doe (Product Manager)
- @Jane Smith (UX Designer)
- @Mark Johnson (Developer)
- @Anna Lee (QA Lead)

Goals

- Finalize the functional and non-functional requirements for the Customer Feedback Portal.
- Identify and prioritize design considerations for the portal's user interface.
- Establish key milestones and assign ownership for the next sprint.

Discussion topics

Time	Item	Presenter	Notes
10:00 AM	Overview of project objectives	@Atharva Kimbahune	Discussed the scope: Collecting and analyzing customer feedback to improve product satisfaction.
10:15 AM	Functional requirements review	@Atharva Kimbahune	Reviewed R001, R002, R003. Stakeholders confirmed high priority for R001 and R003. Need further discussion on the notification mechanism (R002).
10:30 AM	Admin dashboard wireframe feedback	@Jane Smith	UX team proposed two designs for the admin dashboard. Mark suggested including export options for analyzed feedback.
10:50 AM	API integration feasibility	@Mark Johnson	Mark highlighted dependencies on third-party tools for storing feedback data. A decision is needed on API selection by Jan 7.
11:10 AM	QA considerations	@Anna Lee	QA team emphasized the need for test scripts to handle high-volume data submissions (5000/min). Anna proposed creating automated scripts to simulate large traffic.

Action items

- Finalize R002 details (notification system) – [@Atharva Kimbahune](#) (Due: January 3, 2025)

- Refine admin dashboard wireframes to include export options – @Jane Smith (Due: January 5, 2025)
- Select API vendor for integration – @Mark Johnson (Due: January 7, 2025)
- Draft performance test scripts for high-volume data submissions – @Anna Lee (Due: January 8, 2025)

Decisions

 Prioritize R001 (Feedback Form) and R003 (Admin Dashboard) for the next sprint.

 UX team to incorporate additional export options in the admin dashboard design.

 Stakeholders to finalize API vendor by January 7, 2025.

Project Dashboard

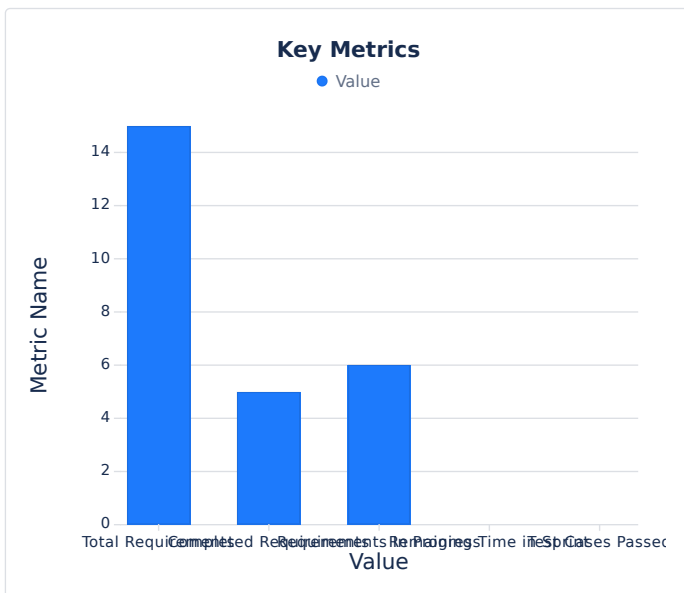
Project Dashboard – Customer Feedback Portal

This dashboard provides an overview of the project's progress, key metrics, and upcoming deliverables.

Quick Links

- [Requirements Documentation](#)
- [JIRA Board](#)
- [Meeting Notes](#)
- [Knowledge Repository - Customer Feedback Portal Best Practices](#)

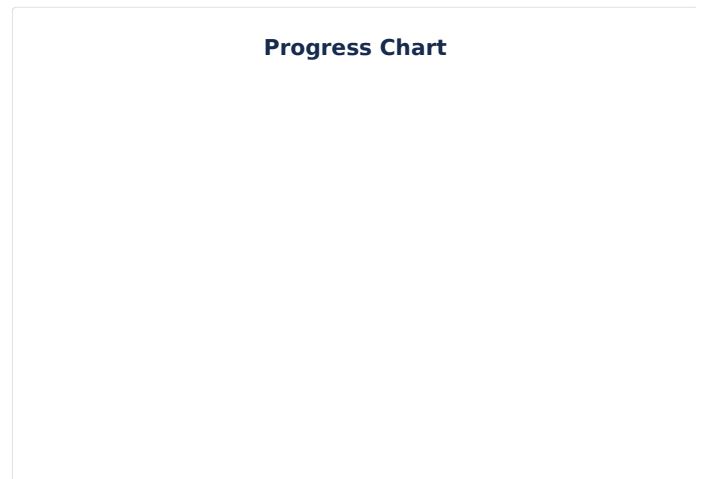
Key Metrics



Metric	Value
Total Requirements	15
Completed Requirements	5
Requirements In Progress	6
Remaining Time in Sprint	5 days
Test Cases Passed	0 (Pending Testing)

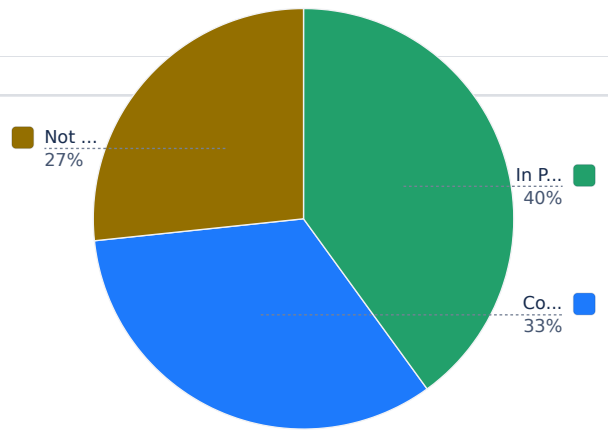
Progress

Label	Value
Completed	5
In Progress	6
Not Started	4



Project Timeline

<https://atharvassk.atlassian.net/jira/software/projects/CFPC/boards/1/timeline>



Active Issues by Sprint

Type	Key	Summary	Assignee	Priority	Status	Updated
✓	CFPC-8	As a customer, I want a clear success message after sub...		🔴 Highest	TO DO	Jan 1, 2025, 22:39
✓	CFPC-7	As a customer, I want to add additional comments to the ...		🔴 Highest	BACKLOG	Jan 2, 2025, 00:45
✓	CFPC-6	As a customer, I want to submit feedback using a star rati...		🔴 Highest	TO DO	Jan 1, 2025, 22:39

3 items Synced just now ↻

Upcoming Deliverables

Deliverable	Owner	Due Date	Status
Feedback from Implementation	Mark Johnson	Jan 21, 2025	IN PROGRESS
Admin Notifications	Anna Lee	Feb 4, 2025	NOT STARTED
Performance Testing	Anna Lee	Feb 18, 2025	NOT STARTED
Final Deployment	Team	Feb 25, 2025	NOT STARTED

✓ Action Items

- Complete Sprint 1 tasks (@Mark Johnson) – Due: Jan 21, 2025.
- Review Sprint 2 requirements (@Jane Smith) – Due: Jan 20, 2025.
- Create test plan for Sprint 2 (@Anna Lee) – Due: Jan 21, 2025.

Notes & Updates

- 📄 Sprint 1 is on track to complete 75% of tasks by the deadline.
- 📄 Focus on performance testing during Sprint 3.
- 📄 Stakeholders are advised to review the dashboard weekly for updates.

Knowledge Repository – Customer Feedback Portal Best Practices

Introduction

The Knowledge Repository serves as a central hub for the Customer Feedback Portal project, providing techniques, templates, and best practices tailored to managing and analyzing feedback effectively. It aims to help team members collaborate efficiently, document requirements, and deliver a high-quality product. This document is intended to be practical and accessible, with examples included for clarity.

Business Analysis Techniques

1. Feedback Collection Techniques

- **Surveys and Questionnaires:** Use structured questions to collect user feedback efficiently.
 - *Example:* Create a survey with questions like:
 - "How satisfied were you with your experience? (Rate 1-5)"
 - "What feature did you like the most?"
 - "What could we improve?"
- **Interviews:** Conduct one-on-one discussions with stakeholders to understand pain points.
 - *Example:* Schedule an interview with a frequent user to ask:
 - "What challenges have you faced while submitting feedback?"
- **Focus Groups:** Collaborate with small groups of users to gather insights and identify patterns.
 - *Example:* Organize a session with 5-10 users to discuss their experiences with the portal.
- **Prototyping:** Use mockups of the feedback form to validate requirements and collect early feedback.
 - *Example:* Show a prototype of the feedback form and ask users if it meets their needs.

2. Documentation Techniques

- **User Stories:** Create actionable stories such as:
 - "As a user, I want to provide star ratings to share my satisfaction."
 - *Acceptance Criteria Example:*
 - Star ratings range from 1 to 5.
 - Users cannot submit feedback without selecting a rating.
- **Process Flows:** Visualize feedback submission workflows, including error handling scenarios.
 - *Example:* A diagram showing:
 - User enters feedback → Form validates data → Success message displays → Data stored in the database.
- **Traceability Matrix:** Track requirements and ensure alignment with test cases and development tasks.
 - *Example:* Include rows for:
 - Requirement ID: R001
 - Description: Submit feedback with star ratings.
 - Test Case: TC001

3. Prioritization Techniques

- **MoSCoW Analysis:**
 - *Example for this project:*
 - Must Have: Star ratings, comment box.

- Should Have: Admin notifications.
- Could Have: Export feedback data.
- Won't Have: Social media integrations (for now).
- **Weighted Scoring:** Assign scores to features based on impact and feasibility.
 - *Example:*
 - Star ratings: Impact = 10, Feasibility = 9 (Total: 19/20).
 - Export data: Impact = 7, Feasibility = 5 (Total: 12/20).

4. Stakeholder Collaboration Techniques

- **RACI Matrix:** Define roles and responsibilities:
 - *Example:*


Role	Responsible	Accountable	Consulted	Informed	Requirement
R1	Developer	Product Manager	UX Designer	QA Lead	
- **Stakeholder Mapping:** Map stakeholders based on influence and interest to prioritize communication.
 - *Example:* High influence/high interest stakeholders include the Product Manager and QA Lead.

Templates

1. Feedback Requirements Document Template

- **Sections:**
 - *Example:*
 - **Introduction:** Describe the purpose of the document.
 - **Scope:** Define what the feedback system will and will not cover.
 - **Functional Requirements:** E.g., "Users can submit feedback using star ratings."
 - **Non-functional Requirements:** E.g., "System must handle up to 5000 submissions per minute."
 - **Traceability Matrix:** Link requirements to test cases and JIRA issues.

2. User Story Template


 **Title:** Submit Feedback with Star Ratings

As a [user/admin], I want to [action] so that [benefit].

Acceptance Criteria:

- Users can select a rating between 1-5.
- Users must provide a comment if they rate 2 or below.
- Feedback is successfully stored in the database.

3. Meeting Notes Template

 **Date:** Jan 2, 2025

Participants:

- Jane Smith (UX Designer)
- Mark Johnson (Developer)

Agenda:

- Review feedback form prototype.
- Discuss admin dashboard requirements.

Discussion Notes:

- Users want a more visible star rating system.

Action Items:

- Update prototype with larger star icons (Jane Smith).
- Confirm database structure for feedback (Mark Johnson).

Best Practices

1. Clear Communication

- Use concise language in all documentation.
 - *Example:* Instead of "Users may or may not provide optional comments," write "Optional comments are allowed."
- Regularly update stakeholders with progress via Confluence pages and JIRA notifications.

2. Centralized Documentation

- Store all project artifacts (requirements, user stories, test cases) in Confluence.
- Organize pages using a clear hierarchy:
 - Home → Requirements → User Stories → Test Cases.

3. Integration with JIRA

- Link JIRA epics and stories directly in Confluence.
 - *Example:* Use the `/jira` macro to embed Sprint 1 issues.
- Create dashboards in JIRA to track sprint progress.

4. Continuous Improvement

- Conduct a retrospective after each sprint.
 - *Example:* "What went well? What didn't? What can we improve?"
- Document lessons learned for future reference.

Resources

Project Requirements Documentation: [Requirements Documentation](#)

JIRA Board for Customer Feedback Portal: [Customer Feedback Portal \(CFP\) | Board](#)

Templates Repository: [Knowledge Repository – Customer Feedback Portal Best Practices | Templates](#)