

Unified Appreciation Platform

Project report submitted in partial fulfilment of the requirement for the
degree of Bachelor of Technology

in

Computer Science and Engineering

By

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UNDER THE SUPERVISION OF

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Declaration

I hereby declare that the work presented in report “Kuduos Application” in partial fulfillment of the requirements for the degree of Bachelor of Technology in Computer Science and Engineering submitted in the department of Computer Science & Engineering and Information Technology, Jaypee University of Information Technology is an authentic record of my own work carried out over from August 2022 to December 2022 under the supervision of Dr. Vipul Sharma, designated Assistant Professor (SG) of department Computer Science & Engineering and Information Technology.

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This is to certify that the above statement made by the candidate is true to the best of my knowledge.

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List of Figures

3.1	Admin Flow Diagram	18
3.2	User Flow diagram	19
3.3	Admin dashboard	21
3.4	Userview	22
3.5	Appreciation	23
3.6	Employees Badges	24
3.7	Wireframe	26
3.8	Microsoft Teams Bot for Unified Appreciation Platform	27
3.9	Microsoft Teams Bot for Feeds page	28
3.10	Architecture for deploying a REST API	31
3.11	Architecture for deploying a notification system	32
3.12	Architecture for deploying a Serverless lambda with S3	33
4.1	Unit test for creating recognition	39

Abstract

unified appreciation platform is an innovative tools designed to enhance employee engagement and boost morale within organizations. These apps provide a platform for employees to acknowledge and appreciate the contributions of their colleagues, fostering a positive work culture. With features like peer-to-peer recognition, managers can easily commend outstanding performance and motivate their teams. These apps often include gamification elements, such as badges or points systems, to make recognition more interactive and enjoyable. Additionally, many employee recognition apps offer analytics and reporting features, enabling organizations to track recognition efforts and identify trends. Ultimately, these apps help create a culture of appreciation, leading to increased job satisfaction and productivity.

Contents

1	INTRODUCTION	1
1.1	Introduction	1
1.2	Problem Statement	3
1.2.1	Lack of Centralized Platform	3
1.2.2	Tracking and Analytics Challenges	5
1.3	Objectives	6
1.3.1	Enhance Employee Recognition	7
1.3.2	Foster a Culture of Appreciation	9
1.3.3	Improve Employee Engagement and Morale	11
1.3.4	Facilitate Peer-to-Peer Recognition	11
1.3.5	Enable Managerial Recognition	12
1.3.6	Drive Performance and Productivity	13
1.3.7	Provide Insights for Continuous Improvement	14
2	LITERATURE SURVERY	16
3	SYSTEM DEVELOPMENT	17
3.1	Overview	17

- 3.2 Frontend 20
- 3.3 Integration Bot 23
- 3.4 Microservices 29
- 3.5 Security Measures 34

- 4 PERFORMANCE ANALYSIS 36**
- 4.1 Testing Plan 36
- 4.2 Testing Strategy 37
- 4.3 Unit Testing 38

- 5 Conclusion 41**
- 5.1 Conclusion 41
- 5.2 Future Scope and Enhancement 42
- 5.3 Limitations 44

Chapter 1

INTRODUCTION

1.1 Introduction

Unified Appreciation Platform is a fantastic employee recognition tool that will change the way your company recognises and appreciates its employees. Employee appreciation is critical in today's competitive corporate market for building a great work culture, increasing morale, and motivating excellent performance. You have the ability to create an atmosphere in which workers feel valued, driven, and acknowledged for their efforts by using the Unified Appreciation Platform.

The Unified Appreciation Platform is primarily intended to enable employees to recognise and celebrate the accomplishments of their coworkers. Team members may simply express thanks, provide praise, and highlight remarkable performance using a user-friendly interface. Peer-to-peer recognition is not only encouraged, but also made simple, encouraging a spirit of camaraderie and collaboration throughout your organisation.

Managers have a critical role in fostering a culture of appreciation, and the Unified Appreciation Platform provides them with great tools to do so. Managers may publicly applaud their team members, highlight great performance, and offer personalised feedback with a few clicks. Managers may use the app's powerful capabilities to inspire their workers, promote

great behaviours, and foster an excellence culture.

The gamification components of the Unified Appreciation Platform are one of its distinguishing features. Recognising that acknowledgment should be enjoyable and engaging, the app combines badges, points, and leaderboards to make the process more participatory and competitive. This gamified method not only makes recognition more pleasurable, but it also motivates employees to actively engage in honouring the accomplishments of their colleagues.

Unified Appreciation Platform does more than just facilitate acknowledgment; it also includes strong analytics and reporting tools. Organisations may acquire important insights on recognition patterns, identify top performers, and measure the effectiveness of recognition programmes. This data-driven strategy enables you to make educated decisions, fine-tune employee recognition methods, and ultimately promote positive cultural development.

Security and privacy are of the highest concern, and the Unified Appreciation Platform was designed with strict safeguards in place to protect sensitive employee data. You may be certain that your workers' information is secure and handled with the utmost discretion.

The Unified Appreciation Platform installation is simple and straightforward. Our knowledgeable support staff will walk you through the onboarding process, ensuring a seamless transition and giving training to help you maximise the app's potential inside your organisation. The Kudos App is flexible and adaptive to match the particular demands of your organisation, whether you have a small team or a large workforce scattered across many locations.

Join the growing number of businesses that have recognised the value of employee appreciation with the Unified Appreciation Platform. Make your workplace a hotbed of appreciation, cooperation, and exceptional performance. Let us work together to create a culture in which people feel appreciated, motivated, and inspired to surpass expectations. Experience the Kudos

App and discover your team's actual potential.

1.2 Problem Statement

- Traditional methods of employee recognition are insufficient in creating a culture of sustained appreciation and motivation.
- Lack of a centralized platform hinders effective recognition and celebration of employee achievements. Disconnect and low morale among employees due to limited channels for recognition.
- Absence of a system to track and measure recognition efforts impedes identifying top performers and aligning recognition with business objectives.
- Need for an innovative solution that empowers peer-to-peer recognition, enables managers to acknowledge exceptional performance, and fosters a culture of appreciation, collaboration, and motivation.
- A pressing need to enhance morale, increase employee engagement, and drive productivity and organizational success through a transformative employee recognition app like Unified Appreciation Platform.

1.2.1 Lack of Centralized Platform

The lack of a centralized platform for employee recognition presents several challenges that organizations face. These include:

- **Recognition Efforts are Dispersed:** Without a centralised platform, recognition efforts are dispersed across multiple channels, such as emails or informal ways. This dispersion makes it difficult to reliably track and recognise deserving personnel.
- **Inconsistent Standards:** The absence of a centralised platform frequently results in a lack of standardised recognition criteria and standards. Inconsistency in the recognition process might lead to misunderstanding and injustice.
- **Limited Visibility:** Without a centralized platform, recognition efforts are confined to specific teams or departments, limiting visibility across the organization. This hinders cross-functional collaboration and the development of a cohesive, company-wide culture of appreciation.
- **Missed Opportunities:** Because acknowledgment is decentralised, it is easier for significant accomplishments or milestones to go undetected. Employees may feel undervalued as a consequence, which can have a detrimental influence on morale.
- **Tracking and Analytics Difficulties:** The lack of a centralised platform makes it difficult to adequately track and measure recognition efforts. Organisations struggle to recognise trends, evaluate the effectiveness of recognition programmes, and make sound decisions for continual improvement.

By addressing these challenges through the implementation of a centralized platform like the Unified Appreciation Platform, organizations can overcome these obstacles, promote consistent and fair recognition practices, improve visibility across teams, seize all recognition opportunities, and gain valuable insights to enhance employee engagement and satisfaction.

1.2.2 Tracking and Analytics Challenges

When an organisation lacks a centralised platform for employee appreciation, it has monitoring and analytics issues. One significant issue is data fragmentation, which occurs when recognition data is scattered over several channels, making it difficult to collect and integrate for analysis. This fragmentation makes it difficult for the organisation to acquire a full assessment of its recognition efforts. Furthermore, the lack of a centralised platform might lead to insufficient data sets, with some recognition events remaining unreported or untracked. This constraint prevents the entire breadth of recognition actions inside the organisation from being captured. human data collection exacerbates the situation further, as tracking recognition data is frequently collected through time-consuming and error-prone human operations.

Another issue is the absence of centralised analytics and reporting tools on the platform. Organisations struggle to create meaningful insights and comprehensive reports due to a lack of good analytics technologies. Analysing recognition trends, patterns, and effects becomes challenging without the necessary analytical capabilities. It is also difficult to measure the influence of recognition actions on employee engagement, satisfaction, and organisational performance. In the absence of monitoring and analytics tools, organisations struggle to quantify the effectiveness of their recognition initiatives and make data-driven decisions for improvement.

Organisations may utilise a centralised platform, such as the Kudos App, to address these concerns. This sort of platform enables complete data collection, accurate insights, and customizable reporting options. By offering a uniform system for recording and analysing recognition data, it enables organisations to eliminate data fragmentation. Organisations may use

the Unified Appreciation Platform to get a holistic picture of their recognition initiatives, assess their effect, and make educated decisions to improve employee engagement and satisfaction. The extensive analytics features of the platform enable the development of useful insights and detailed reports, allowing organisations to analyse recognising trends and patterns. Organisations may overcome tracking and analytics issues by adopting a centralised platform like the Unified Appreciation Platform, resulting in more successful employee recognition programmes and greater organisational outcomes.

1.3 Objectives

- **Enhance Employee Recognition:** The primary objective of the Kudos App is to enhance employee recognition within organizations. By providing a centralized platform for recognizing and appreciating employees, the app aims to create a culture of recognition and foster a positive work environment.
- **Foster a Culture of Appreciation:** The Unified Appreciation Platform aims to foster a culture of appreciation where employees feel valued and acknowledged for their contributions. The objective is to encourage regular and meaningful recognition among peers, managers, and teams, promoting a sense of camaraderie and motivation.
- **Improve Employee Engagement and Morale:** By implementing the Unified Appreciation Platform, organizations seek to improve employee engagement and morale. Recognizing and celebrating achievements through the app helps boost employee motivation, job satisfaction, and overall happiness at work.

- **Facilitate Peer-to-Peer Recognition:** One objective of the Kudos App is to empower employees to recognize and appreciate their peers. The app facilitates seamless peer-to-peer recognition, encouraging a collaborative and supportive work culture.
- **Enable Managerial Recognition:** The Unified Appreciation Platform aims to enable managers to effectively acknowledge exceptional employee performance and demonstrate appreciation. By providing a platform for managers to give recognition and rewards, the app enhances the supervisor-employee relationship and strengthens leadership effectiveness.
- **Drive Performance and Productivity:** The Unified Appreciation Platform seeks to drive performance and productivity by recognizing and rewarding employees for their accomplishments. The objective is to create a positive reinforcement system that motivates employees to consistently deliver their best work.
- **Provide Insights for Continuous Improvement:** The Unified Appreciation Platform intends to provide valuable insights and analytics on recognition efforts. The objective is to enable organizations to measure the impact of recognition initiatives, identify trends, and make data-driven decisions to continuously improve their employee recognition programs.

These goals strive to establish a workplace where people feel valued, engaged, and driven, resulting in increased overall organisational performance and success.

1.3.1 Enhance Employee Recognition

Employee appreciation gets a timely boost from the Unified Appreciation Platform. Including numerous techniques, such as:

For consolidating and organizing data, the software serves as a centralized platform. Recognition activities must be managed effectively in order to initiate recognition program. Workers have convenient access to well-arranged resources.

Through a handy application known as Kudos, coworkers can effortlessly show appreciation to each other. Enabling communication between superiors and subordinates, the interface is user-friendly. Based on specific details, one can send personalized greetings and expressions of gratitude. Behaviours or accomplishments.

Culture is nurtured through active promotion of peer-to-peer recognition. The Unified Appreciation Platform encourages appreciation and support among colleagues. It's an innovative way to foster positivity within the organization. Contributions can be recognized and valued by employees thanks to their ability to be empowered. Strengthening relationships and morale, their colleagues were able to achieve as well.

Managers can utilize the app to recognize and reward exceptional employee performance promptly. This managerial recognition reinforces positive behaviors, motivates employees, and fosters a sense of value and appreciation.

Exceptional work can be recognized and rewarded by utilizing the app managers have access to. Promptly recognizing employee performance is important. It reinforces managerial appreciation. Fostering a sense of value, motivating employees, and encouraging positive behaviors are all key components of a successful workplace. Appreciation and of utmost importance.

Within the Unified Appreciation Platform, rewards and badges are customizable. Their unique values can be aligned with recognition by allowing organizations. Culture and customization come hand in hand, adding a unique touch that increases relevance. Recognition

is a valuable way to show appreciation to employees. It can be a powerful motivator, as employees feel that their hard work and contributions are being noticed and valued. By acknowledging their efforts, employees are more likely to continue giving their best efforts. Additionally, recognition can create a positive work environment, leading to increased job satisfaction and a sense of ownership in the company's success. Overall, the act of recognition is vital in maintaining a happy and productive workforce.

Incorporated into the app is a recognition feed that allows coworkers to celebrate each other's accomplishments. congratulate publically and celebrate their colleagues for their achievements Fostering a sense of community is an achievement in and of itself. By creating a unique atmosphere, accomplishments can be celebrated in a way that is both distinct and memorable. Environment positive, work.

Unified Appreciation Platform furnishes data analytics and insights, promoting Their effectiveness and impact can be measured by organizations. Approaching recognition through data analysis is an effective method. By implementing recognition programs, businesses can gather valuable insights. levels of engagement assessment, trends identification, and Improvement is achieved through informed decisions.

Through these mechanisms, the Unified Appreciation Platform facilitates and enhances employee recognition, creating a workplace environment where employees feel valued, motivated, and appreciated for their contributions.

1.3.2 Foster a Culture of Appreciation

Developing through its main features and functions, the Unified Appreciation Platform possesses Inside an organisation, cultivating a culture of appreciation can have a significant im-

pact. Appreciation is the key to a positive workplace environment that fosters productivity and job satisfaction. Teams that value one another, are grateful for each other's contributions, and consistently provide recognition for a job well done, lead to happier employees. In turn, employees are more motivated to perform at their highest levels, resulting in better job performance. This appreciation culture can be achieved through regularly scheduled team-building activities and encouraging open communication channels. Nurturing a culture of appreciation takes effort and commitment but ultimately leads to a more successful and fulfilling work environment.

The app's user-friendly and streamlined delivery is a good place to begin. Recognition and appreciation platform for staff.

Peer recognition is promoted by the Unified Appreciation Platform. Using the app allows for the encouragement of such recognition. Respect and recognition of individual achievements and efforts must be acknowledged by the employees. Collaborative work is fostered amongst colleagues, leading to a supportive atmosphere. environment.

Regular and timely recognition is made by the app. Third, this happens. The app may be utilized by employees for providing swift feedback. Recognition must occur promptly and be certain that no delay occurs. overlooked.

Transparency and visibility are promoted by the app. Social recognition feeds allow employees to receive recognition in a convenient manner. These recognition efforts are an essential aspect of maintaining employee morale. Peers are publicly congratulated and celebrated, fostering a feeling of camaraderie. Behaviors that are positive are reinforced by a community.

By leveraging these features, the Unified Appreciation Platform creates an environment where appreciation is encouraged, recognized, and celebrated. It establishes a culture where

individuals feel valued, motivated, and inspired to excel, ultimately fostering a culture of appreciation within the organization

1.3.3 Improve Employee Engagement and Morale

The app's customisation options enable organisations to match recognition to their own beliefs and culture, making it more meaningful and relevant to workers. This individualization fosters a sense of belonging and participation.

The app's social recognition feed raises exposure and encourages employees to openly recognise and thank their colleagues. This promotes a friendly and supportive work atmosphere, which boosts engagement and morale.

Furthermore, the Unified Appreciation Platform offers insights and statistics on recognition activities, allowing organisations to assess the effectiveness of their recognition programmes. This data-driven strategy aids in the identification of areas for development, resulting in increased engagement and morale.

Overall, the Unified Appreciation Platform serves as a catalyst for improving employee engagement and morale by facilitating consistent recognition, promoting a positive work environment, enabling timely feedback, and providing customization options aligned with organizational values.

1.3.4 Facilitate Peer-to-Peer Recognition

The software has an easy-to-use design that allows employees to simply and seamlessly recognise their coworkers. It removes obstacles and streamlines the procedure, making it easier for

people to express their gratitude and recognise the efforts of their peers.

Employees may provide fast feedback and praise to their coworkers using the Unified Appreciation Platform. This quick acknowledgement builds an appreciation culture and produces a positive feedback loop inside the organisation.

Employees may personalise their messages and recognition using the app, making it more relevant and personalised to the recipient's achievements or behaviours. This personalization gives a personal touch while also increasing the effect of peer-to-peer recognition.

With the Unified Appreciation Platform's social recognition feed, employees can publicly celebrate and congratulate their peers on their accomplishments. This public acknowledgment not only boosts the recipient's morale but also inspires others to recognize and appreciate their colleagues' efforts.

By providing a platform for peer-to-peer recognition, the Unified Appreciation Platform empowers employees to actively participate in creating a culture of appreciation. It strengthens relationships, encourages collaboration, and fosters a supportive work environment where employees feel valued and acknowledged for their contributions.

Overall, the Unified Appreciation Platform facilitates peer-to-peer recognition by providing a convenient and customizable platform for employees to express their appreciation, publicly celebrate their colleagues' achievements, and actively contribute to fostering a culture of recognition and support within the organization.

1.3.5 Enable Managerial Recognition

The Unified Appreciation Platform facilitates management recognition by offering a platform for managers to recognise and thank the successes and efforts of their team members.

Managers may personalise their recognition messages and deliver them directly to their team members, providing a personalised experience that demonstrates the employee's value and significance to the organisation.

Managers may also follow their team's recognition activities and data using the Unified Appreciation Platform, offering vital insights into their team's engagement and morale levels. Managers may use this data to identify top performers, boost employee happiness, and foster a pleasant work environment.

The Unified Appreciation Platform's social recognition feed also enables managers to publicly recognize their team members' achievements, creating a culture of appreciation that inspires and motivates employees.

By providing a platform for managerial recognition, the Unified Appreciation Platform encourages managers to actively engage with their team members and foster a culture of recognition and support within the organization. This recognition enhances employee morale, motivation, and job satisfaction, resulting in increased productivity and overall success for the organization.

1.3.6 Drive Performance and Productivity

The software pushes employees to achieve at their best by giving a venue for acknowledgment and gratitude. Recognising and celebrating accomplishments via the app provides a positive reinforcement system that motivates people to strive for excellence in their profession.

Through peer-to-peer recognition, the app also develops a culture of cooperation and support. When employees respect and recognise the achievements of their coworkers, it fosters a sense of togetherness and collaboration, which improves performance and productivity.

In addition, the Unified Appreciation Platform offers data analytics and insights about recognition efforts. This data-driven strategy enables organisations to identify high-performing individuals and teams, discover patterns of success, and make educated decisions to boost performance and productivity even further.

The Unified Appreciation Platform contributes to the creation of a work environment that recognises and supports excellence by fostering a culture of recognition and giving instruments for rapid feedback and awards. This, in turn, leads to improved performance, better production, and ultimately adds to the success of the organisation.

1.3.7 Provide Insights for Continuous Improvement

The app gathers and analyses recognition data using its data analytics skills, giving organisations with important insights. These insights aid in the identification of trends, patterns, and opportunities for improvement in recognition programmes and practises.

Organisations may acquire a better knowledge of employee engagement, motivation, and satisfaction by investigating recognition actions. This data may be used to influence the creation and refining of plans to increase employee recognition and overall organisational success.

Businesses may use the Unified Appreciation Platform to measure the performance and effect of their award initiatives. By assessing data on recognition frequency, types of recognition, and recipients, organisations may analyse the effectiveness of their initiatives and make data-driven decisions to maximise their recognition efforts.

In addition, the Unified Appreciation Platform delivers insights into the most recognised and appreciated behaviours and accomplishments. Organisations may adjust their recognition programmes to line with employee preferences and values by researching what sorts of

recognition connect the most with workers.

Overall, the Unified Appreciation Platform data and insights enable organisations to continuously assess and enhance their employee appreciation efforts. Organisations may use this data to make educated decisions, enhance their processes, and foster a culture of continuous improvement and excellence.

Chapter 2

LITERATURE SURVEY

Adamopoulou et al. [1], Chatbots are computer programs designed to simulate human conversation through text or voice-based interactions. They utilize natural language processing (NLP) and machine learning algorithms to understand user queries, provide relevant responses, and perform specific tasks.

Jordan Walke et al. [2], React.js is an open-source JavaScript library used for building user interfaces (UIs) for web applications. It was developed by Facebook and is widely adopted by developers and organizations for its efficiency, flexibility, and reusable component-based architecture.

RMS et al. [3], Emacs is a highly customizable, extensible, and powerful text editor primarily used for programming and text editing tasks. It was originally developed by Richard Stallman in the 1970s and has since evolved into a versatile tool with a dedicated user community.

Eelco Dolstra et al. [4], Nix is a purely functional package manager and build system designed to provide reliable and reproducible software environments. It was developed with a focus on declarative and immutable principles, making it a powerful tool for managing software dependencies and configurations.

Chapter 3

SYSTEM DEVELOPMENT

3.1 Overview

The Kudos Program produces a variety of interrelated content to create a powerful and meaningful way to get to know employees. Accessing and using the unified appreciation platform is possible from the frontend, which gives users intuitive access. It allows users to manage their profiles, receive social suggestions and send thank you messages.

Including user authentication, recognition storage, and retrieval, the app's backend manages the essential functions. Securely stored in the database are user profiles, recognition data, and other pertinent information with which it communicates.

Microservices, in the form of functions, are utilized within a serverless framework to manage an array of app functions and services. Tasks, such as recognition submission, social feed updates, and user authentication, are all tackled by these individual functions. As events occur, they automatically trigger the appropriate function, which dynamically scales to accommodate demand.

The performance of the unified appreciation platform is guaranteed by the serverless architecture, which allows resources to be automatically scaled according to customer demand and growth. The scalability of this application can accommodate a large number of peo-

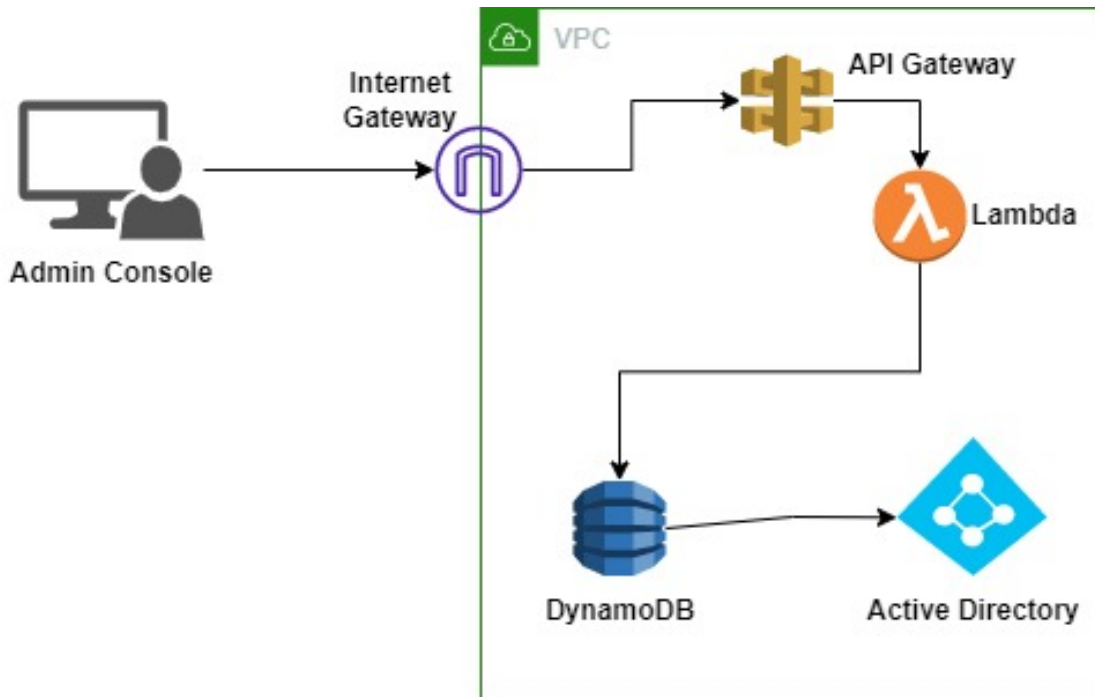


Figure 3.1: Admin Flow Diagram

ple and traffic, to ensure efficient operation. Its design makes Unified Appreciation Platform usable by many users. The operation of the application is monitored and recorded to detect outages or problems and to understand the behavior of the system. Using this information, you can solve problems, increase productivity, and keep improving the app.

By collaborating with external services, the Unified Appreciation Platform can improve its effectiveness. One such collaboration might involve teaming up with communication tools like email or chat platforms, facilitating the process of sending notifications and alerts to individuals. Analytical integrations can furnish valuable insights concerning engagement levels, performance metrics, and activities related to recognition. Furthermore, partnering with rewards providers will enable the Unified Appreciation Platform to manage and distribute tangible rewards or incentives to employees, thereby promoting recognition. These integrations serve to enrich the Unified Appreciation Platform's capabilities, giving users a more comprehensive

recognition experience.

Security measures, including encryption of data in transit and at rest, user authentication, and access control, are implemented to safeguard sensitive information and protect the privacy of users.

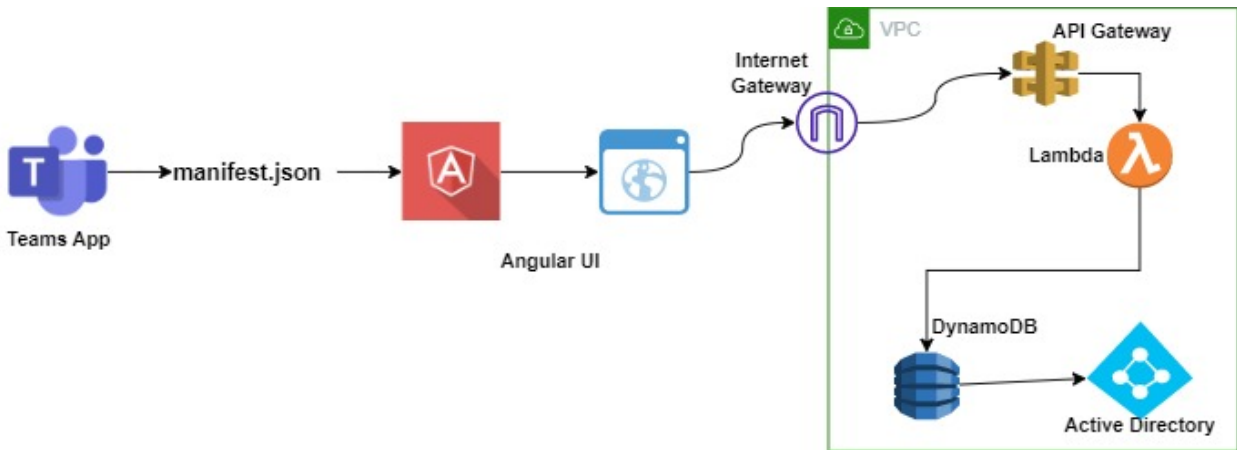


Figure 3.2: User Flow diagram

The optimal performance of the Unified Appreciation Platform is guaranteed with its serverless architecture that allows automatic resource scaling according to demand and increasing user activity. Large crowds and spikes in traffic can be accommodated by this app's scalability, assuring responsive operations. Its design ensures that the Unified Appreciation Platform remains capable of accommodating a large number of users over time.

The app's functioning is closely observed and recorded to detect hitches or hindrances and gain an understanding of the system's conduct. Using this information, one can problem-solve, enhance efficacy, and make incessant enhancements to the app.

Automated processes are utilized to streamline the development and release of software by utilizing continuous integration and deployment practices.

3.2 Frontend

unified appreciation platform front end is built using Angular, a popular JavaScript framework for building dynamic and responsive web apps. Angular provides frameworks and functionality for front-end development by providing a wealth of frameworks and tools that help create a seamless user experience.

Angular follows an object-oriented model where the user interface is separated into reusable and standalone objects. Each component represents part of the application's functionality; covers its own HTML templates, CSS styles, and business logic . This modular approach improves code reusability, security, and scalability.Kudos frontend leverages Angular's powerful data binding capabilities to provide updating and real-time user interface. Two-way data binding enables automatic synchronization between the application's data model and UI elements.

Angular's routing mechanism is used to create a navigable app model with multiple views. Routers allow users to track between different applications using the URL protocol.This can perform functions such as user information, email confirmations, social recognition and gift management, all represented by one interface.

Kudos frontend leverages Angular's powerful template system to define the structure and layout of your app's UI . Angular templates use HTML syntax, enhanced with additional features such as comments, document binding clauses, and event handlers. This reporting method simplifies the UI development process and allows the creation of dynamic and interactive UI components .

For clear design and ease of use, use Angular Material, the UI component library. Angular Material provides pre-designed and updated UI components based on Google's Material

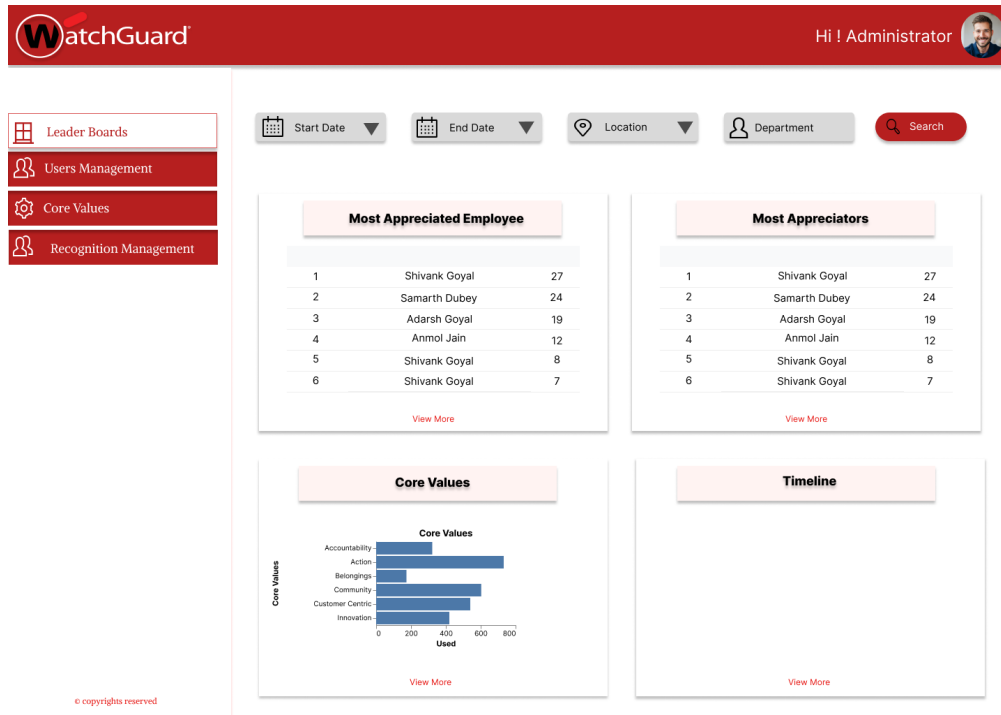


Figure 3.3: Admin dashboard

design pattern. These products provide visual satisfaction and customer satisfaction by providing consistent design and behavior across different devices and screen sizes. In a nutshell, Kudos frontend is built with the advantages Angular gets from the object-oriented design of the framework, its data binding capabilities, the routing mechanism, the template rendering system, and many other directives, and services. Combined with the use of Angular Objects, these features allow to create responsive, dynamic and visual user interfaces for unified appreciation platformlications.

Angular also provides a rich set of built-in directives and services that enhance the functionality of the Unified Appreciation Platform. Directives like ngFor and ngIf enable iteration and conditional rendering of UI elements, while services such as HttpClient facilitate communication with the backend API for data retrieval and submission. These features contribute to

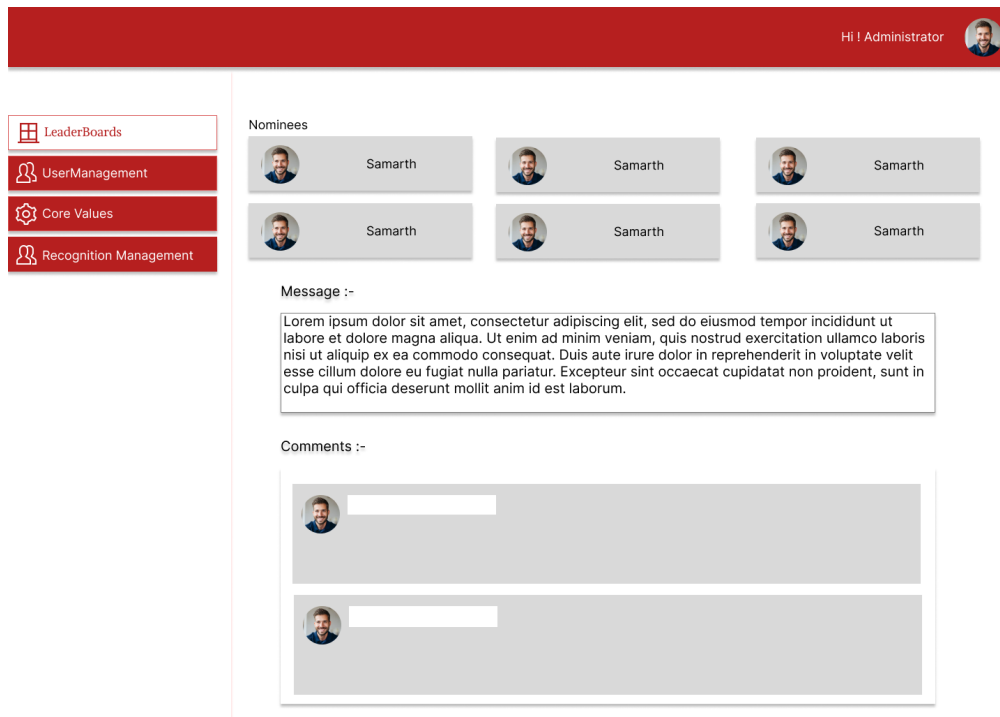


Figure 3.4: Userview

the overall functionality and user experience of the Kudos frontend.

To ensure a responsive and mobile-friendly design, Angular Material, a UI component library, can be utilized. Angular Material offers pre-built and customizable UI components following Google's Material Design principles. These components provide consistent styling and behavior across different devices and screen sizes, resulting in a visually appealing and user-friendly interface.

In summary, the Kudos frontend built with Angular benefits from the framework's component-based architecture, data binding capabilities, routing mechanism, template system, and a range of built-in directives and services. These features, combined with the use of Angular Material, enable the creation of a responsive, modular, and visually appealing user interface for the Unified Appreciation Platform.

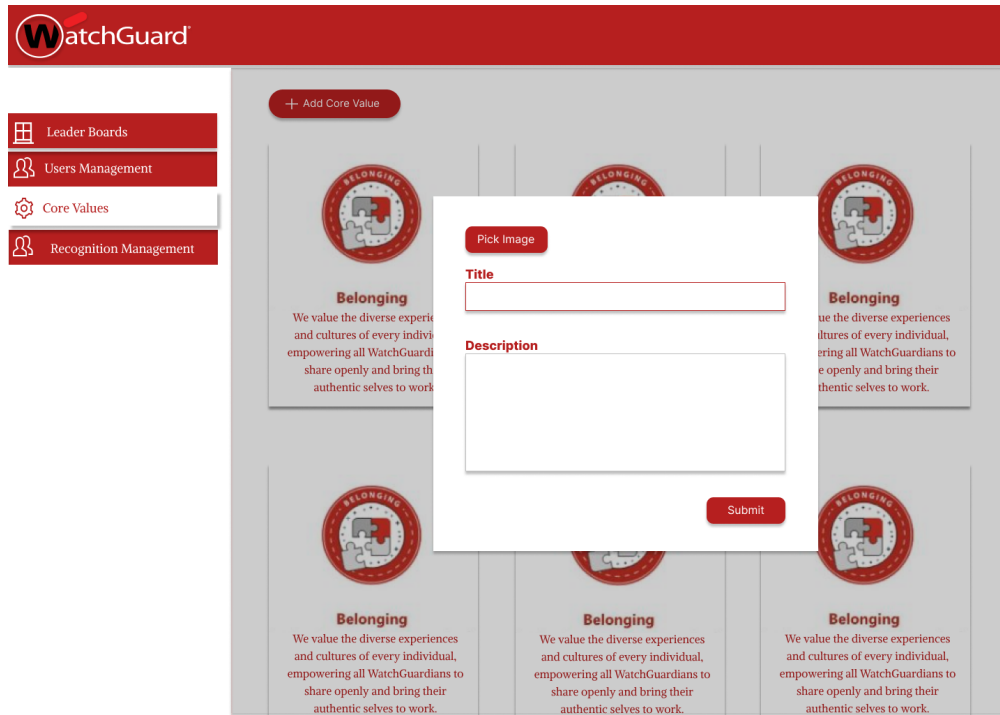


Figure 3.5: Appreciation

3.3 Integration Bot

Bot integration with Microsoft Teams allows integration of and interaction between bot and Microsoft Teams platform. Microsoft Teams is a collaboration platform that enables teams to communicate, collaborate, and access multiple tools and services in a single interface. Embedded Bots act as assistants in Microsoft Teams, providing users with important information, tasks, and supporting communication and productivity. It takes advantage of the Microsoft Bot Framework capability, which simplifies the development of chatbots. Integration Bots leverage the Microsoft Teams API to create connections and interact with the Teams platform. Thanks to this integration, the bot can send and receive messages, respond to the user's questions, and perform tasks based on user commands.

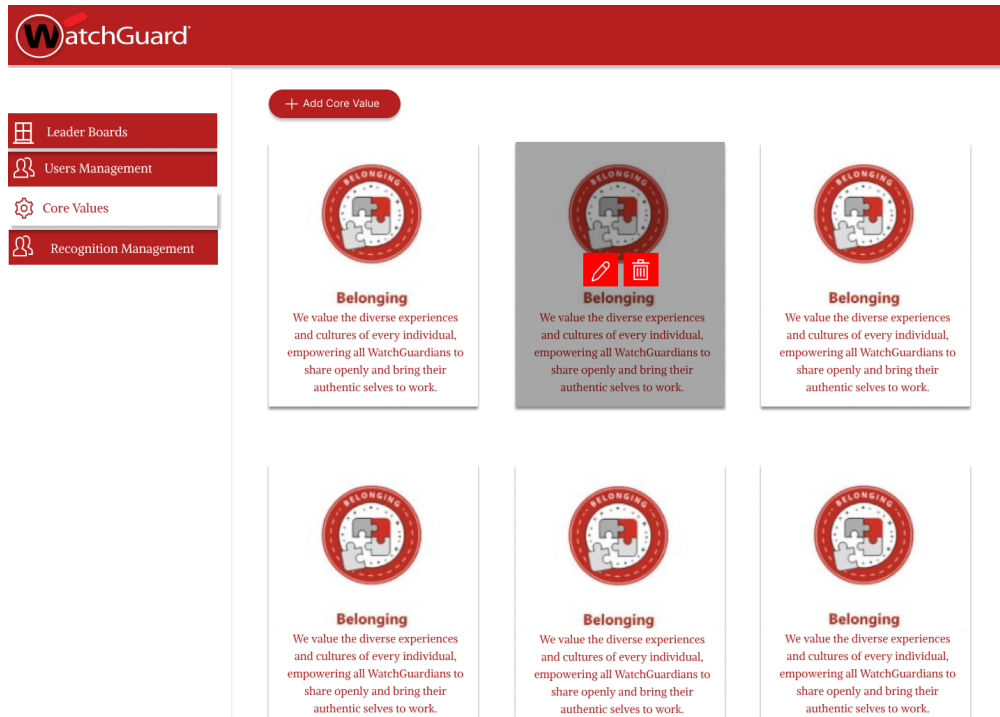


Figure 3.6: Employees Badges

When a user interacts with a bot in Microsoft Teams, the bot receives messages from users via the Teams API. The bot can process messages using natural language processing (NLP) to understand the user's intent and provide relevant information. Depending on the user's question or message command, the robot can do different things or provide relevant information. Integration bots can respond to users' messages in real time, give instant recommendations or perform requested tasks. They can display rich content such as cards, buttons or images to improve the user experience in the Teams interface. The bot can also send messages to users, start a chat or provide timely notifications. In addition, integration bots can use Microsoft Graph API to access and interact with various Microsoft 365 services and data. In the instance, the user can store their data, access the calendar, retrieve files from OneDrive or SharePoint, and perform other tasks in the Microsoft 365 ecosystem. This integration increases productiv-

ity and collaboration by enabling bots to deliver personal information and content to users. Security and authentication processes are important aspects of integrating Bot with Microsoft Teams. A bot must authenticate on the Teams platform to establish a secure connection and ensure that it interacts only with authorized users and resources. Microsoft Teams provides multiple authentication methods, including OAuth 2.0, to authenticate and authorize the bot.

When a user interacts with the bot in Microsoft Teams, the bot receives the user's message through the Teams API. The bot can then process the message using natural language processing (NLP) techniques to understand the user's intent and extract relevant information. Based on the user's query or command, the bot can perform various actions or provide relevant information.

The integration bot can respond to user messages in real-time, providing instant feedback or performing requested tasks. It can display rich content, such as cards, buttons, or images, to enhance the user experience within the Teams interface. The bot can also send proactive messages to users, initiating conversations or providing timely notifications.

Bot Framework is a Microsoft development platform that allows developers to build intelligent and conversational bots across multiple platforms and channels. It provides various tools, software development kits (SDKs), and services to facilitate the creation, deployment, and management of bots. At the heart of the Bot Framework is its Bot Builder SDK, which can be used in a variety of programming languages including C#, JavaScript/Node.js, and Python. This SDK provides developers with a rich set of libraries, classes and utilities to easily develop robots. It provides functionality to manage user interactions, implement dialogs, manage conversation flow, and integrate with external services. The SDK also supports Natural Language Learning (NLU) capabilities from services such as LUIS (Language Understanding Intelligent

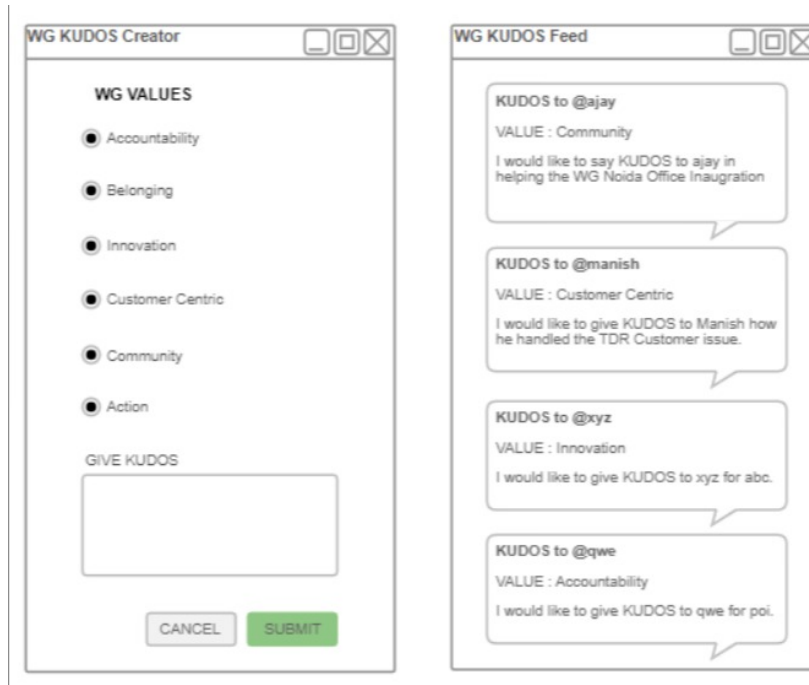


Figure 3.7: Wireframe

Services) or QnA Maker, allowing bots to understand user input and provide helpful responses. The Bot Connector service is an essential part of the Bot Framework and acts as a bridge between bot and other messaging systems. The simplifies communication and messaging, allowing bots to send and receive messages across multiple platforms such as Microsoft Teams, Skype, Slack, and more. The Bot Connector service abstracts the complexities of channel-specific APIs by providing a unified mechanism for bot-to-channel communication . This allows developers to simultaneously build and deploy their bots in multiple ways. Additionally, Bot Framework has Bot Framework Composer, visual tools, which simplifies the bot development process. It provides a graphical interface for creating conversation streams, managing conversations and defining the behavior of bots. With Bot Framework Composer, developers can visualize building and testing bot without writing a lot of code, making bot development easier and more efficient.

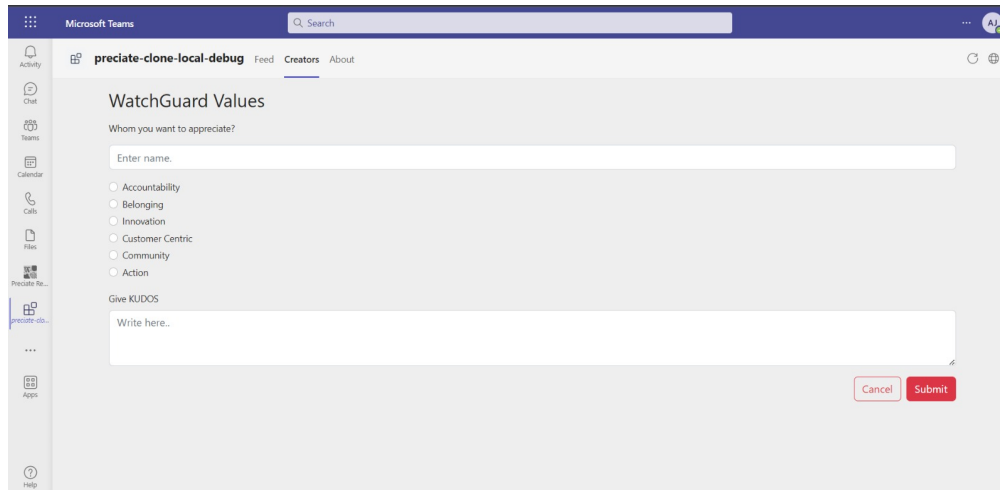


Figure 3.8: Microsoft Teams Bot for Unified Appreciation Platform

The Bot Framework is a comprehensive development platform offered by Microsoft that empowers developers to create intelligent and conversational bots across various platforms and channels. It provides a wide range of tools, software development kits (SDKs), and services to facilitate the creation, deployment, and management of bots.

At the core of the Bot Framework is the Bot Builder SDK, which is available in multiple programming languages such as C#, JavaScript/Node.js, and Python. This SDK offers developers a rich set of libraries, classes, and utilities to simplify bot development. It provides features for handling user interactions, implementing dialogs, managing conversation flow, and integrating with external services. The SDK also supports natural language understanding (NLU) capabilities through services like LUIS (Language Understanding Intelligent Service) or QnA Maker, enabling bots to comprehend user input and provide meaningful responses.

The Bot Connector service is a vital component of the Bot Framework, acting as a bridge between the bot and various messaging channels. It facilitates communication and message routing, allowing the bot to receive and send messages across different platforms such as Mi-

Microsoft Teams, Skype, Slack, and more. The Bot Connector service abstracts the complexities of channel-specific APIs, providing a unified interface for bot-to-channel communication. This enables developers to build once and deploy their bots across multiple channels seamlessly.

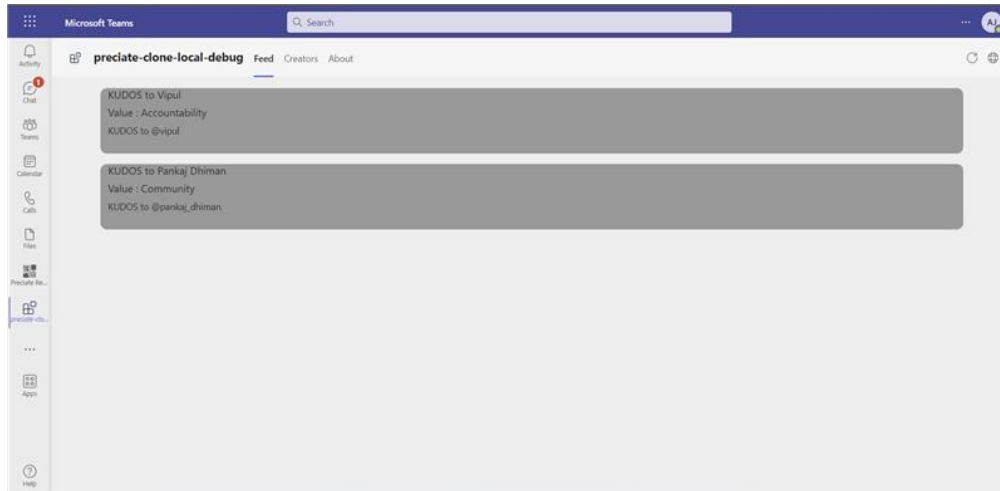


Figure 3.9: Microsoft Teams Bot for Feeds page

Additionally, the Bot Framework offers the Bot Framework Composer, a visual authoring tool that simplifies the bot development process. It provides a graphical interface for designing conversational flows, managing dialogs, and defining the behavior of the bot. With the Bot Framework Composer, developers can visually design and test their bots without writing extensive code, making bot development more accessible and efficient.

The Bot Framework supports a range of features and capabilities to enhance bot functionality. It enables the integration of natural language processing (NLP) services for language understanding, allows for the incorporation of AI models for advanced conversations, and supports the integration of external services through APIs. These capabilities empower developers to build intelligent and interactive bots that can understand user intent, provide contextually relevant responses, and perform tasks or retrieve information from external systems.

Overall, using the Microsoft Teams Developer Portal can help you manage your apps more efficiently, streamline your development and testing, and provide a better experience for your users. Another tool provided to us as a reference for our home boat journey is the Teams Toolkit. The Microsoft Teams Toolkit is a set of development tools and resources that make it easy for developers to create, test, and deploy custom apps for Microsoft Teams. The tools are designed to provide easy development and allow developers to build applications using their favorite programming languages and frameworks. Some of the key features of Teams Toolkit are: Application Templates: The tool provides pre-made application templates that can be easily modified to create custom applications. This template contains a variety of apps, including bots, messaging extensions, and tabs. Visual Studio Code Extension: Teams Toolkit integrates with the popular code editor Visual Studio Code and provides a custom extension that allows developers to build, test, and deploy Teams apps directly from the editor. Native Debugging: This tool provides a native debugging environment that allows developers to test their applications locally before deploying them to Microsoft Teams. This helps speed up the development process and allows developers to quickly find and fix bugs. Authentication and Authorization: The Teams Toolkit provides support for Microsoft authentication and authorization, making it easy for developers to secure their applications and protect user data.

3.4 Microservices

Unified Appreciation Platform's microservice architecture is designed to support flexibility, scalability, and manageability by dividing the app into small, loosely coupled services. Each microservice focuses on a single business capability and communicates with other services via

a well-structured API while running the independently.

One of the main services in the architecture is the user service. This microservice manages user functions such as , such as user authentication, registration and profile management. manages user data, including personal data and preferences, and provides APIs for user functionality. Another important microservice is the authentication service , which is responsible for managing the authentication process in unified appreciation platformlications. Manages the creation, deployment, and recovery of events. Services also include the ability to track recognition history, manage badges or awards, and create information about recognized employees.

Notification Service plays an important role in design by processing notifications for users from . Notification update sends notifications of various types, such as completion or update. This service integrates with the platform or email service to provide timely and personalized notifications. In addition, the scanning service collects and analyzes information about employee identification . Trend analysis collects data on user interactions and performance evaluation. This information can be used by to generate insights and reports, enable continuous improvement of 's recommendations, and provide recommendations for to make decisions.

One of the main services in the architecture is the user service. This service handles user-related tasks such as user registration, authentication, and profile management. manages user information, including personal information, preferences, and access credentials. User Services provides a seamless user experience by providing APIs for users to register, log in and update profiles on .

These microservices work together to provide a comprehensive and scalable solution for analytics professionals. It communicates with the through a set of well-defined APIs, providing

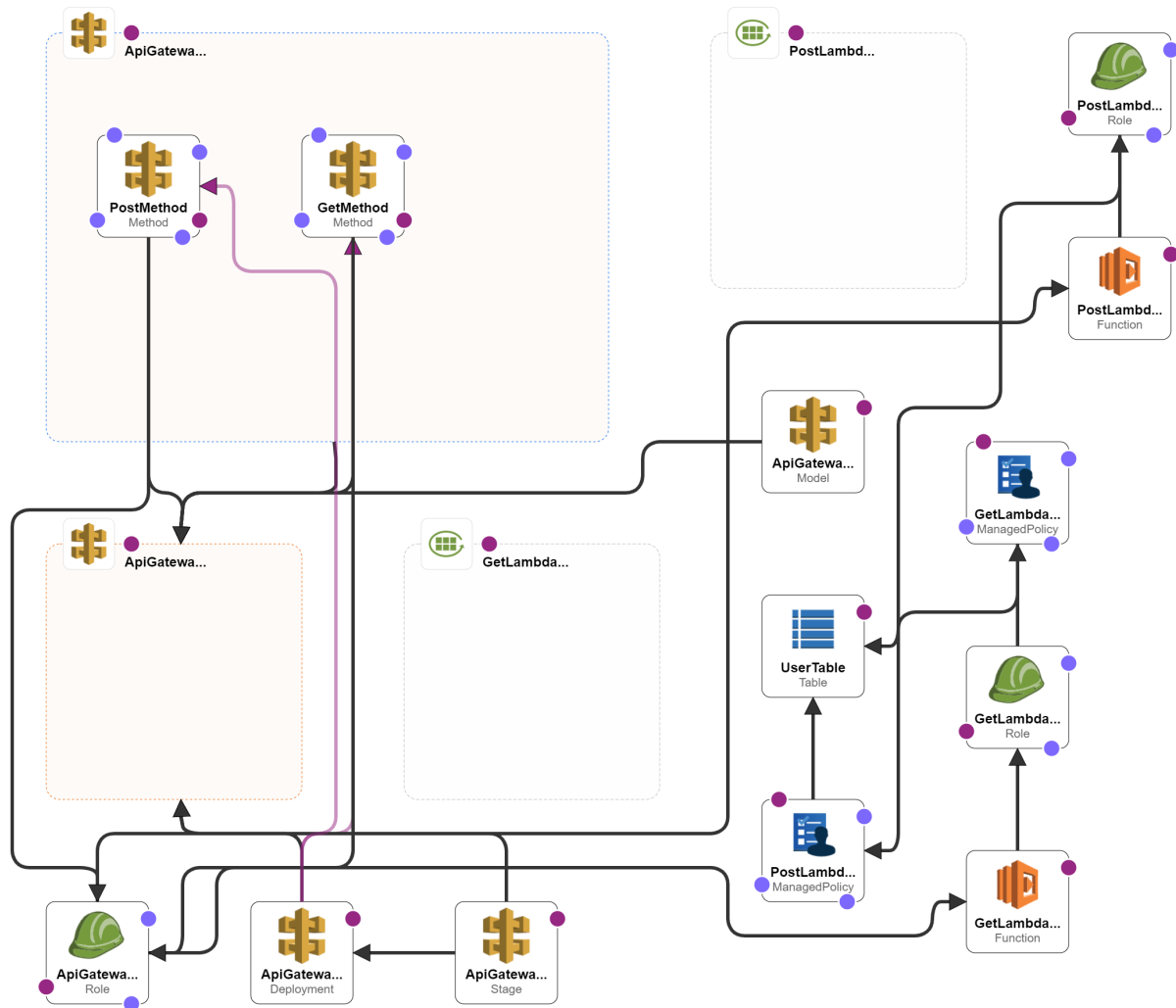


Figure 3.10: Architecture for deploying a REST API

efficient integration and interoperability. The microservice architecture allows to switch individual services as needed and increase the efficiency and maintenance of unified appreciation platformlications. Information Services is another important microservice in the architecture. In the unified appreciation platform is responsible for managing the authentication process. This service is responsible for creating, exporting, importing and retrieving authentication files. It allows users to give recommendations to friends or colleagues and follow all recommenda-

tions. Recognition Center also manages related tags or rewards and provides functionality to track information history and generate reports.

These microservices work together to provide a comprehensive and scalable solution for employee recognition. They communicate with each other through well-defined APIs, ensuring smooth integration and interoperability. The microservices architecture allows for flexibility in scaling individual services based on demand and enables efficient development and maintenance of the unified appreciation platform.

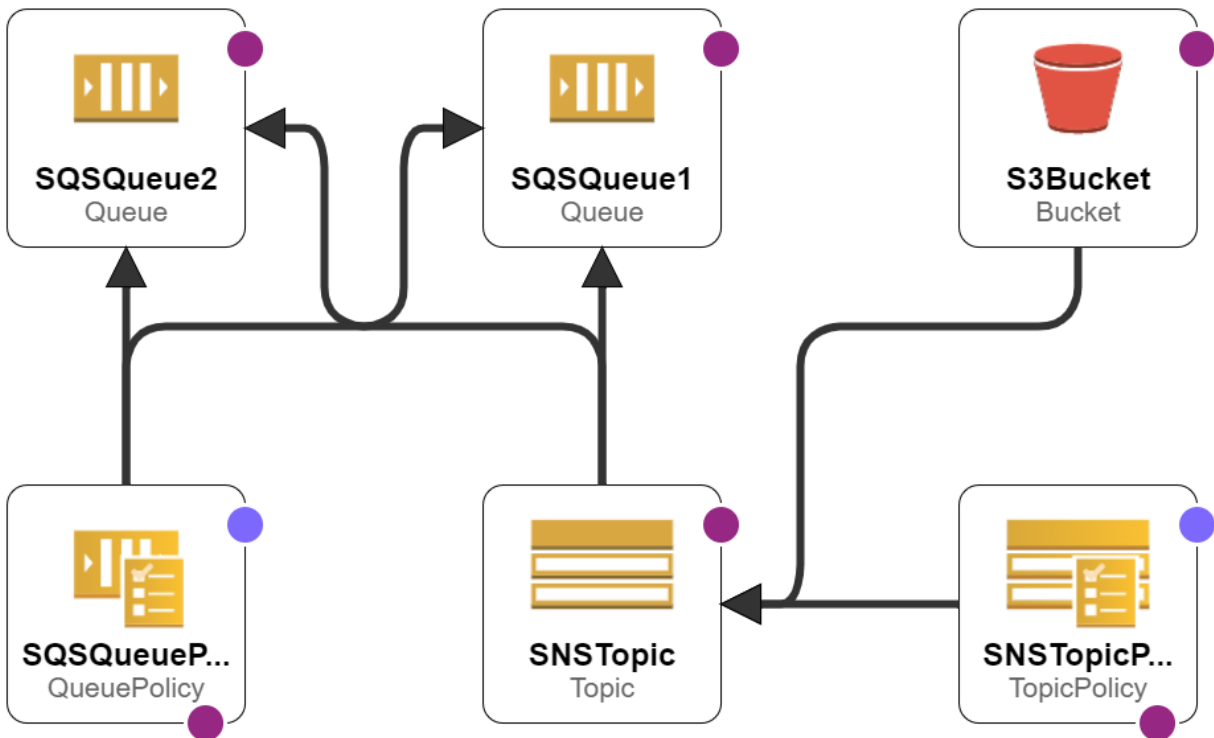


Figure 3.11: Architecture for deploying a notification system

One of the key microservices in the architecture is the User Service. This service handles user-related functionalities such as user registration, authentication, and profile management. It maintains user data, including personal information, preferences, and access credentials. The User Service provides APIs for user registration, login, and profile updates, ensuring a

seamless user experience.

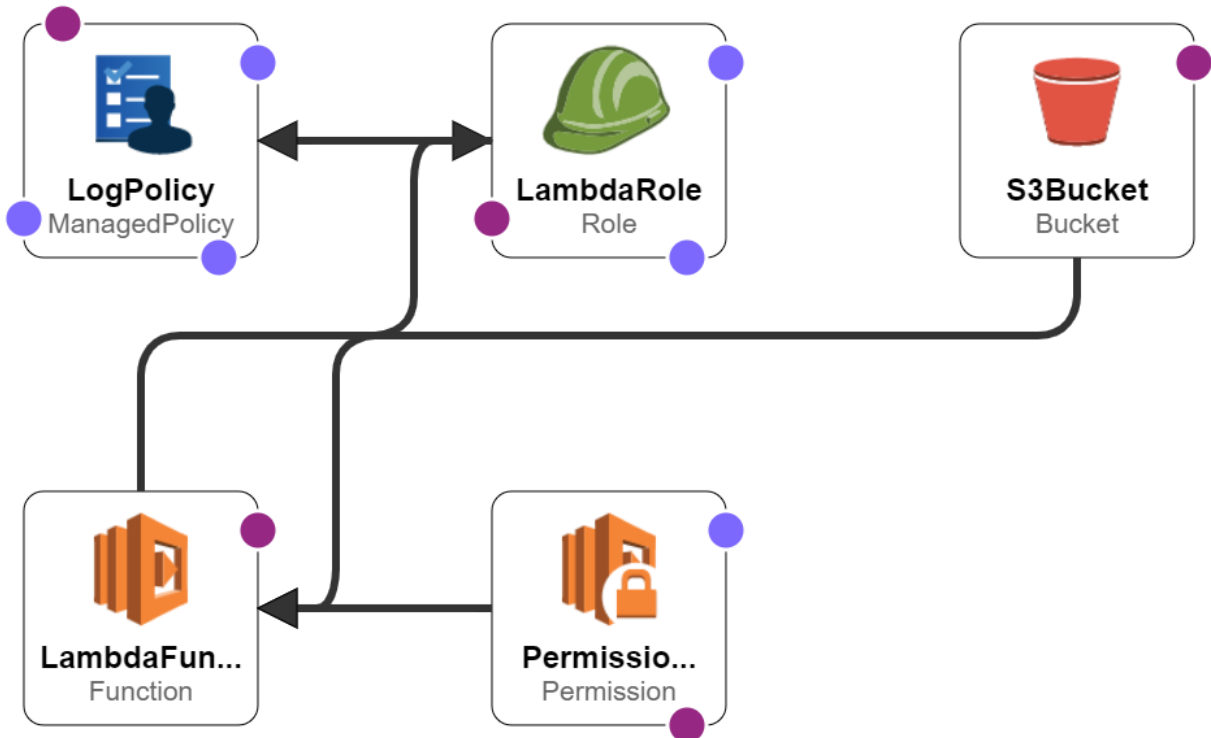


Figure 3.12: Architecture for deploying a Serverless lambda with S3

The Recognition Service is another important microservice in the architecture. It is responsible for managing the recognition process within the unified appreciation platform. This service handles the creation, submission, and retrieval of recognition instances. It allows users to give recognition to their peers or colleagues and keeps a record of all recognition events. The Recognition Service also manages badges or rewards associated with recognition and provides functionalities for tracking recognition history and generating reports.

The Notification Service plays a vital role in keeping users informed and engaged. It handles the delivery of notifications to users, ensuring they receive timely updates about new recognitions, milestones, or system announcements. The Notification Service integrates with mes-

saging platforms or email services to deliver notifications through various channels, enabling personalized and interactive communication with users.

Furthermore, the Analytics Service provides valuable insights by collecting and analyzing data related to employee recognition. It captures and processes data on recognition trends, user engagement, and performance metrics. This information can be utilized to generate comprehensive reports, visualize data trends, and identify areas for improvement. The Analytics Service empowers organizations to make data-driven decisions, enhance their recognition programs, and foster a culture of appreciation.

The microservices architecture of the unified appreciation platform offers numerous benefits. It allows for independent development, deployment, and scaling of individual services, providing flexibility and resilience. The services can be developed using different technologies or programming languages, based on their specific requirements. The use of well-defined APIs ensures seamless communication and interoperability between services. Overall, the microservices architecture enables the unified appreciation platform to deliver a robust, scalable, and user-centric employee recognition platform.

3.5 Security Measures

Security measures in the Unified Appreciation Platform are implemented to ensure the protection of user data and maintain a secure environment. These measures encompass various aspects, including authentication and authorization, data encryption, secure development practices, vulnerability management, audit logs and monitoring, compliance with regulations, and regular security updates.

Authentication and authorization mechanisms are in place to verify user identities and control access to the application. Robust protocols such as OAuth or JWT are used for secure authentication, and role-based access control (RBAC) is implemented to manage user privileges.

Sensitive data within the Unified Appreciation Platform is encrypted both at rest and in transit. Encryption algorithms like SSL/TLS are utilized to secure data transmission, and database encryption techniques are applied to protect stored data.

Secure development practices are followed, with a focus on code quality and adherence to best practices. Regular security assessments, code reviews, and vulnerability scans help identify and address potential weaknesses.

Comprehensive audit logs capture user activities and system events, enabling monitoring for suspicious behavior or unauthorized access attempts. Intrusion detection and prevention systems (IDPS) may also be employed.

The Unified Appreciation Platform ensures compliance with data protection regulations such as GDPR or CCPA. Privacy and security requirements are incorporated into the handling of user data.

Regular security updates are applied to the Unified Appreciation Platform, including bug fixes, security patches, and enhancements to address emerging threats and vulnerabilities.

These security measures collectively create a secure environment for the Unified Appreciation Platform, safeguarding user data and maintaining the confidentiality, integrity, and availability of the system.

Chapter 4

PERFORMANCE ANALYSIS

4.1 Testing Plan

The testing plan for the Unified Appreciation Platform encompasses a comprehensive approach to ensure the quality, reliability, and functionality of the application. The plan includes various types of testing that are essential for a thorough evaluation of the system.

Unit testing is conducted to verify the correctness and functionality of individual components of the Unified Appreciation Platform. This includes testing the frontend interfaces, backend APIs, and microservices in isolation. The goal is to identify any issues or bugs within each component and ensure they function as intended.

Integration testing is performed to validate the proper communication and interaction between different components and services of the Kudos App. This involves testing the integration of frontend and backend components, as well as interactions with external systems or APIs. The focus is on ensuring seamless collaboration and data consistency between various parts of the application.

End-to-end testing is conducted to evaluate the overall functionality and performance of the Unified Appreciation Platform from a user's perspective. It involves simulating real-world scenarios and user interactions to test the application's flow, user interfaces, and core function-

alities. This type of testing helps identify any issues that may arise when different components work together in a realistic environment.

Security testing is an essential aspect of the testing plan. It involves assessing the Unified Appreciation Platform's resistance to potential security threats and vulnerabilities. This includes penetration testing, vulnerability scanning, and code analysis to identify and address any security weaknesses or risks.

Performance testing is conducted to evaluate the scalability, responsiveness, and stability of the Unified Appreciation Platform under various load conditions. It involves simulating high user traffic and stress-testing the system to measure its performance, identify bottlenecks, and optimize resource utilization.

Usability testing focuses on evaluating the user experience and interface of the Unified Appreciation Platform. It involves gathering feedback from users through surveys, interviews, and usability tests to assess the app's ease of use, intuitiveness, and overall user satisfaction.

Additionally, regression testing is performed after any changes or updates to ensure that existing functionalities have not been affected, and previously identified issues have been resolved.

By implementing this comprehensive testing plan, the Unified Appreciation Platform can be thoroughly evaluated, ensuring its quality, reliability, security, performance, and usability.

4.2 Testing Strategy

The development process repeats this testing sub-process a number of times for the following phases.

- Unit Testing
- Linters check

Unit Testing tests a unit of code (module or program) after coding of that unit is completed. Integration Testing tests whether the various programs that make up a system, interface with each other as desired, fit together and whether the interfaces between the programs are correct. System Testing ensures that the system meets its stated design specifications. Acceptance Testing is testing by the users to ascertain whether the system developed is a correct implementation of the Software Requirements Specification. Testing is carried out in such a hierarchical manner to ensure that each component is correct and the assembly/combination of components is correct. Merely testing a whole system at the end would most likely throw up errors in components that would be very costly to trace and fix. We have performed both Unit Testing and System Testing to detect and fix errors. A brief description of both is given below.

4.3 Unit Testing

Unit testing in the context of the Unified Appreciation Platform involves testing individual units or components of the application in isolation. These units can include functions, methods, classes, or modules that perform specific tasks or provide specific functionalities. The goal of unit testing is to ensure the correctness and expected behavior of these units.

In the Unified Appreciation Platform, unit testing plays a crucial role in validating various aspects, such as functions and methods. By writing unit tests for functions responsible for user authentication, recognition creation, notification sending, or data retrieval, you can verify their functionality with specific inputs and evaluate the resulting output or behavior.

```

import unittest
from kudos_app import recognition_service

class TestRecognitionService(unittest.TestCase):

    def test_create_recognition(self):
        # Initialize test data
        sender = 'john.doe@example.com'
        receiver = 'jane.smith@example.com'
        message = 'Great job on the project!'
        category = 'Teamwork'

        # Call the function to create recognition
        recognition_service.create_recognition(sender, receiver, message, category)

        # TODO: Add assertions to verify the expected behavior

        # Example assertions
        self.assertEqual(recognition_service.get_sender(), sender)
        self.assertEqual(recognition_service.get_receiver(), receiver)
        self.assertEqual(recognition_service.get_message(), message)
        self.assertEqual(recognition_service.get_category(), category)
        self.assertIsNotNone(recognition_service.get_timestamp())

if __name__ == '__main__':
    unittest.main()

```

Figure 4.1: Unit test for creating recognition

In this example, we are testing the `create_recognition` function of the `recognition_service` module in the Unified Appreciation Platform. The test case validates that the function correctly creates a recognition instance with the provided sender, receiver, message, and category.

The `unittest.TestCase` class is used as the base class for the test case. The `test_create_recognition` method represents the specific test scenario. Inside the test method, we initialize test data and call the function to be tested. We then use assertions (such as `self.assertEqual`) to check if the actual output matches the expected behavior.

Unit testing is also an opportunity to test edge cases and boundary conditions that may not be easily reproduced in integration or end-to-end testing. By simulating scenarios such

as invalid inputs, empty values, or unexpected situations, you can verify how the app handles these cases and ensure it behaves correctly in different scenarios.

Furthermore, unit testing can focus on error handling mechanisms within the app. By creating tests that simulate erroneous conditions or exceptions, you can verify that the app handles and reports errors appropriately. This ensures that the app gracefully handles unexpected situations and provides meaningful error messages or fallback behaviors.

By incorporating unit testing in the development process of the Kudos App, you can identify and resolve issues early on, improving the overall quality and reliability of the application. Unit tests provide targeted validation of individual units, aiding in easier debugging and maintenance, and ensuring that each component functions correctly in isolation.

Chapter 5

Conclusion

5.1 Conclusion

In conclusion, the Unified Appreciation Platform is a powerful employee recognition platform designed to enhance employee engagement, foster a culture of appreciation, and drive performance within organizations. The app offers a user-friendly frontend interface developed using Angular, providing a seamless and intuitive experience for users.

Through its integration with Microsoft Teams, the Unified Appreciation Platform leverages the capabilities of the Bot Framework to enable automated recognition and notifications, enhancing the efficiency of recognition processes and promoting timely and meaningful appreciation among employees.

The app's microservices architecture, built on a serverless framework, ensures scalability, flexibility, and cost-efficiency. Each microservice is responsible for specific functionalities, such as user management, recognition creation, and analytics, enabling modular development, deployment, and maintenance.

Security measures implemented in the Unified Appreciation Platform prioritize data protection and privacy. Robust authentication mechanisms, data encryption, and regular security audits are in place to safeguard sensitive information and ensure compliance with industry

standards and regulations.

Comprehensive testing plans, including unit testing, integration testing, and performance testing, guarantee the reliability, functionality, and performance of the Unified Appreciation Platform. These tests cover various aspects, such as functions, classes, edge cases, error handling, and user experience, resulting in a robust and stable application.

By enabling peer-to-peer recognition, managerial recognition, and facilitating continuous improvement through analytics and insights, the Unified Appreciation Platform creates a culture of appreciation, boosts employee engagement, morale, and productivity, and fosters a positive work environment.

In summary, the Unified Appreciation Platform provides a comprehensive and feature-rich solution for employee recognition. With its user-friendly frontend, seamless integration, microservices architecture, security measures, and thorough testing, the app is well-equipped to deliver a rewarding and impactful experience, ultimately promoting a culture of appreciation and driving organizational success.

5.2 Future Scope and Enhancement

- **Gamification Elements:** Introducing gamification elements within the app can enhance employee engagement and motivation. Features such as leaderboards, badges, or virtual rewards can make recognition more interactive and fun, encouraging employees to actively participate and strive for achievements.
- **Integration with Additional Collaboration Tools:** While the app currently integrates with Microsoft Teams, there is potential to expand integration with other popular collabora-

tion tools. This could include platforms like Slack, Google Workspace, or project management tools, allowing organizations to leverage the app's features within their preferred communication and productivity environments.

- **Enhanced Analytics and Insights:** Expanding the analytics capabilities of the app can provide organizations with deeper insights into recognition trends, patterns, and impact. By leveraging advanced analytics and data visualization techniques, the app can offer comprehensive reports and metrics that help organizations make informed decisions, identify areas for improvement, and measure the effectiveness of their recognition programs.
- **Mobile App Development:** Developing a dedicated mobile app for the Unified Appreciation Platform can further enhance accessibility and convenience for users. A mobile app would enable employees to give and receive recognition on the go, fostering a culture of appreciation that extends beyond the confines of the workplace.
- **Integration with HR Systems:** Integrating the app with existing HR systems, such as performance management or employee engagement platforms, can streamline data exchange and provide a more holistic view of employee recognition efforts. This integration can help align recognition with broader HR initiatives and enable seamless data synchronization.
- **Social Sharing Features:** Incorporating social sharing features within the app can amplify the impact of recognition. Allowing users to share recognition moments on social media or internal communication channels can create a ripple effect of positivity, increasing

visibility and reinforcing a culture of appreciation.

5.3 Limitations

The Unified Appreciation Platform, while offering a range of benefits, also has certain limitations that need to be considered:

Adoption and Engagement Challenges: One potential limitation is the challenge of encouraging widespread adoption and maintaining long-term engagement with the app. Some employees may be resistant to change or hesitant to embrace new technologies. Overcoming these challenges requires effective communication, training, and ongoing support to promote adoption and encourage active participation.

Integration Complexity: Integrating the Unified Appreciation Platform with existing systems and platforms within an organization can be complex. Compatibility issues, data synchronization, and ensuring seamless integration with various HR systems or collaboration tools may require additional resources and technical expertise.

Scalability: As the user base and recognition activities within an organization grow, the scalability of the Unified Appreciation Platform may become a consideration. Ensuring that the app can handle increased user load and maintain optimal performance requires careful planning and infrastructure scaling.

Customization Limitations: While the Unified Appreciation Platform provides a range of features and functionalities, there may be limitations on customization options. Organizations with specific requirements or unique recognition processes may find it challenging to tailor the app to their exact needs without significant modifications.

Data Privacy and Security: As with any digital platform, data privacy and security are critical considerations. Ensuring that user information, recognition data, and sensitive organizational data are protected from unauthorized access or breaches requires robust security measures, regular audits, and compliance with relevant data protection regulations.

It's important for organizations considering the implementation of the Unified Appreciation Platform to assess these limitations alongside the app's benefits and determine how they align with their specific needs and requirements.

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