

OGS – Opinion Gathering System

1 Introduction

Purpose:

The OGS module allows to gather feedback from citizens whenever they visit the communication map or the alternative map.

Description:

This module exposes forms to citizens so that they can provide their feedback.

This feedback can be provided at multiple locations. It can be directly on a hotspot in the Communication or Alternatives maps, in an intervention or alternative description in the Alternative maps or on the call-to-action button in the Alternative maps.

Opinion gathered can be of any type, depending on the needs of the city: Choosing between alternatives, satisfaction rating, ...

Important: We need to check with the cities if they have limitations. Maybe we need to have specific connectors to support multiple forms providers.

2 Where this component fits in the ReGreenation architecture

This component is a middleware used in the end-user layer, making it directly accessible to citizens.

3 Module description

The Google Form is displayed directly in an iframe.

As this form implementation is already complete and has all the functionality needed, it is easier to let cities manage them through this tool.

To show the form in an iframe, cities need to provide the form id (or its url).

Features can be pushed further by using Google Form's APIs:

<https://developers.google.com/forms/api/reference/rest>

This could allow to extend to the following features:

- Create a complete UI to create polls and manage them within the interface
- See polls statistics
- Close polls
- ...

To be determined how much should be reused and how much should be redone on top.

Important:

<https://developers.google.com/apps-script/reference/forms/form#setAcceptingResponses%28Boolean%29>

4 Technical Foundations and Background

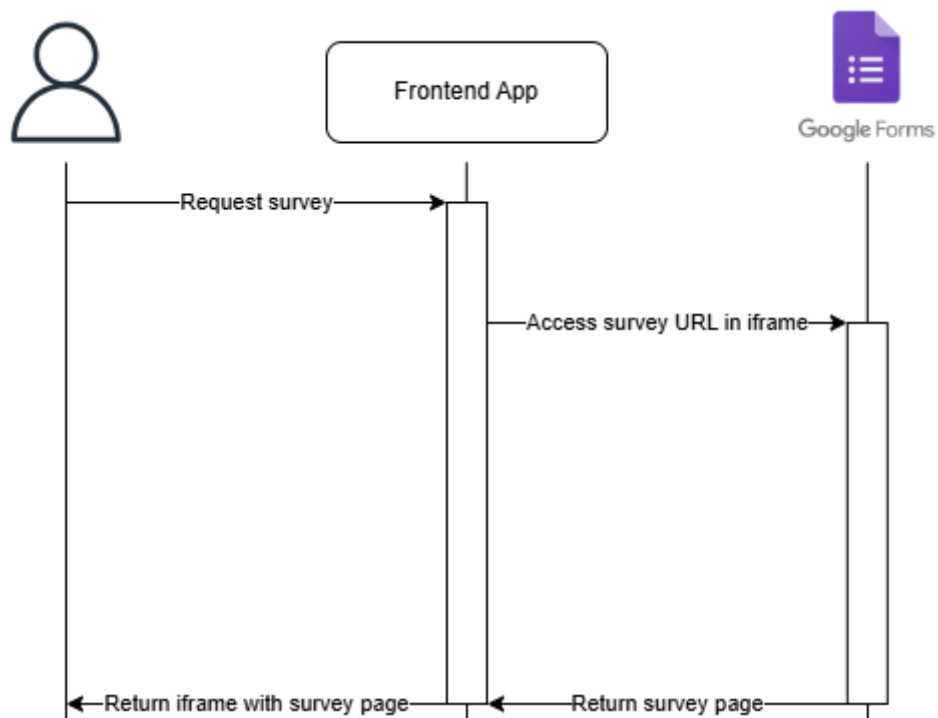
Subcomponent/Component	Owner	License
Google Form	Google Ltd	

5 Sequence diagram of module components

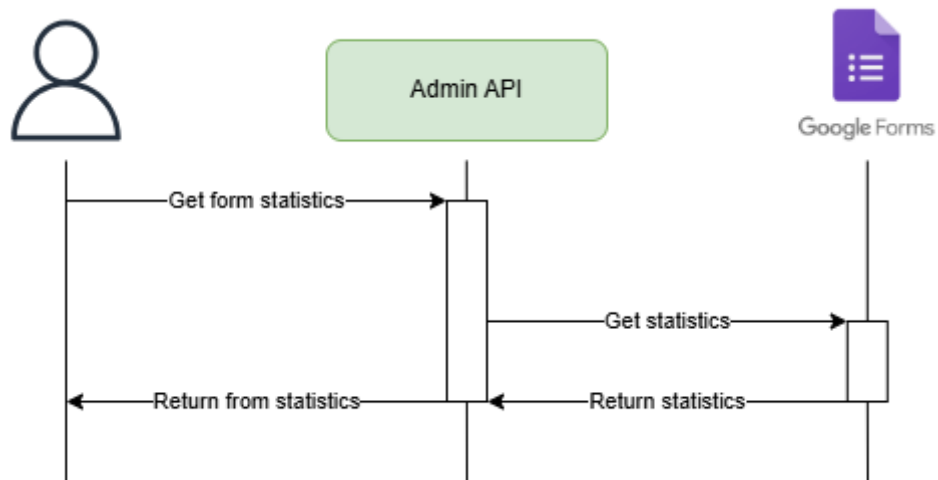
The following sub-sections describe the sequence diagrams of the module.

5.1 Get form (citizens)

When citizens want to access forms, an iframe with the Google Form is directly exposed.

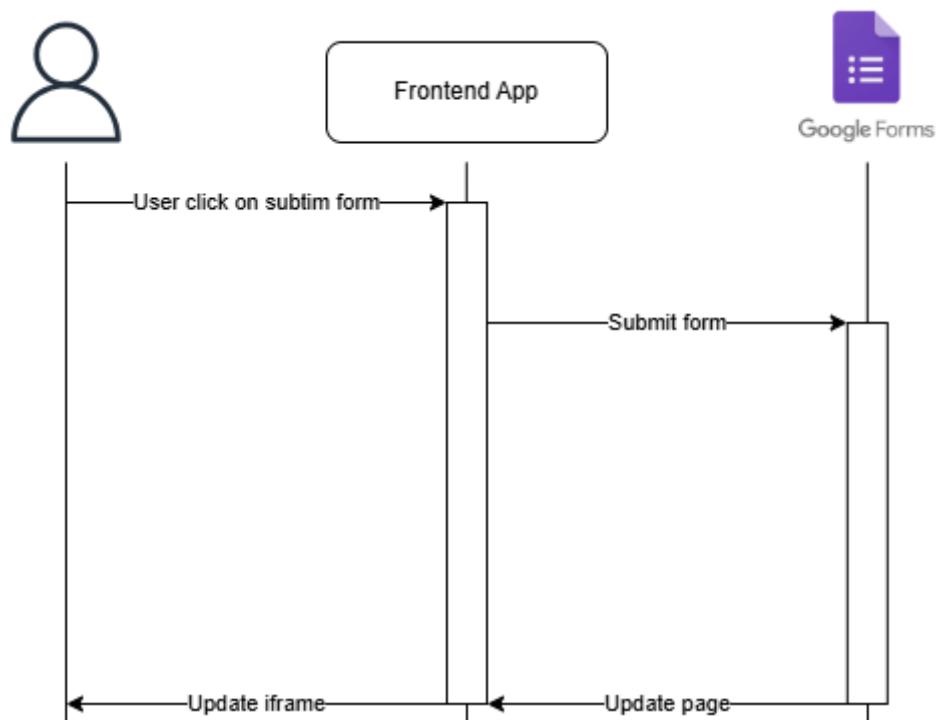


5.2 Optional – Get form statistics (admin)



5.3 Answer to form (citizens)

Directly interacting within the iframe containing the Google Form.



5.4 Optional – Close form

Could not find yet the API call that supports it.