Issue reporting feature

Encourage your community members to use the Issue Reporting feature to voice their concerns. Promote constructive dialogue and transparency by actively managing the reported issues and providing updates on their resolution. Your proactive engagement and responsiveness are key to fostering a collaborative and well-maintained community.

This feature not only aids in resolving individual concerns but also provides valuable insights into the broader needs and priorities of your community. Leverage this tool to make data-driven decisions and to enhance community satisfaction and trust in your platform.

The issue reporting process

Your registered users have the capability to report issues through their member area, contributing to the collective well-being of the community. Here's the process they follow:

Reporting an issue

Users navigate to the `Issues` page in their member area and click on the `Report the problem` button. They are prompted to fill in details about the issue, including:

- Category: To classify the nature of the issue.
- Severity: To indicate the urgency.
- Description: To provide details about the issue.
- Attachments: Users can attach a picture to provide visual context.
- Location: Users have the option to share their current location or write down an address.
- Anonymous Reporting: Users can choose to hide their name for privacy reasons.

Viewing and interacting with other users' reported issues

WeSolve not only allows users to report issues but also enables them to view and interact with issues reported by other community members.

Issue page

All public issue reports are available under the `Issues` page. Here, users can see what concerns the community members have reported.

Interactive Features

For each reported issue, the user can:

- View the Description: Read the details of the issue as reported by the user.
- View the Uploaded Image: Visual context can be provided by the user through an uploaded image.
- Write Comments: Engage with the community by writing comments for each report. This is a great way to discuss potential solutions or share additional information.
- Leave a Like: If you support a report or want to emphasize its importance, you can leave a like.

Dynamic category filter

Community members can use the dynamic category filter to easily find reports that fall under specific categories. This feature allows to focus on areas of interest or concern.

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