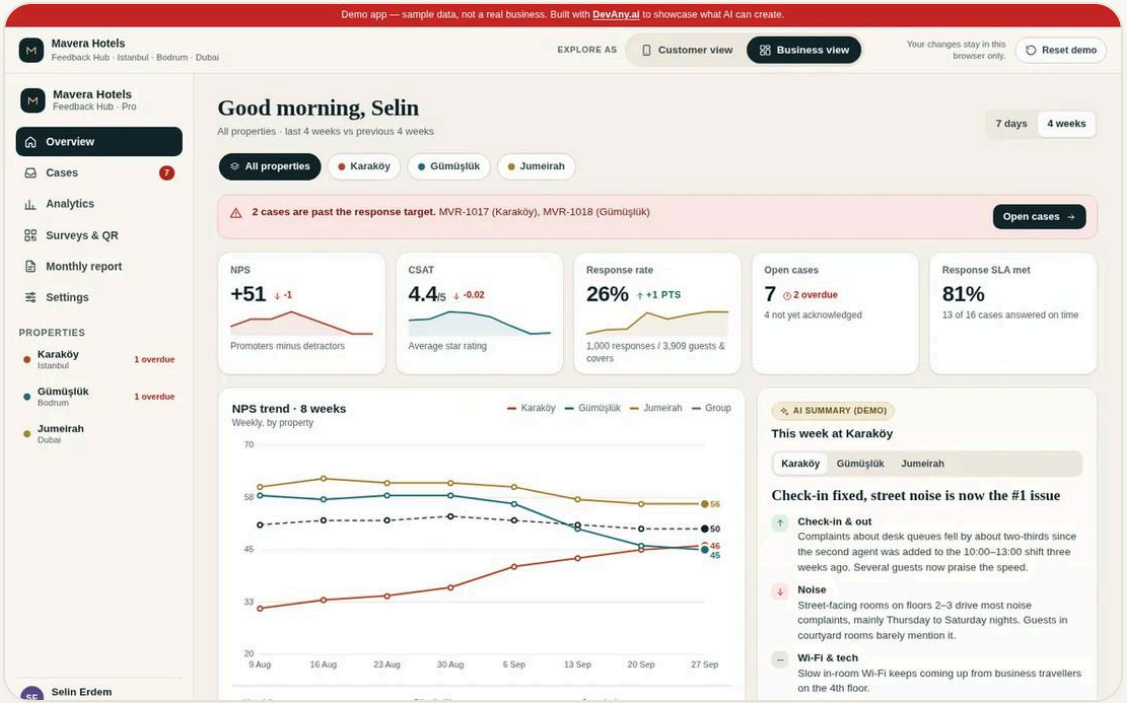
DEVANY SHOWCASE · USER GUIDE

Mavera Hotels Feedback Hub

Customer screen, back office and DevAny dashboard

Multi-location guest feedback for a boutique hotel and restaurant group: QR surveys for every table, room and area in three languages, complaints turned into cases with response timers, and property-by-property analytics and monthly reports.

demo-feedbackpro.devany.app



AT A GLANCE

What was built?

Hotel & restaurant group · guest feedback · Istanbul · Bodrum · Dubai. One DevAny app with two faces: the screen on the customer's phone and the business's back office.

Highlights

- Survey builder with stars, NPS, choice, comment and photo questions, assigned to areas, with QR codes per table, room and area generated in the browser
- Guest surveys in English, Turkish and Arabic with full right-to-left layout, and the same review invitation for every respondent
- Complaints become cases with an owner, a priority, a live response timer (high priority: 2 hours), overdue highlighting, status flow and internal notes
- Property and department comparison, a locations × topics heatmap, 8-week trends, print-ready monthly reports and an AI summary (demo)

The demo and your copy

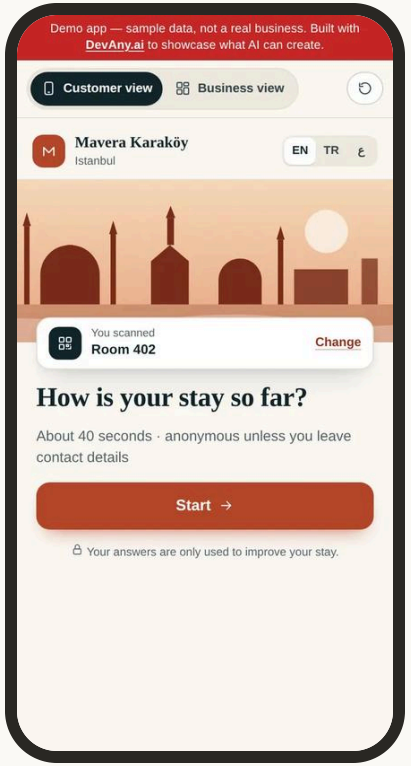
- The demo runs entirely in the browser: sample data is generated on the page, nothing is saved, and no AI or email is called.
- Your copy is a real DevAny app: records are stored and the back office opens with a staff sign-in.
- Customers use it from a link or QR code, with no account.

CUSTOMER VIEW

What the customer sees

Customers open the app from a link or QR code; no install or account needed.

- Scan a table, room or area QR: the survey knows the touchpoint (e.g. Room 402), and Change picks another
- One question per screen: stars, NPS 0–10, single and multiple choice, a comment and a photo placeholder
- EN / TR / AR, with Arabic flipping the whole survey right-to-left
- The same Google and TripAdvisor invitation for every respondent; a complaint also gets a case reference
- My feedback: Received → Seen by the team → Being handled → Resolved, with the hotel's replies

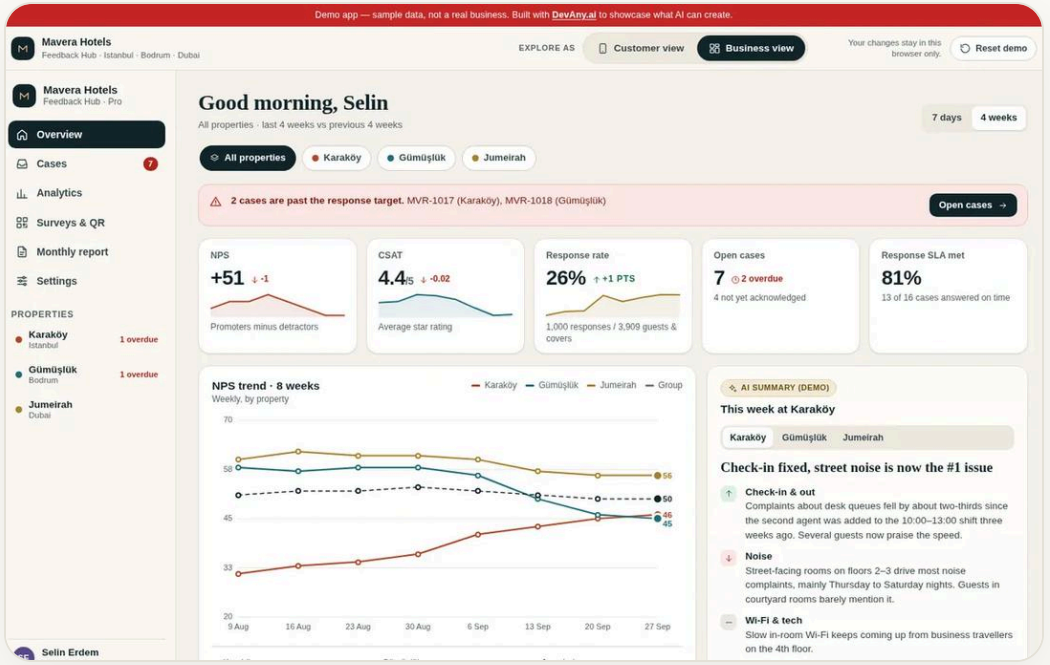


BACK OFFICE

What the business manages

The business view inside the app is where the owner and team work day to day.

- Overview: NPS, CSAT, response rate, open and overdue cases, an 8-week NPS trend per property and an AI summary (demo)
- Cases with owner, priority (High 2h / Normal 8h / Low 24h), a live response timer, status flow and internal notes
- Analytics: property comparison, 8-week trends, a locations × topics heatmap and a department × property matrix
- Survey builder for 6 surveys in EN/TR/AR, assigned to areas, with 13 local QR codes per property and a printable QR sheet
- Print-ready monthly report per property: KPIs, NPS chart, department table and guest quotes



TRY IT IN THE LIVE DEMO

See both screens work together

In the demo, the switch in the top bar moves between the customer and business views.

Try this

1. In Customer view, answer the Room 402 survey with 2★, NPS 3 and a noise comment, leaving your contact
2. Switch to Business view: the case tops Cases with a live 2-hour timer; Acknowledge it and send a reply
3. Switch back: My feedback shows Being handled with the hotel's reply

Demo address

`demo-feedbackpro.devany.app`

What you try in the demo is not saved; it resets when the page reloads.

OWNER DASHBOARD

Map of the DevAny dashboard

The owner runs the project from the “Manage” screen on devany.ai. The menu runs from daily work to technical settings.

- Overview

DAILY OPERATIONS

- App — live preview
- Staff view — admin mode
- Data — requests + content
- AI assistant
- Website features
- Users

GROW

- Analytics
- Campaigns
- Sharing
- Payments

APP SETTINGS

- Settings — SEO
- Email
- Domain
- Security

ADVANCED (COLLAPSED)

Actions · Integrations · API · Code · Logs

Staff view

Opens the app’s team screens from the dashboard without an account, on the real records. Admin-only screens such as settings and revenue need an Admin sign-in in the app.

Data

The app's records (orders, bookings, ratings…) are listed here; records can be added, edited and deleted.

Users

People who signed up in the app. Give each one Member, Staff or Admin; staff access is granted only here.

Advanced

Download the code as a ZIP, push to GitHub, version history and error logs. Collapsed by default.

IN YOUR OWN COPY

Back-office access, data and alerts

The demo’s Customer/Business switch exists only in the showcase. In your copy the back office is private and opens with a staff sign-in.

How to get in

1. Publish the app (the copy arrives as a draft)
2. Open the app, tap the staff/team sign-in link at the bottom and create an account
3. DevAny → Manage → **Users**: give yourself **Admin** and employees **Staff**
4. Sign in again in the app; the back office opens

There is no PIN and no automatic owner access.

Data and alerts

Customer records are stored in DevAny and shown in the back office and under Data. Lists closed to visitors: `responses` `weekly team summaries`

Every new record in these lists creates a dashboard alert and, while the app is live, a free email to you.

Email and AI

Emails to customers (confirmations, reminders) go out when the app’s email is on and the app is live; each uses a small amount of AI credit.

Weekly summary and reply draft. Runs for real when clicked and uses AI credit; in the demo the results are pre-made.

AFTER YOU COPY

Go-live checklist

The steps shown in the dashboard after copying. Price, text and image edits go live instantly and spend no credit.

1. Sign up through “Team sign-in” at the bottom of your app, then give yourself the Admin role in the DevAny dashboard › Users (Staff for managers who handle cases).
2. Settings › Properties: rename the three properties, set your guests & covers per week and list your real rooms, tables and areas.
3. Settings › Team: add the managers cases are assigned to; remove or keep the sample people until you clear the sample data.
4. Surveys & QR: review the questions in English, Turkish and Arabic and assign each survey to its areas.
5. Add your Google and TripAdvisor review links in Settings › Review invitations.
6. Switch on email and in-app AI for this app in the DevAny dashboard if you want case emails, guest replies and AI summaries.
7. Publish, open the app from its own address and print the QR sheets from Surveys & QR.
8. Clear the sample data (Overview or Settings) before guests start answering.

This app takes no online payments (customers pay at the venue and staff mark “Paid”), sends no real SMS (WhatsApp only opens a link) and does not sync with POS, hotel/clinic software, calendars or review sites.

FOR YOUR OWN BUSINESS

Copy this app to your account

“Copy to my account” on the showcase page brings the project into your account as a draft, with your business name, city and contact details.

How it works

1. Open `devany.ai/showcase/apps/feedbackpro`
2. Enter your business name, city, phone, WhatsApp and email
3. The project is created as a draft; clear the sample records in one tap from the dashboard
4. Edit texts, prices and images for your business, then publish

Copying uses no AI and spends no credit.

Plan to publish

PLAN	LIVE PROJECTS	DOMAIN
Free	No publishing, preview	—
Builder · $29/mo	1	Included
Pro · $79/mo	3	Included
Studio · $199/mo	10	Included + white label

Copying is available on paid plans. Every paid plan includes monthly AI credit equal to its price.

Mavera Hotels is a fictional business: phone and address are demo placeholders, images are illustrative, and submissions do not reach a real business.