LANDANO

Cardano Mendix plug-in by the Landano team

Feedback Collection Methods

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Feedback Collection Methods

1. Demo Application with Mendix Feedback Widget

A demo application will be made available at:
https://cardanomendixplug-in-sandbox.mxapps.io/, featuring the Cardano Mendix Plugin.

For Users/Developers Testing the Demo:

- Access the demo through the URL above.
- Use the blue feedback button located on the right side of the app (provided by the Mendix Feedback Widget).
- Submit feedback by clicking specific UI elements or adding general comments.
- Include screenshots and detailed descriptions where possible.
- System information (browser version and OS) is automatically included in the submission.

Internal Processing:

- All feedback is collected in the Sprintr environment.
- The development team reviews new feedback weekly.
- Critical issues are escalated and converted into Jira stories immediately.
- Other feedback is triaged and considered during sprint planning.

2. Beta Release Program

Demo Project Implementation:

- A complete working example of the Cardano Mendix Plugin is included.
- The project showcases all available features.
- Documentation includes best practices, typical use cases, and sample blockchain workflows.

Module Package:

- Individual modules for each plugin feature are released via GitHub.
- Each module is accompanied by clear documentation and configuration instructions.
- API usage is demonstrated with examples.

3. GitHub-based Feedback

For Users/Developers Using GitHub:

- Access the GitHub repository (**https://github.com/landano/cardano-mx-plugin**).
- Use issue templates to submit:
    - Bug reports
    - Feature requests
    - Documentation suggestions
    - Integration questions
- Provide code snippets or reproduction steps when applicable.
- Use labels to categorize issues appropriately.

Issue Management Process:

- Issues are reviewed daily by the development team.
- Labeled by type (bug, enhancement, question, etc.) and priority.
- Critical issues are handled immediately.
- Feature requests are reviewed and prioritized bi-weekly.

Feedback Processing Workflow

Review and Prioritization:

- Daily triage of incoming feedback from all channels.
- Weekly comprehensive review sessions.
- Bi-weekly sprint planning and prioritization.
- Monthly review to identify patterns and improve documentation.

Communication:

- Feedback acknowledgments are sent within 24 hours.
- Weekly updates are posted on GitHub issue threads.
- Regular posts are shared on the Mendix Forum.
- A monthly changelog summarizes resolved issues and enhancements.

Support Channels

- **GitHub Issues**: Technical feedback, bugs, and enhancement ideas.
- **Mendix Forum**: General discussion and community engagement.
- **Support Email**: Urgent or confidential issues.
- **Community Calls**: Periodic open discussions for roadmap and features.

Timeline and Monitoring

KPIs to Track:

- Average time to acknowledge feedback.
- Time to resolution for critical issues.
- Percentage of feedback turned into actionable items.
- User satisfaction and participation rate.

Continuous Improvement:

- Monthly evaluation of feedback methods.
- Updating templates and submission guidelines.
- Adding FAQs and documentation based on recurring topics.
- Iterative refinement of issue tagging and priority rules.

For any questions or direct support, please contact us at **support@landano.io**