

Powerbuzzing

InteractReview Documentation

Thank you for purchasing the **InteractReview** App! We hope you enjoy it as is, but feel free to tweak it to suit your needs.

This app, its data source, and this documentation were created by the Latvian company **SIA "Powerbuzzing"** (company registration number **40203612160**, VAT registration number **LV40203612160**).

As the purchaser, you can freely adjust and develop the app to fit your business or personal needs. However, please note that this app, its data source, and this documentation cannot be sold or distributed for commercial purposes.

In this documentation, you'll find some info to help you understand, adjust, and keep developing the app.

App Overview

App Name: InteractReview

Purpose:

Used for quality assurance when reviewing frontline employee interactions with customers.

Key Features:

- Log interaction details, rate key areas, and submit reviews.
- Automatically capture timestamps, reviewer name, and time spent reviewing.
- Add, edit, and delete reviewees and interaction types.

Intended Users:

Anyone responsible for reviewing frontline employee interactions, such as Quality Assurance Specialists, Team Managers, or other designated reviewers.

How to Import and Connect the InteractReview App in Your Power Apps Environment

Now, that you have downloaded .zip file 'InteractReview Pack' it is time to unzip it and start using your app.

You can check out [guidelines by Microsoft on how to Import app](#) but below I prepared some steps that are made specifically for this app.

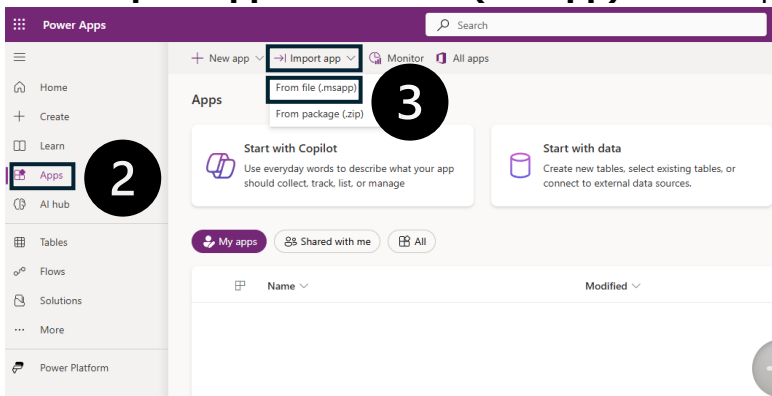
Step 1: Extract the .zip file to a folder. Inside, you'll find:

- The InteractReview.msapp file (Power Apps app file)
- The InteractReview_data.xlsx Excel file (contains app data)
- This documentation

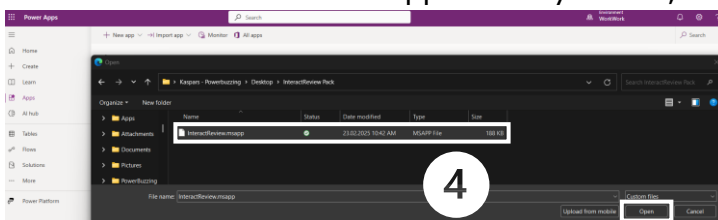
Step 2: Upload the InteractReview_data.xlsx Excel file data to OneDrive.

Step 3: Import the App into Power Apps.

1. Open Power Apps
2. In the left navigation menu, click **Apps**
3. Click **Import app > From file (.msapp)** at the top

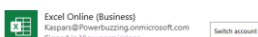


4. Locate InteractReview.msapp file on your PC, click **Open** and wait for the app to upload



5. **Allow** Excel Online (Business) permission and wait for the App to upload

Almost there ...
InteractReview needs your permission to use the following. Please allow the permissions to proceed.

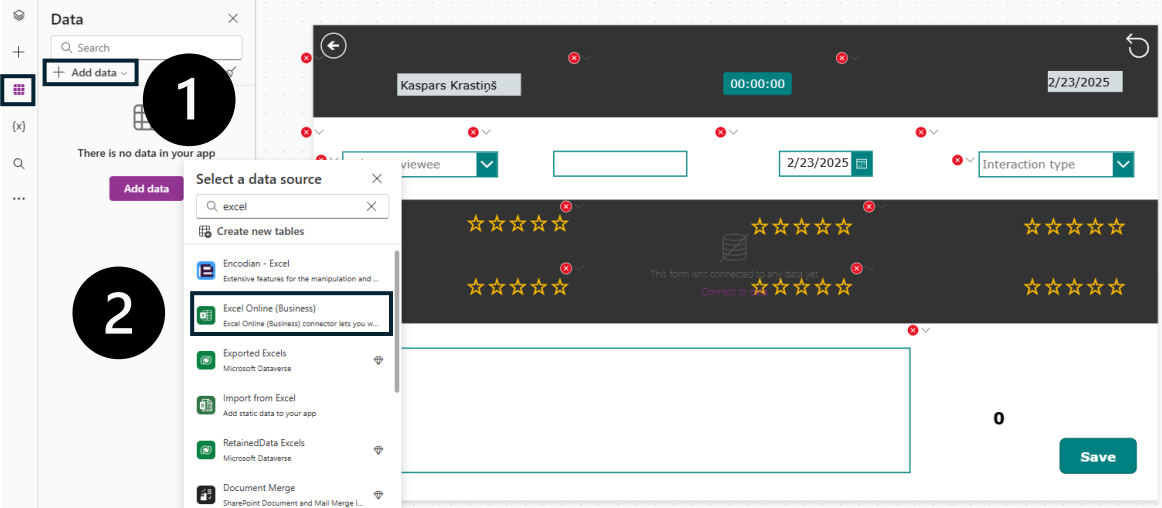


Step 6: Connect the App to the Excel Data

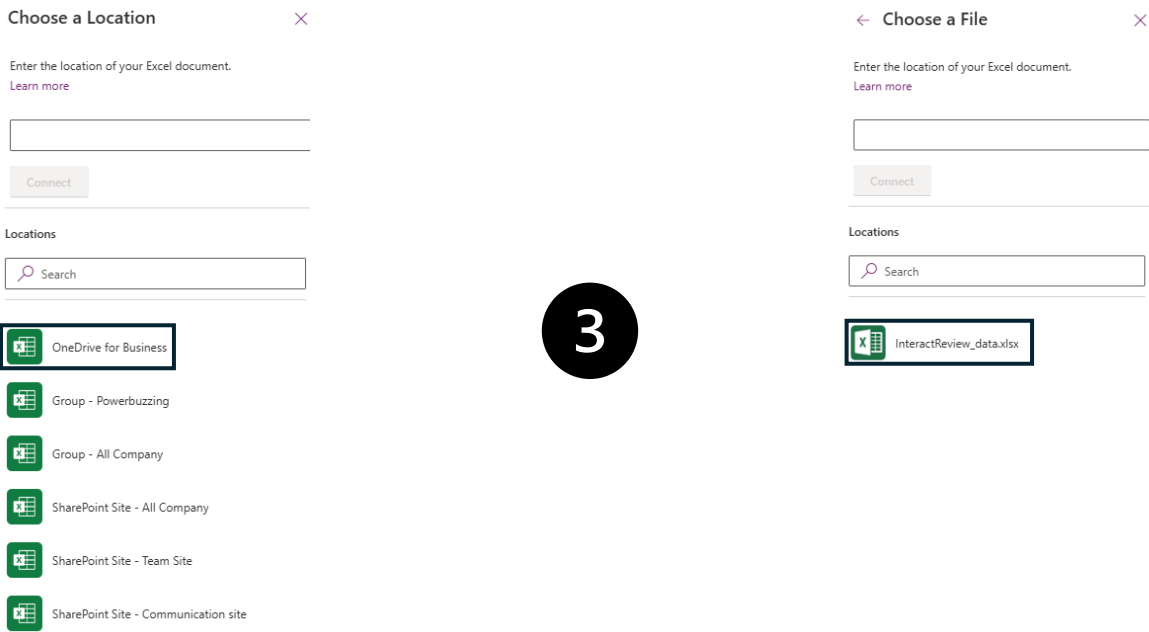
Almost all fields in the app will generate errors and won't display properly since the app isn't connected to its data yet. The steps below will explain how to connect to the data.

Open the imported InteractReview app in Power Apps Studio.

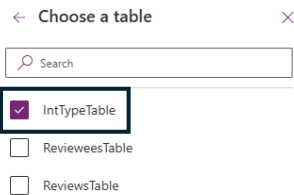
1. Click **Data** in the left panel
2. Click **Add data** > **Excel Online (Business)**



3. Select **OneDrive for Business**, locate and click **InteractReview_data.xlsx**



4. Select the first table – **IntTypesTable** and click **Connect**. Remember, you'll need to establish a connection to each table separately.



5. Select an identifier: **Insert auto generated ID into Excel table** and click **Connect**. Power Apps will create a new column in the Excel table with a unique identifier. Please don't delete or adjust this column, as it's necessary for the connection to work.

← Select an identifier | IntTypeTable ×

☐ Insert auto generated id into Excel table

☐ Use unique column from Excel table

	A	B
1	InteractionType	__PowerAppsId__
2	Call	e075d995-ca85-4567-8bc0-595c774fa388
3	Chat	53b0e828-dc75-4f2b-9328-cbf9f0b469e2
4	Email	e5b094f2-8c0d-421e-ab83-627e7c0cf7ee

6. Repeat actions 1 to 5 until you're connected to all 3 tables.

7. Now, don't forget to **Save** the app.

Environment WorkWork

How to Change Review Category Names

Greeting, Communication Clarity, Empathy and Tone, Problem Resolution, Response Accuracy, and Timeliness are crucial when communicating with customers. However, it's important to focus on what matters most to your customers while interacting with your employees. Feel free to adjust, as necessary.

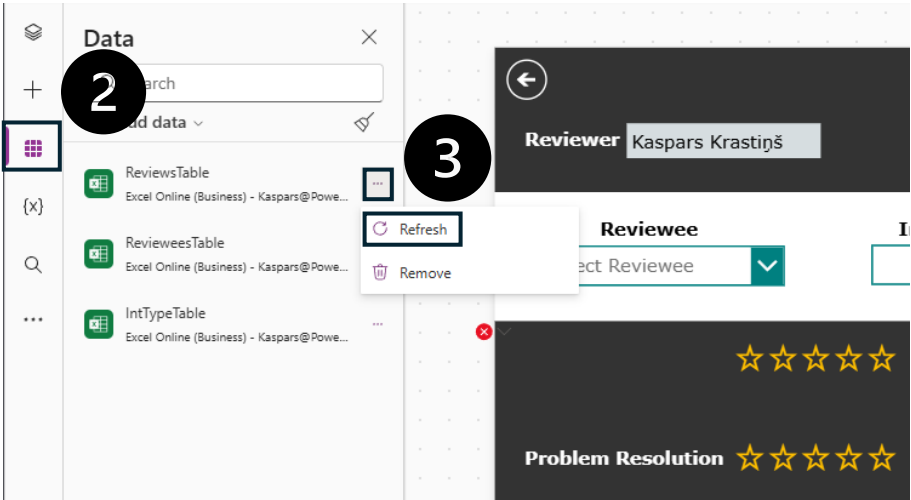
You can add or remove categories as needed which requires a bit more development, but here are the guidelines on how to change the names of existing categories.

Step 1: Update the Excel File

1. Open the Excel file connected to the app
 2. Locate the ReviewsTable (Sheet name: "Reviews")
 3. Find the columns (from I to N) that represent review categories (e.g., Greeting, Timeliness, EmpAndTone, etc.)
- | I | J | K | L | M | N |
|----------|-----------------------|-------------------|------------------|--------------------|------------|
| Greeting | Communication Clarity | Response Accuracy | Empathy And Tone | Problem Resolution | Timeliness |
| 4.00 | 5.00 | 5.00 | 2.00 | 5.00 | 4.00 |
| 5.00 | 5.00 | 0.00 | 5.00 | 5.00 | 5.00 |
| 5.00 | 0.00 | 0.00 | 5.00 | 0.00 | 0.00 |
4. Rename the column headers to the desired category names (e.g., change Greeting → Introduction)
 5. Save the Excel file and ensure it remains in the same location

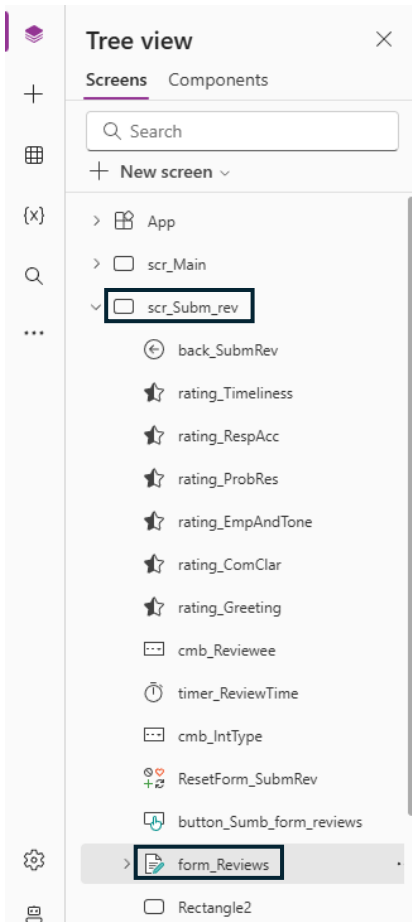
Step 2: Refresh the Data in Power Apps

1. Open Power Apps and go to the InteractReview app.
2. Click on Data (left panel) and find ReviewsTable.
3. Click the three dots (...) and select Refresh.

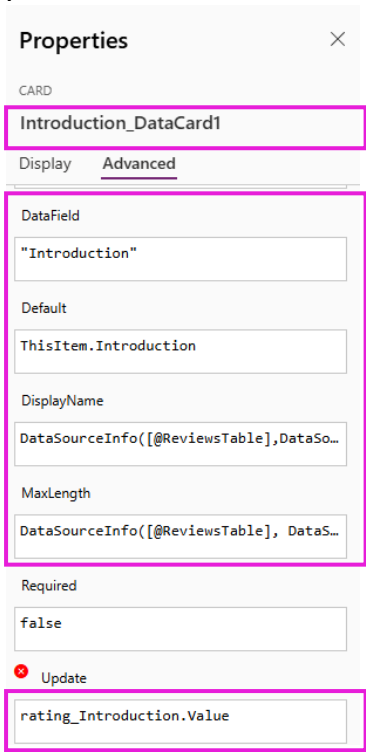
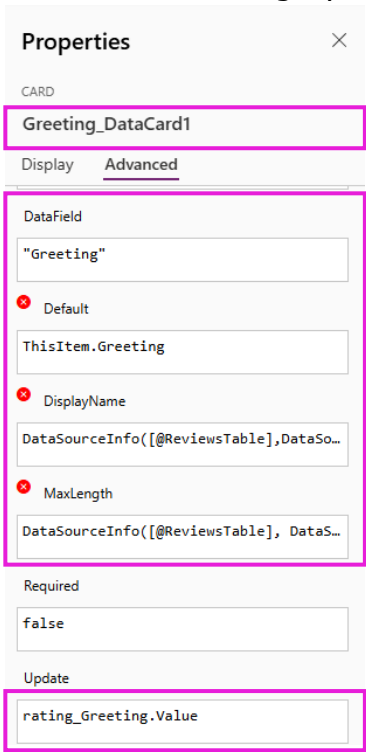


Step 3: Update the App's Form Fields

- 1. Navigate to the screen **scr_Subm_rev** (where the review form is located)
- 2. Select the form **form_Reviews**

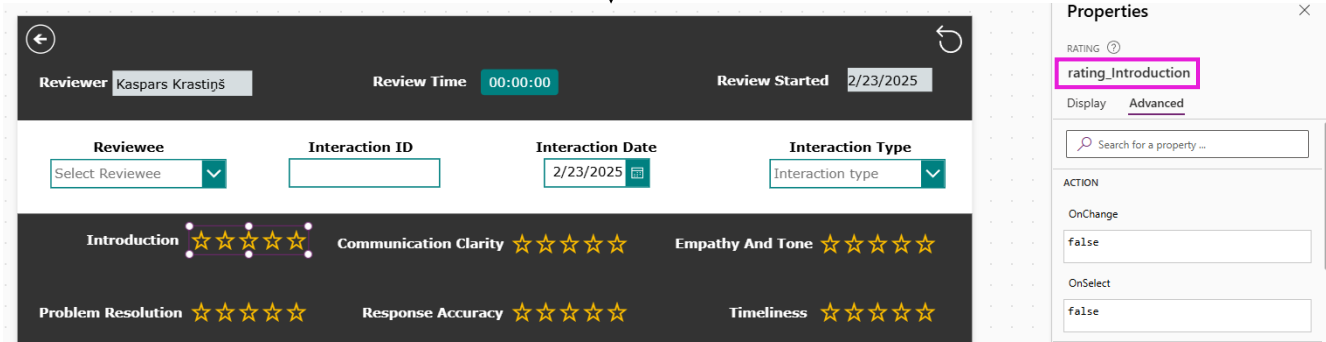
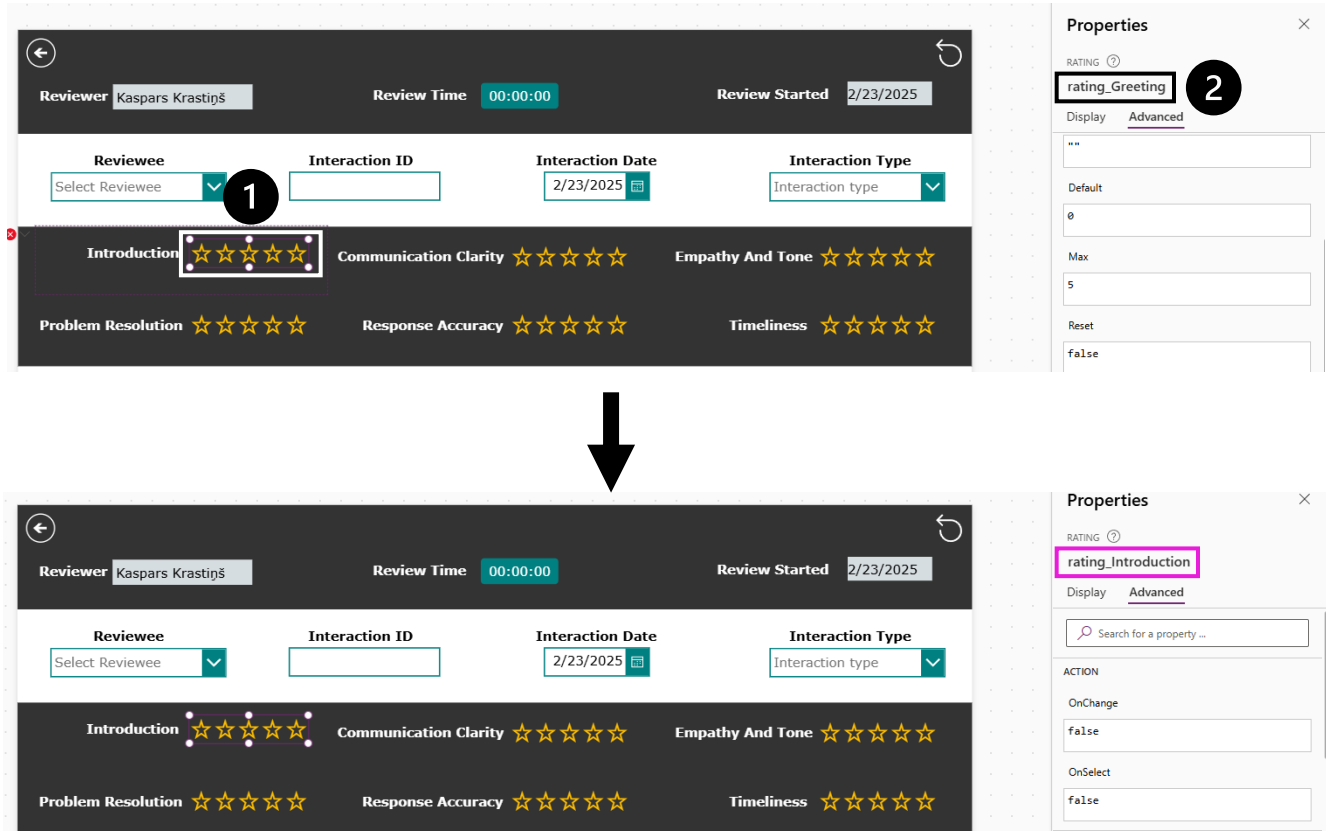


- 3. In the **form_Reviews** selection find and select **Greeting_DataCard1**
- 4. In the **Properties panel** > **Advanced** on the right, look for fields with errors and fields where the old category name is. Change it to the new category name.



Step 4: Update Category RATING Name

- 1. Select RATING 'rating Greeting' stars
- 2. In **Properties** panel > **Advanced**, change selected RATING name



- 3. Save the app.

Repeat all steps for each category name you want to change.

Screens & Functionalities

1. Main Screen (**scr_Main**)

Purpose: The main navigation hub that allows users to access the key features of the app.

Components:

- **Start Review** (**NavButton_Review**) → Navigates to **scr_Subm_rev** for submitting new reviews.
- **Reviewees** (**NavButton_Reviewees**) → Navigates to **scr_Edit_reviewees** for managing reviewees.
- **Interaction Types** (**NavButton_IntTypes**) → Navigates to **scr_Edit_IntTypes** for managing interaction types.

2. Submit Review Screen (**scr_Subm_rev**)

Purpose: The primary screen where users enter interaction details, evaluate each category, add comments, and submit the review.

Key Components:

- **Form** (**form_Reviews**) – Contains data cards for input fields like Reviewee, Interaction Type, Review Categories, Comments, and Review Time.
- **Timer** (**timer_ReviewTime**) – Tracks the time taken to complete a review and records it upon submission.
- **Save Button** (**button_Submit_form_reviews**) – Submits the review data to **ReviewsTable** in Excel.
- **Reset Button** (**ResetForm_SubmRev**) – Resets the form and timer for a new review.

3. Reviewees Management Screen (**scr_Edit_reviewees**)

Purpose: Enables users to add, edit, or delete reviewees and their associated teams.

Key Components:

- **Gallery** (**gallery_Reviewees**) – Displays a list of existing reviewees, allows modifications to reviewee details.
- **Add New Reviewee Button** (**button_newReviewee**) – Opens a new blank row to enter a new reviewee.
- **Save Changes Button** (**button_SaveReviewee**) – Saves updates to RevieweesTable.
- **Delete Button (Icon)** (**Delete_Reviewee**) – Removes a selected reviewee and its data.

4. Interaction Types Management Screen (`scr_Edit_IntTypes`)

Purpose: Allows users to configure different interaction types.

Key Components:

- **Gallery** (`gallery_IntTypes`) – Displays existing interaction types, allows modifications to interaction type name.
- **Add New Interaction Type Button** (`button_NewIntType`) – Opens a new blank row to add a new interaction type.
- **Save Changes Button** (`button_SaveIntType`) – Saves updates to InteractionTypesTable.
- **Delete Button (Icon)** (`Delete_IntType`) – Removes a selected interaction type.

Data Sources & Structure

Data Source: Excel Online (Business)
Excel File Name: InteractReview_data

InteractReview_data Tables: The app connects to three Excel tables. Here’s how each table’s columns map to the app’s fields.

1st table: ReviewsTable (Excel sheet name = “Reviews”)
This is the main table where all submitted reviews are stored.

Below is how its columns are mapped to the app:

Excel column	App field	Purpose
Review ID	n/a	Excel automatically generates a unique number using <code>=ROW()-1</code> , making it easier to reference specific reviews later. It can be edited within the app.
Review Started	Date_RevStarted	This date is automatically captured in the app using the <code>Now()</code> function in the DefaultDate property. It saves time by eliminating the need for manual entry and helps track reviews based on their submission date when analyzing statistics.
Review Time	timer_ReviewTime	This timer tracks how long the reviewer spends evaluating an interaction. It’s useful for workforce management and helps ensure reviews stay focused and efficient.
Interaction Type	cmb_IntType	Saves the selected interaction type. The interaction type you select from the list is created in the app on the Interaction Types Management Screen' screen (<code>scr_Edit_IntTypes</code>).
Interaction ID	IntID_Input	This is the interaction ID that you input manually. This ID can be generated by your CRM, Phone, Chat, Email, or any other system to connect the interaction with a review. Alternatively, you can create your own IDs manually.
Interaction Date	DatePick_IntDate	Saves the actual date when the interaction occurred. The date is selected manually.
Reviewee	cmb_Reviewee	Saves the reviewee name. The reviewee name you select from the list is created in the app on the Reviewees Management Screen (<code>scr_Edit_reviewees</code>).
Greeting	rating_Greeting	Saves selected star rating for this category (from 1 to 5)
Communication Clarity	rating_ComClar	Saves selected star rating for this category (from 1 to 5)
Response Accuracy	rating_RespAcc	Saves selected star rating for this category (from 1 to 5)
Empathy And Tone	rating_EmpAndTone	Saves selected star rating for this category (from 1 to 5)
Problem Resolution	rating_ProbRes	Saves selected star rating for this category (from 1 to 5)
Timeliness	rating_Timeliness	Saves selected star rating for this category (from 1 to 5)
Score	avg_ratingValue	Calculates the average score from the six field values mentioned above and saves in this tow.
Comment	Comment_value	Saves the comment along with other important interaction review facts that you enter.
__PowerAppsId__	n/a	Automatically generated ID by PowerApps. This column is necessary for the connection to function.

2nd table: RevieweesTable (Excel sheet name = "Reviewees")
Here you save all your reviewees and their team names.

Excel column	App field	Purpose
RevieweeName	textinp_Reviewee	Name of the reviewee you create or edit. These names will appear in the reviewee selection box cmb_Reviewee on the Submit Review Screen.
RevieweeID	n/a	Excel automatically generates a unique number using the formula =ROW()-1 so you can easily refer to specific reviewees later. This is useful if your team is large or if you prefer not to share people's names when sharing performance numbers with others.
Team	textinp_Team	Name of the reviewee's team. This could be the team manager's name or any other name assigned to the team, allowing you to measure performance by team.
__PowerAppsId__	n/a	Automatically generated ID by PowerApps. This column is necessary for the connection to function.

3d and last table: IntTypeTable (Excel sheet name = "IntTypes")
Here you save all your interaction types or communication channels.

Excel column	App field	Purpose
InteractionType	textInp_IntType	Name of the interaction type or communication channel you create or edit. These names will appear in the Interaction Type selection box cmb_IntType on the Submit Review Screen.
__PowerAppsId__	n/a	Automatically generated ID by PowerApps. This column is necessary for the connection to function.