Self-Evaluation Platform
The platform will have evaluation criteria that allows customers to answer questions and then calculate the score. Questions/criteria is dynamic and based on selection, different questions will be displayed.

Platform Users:
Customers: online customers that will be allowed to create account in the platform and perform the self-evaluation of the organization. Based on service selected, the customer will be able to communicate with agents and respond to their requests.
Administrator: will be able to setup the system and change the evaluation criteria as needed.
Evaluation Agents: will be able to view customer inputs, review them, request more files, put evaluations.

Platform Modules:
Customer Registration: Allow customers to create account in the platform and provide information about the organization. Module includes the following:
  - **Registration**: Information includes Commercial Registration number, organization name, address, user name and ID number (for verification) platform (phase two) will confirm the CR # from MCI and confirm user identity using Nafath platform.
  - **Password Retrieval**: allow the user to retrieve his password using email or
  - **Password Change**: allow users to change the password

Evaluation: the module will allow the user to start new evaluation for their company. The following are subfunctions:
  - **Evaluation**: start by asking basic questions and based on answers, next level will be determined. Answers can be text or attachments. Once evaluation is completed, the system will calculate the score and give the company the results.
  - **Communication**: user – based on scenario selected – may

need to communicate back and forth with the agents to answer questions or to provide extra documents. The system shall provide this iterative process
- **Certificate**: users will be able to display certificate showing their score and will be able to print the certificate as well.
- **Send Certificate**: users as well can request the system to send the certificate directly to third party based on user request. The user will provide the email address to send the certificate to.

Configuration: the module will allow the administrator to create the evaluation and determine the required answers and documents. Here are the main subfunctions of this moduel:
- **Organization Data**: Admin will decide on the required information to be provided by the user during the registration process. That will enable admin to adjust the system whenever needed.
- **Evaluation**: system will enable the admin to create multiple evaluations and these will appear to users when they request the service. Each evaluation is multi-level multi-branches and multi-fields. Admin shall determine the number of levels of the evaluation. For every evaluation admin will have first the first field and shall input the possible answers as well. For every answer, the admin shall determine the action (request info or go to next level). If requesting info, then the field shall be determined, the name of the field, the input type (text, number or attachment). Same process will continue until it reach the lowest level.
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