

Accomplishment Report

September 16, 2024 – September 27, 2024

Internal Chat System and Buildhub

Internal Chat System

Objective:

- The objective of the tasks completed was to enhance the internal chat system's functionality and user experience by implementing features like multiple image handling, improving document upload capabilities, fixing mobile usability issues, and addressing message sending problems. These enhancements aim to provide a smoother communication process for users, particularly in mobile environments and during the sharing of media files.

Tasks Completed:

1. Multiple Images in Chats

Implemented the ability for users to send multiple images at once in the chat.

- a. Adjusted UI to support displaying multiple images in message threads.
- b. Optimized image upload handling for efficiency.
- c. Added image previews and improved the media sending process.

2. Copy Paste Pictures / Docs in Text Input

Enabled copy-paste functionality for images and documents in the chat's text input field.

- a. Allowed users to quickly add images or files by simply pasting them into the message input area.
- b. Supported automatic formatting for pasted content.

3. Mobile Mode Does Not Send Message on Press of Enter

Fixed the issue where pressing "Enter" in mobile mode didn't send the message.

- a. Updated the mobile version of the chat input to ensure that pressing "Enter" submits the message, improving user experience on mobile devices.
- b. Tested across different mobile devices to confirm the fix was effective.

Buildhub

Objective:

- The focus of the tasks completed in the Buildhub Project was to revamp various features such as Return Orders, improve callbacks for payment gateways, update seller portals, and refine message templates. These updates aimed to streamline backend processes and improve the user interfaces for sellers and customers, enhancing the overall functionality of the platform.

Tasks Completed:

1. SOA Summary

Developed and implemented a comprehensive Statement of Account (SOA) summary feature.

- a. Generated summary reports for customer accounts.
- b. Improved user access to financial data.

2. Return Order Revamp

Revamped the return order process to enhance user experience.

- a. Redesigned return order flows for easier navigation and completion.
- b. Simplified backend processing for return orders to improve efficiency.

3. Paynamics Endpoint for Callback

Added an endpoint for receiving payment callbacks from Paynamics, improving payment handling.

- a. Configured and integrated the callback mechanism for real-time payment status updates.
- b. Ensured secure and reliable transaction data handling for smoother payment processing.

4. Seller Portal Chat

Integrated chat functionality into the seller portal.

- a. Implemented real-time messaging between sellers and the support team.
- b. ii. Improved user communication capabilities, allowing quicker issue resolution.

5. Seller Portal API Updates

Rolled out updates to the seller portal, enhancing its overall performance and functionality.

- a. Updated UI/UX elements to improve seller interactions.
- b. Optimized backend processes for faster data retrieval.

6. Update Text Message Templates

Revised message templates used for automated communication.

- a. Standardized email and SMS templates for consistency in customer interactions.
- b. Improved messaging formats to align with updated brand guidelines.

7. BPI Data Customer Points API

Developed an API to retrieve customer points from BPI Data.

- a. Integrated the API for customer point retrieval and redemption processes.
- b. Ensured secure data transfers between systems and improved customer points tracking.