

Event Feedback API

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Base URL: `https://api.nexgate.com/api/v1`

Short Description: The Event Feedback API enables attendees to rate and review events after attendance. This API provides a simple 5-star rating system with optional comments, prevents duplicate feedback, ensures only attendees (non-organizers) can submit reviews, and allows anyone to view event feedback with pagination. The system supports escrow release decisions based on feedback quality and helps organizers improve future events.

Hints:

- **One Feedback Per User:** Each user can only submit one feedback per event
- **Attendee Only:** Event organizers cannot review their own events
- **5-Star Rating:** Required rating from 1-5 stars
- **Optional Comments:** Text reviews up to 1000 characters
- **Public Viewing:** Anyone can view event feedback (paginated)
- **Chronological Order:** Newest feedback first
- **Escrow Integration:** Feedback may influence escrow release (future)
- **Simple Model:** Focus on rating quality over complex metrics

Response Structure

EventFeedbackResponse

```
{
  "id": "550e8400-e29b-41d4-a716-446655440000",
  "eventId": "770e8400-e29b-41d4-a716-446655440002",
  "eventTitle": "East African Tech Summit 2025",
  "userId": "660e8400-e29b-41d4-a716-446655440001",
  "userName": "johndoe",
  "rating": 5,
  "comment": "Amazing event! The speakers were excellent and the venue was perfect. Definitely
```

```
attending next year!",
  "createdAt": "2025-12-18T10:30:45Z"
}
```

Paginated Response

```
{
  "success": true,
  "httpStatus": "OK",
  "message": "Feedbacks retrieved successfully",
  "action_time": "2025-12-11T10:30:45",
  "data": {
    "content": [
      {
        "id": "uuid",
        "eventId": "uuid",
        "eventTitle": "East African Tech Summit 2025",
        "userId": "uuid",
        "userName": "johndoe",
        "rating": 5,
        "comment": "Great event!",
        "createdAt": "2025-12-18T10:30:45Z"
      }
    ],
    "pageable": {
      "pageNumber": 0,
      "pageSize": 20,
      "offset": 0
    },
    "totalElements": 145,
    "totalPages": 8,
    "last": false,
    "first": true,
    "numberOfElements": 20,
    "size": 20,
    "number": 0,
    "empty": false
  }
}
```

Endpoints

1. Create Feedback

Endpoint: **POST** `/feedbacks/event/{eventId}`

Access: Authenticated Users (Non-Organizers)

Path Parameters:

Parameter	Type	Required	Description
eventId	string (UUID)	Yes	Event identifier

Request Headers:

Header	Type	Required	Description
Authorization	string	Yes	Bearer token
Content-Type	string	Yes	application/json

Request Body:

```
{
  "rating": 5,
  "comment": "Amazing event! The speakers were excellent and the venue was perfect. Definitely attending next year!"
}
```

Request Parameters:

Parameter	Type	Required	Description	Validation
rating	integer	Yes	Star rating	Min: 1, Max: 5
comment	string	No	Text review	Max: 1000 characters

Success Response: Returns EventFeedbackResponse

Success Response Message: "Feedback submitted successfully"

HTTP Status Code: 201 CREATED

Behavior:

1. Validates user is authenticated
2. Validates event exists
3. Checks user is NOT the event organizer
4. Checks user hasn't already submitted feedback
5. Creates feedback record
6. Returns created feedback

Validation Rules:

- Rating must be 1-5 (integer)
- Comment optional, max 1000 chars
- One feedback per user per event
- Organizers cannot review own events
- Event must exist

Standard Error Types:

- `400 BAD_REQUEST`: Invalid rating (not 1-5)
- `401 UNAUTHORIZED`: Not authenticated
- `403 FORBIDDEN`: Organizer trying to review own event
- `404 NOT_FOUND`: Event not found
- `409 CONFLICT`: Already submitted feedback

Error Response Examples:

Invalid Rating (400):

```
{
  "success": false,
  "httpStatus": "BAD_REQUEST",
  "message": "Rating must be at least 1",
  "action_time": "2025-12-11T10:30:45",
  "data": "Rating must be at least 1"
}
```

Organizer Cannot Review (403):

```
{
  "success": false,
  "httpStatus": "FORBIDDEN",
  "message": "Event organizers cannot submit feedback for their own events.",
  "action_time": "2025-12-11T10:30:45",
}
```

```
"data": "Event organizers cannot submit feedback for their own events."
}
```

Already Submitted (409):

```
{
  "success": false,
  "httpStatus": "CONFLICT",
  "message": "You have already provided feedback for this event",
  "action_time": "2025-12-11T10:30:45",
  "data": "You have already provided feedback for this event"
}
```

2. Get Event Feedbacks

Endpoint: **GET** `/feedbacks/event/{eventId}?page=0&size=20`

Access: Public (No Authentication Required)

Path Parameters:

Parameter	Type	Required	Description
eventId	string (UUID)	Yes	Event identifier

Query Parameters:

Parameter	Type	Required	Description
page	integer	No	Page number (0-indexed, default: 0)
size	integer	No	Items per page (default: 20)

Success Response: Returns Spring Page object with EventFeedbackResponse items

Success Response Message: "Feedbacks retrieved successfully"

HTTP Status Code: 200 OK

Behavior:

- Returns paginated list of feedback
- Sorted by creation date (newest first)

- No authentication required (public access)
- Validates event exists

Pagination Details:











- Zero-indexed pages (0, 1, 2...)
- Default page size: 20
- Max page size: 100 (recommended)
- Includes total elements and pages

Standard Error Types:

- `404 NOT_FOUND`: Event not found

Rating System

Star Ratings (1-5)

Rating	Meaning	Emoji	Description
5 	Excellent		Outstanding event, exceeded expectations
4 	Very Good		Great event, minor improvements possible
3 	Good		Satisfactory event, met expectations
2 	Fair		Below expectations, needs improvement
1 	Poor		Disappointing event, significant issues

Average Rating Calculation

Average = Sum of all ratings / Number of feedbacks

Example:

Ratings: 5, 5, 4, 5, 3, 4, 5, 5, 4, 5

Total: 45

Count: 10

Average: 4.5 stars

Display Format: 4.5 (10 reviews)

Comment Guidelines

Recommended Comment Content

Good Comments Include:

- What you enjoyed
- Specific highlights (speakers, venue, activities)
- Suggestions for improvement
- Overall experience summary

Example Good Comments:

"Amazing event! The keynote speakers were excellent and provided valuable insights. The venue was perfect and well-organized. Only suggestion would be to have longer lunch breaks. Will definitely attend next year!"

"Great networking opportunities and diverse range of topics. Sound system could be improved in the main hall."

"Well organized but sessions felt rushed. Would prefer fewer sessions with more time for Q&A."

Avoid:

- Offensive language
- Personal attacks
- Spam or promotional content
- Off-topic comments

Character Limit

- Maximum: **1000 characters**
- Recommended: 100-500 characters
- Minimum: None (optional field)

Access Control

Who Can Submit Feedback?

Allowed:

- Any authenticated user
- Attendees (purchased tickets)
- Non-attendees (also allowed currently)

Not Allowed:

- Event organizers (for their own events)
- Users who already submitted feedback
- Unauthenticated users

Future Restriction (Recommended):

- Only users who purchased tickets
- Requires checking booking history
- Prevents fake reviews

Who Can View Feedback?

Anyone (Public access):

- No authentication required
 - Potential attendees researching events
 - Event organizers viewing their reviews
 - Platform admins
-

Use Cases

Submit Feedback After Event

```
POST /feedbacks/event/{eventId}
{
  "rating": 5,
  "comment": "Great event, highly recommend!"
}
```

```
}
```

User provides honest review after attending

View Event Reviews Before Booking

```
GET /feedbacks/event/{eventId}?page=0&size=20
```

Potential attendee checks reviews before purchasing tickets

Sees average rating and recent comments

Organizer Checks Feedback

```
GET /feedbacks/event/{eventId}?page=0&size=20
```

Organizer views all feedback for their event

Identifies areas for improvement

Plans better future events

Platform Quality Monitoring

```
GET /feedbacks/event/{eventId}?page=0&size=20
```

Platform admin reviews feedback

Identifies low-rated events

May influence escrow release decisions

Future Enhancements

Planned Features

1. Verified Attendee Badge

- Only show "Verified Attendee" if user has booking
- Increases trust in reviews
- Current: Anyone can review (not implemented)

2. Average Rating Endpoint

```
GET /feedbacks/event/{eventId}/summary
{
  "averageRating": 4.5,
  "totalReviews": 145,
  "ratingDistribution": {
    "5": 90,
    "4": 35,
    "3": 15,
    "2": 3,
    "1": 2
  }
}
```

3. Helpful Votes

- Users can mark reviews as helpful
- Sort by most helpful
- Bubble up quality reviews

4. Organizer Response

- Organizers can reply to feedback
- Shows engagement and care
- Builds trust with future attendees

5. Escrow Integration

- Average rating influences escrow release
- Events <3 stars may require manual review
- Automatic release for 4+ stars
- Current: Not implemented

Escrow Release Logic (Future)

How Feedback May Affect Escrow

High Ratings (4-5 stars average):

- Automatic escrow release

- Indicates successful event
- No manual review needed

Medium Ratings (3-3.9 stars average):

- ⚠ Manual review triggered
- Platform checks for issues
- May contact organizer
- Usually released after review

Low Ratings (<3 stars average):

- ⚠ Escrow release delayed
- Investigation required
- May require organizer explanation
- Possible refunds if serious issues

Example:

Event with 4.5 average rating (90% 5-star):
→ Escrow automatically released 24 hours after event

Event with 2.8 average rating (50% 1-2 star):
→ Escrow held, manual review, contact organizer
→ Possible partial refunds if issues confirmed

Current Status: Not implemented (all events release automatically)

Best Practices

For Attendees

- ☐ Submit honest, constructive feedback
- ☐ Mention specific positives and negatives
- ☐ Wait until after event to review
- ☐ Be respectful in comments
- ☐ Update review if organizer addresses issues (future)

For Organizers

- Read all feedback carefully
- Identify patterns in complaints
- Thank reviewers for positive feedback (future)
- Address concerns in organizer response (future)
- Use feedback to improve future events

For Platform

- Monitor feedback quality
 - Flag suspicious reviews
 - Use ratings in escrow decisions (future)
 - Display average ratings prominently
 - Encourage verified attendee reviews (future)
-

Quick Reference

HTTP Status Codes

- `200 OK`: Feedbacks retrieved successfully
- `201 CREATED`: Feedback submitted successfully
- `400 BAD_REQUEST`: Invalid rating value
- `401 UNAUTHORIZED`: Not authenticated
- `403 FORBIDDEN`: Organizer reviewing own event
- `404 NOT_FOUND`: Event not found
- `409 CONFLICT`: Already submitted feedback

Rating Range

- **Minimum**: 1 star (Poor)
- **Maximum**: 5 stars (Excellent)
- **Type**: Integer only (no half stars)

Comment Length

- **Minimum**: 0 (optional)
- **Maximum**: 1000 characters
- **Recommended**: 100-500 characters

Pagination

- **Default Page:** 0 (first page)
- **Default Size:** 20 items
- **Max Size:** 100 (recommended)
- **Sort Order:** Newest first (createdAt DESC)

Data Formats

- **Event ID:** UUID format
 - **User ID:** UUID format
 - **Created At:** ISO 8601 timestamp (Instant)
 - **Rating:** Integer (1-5)
-

Integration Examples

Submit Feedback Form

```
const submitFeedback = async (eventId, rating, comment) => {
  const response = await fetch(`/api/v1/e-events/feedbacks/event/${eventId}`, {
    method: 'POST',
    headers: {
      'Authorization': `Bearer ${token}`,
      'Content-Type': 'application/json'
    },
    body: JSON.stringify({ rating, comment })
  });

  if (response.status === 201) {
    alert('Thank you for your feedback!');
  } else if (response.status === 409) {
    alert('You have already reviewed this event');
  } else if (response.status === 403) {
    alert('Organizers cannot review their own events');
  }
};
```

Display Feedback List

```

const loadFeedback = async (eventId, page = 0) => {
  const response = await fetch(
    `/api/v1/e-events/feedbacks/event/${eventId}?page=${page}&size=20`
  );
  const data = await response.json();

  const feedbacks = data.data.content;
  const averageRating = calculateAverage(feedbacks);

  displayFeedbacks(feedbacks, averageRating);
};

const calculateAverage = (feedbacks) => {
  if (feedbacks.length === 0) return 0;
  const sum = feedbacks.reduce((acc, f) => acc + f.rating, 0);
  return (sum / feedbacks.length).toFixed(1);
};

```

Star Rating Component

```

const StarRating = ({ rating, onChange }) => {
  const stars = [1, 2, 3, 4, 5];

  return (
    <div className="star-rating">
      {stars.map(star => (
        <span
          key={star}
          className={star <= rating ? 'star filled' : 'star'}
          onClick={() => onChange(star)}
        >
          ⭐
        </span>
      ))}
    </div>
  );
};

```

Conclusion

The Event Feedback API provides simple yet effective review system with:

- ☐ **5-Star Ratings:** Simple and universally understood
 - ☐ **Optional Comments:** Detailed written feedback
 - ☐ **One Per User:** Prevents spam and duplicate reviews
 - ☐ **Organizer Protection:** Can't review own events
 - ☐ **Public Access:** Anyone can view to inform decisions
 - ☐ **Pagination:** Handles large numbers of reviews
 - ☐ **Future Integration:** Ready for escrow release logic
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