



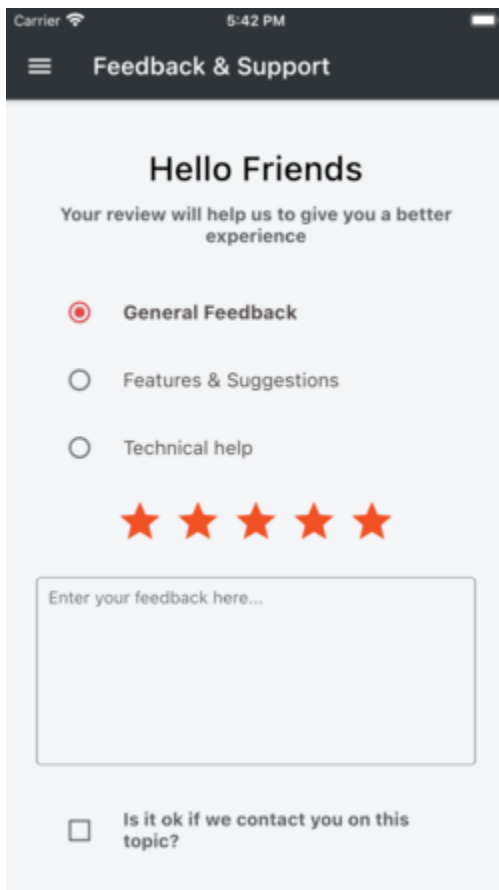
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Customer Care Mobile Application User Guide

5/5/2025

Feedback & Support Screen

You feedback is utmost important to us. You can provide your rating and feedback using the Feedback screen so that we can consider that as General Feedback, Features & Suggestion or Technical help.



The screenshot shows a mobile application interface for the 'Feedback & Support' screen. At the top, there is a dark header bar with a hamburger menu icon on the left and the text 'Feedback & Support' in the center. Below the header, the main content area has a light gray background. It starts with the heading 'Hello Friends' in bold. Underneath, a line of text reads 'Your review will help us to give you a better experience'. There are three radio button options: 'General Feedback' (which is selected with a red dot), 'Features & Suggestions', and 'Technical help'. Below these options is a five-star rating system, with all five stars filled with an orange color. Under the stars is a large, empty text box with the placeholder text 'Enter your feedback here...'. At the bottom of the screen, there is a checkbox followed by the text 'Is it ok if we contact you on this topic?'.

Surprise feedback popup will be shown to the user in few of the app screens while they navigate in the application. On clicking Ok, user will be redirected to the feedback screen.

