



Cover page

Project title: RateRelay Feedback

Academic Year: 2023-2024

Group Members: Raghad Sabri

Department Name: Computer Engineering

Sondos Higab

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Project Type Software or **Hardware** (Choose one)

Supervisor Name: Dr.Emad Natsheh

Format:

- ? Single space, Times New Roman.
- ? 12 pt,
- ? Maximum 1 page.

Abstract Body:

Items must be provided in the Abstract:

- ? Why do you think this project is important? Please explain the significance of this Project in brief.
- ? In your point of view what are the important aspects that should be covered in the project?
- ? Objective(s): In your view, please explain the main objectives of the project.
- ? Methodology: Give a brief outline of the application development process.
- ? Had this project been done before? Are there any similar applications available today?
- ?
- ? **Note:** Please deliver this abstract early to ensure that your Project has been approved by the department's projects committee. **Registration will not be done without this approval.**



Project's Abstract:

There is always a first try for everything, but what if we could receive the best and most reliable try instead? In order to do this, we are aiming to develop RateRelay project. This initiative aims to furnish customers with insightful feedback on product and service quality. Furthermore, it offers businesses a platform to elevate customer satisfaction levels and efficiently market their offerings. Businesses can also gain valuable insights into customer preferences, identify areas for improvement based on feedback and their most important target customers, thus enhancing their reputation among customers.

From our perspective, the most important aspects of the project involve letting customers share feedback to build trust between businesses and customers. Meanwhile, from the business's standpoint, the primary focus should be on enhancing customer satisfaction and gaining a higher number of loyal customers.

In addition to allowing customers to share feedback, we will enable them to browse multiple businesses to stay updated on the feedback for their products and services. They can also interact with businesses by browsing their posts and asking questions related to the product/service, facilitated through a messaging system.

Businesses will have the capability to create a dedicated profile where they can showcase information about their products/services, contact details, location. They will be able to communicate directly with customers, to answer customers questions, address concerns and improve their reputation on the platform. Additionally, they will gain access to performance insights via a dashboard.

Our development process will involve creating two user interfaces. The customer interface which will be implemented as a mobile application and the business admin interface which will be accessible via a website.

We came across a similar project called Yelp, which is only available in specific countries and not accessible in Arabic countries, including Palestine. Recognizing the potential of this idea, we believe it's a great opportunity to develop an application tailored to our country that isn't limited to specific regions.