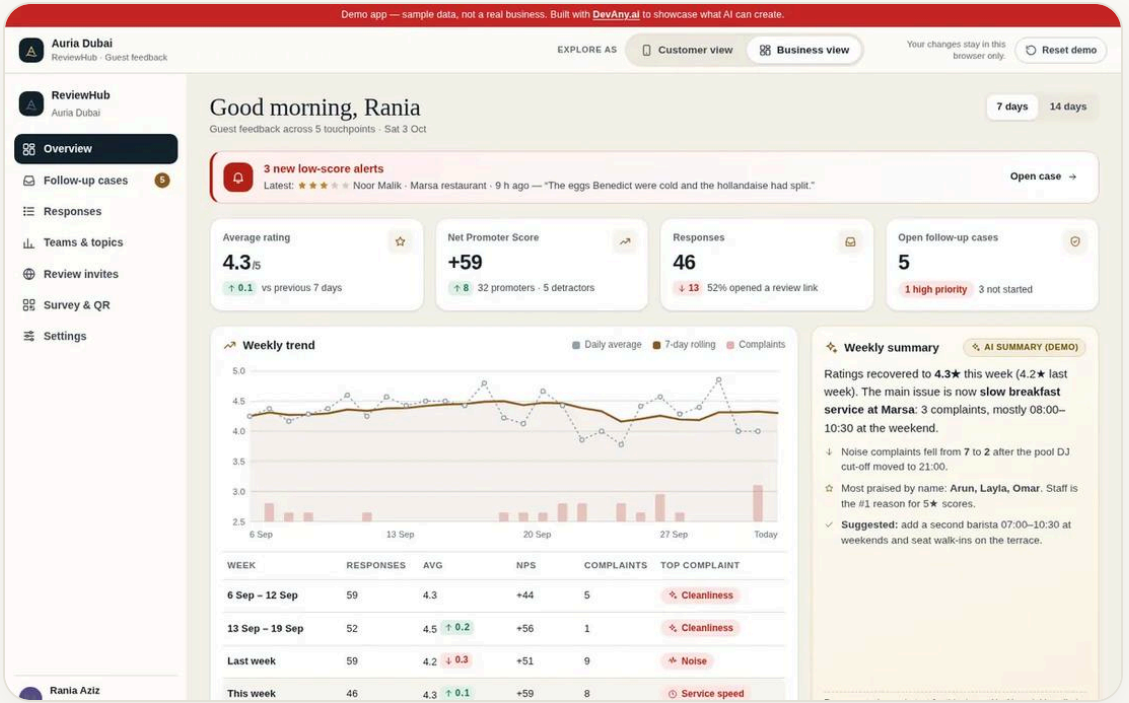
DEVANY SHOWCASE · USER GUIDE

Auria Dubai ReviewHub

Customer screen, back office and DevAny dashboard

Guest feedback and review management for a waterfront hotel: a 30-second QR survey, a review invitation for every guest, and complaints turned into follow-up cases the team can close.

demo-reviewhub.devany.app



AT A GLANCE

What was built?

Boutique hotel · review management · Dubai Creek Harbour, UAE. One DevAny app with two faces: the screen on the customer's phone and the business's back office.

Highlights

- QR survey per touchpoint with stars, NPS, topic taps and comments, in English and Turkish
- Compliant Google and TripAdvisor invitation for every respondent, never only the happy ones
- Low scores and negative comments become follow-up cases with assignee, notes and contact-guest
- Top complaint topics, weekly trend, scores by staff, shift and department, plus an AI summary (demo)

The demo and your copy

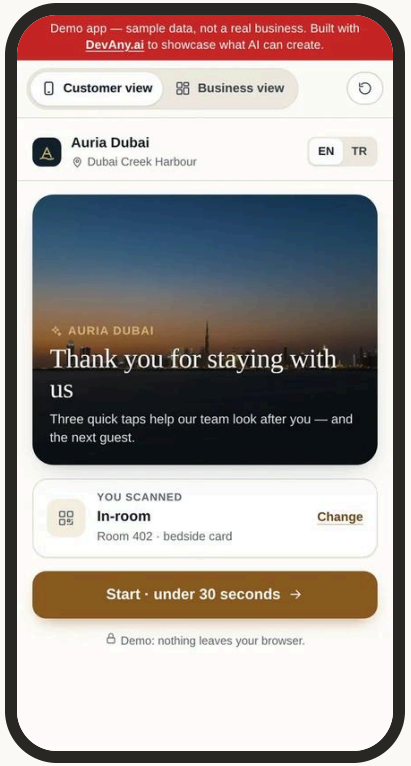
- The demo runs entirely in the browser: sample data is generated on the page, nothing is saved, and no AI or email is called.
- Your copy is a real DevAny app: records are stored and the back office opens with a staff sign-in.
- Customers use it from a link or QR code, with no account.

CUSTOMER VIEW

What the customer sees

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

- A survey per touchpoint: room, reception, Marsa restaurant, pool & beach, hammam & spa
- Stars, NPS, what we got right or could do better, a comment and a staff shout-out
- Comment topics are detected on the device as you type, in English or Turkish
- The same Google and TripAdvisor invitation for every guest, whatever the score
- My feedback: Received → In progress → Resolved tracker with the hotel's replies

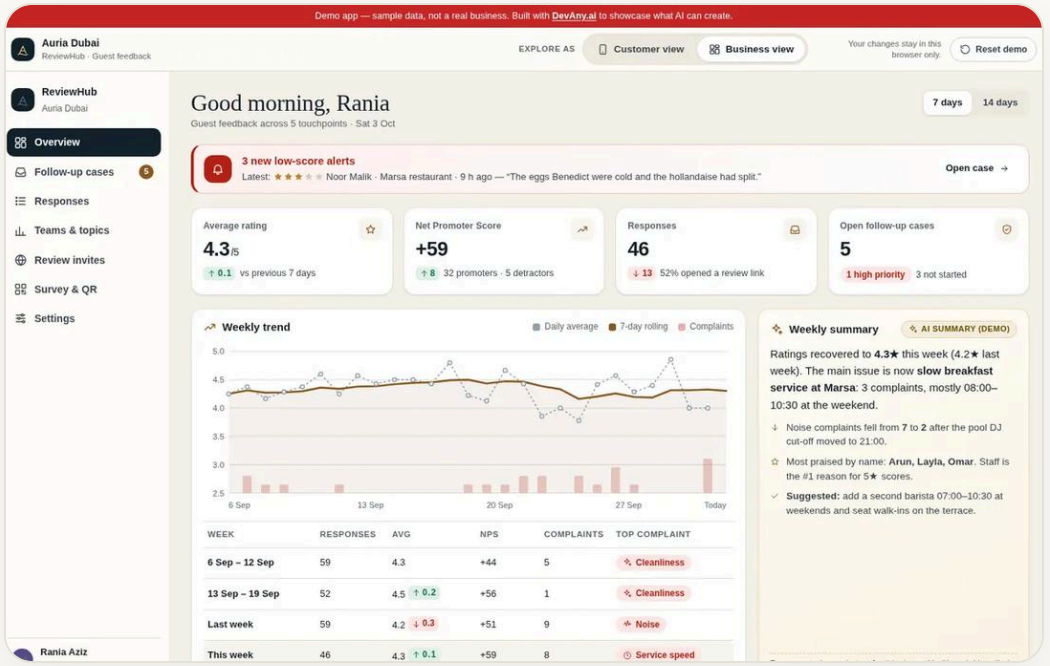


BACK OFFICE

What the business manages

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

- Overview: rating, NPS, review-link opens, weekly trend and an AI summary (demo)
- Follow-up cases with priority, assignee, status stepper, notes and history
- Contact the guest by email, WhatsApp or call log, with an AI draft (demo)
- Scores by department, shift and staff, plus a topic × touchpoint heatmap
- Review-invite funnel by score band, survey editor and 5 local QR codes



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, send a 2★ answer with a comment and your contact
2. Switch to Business view: open the new case, Contact guest and Send (demo)
3. Switch back: My feedback shows In progress with the hotel's reply

Demo address

`demo-reviewhub.devany.app`

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

The brand’s website

Auria Dubai — Waterfront hotel

`auria-dubai.devany.app`

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` `cases`

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 case 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. Open the app, press “Team sign-in” at the bottom and create your account. Then, in the DevAny dashboard under Users, give it the Admin role.
2. In Review invites, paste your Google review link (Google Business Profile › Ask for reviews) and your TripAdvisor link.
3. Check your touchpoints and departments in the dashboard (Data), then download the QR codes from Survey & QR and place them where guests will see them.
4. Add your managers and team in Settings, and give each manager a Staff role in the dashboard.
5. Replace the welcome photo (settings › hero) with your own.
6. Press “Clear sample data” before the QR codes go out.

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/reviewhub`
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.

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