Online Product Review

By

Sumyta Islam Sana
(142-35-654)

A thesis submitted in partial fulfillment of the requirement for the degree of Bachelor of Science in Software Engineering

Department of Software Engineering
DAFFODIL INTERNATIONAL UNIVERSITY

Fall – 2018

APPROVAL

This **Project** titled **"Online product Review",** submitted by **Sumyta Islam Sana, 142-35-654** to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc in Software Engineering and approved as to its style and contents.

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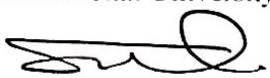

Mohammad Khaled Sohel — **Internal Examiner 1**
Assistant Professor
Department of Software Engineering
Faculty of Science and Information Technology
Daffodil International University

Md. Shohel Arman — **Internal Examiner 2**
Lecturer
Department of Software Engineering
Faculty of Science and Information Technology
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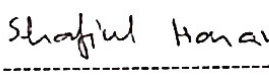

Mr. Shafiul Hasan — **External Examiner**
Managing Director
Vivacom Solution, Dhaka

DECLARATION

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We hereby declare that we have taken this project under the supervision of **Mr. Mohammad Khaled Sohel, Asst. Professor and Department of Software Engineering, Daffodil International University**. We also declare that neither this project nor any part of this report has been submitted elsewhere for award of any degree.

Submitted By:

Sumyta Islam Sana

.....

Sumyta Islam Sana
ID: **142 - 35 - 654**
Department of Software Engineering
Faculty of Science and Information Technology
Daffodil International University

Certified By:

.....

Mohammad Khaled Sohel
Asst. Professor
Department of Software Engineering
Faculty of Software Engineering
Daffodil International University

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First of all, I am thankful to Almighty Allah for his grateful I am complete my project in time. Afterwards that, I am also thankful to my friends and family, they support me and deal to propel about the limiter project build.

I am also very thankful to my supervisor **Mr. Mohammad Khaled Sohel, Asst. Professor**, Department of Software Engineering Daffodil International University. His guidance makes our work easy. He tries to continual encouragement ourselves, he gives me valuable advice for reading many inferior drafts and correcting them at all stage have made it possible to complete this project. I am also become very thankful to Professor **Dr. Touhid Bhuiyan,** Head of Department. Daffodil International University for his encouragement.

I am also thankful to all of my teachers & friend they help us every difficult moment when I need to some extra advice to talk about the entire project feature.

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Executive Summary

The entitle project “Online Product Review (OPR)” are a web-based project where customers will review the product for customer satisfaction, product quality etc. after selling the retailer product.

First of all a retailer register the companies system and then the collected product information report in the system. That’s why he will go to the shop and at the same time collected product review as well as upload it online.

In other words, reviews have real value for consumers and people now depend on them.
But, they also have some big benefits for retailers.
The biggest obstacle for you as an ecommerce store owner is building trust between your brand and your customer. Nobody wants to have bad reputation. Good quality products, reliability, and helpfulness all add up to the way your customers perceive you and your business. Genuine, positive reviews will encourage customers to look at you as someone they can trust, someone who cares about their customers, and someone who is willing to go the extra mile for an exceptional customer experience.

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Table of Contents

Contents Page
Board of Examiner's……..…….…I
Declaration…….. II
Acknowledgement…….…….…. III
Executive Summary……..…….…. IV
List of Figures…….……..…….…. VI
List of Tables……...…...…..…. VIII

Chapter 1: Introduction…… 1-2
1.1 Project Overview ….....01
1.2 Purpose of the projects …….....01
1.2.1 Backgrounds …….....01
1.2.2 Benefits & Beneficiaries ….....02
1.3 Stakeholder ….....02
1.5 Project Schedule……...02
1.5.1 Gantt Chart……...02
Chapter 2: Software Requirement Specification……3-5
2.1 Functional Requirements..... ..03
2.2 Non-Functional requirements.....04
2.2.1 Performance Requirements..... …….04
2.2.1.1 Speed and Latency Requirements..... ……04
2.2.1.2 Capacity Requirements..... ……04
2.3.2 Dependability Requirements..... 04
2.3.2.1 Availability Requirements..... ……..04
2.3.2.2 Safety-Critical Requirements.....……...04
2.3.3 Security Requirements..... ……04
2.3.3.1 Access Requirements..... ……04
2.3.3.2 Integrity Requirements.....……..04
2.3.3.3 Privacy Requirements..... ……...05
2.3 Assumption and Dependencies ….....05
2.3.1 Data Entry..... 05
2.3.2 Server/Hardware Performance.....05
2.3.3 Browser Dependency.....……...05

Chapter 3: System Analysis……6-18

3.1Use Case Diagram……..……. 06
3.2 Use Case Description……..……07
3.2.1Table Add Survey…….……07
3.2.2Table View Survey List…….……07
3.2.3Table Job Done List……...……08
3.2.4Table Attend Survey……..08
3.2.5Table View Report……09
3.2.6Table Client Register…….…10
3.2.7Table Rules & Regulation……..10
3.3 Flow Chart.....11
3.2.1 Admin Flow Chart.....11

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3.2.2 User Flow Chart.....12
3.2.3 Client Flow Chart..... 13
3.4 Sequence Diagram..... 14
3.4.1 Admin Sequence Diagram..... 14
3.4.1(1) Admin View Survey List.....15
3.4.1(2) Admin Clint Register.....15
3.4.1(3) Admin Categories Add.....16
3.4.2 Client Sequence Diagram.....17
3.4.2(1) Client View Report……..18
3.4.2(2) Client Add Question to Survey……18
3.4.3 User Sequence Diagram..... 19
3.4.3(1) User View Job Done List……..…...20
3.4.3(2) User Attend Survey……20

Chapter 4: System Design Specification……..21-22

4.1 ER Diagram..... 21
4.2 Development Tools & Technology..... 22
4.2.1 Software Language or Framework.....22
4.2.2 Development Tools and Technology 22

Chapter 5: System Testing ….....23-25
5.1 Unit Testing.....23
5.2Unit Testing Case Module.....23
5.2.1Integration Testing.....23
5.2.2 Integration TestingModule…….....23
5.2.3 Integration Testing…….....23
5.3 Integration Testing Case Module.....24
5.3.1System Testing.....24
5.3.2 System Testing Case Module.....24
5.3.3 Acceptance Testing Case Module.....24

Chapter 6 User Manual……25-30

6.1 Admin Aspect.....25
6.2 Client Registration……26
6.3Survey Add……27
6.4Question Adding To Survey……..27
6.5Attend Survey……...28
6.6Survey list……29
6.7Job Done Survey List……30

Chapter 7: Project Summery.....31-31

7.1 Critical Evolution.....31
7.2 Future Scope.....31
Chapter 8: Conclusion.....32
Chapter 9: References.....33

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List of figure

Fig 01: Gantt chart……..... 02

Fig 02: Use case diagram ……..... 07

Fig 03: Admin Flow chart……..…….. 12

Fig 04: User Flow chart……..... 13

Fig 05: Client Flow chart……..…… 14

Fig 06: Admin sequence diagram……. 15

Fig 07:Admin View Survey List……..... 16

Fig08: Admin Client Register……...… 16

Fig 09: Admin Category Add……17

Fig 10: Client sequence diagram…….. 19

Fig 11: Client View Report…… 19

Fig 11: Client View Report…… 19

Fig12:Clint Add Question To The Survey……. 19

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Fig 13: User sequence diagram…….. 20

Fig 14: Admin View Survey List…….. … 20

Fig 15: User Attend Survey…… 21

Fig 16: Entity relationship diagram…….…… 22

Fig 17: Admin dashboard…… 25

Fig 18: Client Registration……..…… 26

Fig 19: Survey Add……..……... 27

Fig 20: Question Adding To Survey...…… 28

Fig 21: Attend Survey……. 29

Fig 22: Survey List…….…. 30

Fig 23: Job Done Survey List……...…….. 31

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LIST OF TABLE

Table 2.1: Functional Requirement……..... 03

Table 3.1.4.1: Use case description for Authentication……..... 07

Table 3.1.4.2: Use case description Create Exam……..... 07

Table 3.1.4.3: Use case description View Exam Report…….. 08

Table 3.1.4.4: Use case description Attend Exam……..... 08

Table 3.1.4.5: Use case descriptionOverview wrong answer……..... 09

Table 3.1.4.6: Use case description Add Couse……..... 10

Table 5.3.1: Test case Unit Test……..... 22

Table 5.3.2: Test case Integration Test……..... 22

Table 5.3.3: Test case System Test Case……..... 23

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Chapter 1:

Introduction

1.1 Project Overview:

The entitle project “Online Product Review (OPR)” is a web based project where customers will review the product for customer satisfaction, product quality etc. after selling the retailproduct. Recognizing what the customer wants is the key ingredient to success in any type of job. News media, government offices and political candidates need to cognize what the public believes. Associations need to experience what their members require. Big companies require to assess the attitudes of their employees. The best path to get this information is to take a study.

1.2 Project Purpose

1.2.1 Background

Recognizing what the customer wants is the key ingredient to success in any type of job. News media, government offices and political candidates need to cognize what the public believes. Associations need to experience what their members require. Big companies require to assess the attitudes of their employees. The best path to get this information is to take a study.
This chapter is meant mainly for those who are eager to survey research. It discusses alternatives and offers hints on how to plan and lead a successful survey project. It does not offer direction on using specific sections of The Survey System, although it mentions parts of the course of study that can aid you with certain chores. And also how the project work follow.

1.2.2 Benefits & Beneficiaries

Benefits ofthis project is very broad in terms of other manually taking exams.

Few of them are:

- Physical presence in a given location is absolutely not necessary
- No time is spent on evaluation
- Report are available By Survey.
- Can be easily accessed 24/7 over the open survey period
- Easy Accessibility survey patent.
- User friendly.
- Secure because of authentication are token base.

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1.2 Stakeholders

a.Admin.
b.Client.(Retailer)
c.User.(Reviewer)

1.3 Project Schedule:

Hear is the project schedule of my project.

1.4.1 Gantt Chart

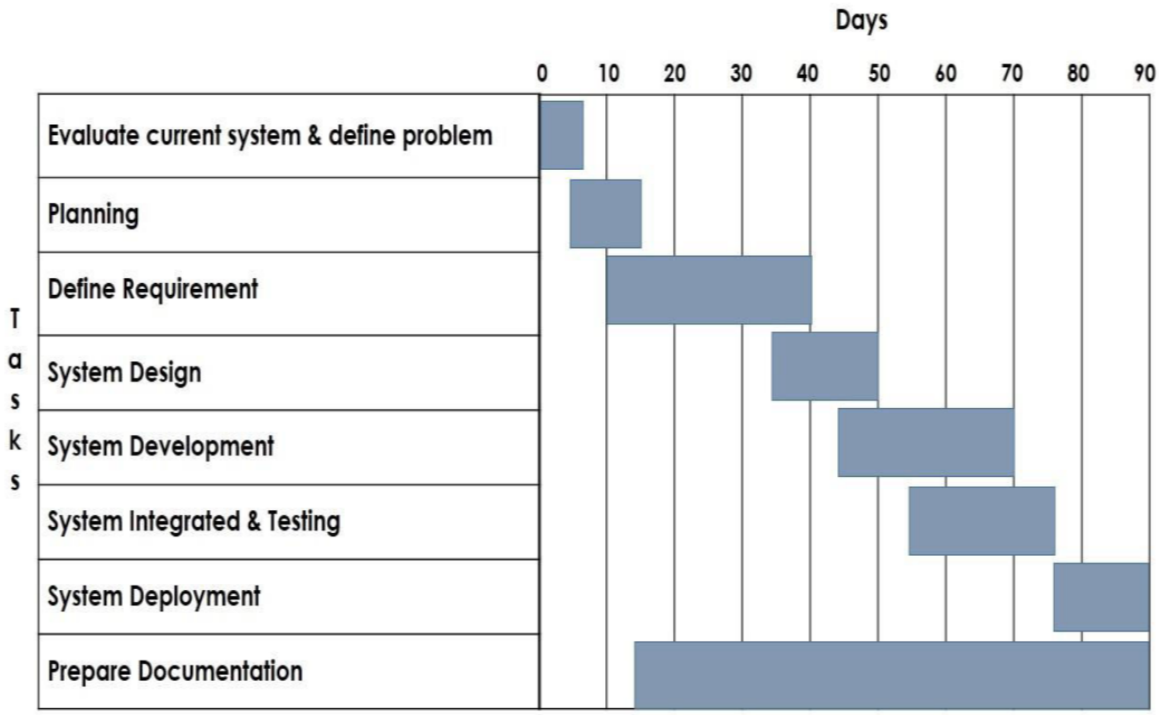

Fig: 1.4.1 Gantt chart

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Chapter 2:

Software Requirement Specification

2.1 Functional Requirements

Table 2.1

FR 01	Add Survey		
Description	Authenticate Retailer can Add multiple survey base on his need		
Stack Holders	Retailer	**Priority**	High

Functional Requirements

FR 02	Survey list		
Description	All of the published survey are view in table for all user		
Stack Holders	1. Admin 2. Retailer 3. Reviewer	**Priority**	High

FR 03	Authentication
Description	Authentication for All user to get system access.

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Stack Holders	1. Admin 2. Retailer 3. Reviewer	**Priority**	High

FR 04	Retailer Creation		
Description	Admin create retailer account		
Stack Holders	Admin	**Priority**	High

FR 05	Report Generate		
Description	Retailercan get any survey report		
Stack Holders	Retailer	**Priority**	High

FR 06	Survey Category or tag Creation		
Description	Admin create category or tag		
Stack Holders	Admin	**Priority**	High

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FR 07	Add Question to survey		
Description	Retailer can set as much he can questions to a selected survey.		
Stack Holders	Retailer	**Priority**	High

FR 08	See Rules And Regulation		
Description	User and client can see rules of the system		
Stack Holders	1.Retailer 2. Reviewer	**Priority**	Medium

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2.2 Non-Functional requirements

2.2.1 Performance Requirements

2.2.1.1 Speed and Latency Requirements

This system provides JSON response on the server side API. The resolution also provides with a response code. This code is principally applied for confirmation about the result. The response code and JSON format are easily readable for client side. Thus, ultimately the focal ratio and execution are more corrupted than the local response.

2.2.2 Dependability Requirements

2.2.2.1 Availability Requirements

Pupils can attend the survey any time, however, can open site anytime to access other data. This organization must operate on multiple operating systems and support Windows Operating System.

.

2.2.2.2 Safety-Critical Requirements

The token base response is more than more secure than the normal redirect response. User credential, user permission and also insurance for different user divide by providing access token which provide for our constitution.

2.2.3 Security Requirements

2.2.3.1 Access Requirements

The system provide token base authentication system with proper user authorization. In this authorization system user must need to provide legal credential. Then our system provides an access token for the user. Without use the token no one can access the selected path. The token provides user details with user privilege logs.

2.2.3.2 Integrity Requirements

Our system provides token on demand data delivery process. Every post request must have provided a token for ensuring that each request to a server is accompanied by a signed token. As comfortably as the get, put and delete request carry an authorize token every time. By using this our system easily understand authenticated user are permitted for this data or not.

2.2.3.3 Privacy Requirements

Data integrity is the most significant part in the system. Along with that the access token is almost as significant. So, we store token on the data infrastructure. After verifying the request it removes from the database. A fixed timer also set to validate the token. A refresh token must generate with every authentication. Both token has a limited life line. After breathing out the time the session of authenticated user must be nigh.

2.3 Assumption and Dependencies

2.3.1 Data Entry

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Though the data entry operation is out of the scope of an Online Product Review, but for giving it a standard look our team has added some meaningful data to ascertain the compatibility of the system. Provision of correct information is possible only when valid data are recorded in the database. Since the data entry is a separate project and will be executed by the government agency, the sanction will be responsible for the cogency of the data to be provided to the user through online system.

2.3.2 Server/Hardware Performance

OPR System team is not responsible for providing servers or hardware. However, the performance of software sometimes depends on the hardware or server machine in which it is running.

2.3.3 Browser Dependency

The OPR System will be compatible with any JavaScript enabled open standard browsers, and it will also support Internet Explorer, Mozilla Firefox (any last version) and other compatible browsers.

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Chapter 3:
System Analysis

1.4 Use Case Diagram

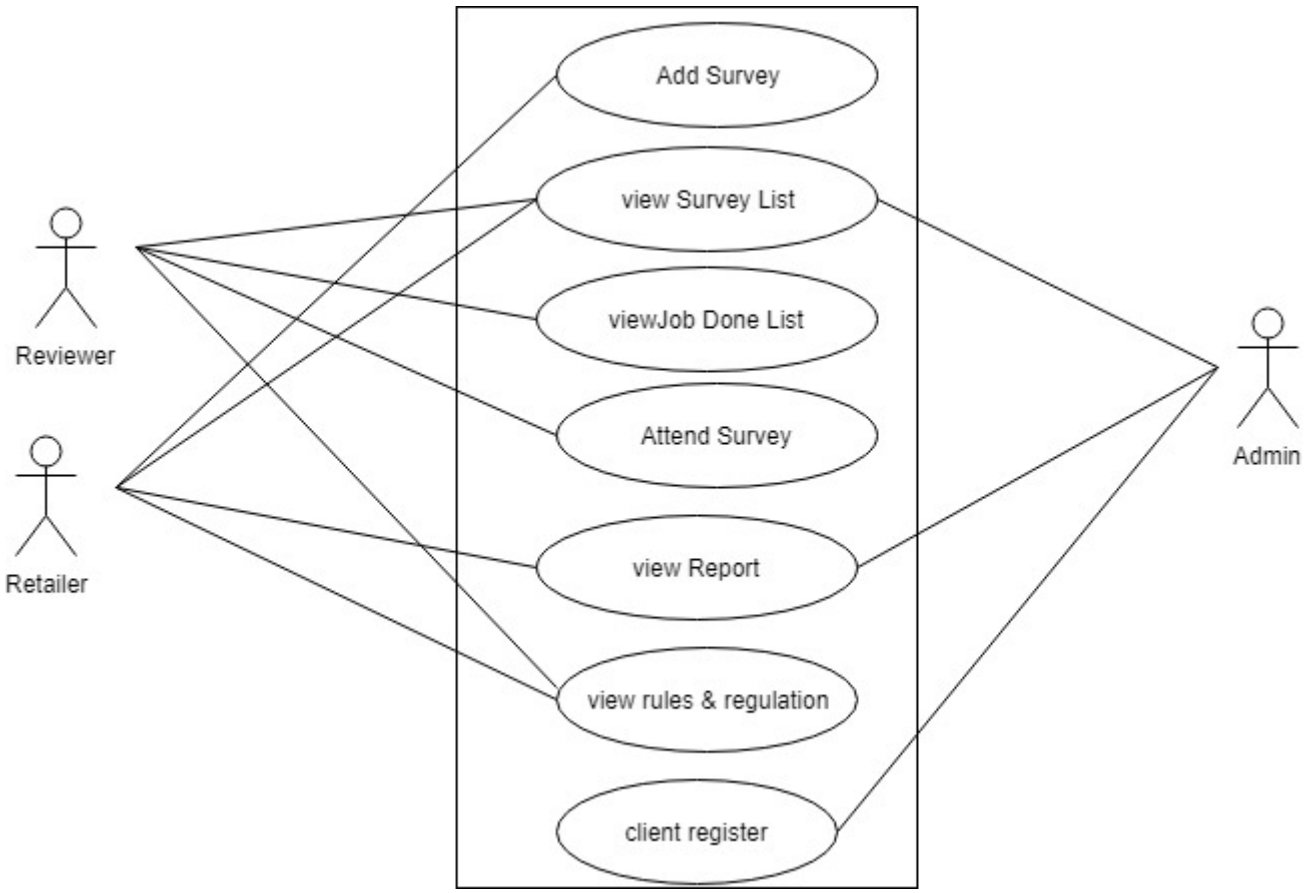

Fig: 3.1 Use Case Diagram.

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3.2 Use case description

Table 3.2.1 Add Survey

Use case name	Survey Adding	
Pre-condition	Client need to insert data for Add new survey	
Trigger	Add survey button use for it	
Actors	Only Authorize client can use it	
Main Flow	step	action
	1	Fill all the criteria related to add survey
	2	Submit form for save data
Alternative flows	System should check validation	
Post condition	The store data show where needed	

Table 3.2.2 See survey list

Use case name	**Survey List show**	
Pre-condition	To show surveys user need to click show survey list	
Trigger	show survey list button work for it	
Actors	Only authenticate user, client and also admin can perform	
Main Flow	Step	Action
	1	For view every survey details all user need to see it.

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Alternative flows	User get error message if it not found
Post condition	The survey data show its details

Table 3.2.3 job done list

Use case name	Job done list	
Pre-condition	user just view that survey which are done by himself	
Trigger	Job done Button work for it	
Actors	Only authenticate user can perform	
Main flow	step	action
	1	For Creating exam report teacher need to identify which exam report he want to get. And also he can get all of his exams report
Alternative flows	He can generate the report as pdf format or excel format	
Post condition	He can able access other exam report	

Table 3.2.4 Attend survey

Use case name	Attend survey
Pre-condition	User can easily attend any survey that he want

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Trigger	Start survey button fork for it	
Actors	Only authenticate user can perform	
Main Flow	step	action
	1 2	For attending any survey user need to view survey detail. After that System provide him question base on survey.
Alternative flows	He can skip survey but his job not done.	
Post condition	He can able access other survey or else.	

Table 3.2.5See report

Use case name	See report	
Pre-condition	User need to apply for loan and that should be approved	
Trigger	See report Button work for it	
Actors	Only authenticate admin and manager can perform	
Main Flow	step	action
	1	For getting report loan should be approved
Alternative flows	It not approved it show error message	
Post condition	He can able access other report.	

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Table 3.2.6 Client Register

Use case name	Client Register	
Pre-condition	Admin need to fill up client form	
Trigger	Add client Button work for it	
Actors	Only authenticate admin can perform	
Main Flow	step	action
	1	For add multiple system client admin need to add more client
Alternative flows	He can get error message if data not valid	
Post condition	He can able system other functions.	

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Table 3.2.7 Rules and Regulation

Use case name	Rules and Regulation	
Pre-condition	User can see system rules that provide admin	
Trigger	See rules Button work for it	
Actors	Only authenticate user can perform	
Main Flow	step	action
	1	For knowing system rules user need to click the selected button
Alternative flows	He can get error message if not exist	
Post condition	He can able system other functions.	

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3.3 Flow Chart

3.3.1 Admin Flow Chart

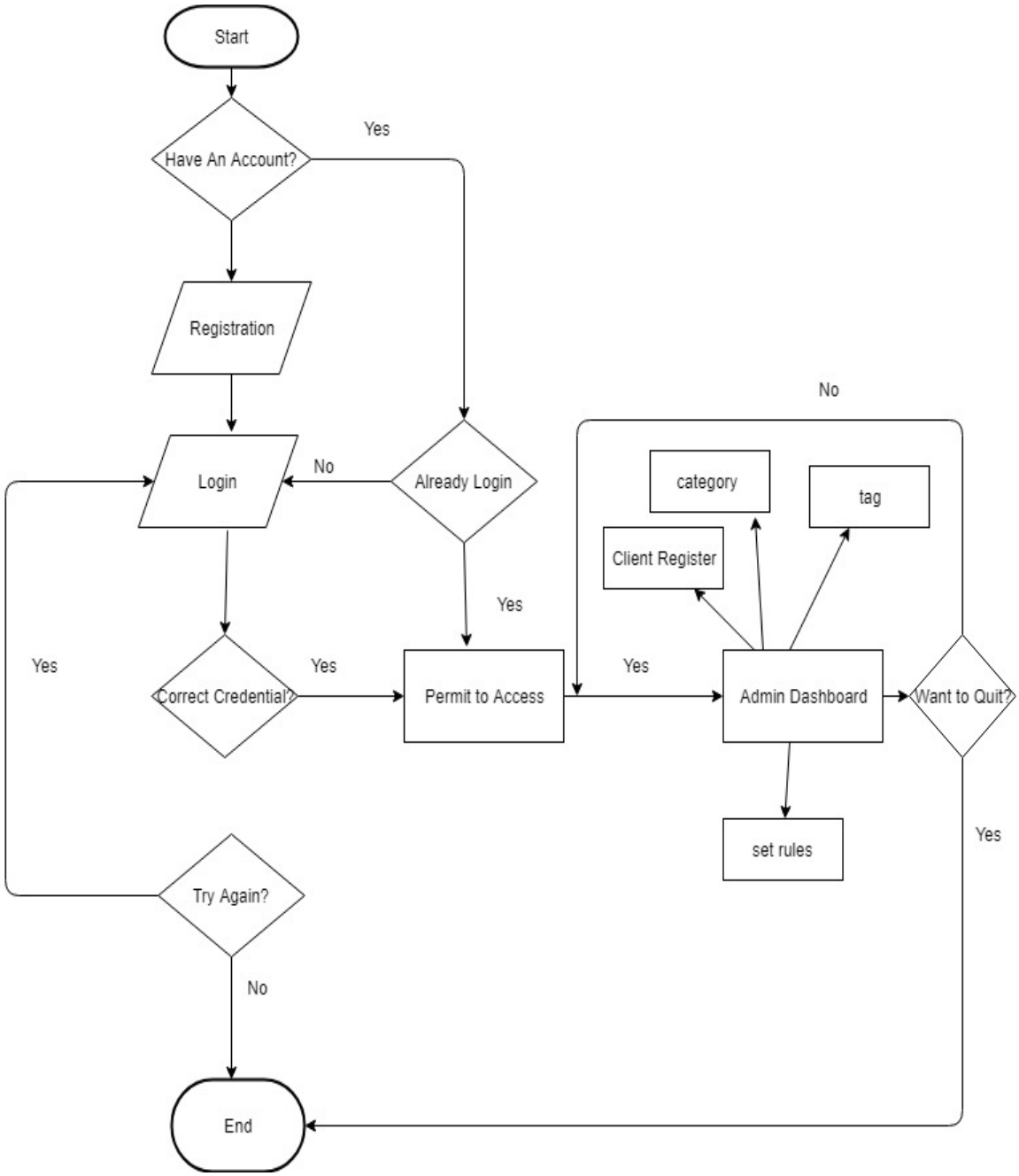

Fig: 3.3.1 Admin Flow Chart

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3.3.2 User Flow Chart

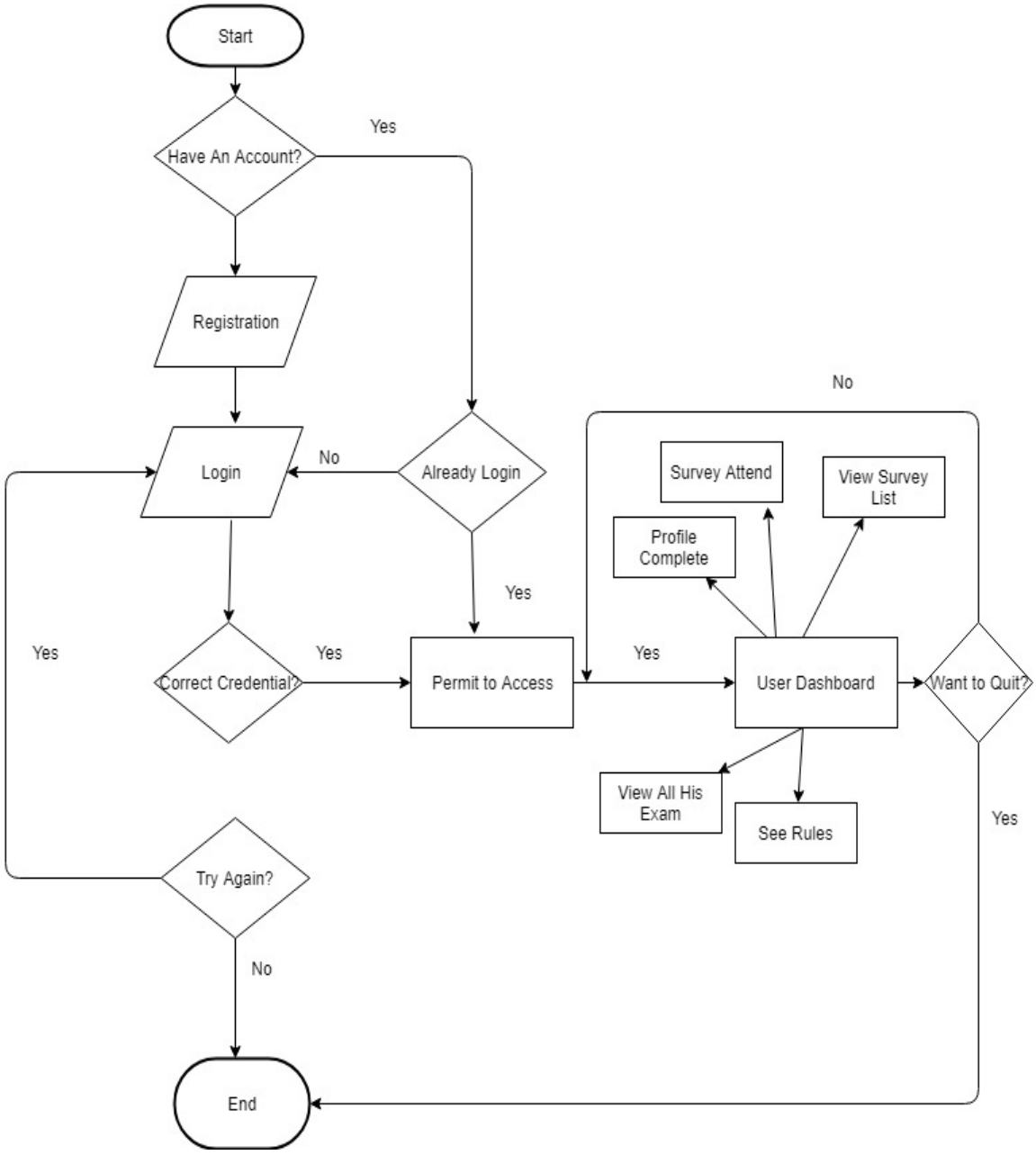

Fig: 3.3.2User Flow Chart

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3.3.3 Client Flow Chart

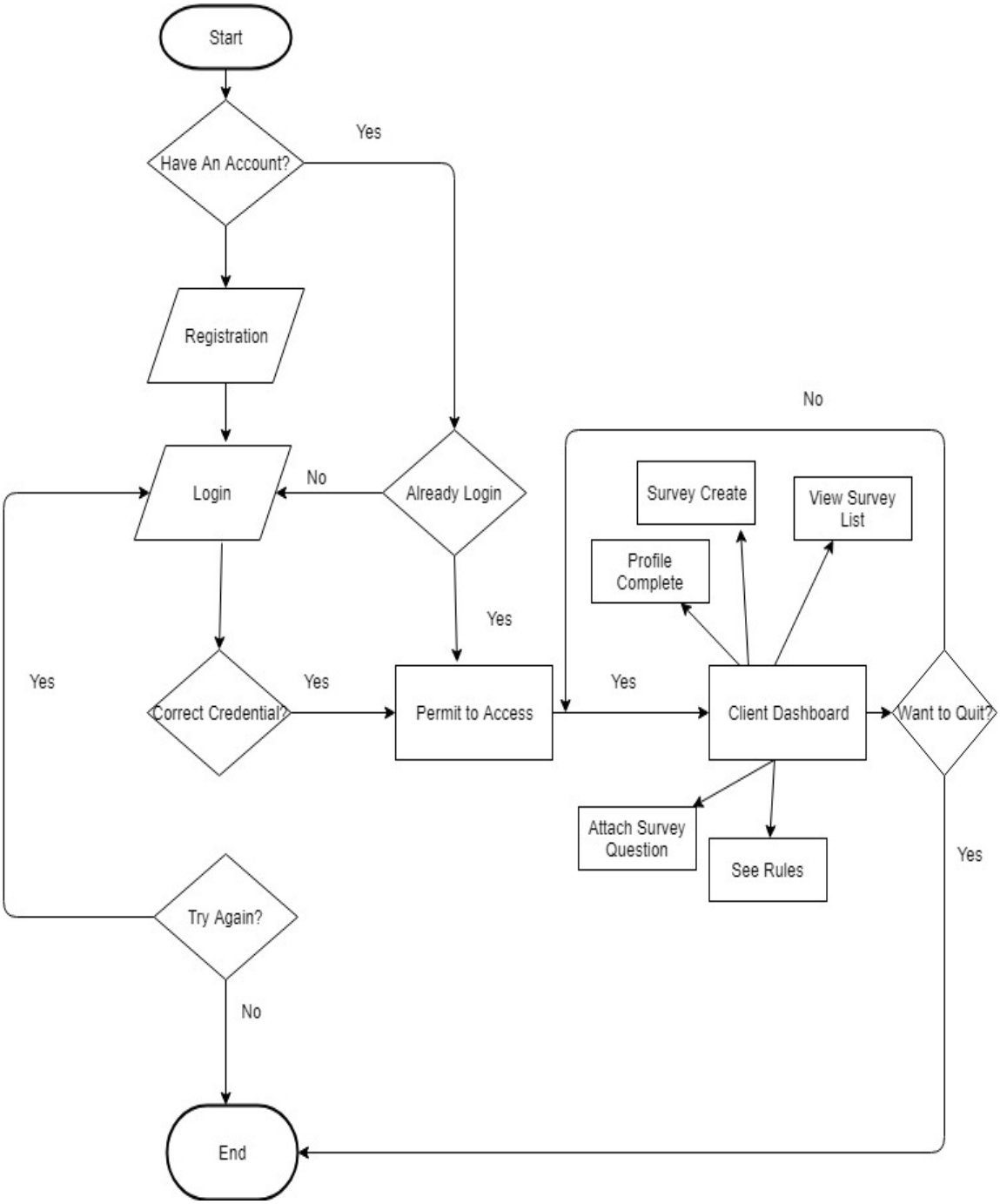

Fig: 3.3.3 Client Flow Chart

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Chapter 4:

System Design Specification

4.1 System Sequence Diagram

4.1.1 Admin Aspect

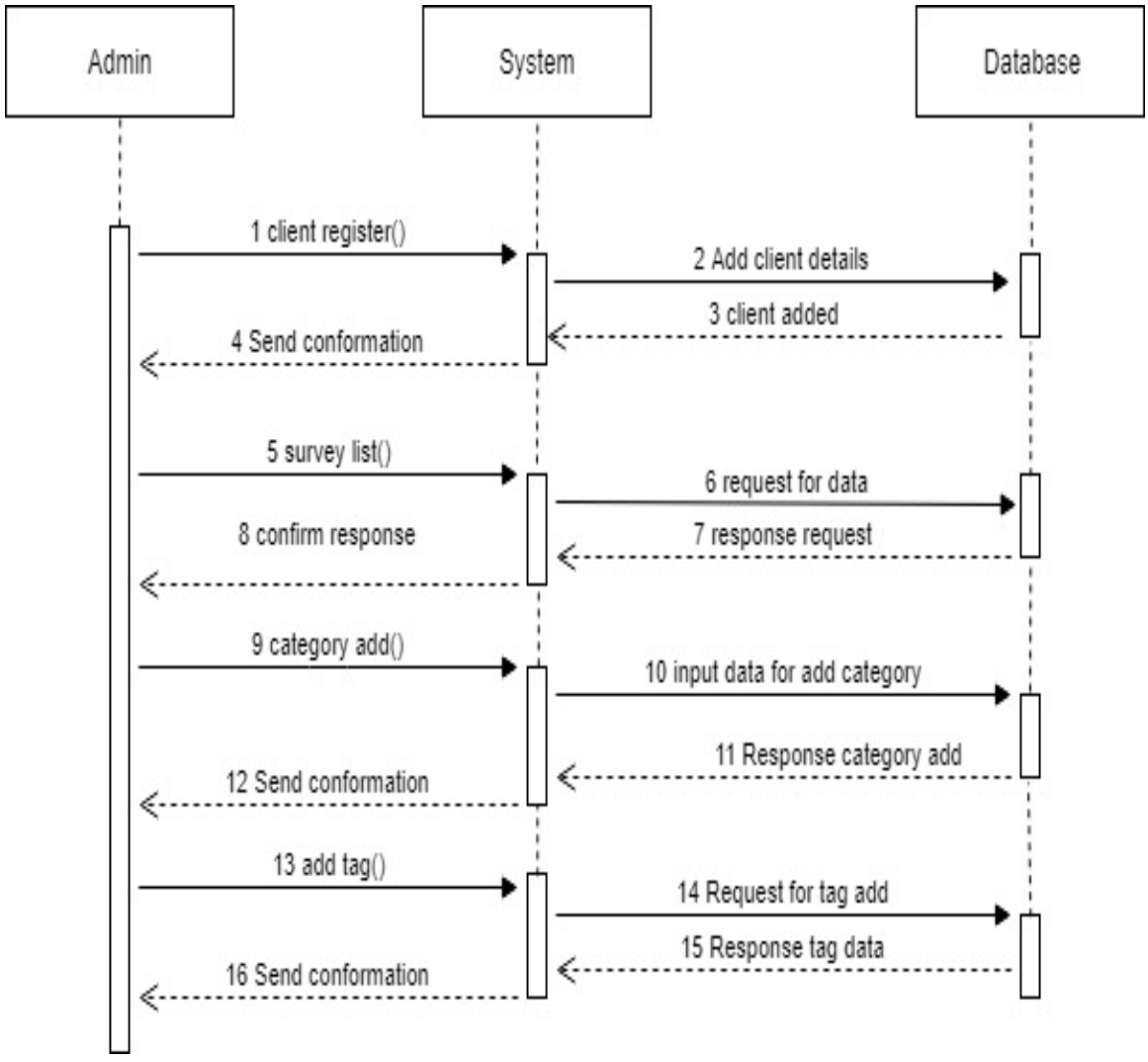

Fig: 4.1.1Admin sequence diagram.

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4.1.1 (1)

Admin View Survey List:

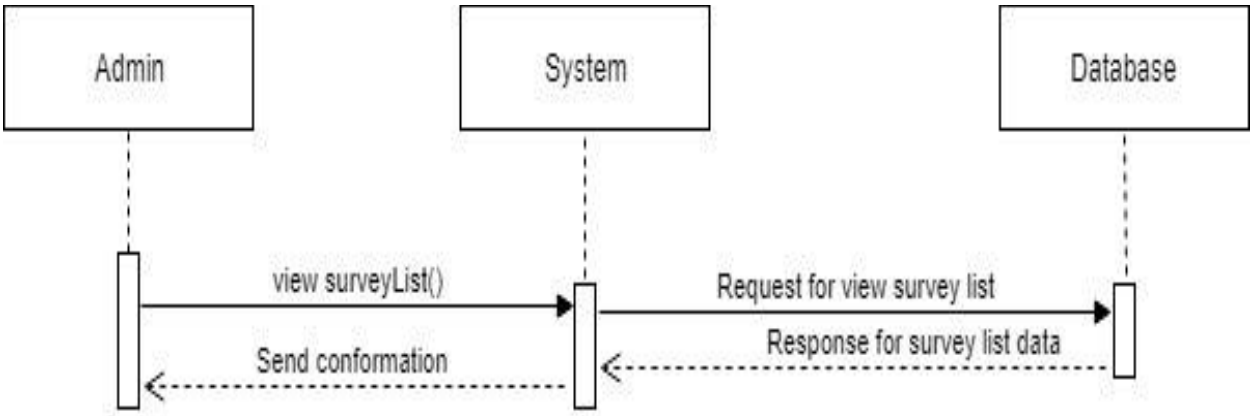

Fig:4.1.1 (1) Admin View Survey List.

4.1.1 (2)

Admin Client Register:

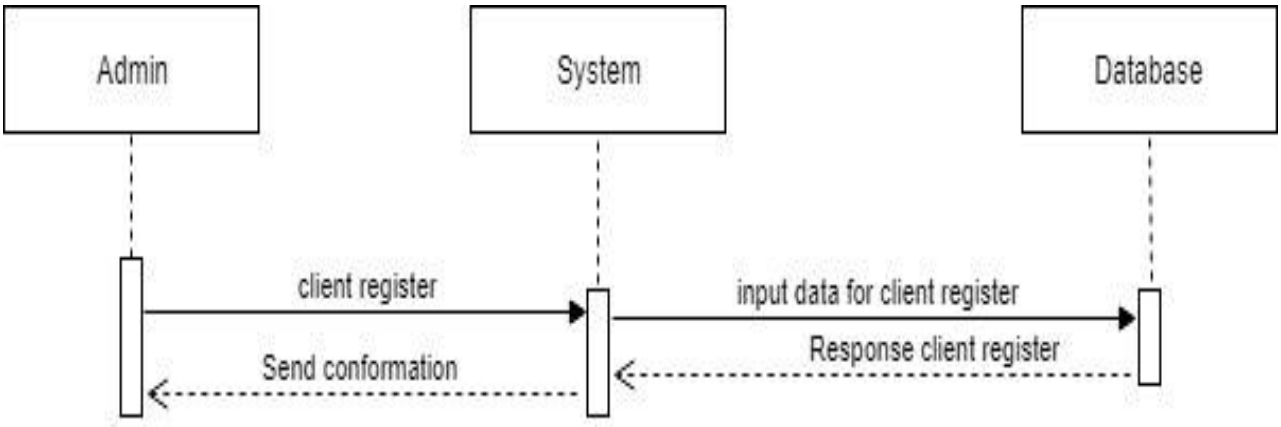

Fig: 4.1.1 (2)Admin Client Register.

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4.1.1 (3)

Admin Category Add:

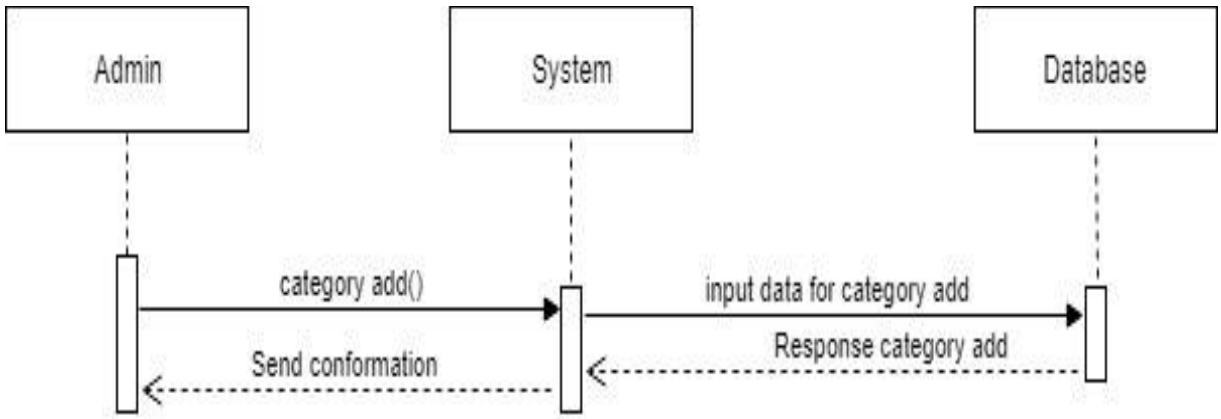

Fig: 4.1.1 (3) Admin Category Add.

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4.2 Client Aspect

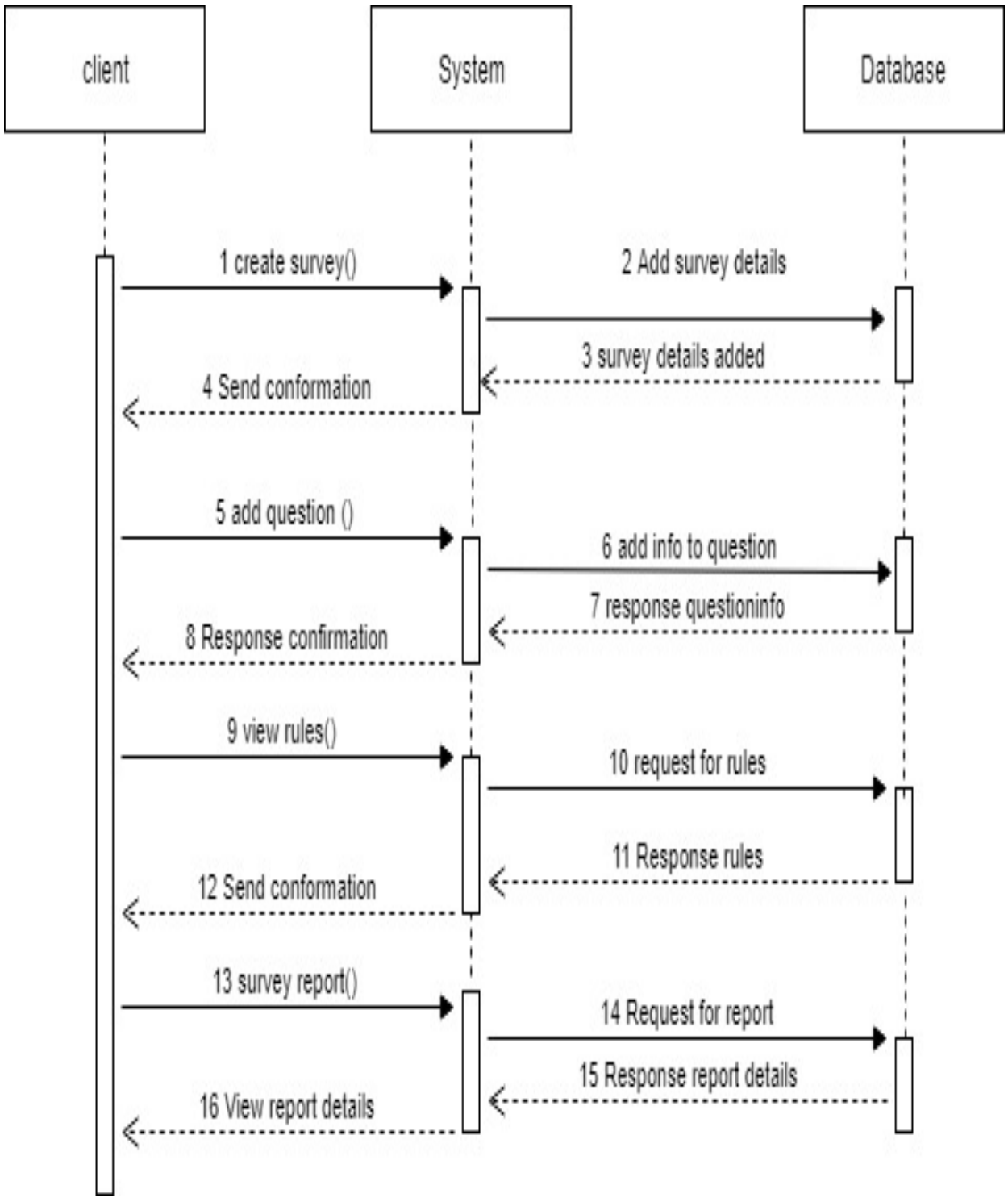

Fig: 4.2 Client sequence diagram.

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4.2(1)

Client View Report:

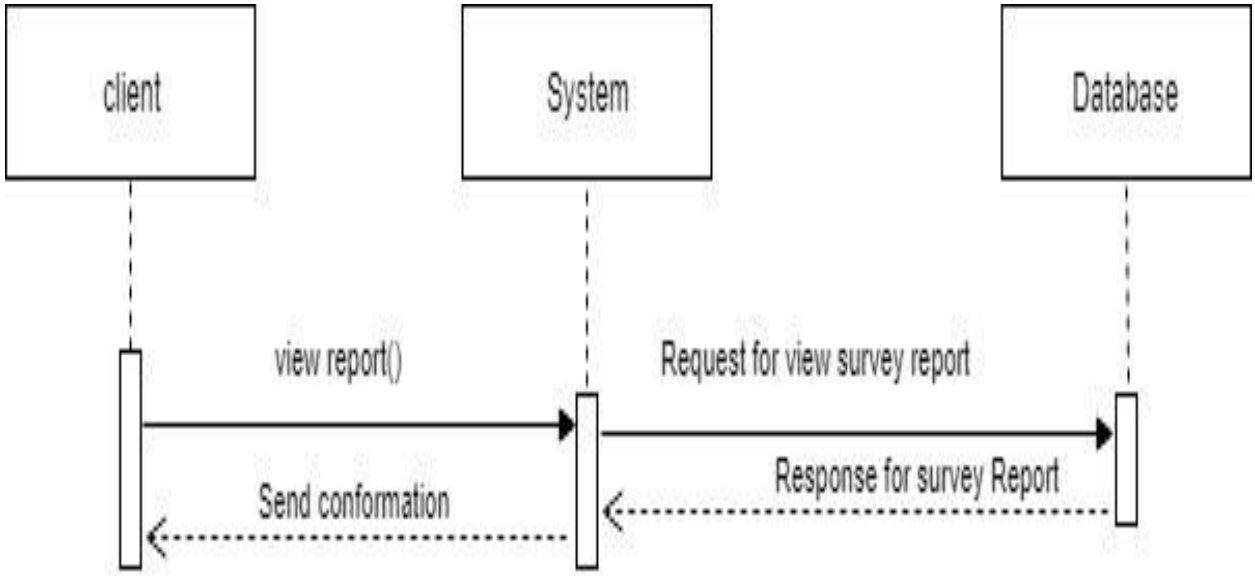

Fig: 4.2(1) Client View Report.

4.2(2)

Client Add Question To Survey:

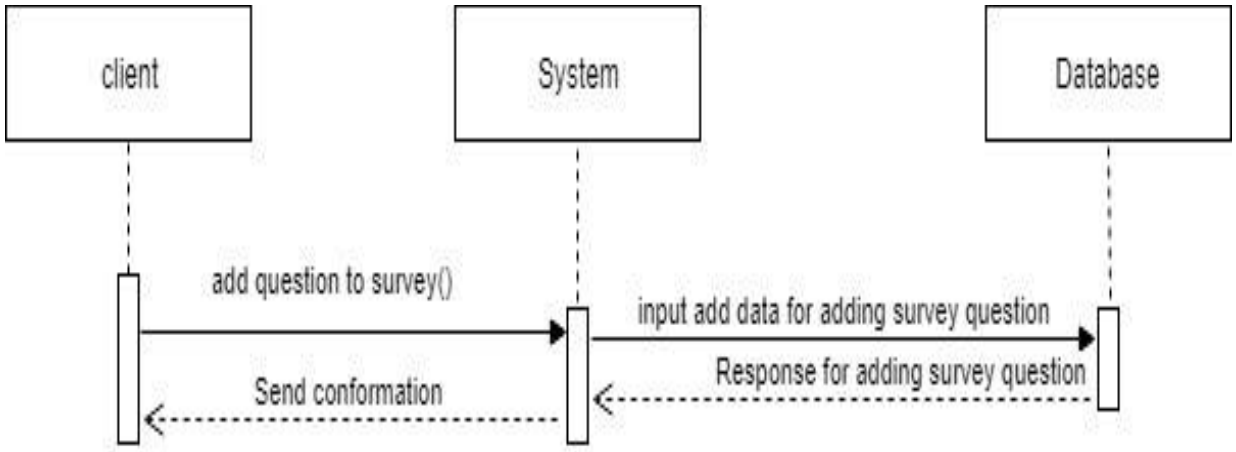

Fig: 4.2(2) Client Add Question To Survey.

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3.4.3 User Aspect

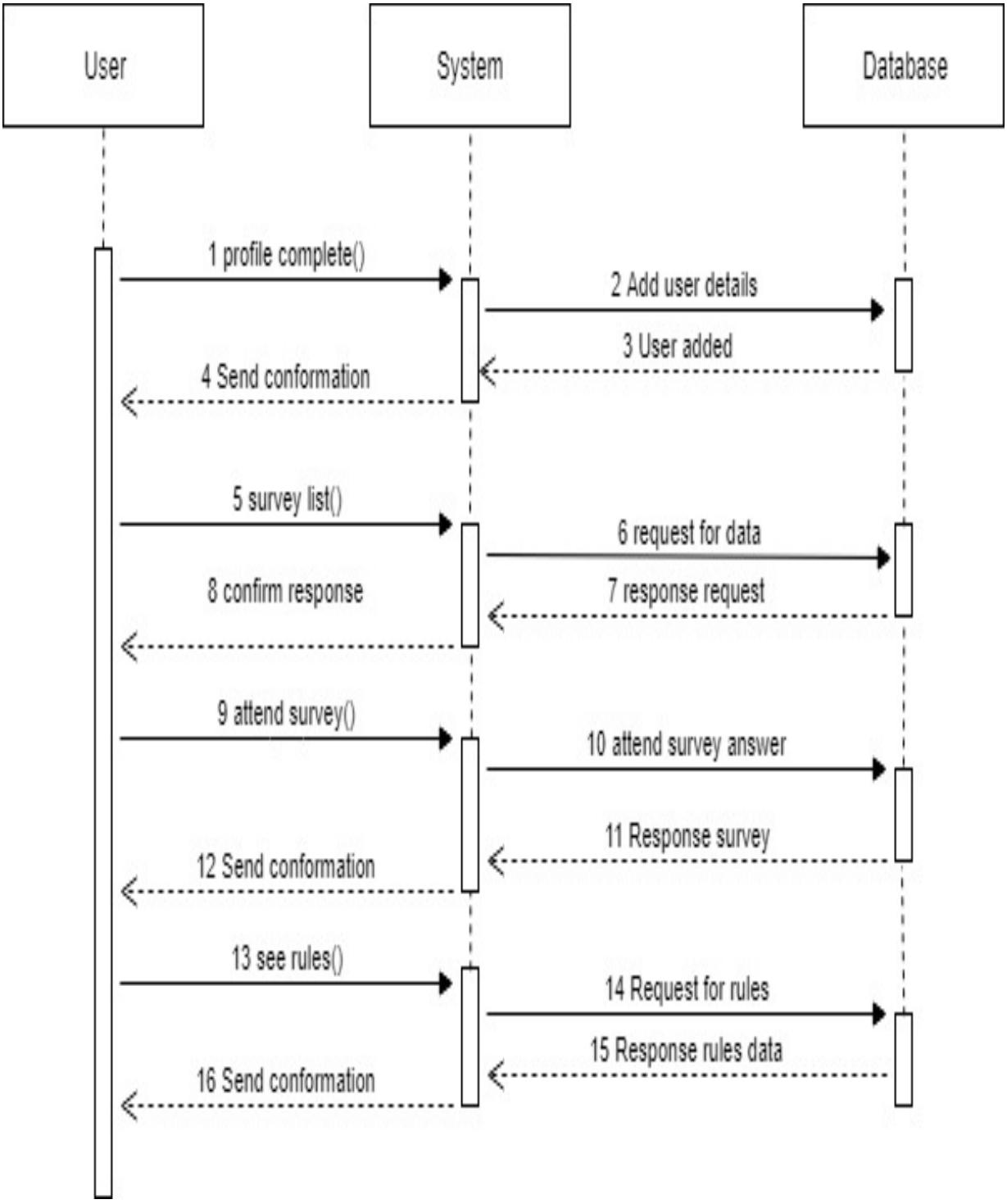

Fig: 4.3 User sequence diagram.

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4.3 (1)

User View Job Done List:

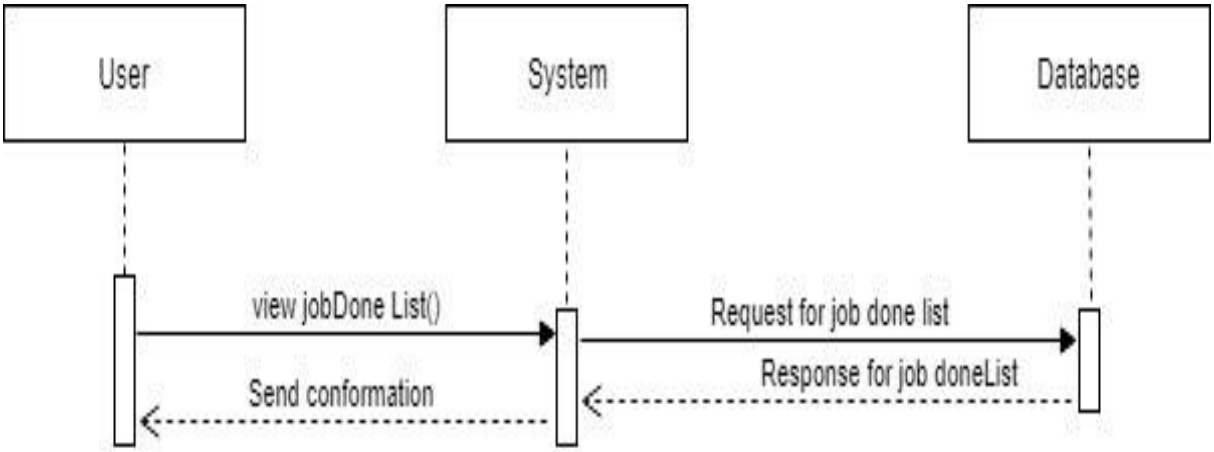

Fig: 4.3 (1) User View Job Done List.

4.3 (2)

User Attend Survey:

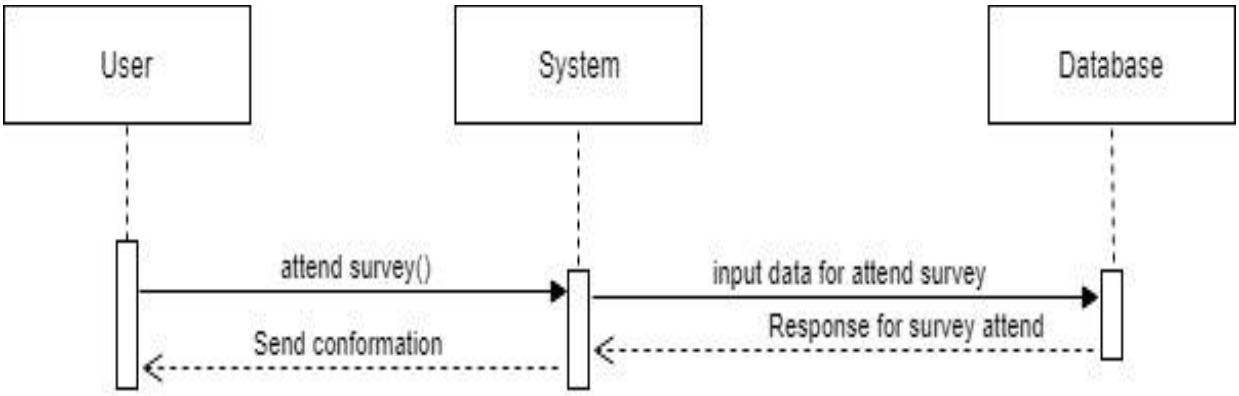

Fig:4.3 (2) User Attend Survey.

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4.4 ER Diagram

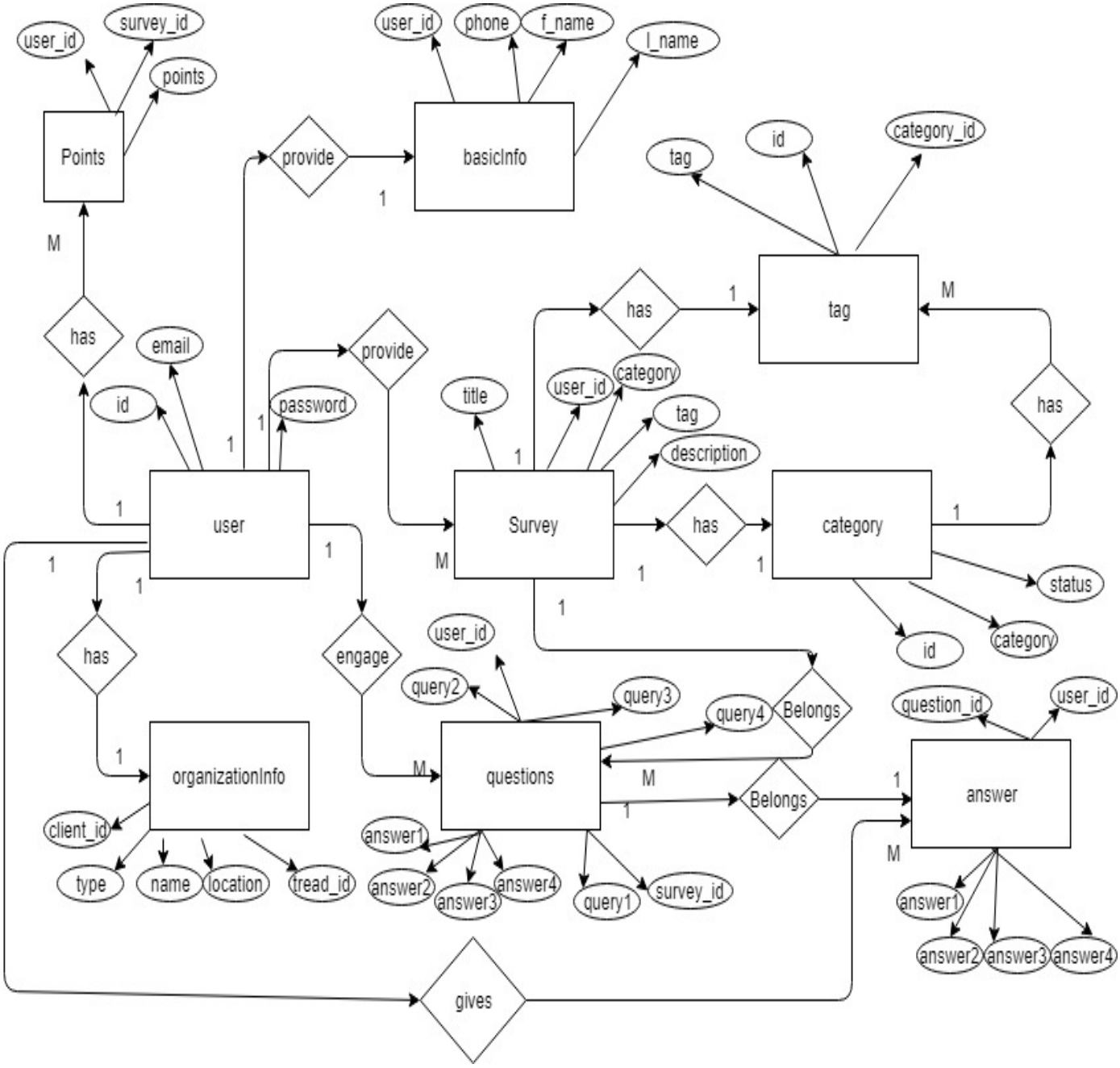

Fig: 4.1 ER Diagram.

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4.5Development Tools & Technology

4.5.1 Software Language or Framework:

The design of Online Product Review is heavily structured for maintainability, flexibility and robustness. For this cause it may look complex when first approached. Information memory and representation, user interface presentation, and control separate into different strata. The major categories, roughly ordered "Client Side" to "Server Side" follow:

• **Page Layouts:** which are responsible for assembling HTML pages to display to all Users.

• **Page classes:** which receive requests from user's web browsers, delegate any required processing to various other classes, and call up the appropriate template to get a reply.

• **Action classes:** which are used by the page classes to perform non-trivial processing of user request depends on user request.

• **Model classes:** which implement PHP objects representing the systems various entities for data processing.

• **Support classes:** Which provide core functionalities, miscellaneous common classes and functions, etc. The PHP codes there are some organizations and standards we maintain. Those are presented under:

• Wherever possible, global variables and functions outside of classes should be averted at all.

• We focused Filenames should match class names.

• Class names must be use Camel Case, and instances use lower Camel Case.

• Whenever possible and coherent, we try the variable name should match the division name.

• Class names and source code file names should be descriptive and uniquely created.

4.5.2 Development Tools and Technology

OPRis written in object-oriented PHP LARAVEL and data is stored in MySQL database. We trying to build the system with latest technology for more stable and faster way.

- IDE: Sublime Text 3 editor, Vs Code, Atom.
- Database: MySQL Database.
- Client Side: HTML,JS, Bootstrap
- Server Side: PHP (Laravel 5.7).
- Web-Server: XAMPP web Server.

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Chapter 5:

Testing

5.1 Importance ofTesting

• Testing is discovering mistakes on this application program
• It is utilized for both blessing and confirmation to build up an item
• It is utilized for powerful blunder recognizable proof
• It ensures client unwavering quality and fulfillment
• Make beyond any doubt nature of this diligence
• Make beyond any doubt incredible execution of this diligence
• Required to remain in the software business

5.2 TestingParts

- SignUp
- Sign In
- Test DriveApply

5.3 TestingEnvironment

- Testdata
- Requirements
- Application
- OperatingSystem(OS)
- Databaseserver
- Browser

5.4 Test Plan Strategy

A testing technique is a general fashion to allot with the testing procedure as opposed to a strategy for contriving specific framework or part tests. Diverse testing techniques might be embraced relying upon the sort of framework to be sampled and the improvement procedure utilized.

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5.5 Test Cases

Table 5.5.1: Test Case Module-1: - Sign Up

Test Case ID: TC1	Test Design by: Robin Islam
Test Priority: High	Test Design Date: 22-11-2018
Module Name: Sign Up	Test Execute by: Robin Islam
Description: This section covers the functionality of registering newReviewer.	Test Execute Date: 25-11-2018

Precondition: User has no precondition

Dependencies: Enter input required information

Table 5.5.2: Test Case Module-1

Step	Test cases	Test Data	Expected result	P/f	Actual result
01	Enter emptyvaluefor anyrequiredField		Display errorMessage	Pass	Display errormessage
02	Enter password less than 6characters Long	123456	Display errormessage “Passwordlengthmust be6characters”	Pass	Display errormessage “Password lengthmust be6characters”
03	Enter differentmail format instead ofxxx@xxx.xxx	gmail.com . sg	Display errormessage “Invalidemail address”	Pass	Display errormessage “Invalidemail address”
04	New Retailer Registration		Display message “Registration Successfully’’	Pass	Display message“SubmittedSu c cessfully’’

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Table 5.5.3: Test Case Module-2: - SignIn

Test Case ID: TC2	Test Design by: Robin Islam
Test Priority: High	Test Design Date: 22-11-2018
Module Name: Sign In	Test Execute by: Robin Islam
Description: Test login process of Infrastructure Assistant	Test Execute Date: 25-11-2018

Table 3: Test Case Module-2

Precondition: User must be registered already

Dependencies: Input correct user name & password.

Table 5.5.4: Test Case Module-2: - SignIn

Step	Test cases	Test data	Expected result	Actual result	P/F
01	Enter empty valuefor username &Password		The Email fieldIs Required	The Email fieldIs Required	Pass
02	Enter correct valuefor user name &Password	User name&Password	Accept	Accept	Pass
03	Enter wrong valuefor user name &Password	User name&Password	Invalid LoginAttempt	Invalid LoginAttempt	Pass
04	After giving input click submit Button		Clicking on submitbutton directed on anotherpage	Clicking on submit button directed on another page	Pass

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Table 5.5.4: Test Case Module-1: - Test DriveApply

Test Case ID: TC3	Test Design by: Robin Islam
Test Priority: High	Test Design Date: 22-11-2018
Module Name: Test Drive Apply	Test Execute by: Robin Islam
Description: Test the Infrastructure creation process.	Test Execute Date: 25-11-2018

Precondition: User must be logged in already. Dependencies: input required field and write event query.

Table 5.5.5: Table 5: Test Case Module - 3

Step	Test cases	Test data	Expected result	Actual result	P/F
01	Enter empty valuefor any requiredField		This field is Required	This field is Required	Pass
02	Enter correct value for all required field		accept	Accepted	Pass
03	Write Apply Description		Accept any type of input method	Accept input method	Pass
04	Write all query & click submit button		Clicking submit button directed on another page	Clicking on submit button directed on another page	Pass

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Chapter 6:

User Manual

6.1 Admin dashboard:

After have a complete authentication process based on user role every use redirect to his own dashboard. Here the admin dashboard as an example.

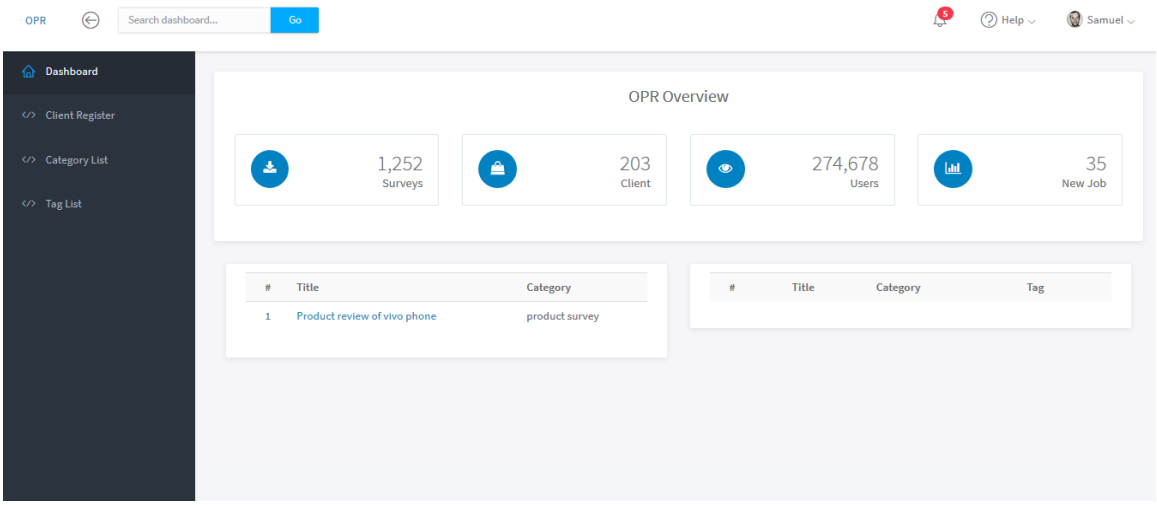

Fig 6.1: admin dashboard

6.2 Client Registration:

Only authenticated admin can create client/retailer account. The viewing page as an example of this.

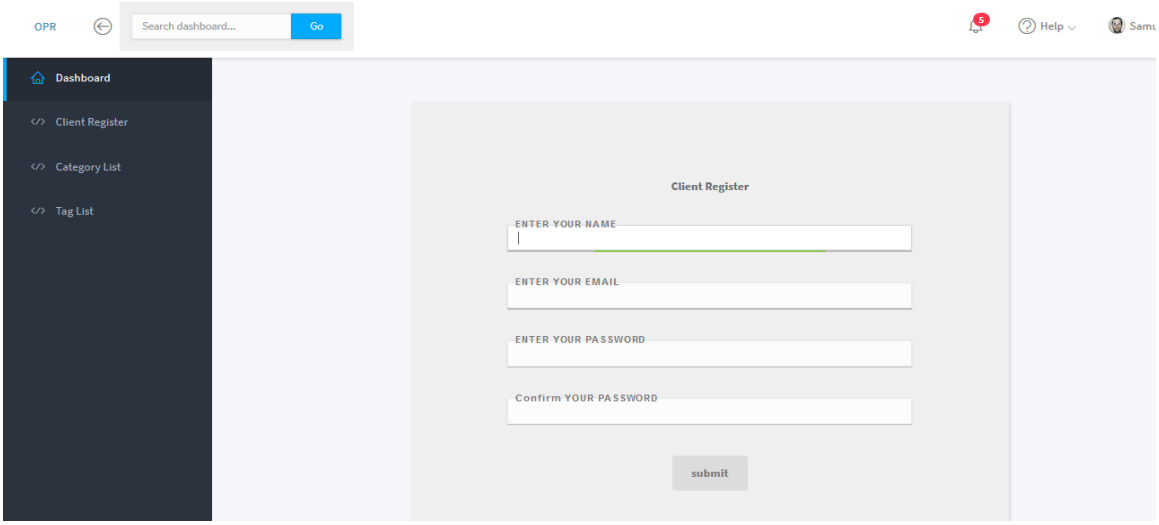

Fig 6.2: client registration

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6.3 Survey Add:

Authenticated Retailer can create multiple survey based on his need. He need to click create new Survey button to get this page.

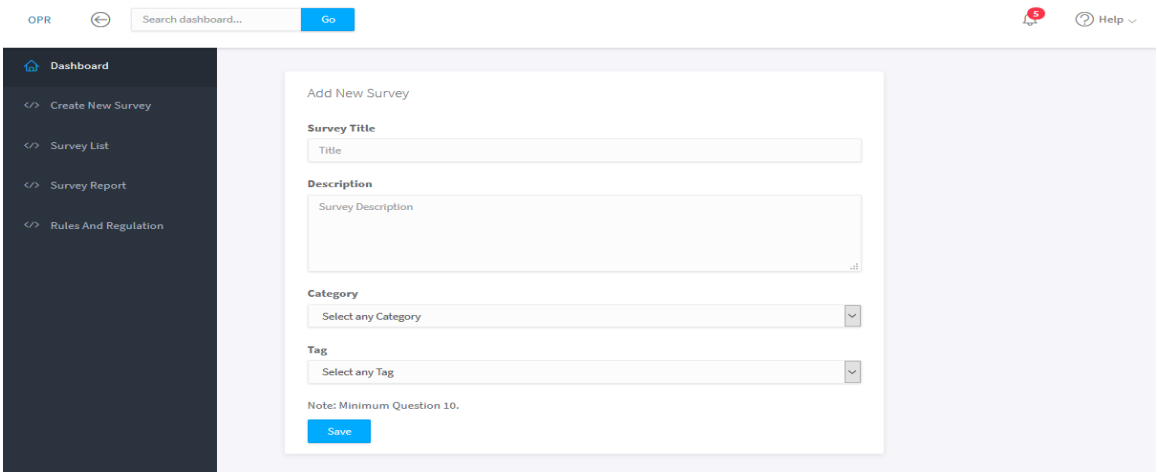

Fig 6.3: Survey Add

6.4 Question adding To Survey:

After publishing Survey retailer need to add question on selected survey. The viewing page are example for this.

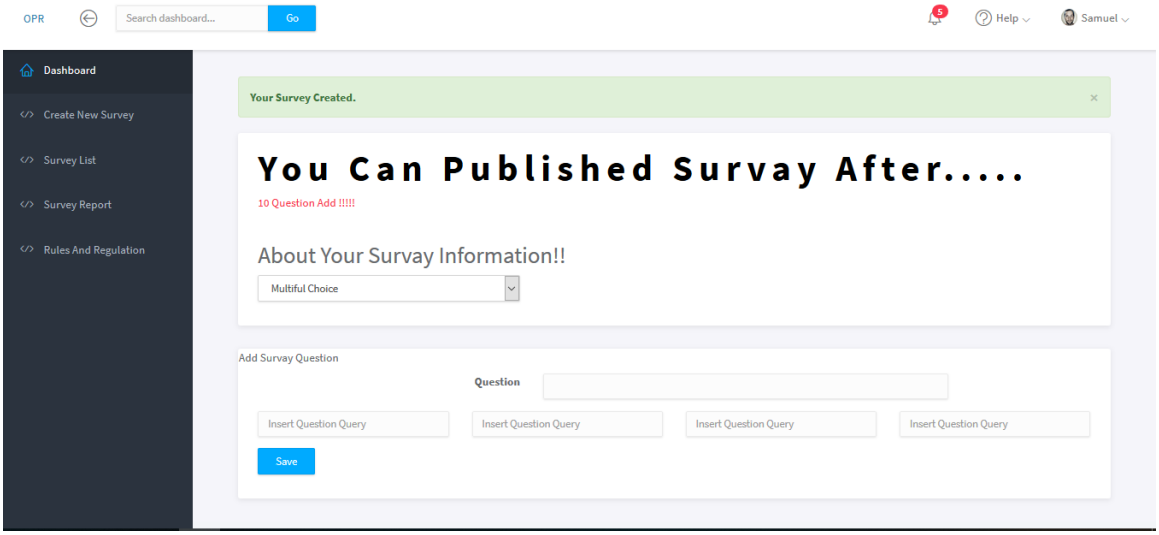

Fig 6.4: Question adding To Survey

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6.5 Attend Survey:

Authenticated Review can attend any survey that are match with him. The survey attend basically an answering procedure where he need to participate all question and give answer of them.

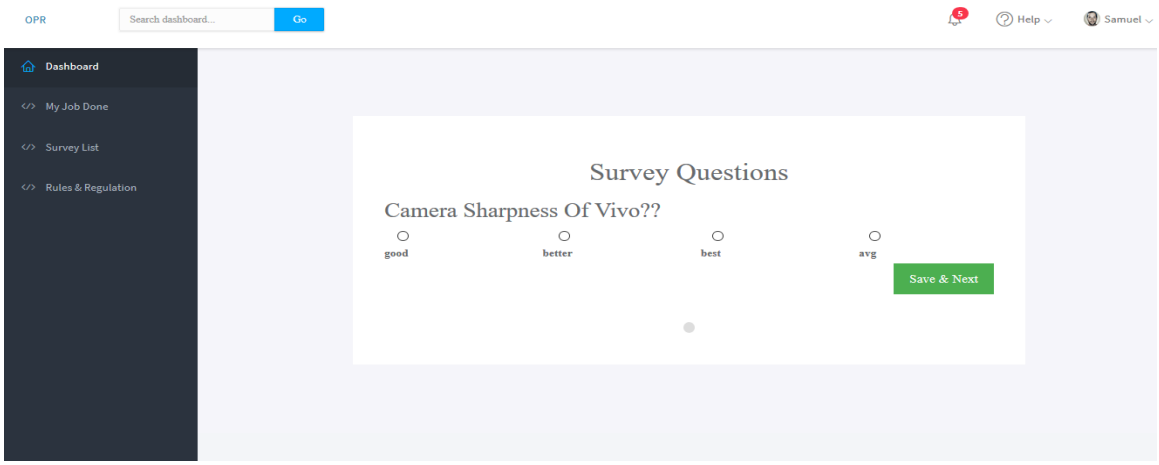

Fig 6.5: Attend Survey

6.6 Survey list:

Review can see all matching survey list on this page. He need to click Survey list button for it.

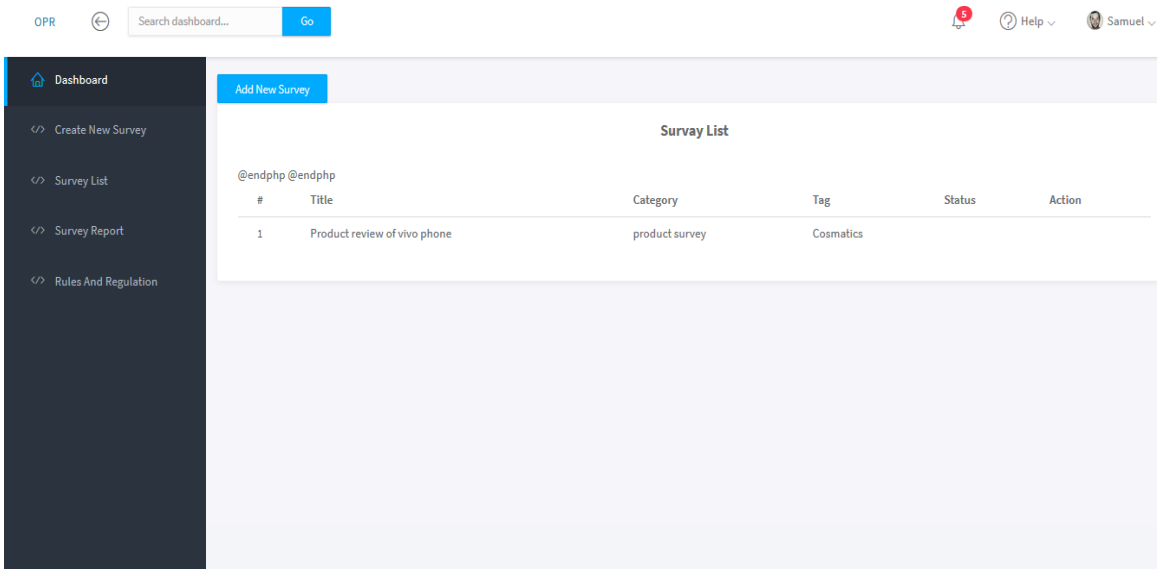

Fig 6.2: Survey List

6.7 Job done Survey List:

Review can see which survey he recently done. After click on the button of My Job Done from the left side bar this page are viewing.

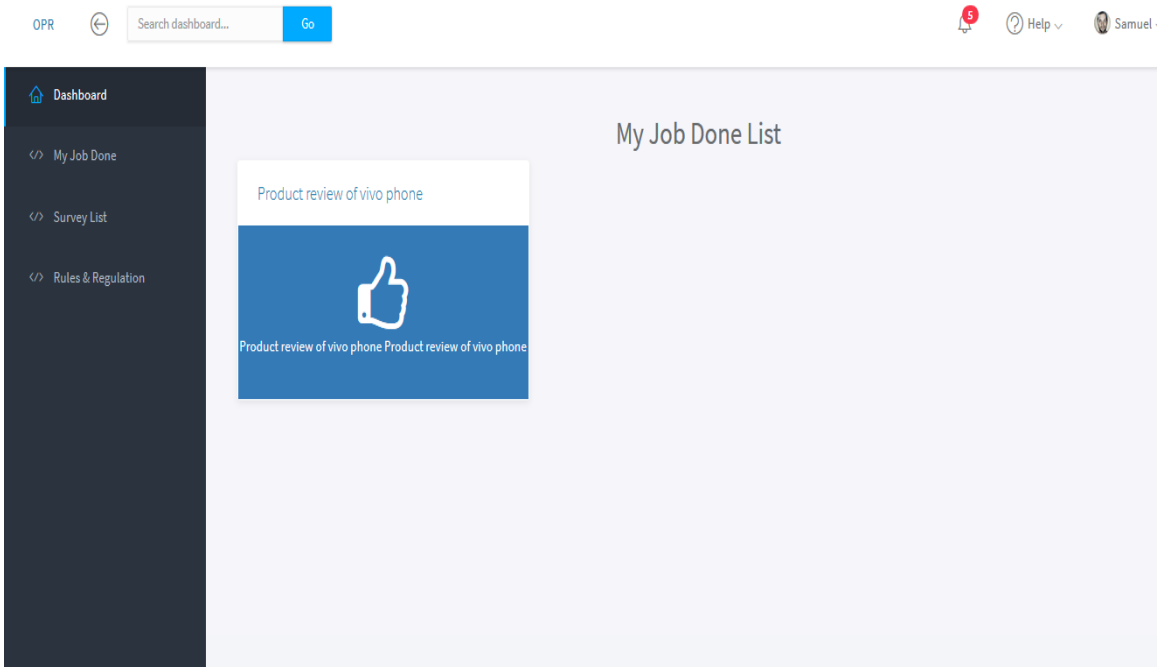

Fig 6.7: Job Done Survey List

Chapter 7:

Project Summary

7.1 Critical Evolution

“Online Product Review” is a combine server site and client side based web project. The technology are use here that the most recent release. Resource are limited and also error are not understandable for developers. On the other hand, both developers are placed separated. This case of project, client side is more changeable to handle. At the time going client side are changing multiple time some requirement also changes. And besides the cooperation between both are mutual.

7.2 Future Scope

“Online Product Review” are release are first version on it. On time going it should be more fetcher able. In Future more fetcher also adding like below

- On future we try to fix it for a certain domain.
- Survey Exam process also be modify for Reviewer.
- More question adding system and type of question adding
- Review basic info base modify survey provide
- To be more specific survey for review.

Chapter 8:
Conclusion

Having developed the “Online Product Review” customers will review the product for customer satisfaction and the product review as well as upload it online. It can help the customer’s to choose the better quality product and take goods. 90% of consumers read online reviews before visiting a business and 88% of consumer trust online reviews as much as personal recommendation.

So, in future the scope is very bright for this project to be an asset.

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