SuperTalk Admin Onboarding | BRD | V1.0

Management Approval

Name	Position	Date	Signature

Contents

Revision History

Date	Version	Description	Author	Reviewed	Comments
	v1.0	Initial Draft BRD			

References

Consumer Figma	https://www.figma.com/file/p8Btt2denKi2mq9dSkRNUo/SuperTalk?type=design&node-id=0-1&t=0ZNcBfztlPkzisvR-0

Executive Summary

1.1-Project Statement

Project Description

The scope of this BRD includes the below-mentioned Use Cases

Admin Onboarding

- Login
- Dashboard
- User Management
- Subscription Management
- Token Management
- Ads Management
- Master Control
- Adjust
- IT Operation
- Customer Care
- Communication

2- Technology Stack

To create the best possible technology stack for the SuperTalk application, we've selected different and best technologies for, Huawei, Android & iOS platforms. Our main considerations were the performance and security features of these technologies that are important for an application to be deployed on a large scale and used in real time. By carefully selecting the appropriate technologies for each platform, we aim to ensure that the SuperTalk application performs well and remains secure even under heavy usage. The following tech stack will make the product effective & successful.

3-Introduction

3.1-Purpose

The purpose of this document is to specify the requirements for Admin app.

3.2-Functional Requirements

Functional requirements of onboarding include the following:

1. **Login**
    a. Mobile Number & Email ID
    b. Forgot Password
    c. Logout

2. **Dashboard**
    a. Total users, Total rooms, Total predictions, Total fans, Total payments
    b. Today's registration, Today's rooms, today's predictions, Today's fans & Today's payments.
    c. Management users
    d. Current online speakers, Current active rooms, Current online fans
    e. Graph details

3. **User Management**
    a. Guest
    b. Pro
    c. Super
    d. Rooms
    e. Management
    f. Authorities Control

4. **Subscription Management**
    a. Add subscription
    b. Export Report

5. **Token Management**
    a. Total token sent**,** Total tokens Purchased, Total tokens Exchanged
    b. Export report, Add token, Token Exchange

6. **Ads Management**
    a. Total Ads Budget, Today's Ads Budget, Total Ads Paid & Today's Ads Paid
    b. Ads Management
    c. Ads Verifications
    d. Ads Queue

7. **Master Control**
    a. Terms & Conditions
    b. Privacy Policy
    c. Super User KPIs

    d. Room Pricing
    e. Gift Pricing
    f. Predictions
    g. Prediction Level Agreement

8. **Adjust**
    a. Adjust
    b. Graph details

9. **IT Operations**
    a. Dashboard
    b. Application
    c. Database
    d. Servers
    e. Analytics
    f. User Experience
    g. Alert

10. **Customer Care**
    a. Add Tickets
    b. Graph Details

11. **Communication**
    a. Add Notification

4-Integrations

Service Name	Description
SMS OTP	• SMS will be used to send 6 digits OTP at the time of Sign Up. • Identity will be verified via SMS.

5-Functional Details

1. Login

<table>
<tr><td colspan="2">1. Login</td><td>Epic</td><td>Login</td></tr>
<tr><td>Use Case</td><td colspan="3">• As a Management, I want to open the SuperTalk admin application to manage the customer app</td></tr>
<tr><td>Precondition</td><td colspan="3">• User must have the admin login credentials</td></tr>
<tr><td>User Flow</td><td colspan="3"><u>Admin login:</u>

Steps:

1. This application only for the SuperTalk admin.
2. Admin will get the application from the management.
3. After visiting admin app admin can see the logo along with “Mobile number” and “Password” fields
4. In the fields admin should enter the login credentials which are shared by the management.
5. Mobile number filled with country code. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen “please enter the correct mobile number”. User should enter the valid mobile number
6. Admin has to enter the login password in the “password” field.
7. Passwords shall be masked.
8. If the password is invalid, error message will be displayed on the screen” please enter the correct password”
9. Once the admin has filled out all the fields with valid details, user can see the login button to proceed.
10. After clicking the login button, the page moves to the OTP page to verify.
11. OTP will receive the given mobile number
12. For first time users we need to create a password. User has to enter create password field and confirm password field. Both fields should have the same input. If not, an error message will be displayed “password and confirm password should be the same” by giving the same passwords admin can set the password.

<u>Forgot password:</u>

Steps:

1. If admin forgot the login password, admin can reset the password by using “Forgot Password” link
2. After clicking the "Forgot Password?” page will ask to enter the admin mobile number.
3. If the mobile number is invalid an error message will be displayed “Please enter a valid mobile number”
4. After entering a valid mobile number and clicking the next button, SMS OTP will receive the given mobile number.</td></tr>
</table>

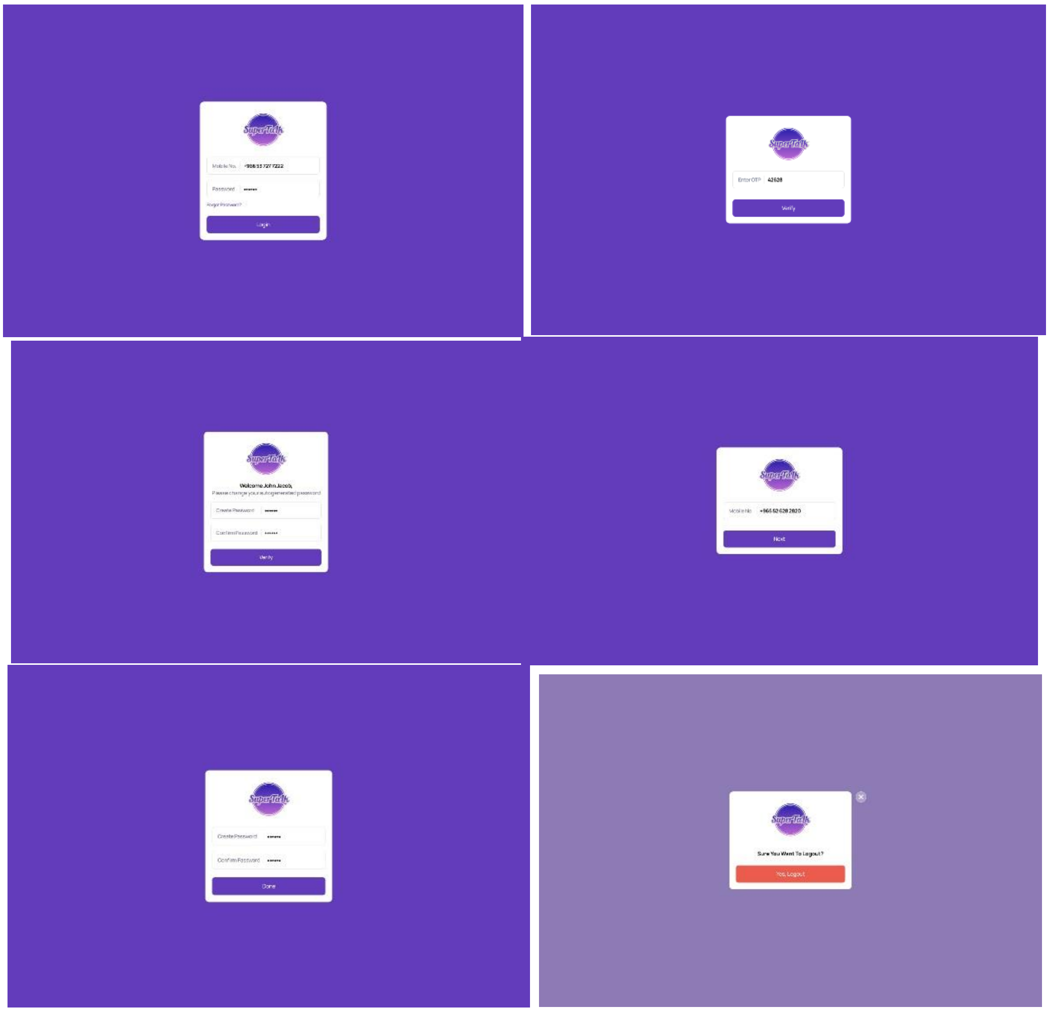
5. Once entering the OTP, click the verify button. It will load to the password page. Here user has to enter create password field and confirm password field.
6. Both fields should have the same input. If not, an error message will be displayed "**password and confirm password should be the same**" by giving the same passwords admin can set the password.

Logout:

Steps:

1. After successful login page will redirect to the dashboard page.
2. Here admin can see the **logout** button in the bottom of the page
3. After clicking logout, confirmation pop up window will display
4. Admin can exit to the account by clicking **Yes, logout**

Figma images:



2. Dashboard

2. Dashboard	Epic	Dashboard
Use Case	• As a Management, I want to open the **SuperTalk admin application** to manage the customer app	
Precondition	• User must have the admin login credentials	
User Flow	***Dashboard:*** ***Steps:*** 1. In the dashboard user can see the current date and time in the top left of the page and also has the "refresh" button in the top right of the page ***Total users, Total rooms, Total predictions, Total fans, Total payments:*** ***Steps:*** 1. In the dashboard page admin can find the total users count. This is the details of total user from the customer. Count will auto update 2. Total rooms has the count of rooms created. This is the auto update field 3. Total predictions has the count of predictions rules based on the graph 4. Total fans has the count of fans and total payments have the details of payment received. ***Today's registration, Today's rooms, Today's predictions, Today's fans, Today's payments:*** ***Steps:*** 1. Admin can find the Today's registered users count in Today's registration field with percentage. Percentage value will increase and decrease based on the registration. 2. Users can find the Today's rooms created count in the Today's room's field with percentage. Percentage value will increase and decrease based on the registration. 3. Today's predictions has the count of predictions rules today with percentage. This will increase and decrease 4. Today's fans have the count of fans with percentage. This will increase and decrease 5. Today's payment shows the details of payment received today with percentage. Percentage value will increase and decrease. **Management users**: **Steps:** 1. Admin can manage the management users in the dashboard. Here admin can see the users along with a profile picture and current status. 2. Profile picture with green dot is about user is online and grey dot is offline 3. Admin can add the management users in the "add new" button. This will redirect to the user management page to add new users.	

***<u>Current online speakers, current active rooms, current online fans</u>*:**

Steps:

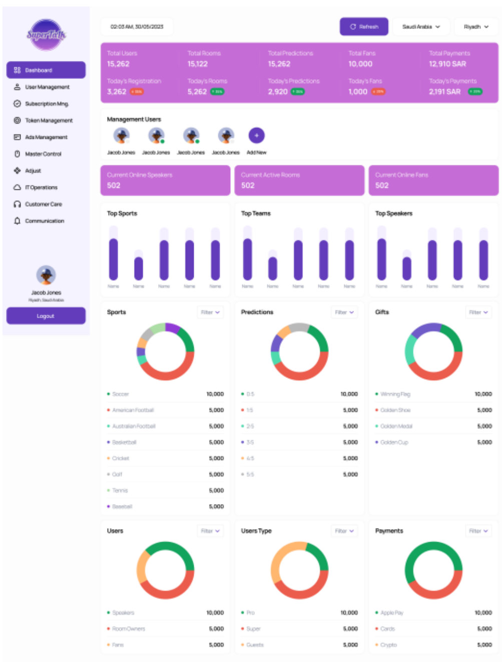
1. Current online speakers show the count of current active speakers. Current active rooms show the count of present total active rooms. Current online fans display the present active fans count.

<u>Graph details:</u>

<u>Top sports, Top teams, Top speakers:</u>

Steps:

1. In this chart we can find the highest and lowest value of Top sports, top teams and top speakers.
2. **Sports: -** In this chart admin can find the top value sports by the number of users. Like soccer, American football, Australian football, basketball, cricket, golf, Tennis, baseball by representing the colour of each sports
3. Admin can sort the results by using the filter.
4. **Predictions: -** admin can see predictions values here for all graph by representing colours.
5. Admin can sort the results by using the filter
6. **Gifts: -** here admin can see the gifts count for each graph like sports, leagues, teams. We can filter gifts by using the name.
7. **Users: -** admin can see the chart values for speakers, room owners, fans. Admin users can filter results by using their usernames.
8. **User type: -** admin can see the counts for pro, super, guest’s user types and they are able to filter the results.
9. **Payments: -** admin can find the payments count here like apple pay, cards, and crypto. And modify results by using filters.



3. User Management

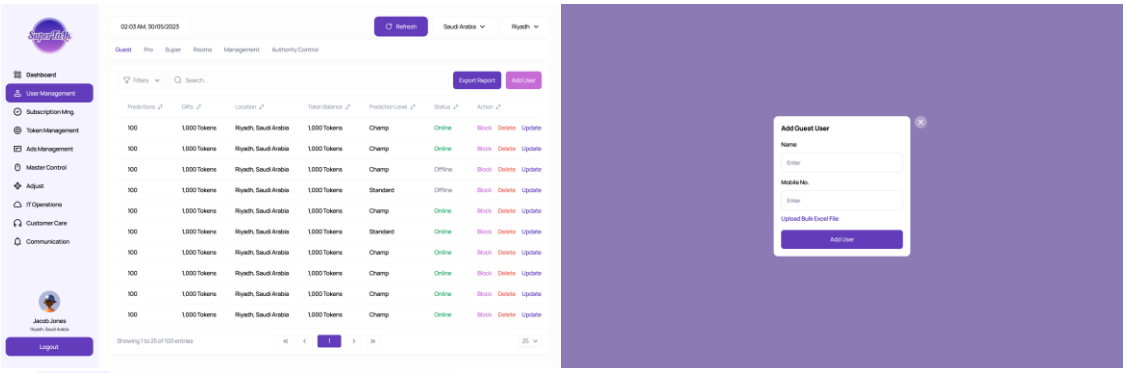
<table>
<tr><th>3. User Management</th><th>Epic</th><th>User Management</th></tr>
<tr><td>Use Case</td><td colspan="2">• As a Management, I want to open the SuperTalk admin application to manage the customer app</td></tr>
<tr><td>Precondition</td><td colspan="2">• User must have the admin login credentials</td></tr>
<tr><td></td><td colspan="2"><u>Guest user:</u>

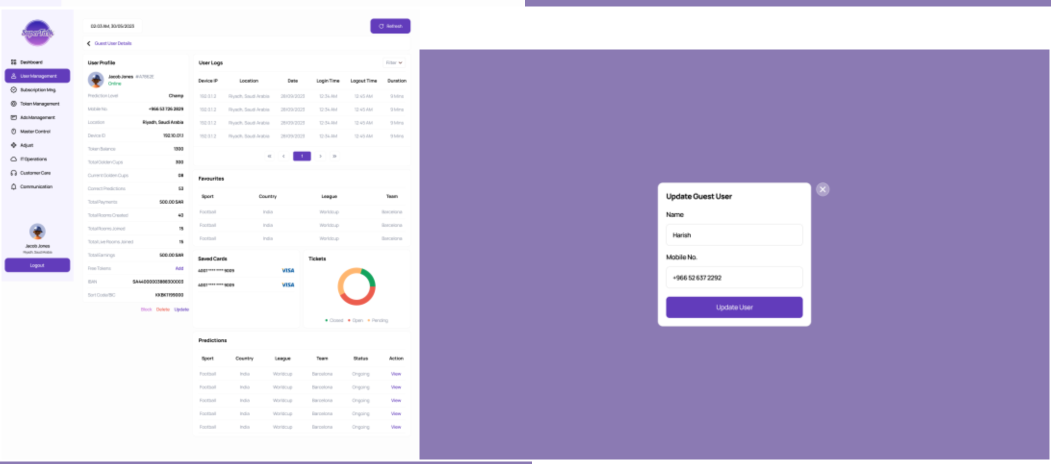
Steps:

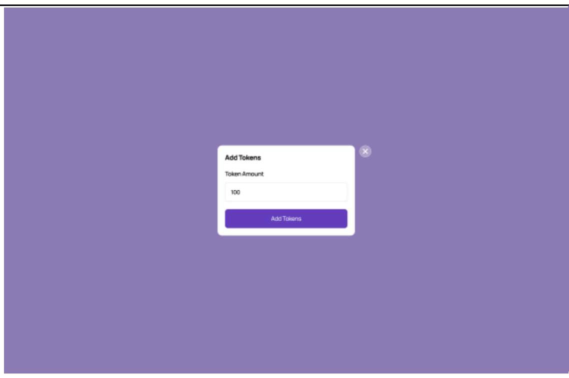
1. Users are classified as guest, pro, super. Admin can add new user by clicking “ Add user” button
2. Admin can see the user's details in the grid. The details are “user id, mobile number, room created, room joined, live rooms, predicted and gifts, predictions, gifts, location, token balance, prediction level, status and action”.
3. Admin can sort this list by using filter and can search the user by clicking search.
4. Admin can export the reports in excel sheet by click “export” button
5. They can refresh the list by clicking the “Refresh” button located in the top right corner. Next to that filter options for selecting “city” and “country”
6. When clicking the “Add User” button it will load to the new page where the admin can add a new guest user by entering the user’s “Name” and “mobile number “fields.
7. Admin can add multiple users at a time in an excel file in “upload bulk excel file”.
8. After adding a new user it will save in the table. Admin can view the user details by clicking the user in grid.
9. Guest user details contain “User profile, User logs, favourites, card details, Tickets and predictions”.
10. User profile has the details of “username along with user ID, profile picture and status” at the top.
11. Follow that it have the details of “prediction level, mobile number, location, device ID, token balance, total golden cups, current golden cups, correct predictions, total payments, total rooms created, total rooms joined, total live room joined, total earnings, free tokens, BAN, sort code BIC”
12. Admin can also block users by clicking the “Block” button. Can delete the user by clicking the “delete “button and update the user details by clicking “update” button.
13. User logs has the following details of “ Device IP address, location, date, login time, logout time and duration”
14. Admin can filter the logs results by using filter.
15. Favourites has the list of “sport, country, league and team”
16. Admin can find the customer card details in “saved cards” section next to that see the chart of “tickets” it represents the colour of “close, open and pending tickets”.
17. User predictions has the details of “sport, country, league, team, status and action”.
18. Admin can see the details for each by clicking the “view” button.
19. Admin could refresh the page by click “ refresh” button in top
20. Update users can be done once enter “name and mobile number “of the user.
21. Admin can delete the guest user when clicking the “delete” button. Once clicked, the delete pop up will show ” sure you want to delete the guest user?” by clicking delete button user will remove</td></tr>
</table>

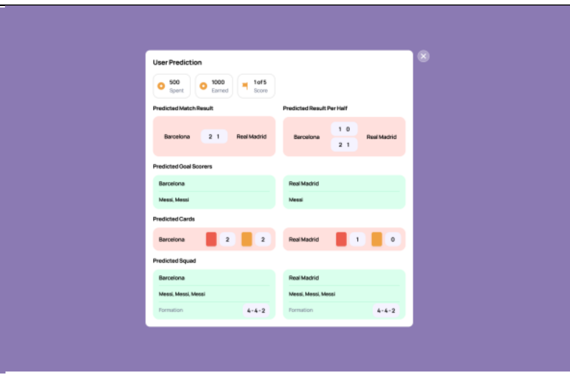
22. When clicking the block button, the pop up window will display with the message “sure you want to block the guest user?” by clicking the block button the user will get a block. When click “**unblock**” user will unblock
23. Admin can add a token to the guest user. Once clicked the user the pop up shows to add the token amount. By entering token amount click add tokens, token amount will be added to the user.
24. OTP will receive the user’s mobile number. User has to enter the OTP and verify.
25. For exporting reports enter the email address and click the “export report” button. Repeat mail id is optional when entering
26. For multiple reports click “add another email” field and export report in the same pop up window at a time.
27. View user predictions has the details of “spent, earned and score “points. It will also display the “**predicted match results, predicted results per half, predicted golf scores, predicted cards and predicted squad**”

Figma images:









<u>Pro user:</u>

Steps:

1. Admin can see the user's details in the grid. The details are "**User id, mobile number, subscription date, subscription type, room created, room joined, predictions, Gifts, location, token balance, prediction level, status and action**"
2. Admin can sort this list by using filter and can search the user by clicking search.
3. Admin can export the reports in excel sheet by click "**export**" button
4. They can refresh the list by clicking the "**Refresh**" button located in the top right corner. Next to that filter options for selecting "**city**" and "country"
5. When clicking the " **add user**" button it will load to the new page where the admin can add a new pro user by entering the user's " name" and "**mobile number** "fields.
6. Admin can add multiple users at a time in an excel file in "**upload bulk excel file**".
7. After adding a new user it will save in the table. Admin can view the user details by clicking the user in grid.
8. Pro user details contain "**User profile, User logs, subscription details favourites, card details, Tickets and predictions**".
9. User profile has the details of "**username along with user ID, profile picture and status**" at the top.
10. Follow that it have the details of "**prediction level, mobile number, location, device ID, token balance, total golden cups, current golden cups, correct predictions, total payments, total rooms created, total rooms joined, total live room joined, total earnings, free tokens, BAN, sort code BIC**"
11. Admin can also block users by clicking the "block" button. Can delete the user by clicking the "delete "button and update the user details by clicking "update" button.
12. User logs has the following details of " device IP address, location, date, login time, logout time and duration"
13. Admin can filter the logs results by using filter.
14. Subscription details has "**start date, finish date, type and status**"
15. Favourites has the list of "**sport, country, league and team**"
16. Admin can find the customer card details in the "saved cards" section next to that see the chart of "tickets" it represents the colour of "close, open and pending tickets".
17. User predictions has the details of "**sport, country, league, team, status and action**". Admin can see the details for each by clicking the "**view**" button.
18. Admin could refresh the page by click " **refresh**" button in top
19. Update users can be done once enter "**name and mobile number** "of the user.
20. Admin can delete the pro user when clicking the "**delete**" button. Once clicked, the delete pop up will show " sure you want to delete the pro user?" by clicking delete button user will remove

21. When clicking the block button, the pop up window will display with the message "**sure you want to block the pro user?"** by clicking the block button the user will get a block. When click "**unblock**" user will unblock
22. Admin can add a token to the pro user. Once clicked the user the pop up shows to add the token amount. By entering token amount click add tokens, token amount will be added to the user.
23. OTP will receive the user's mobile number. User has to enter the OTP and verify.
24. For exporting reports enter the email address and click the "export report" button. Repeat mail id is optional when entering
25. For multiple reports click "**add another email**" field and export report in the same pop up window at a time.
26. View user predictions has the details of "**spent, earned and score "points. It will also display the "predicted match results, predicted results per half, predicted golf scores, predicted cards and predicted squad**"

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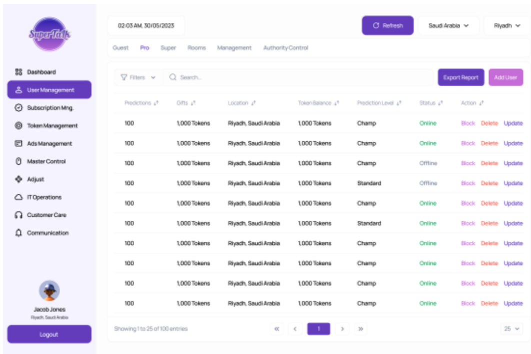
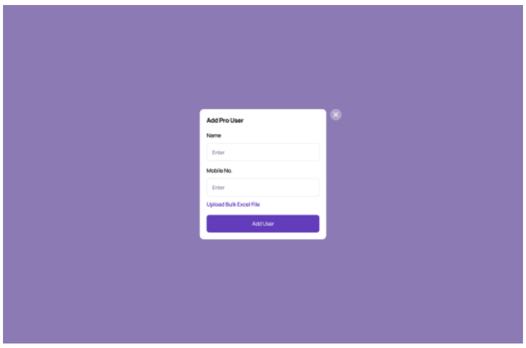
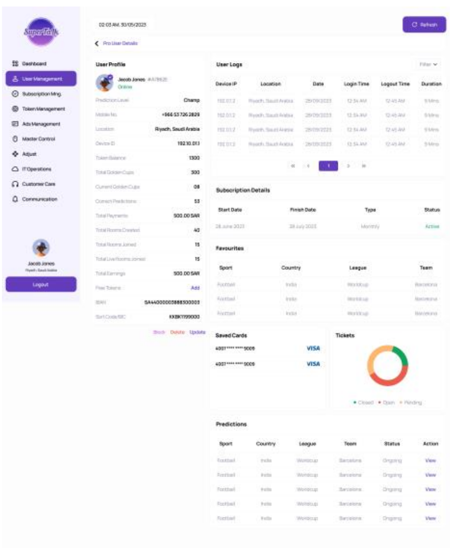
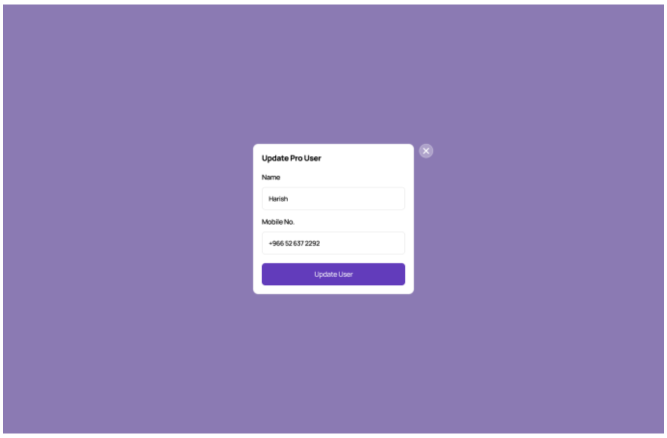
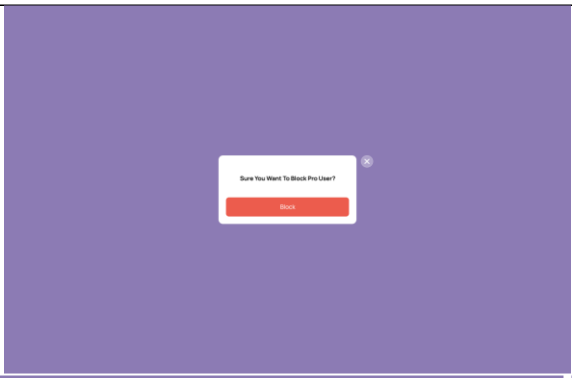
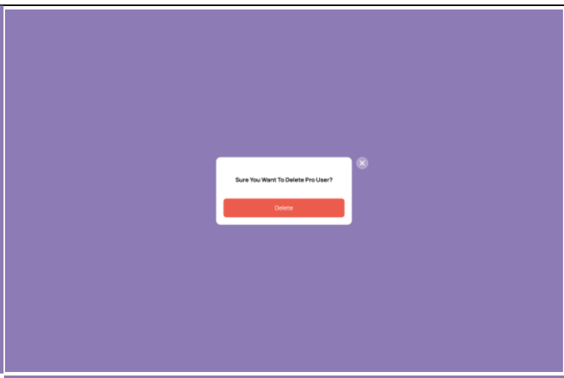


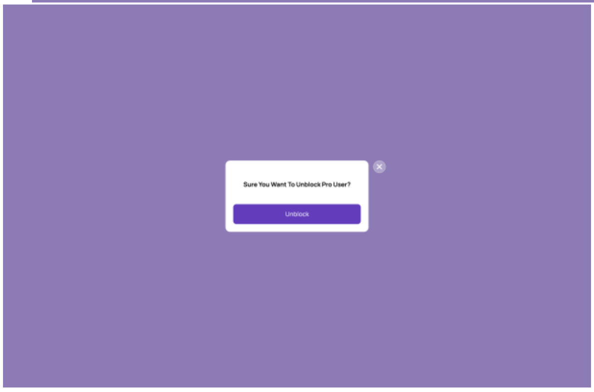


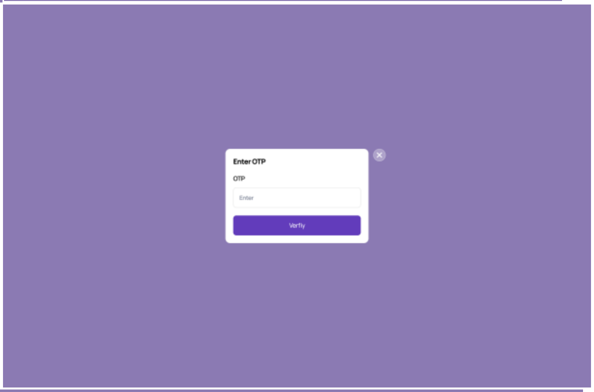


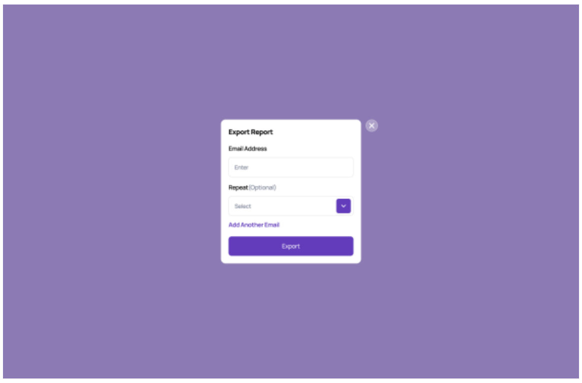


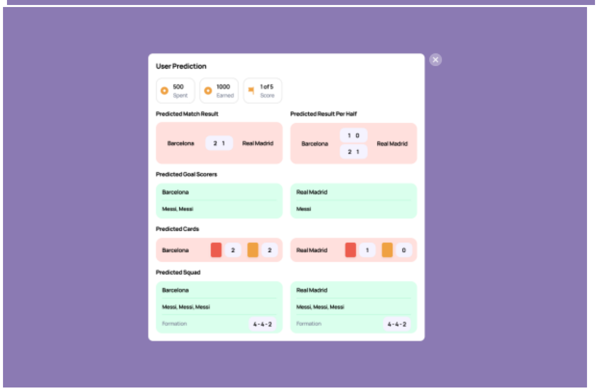












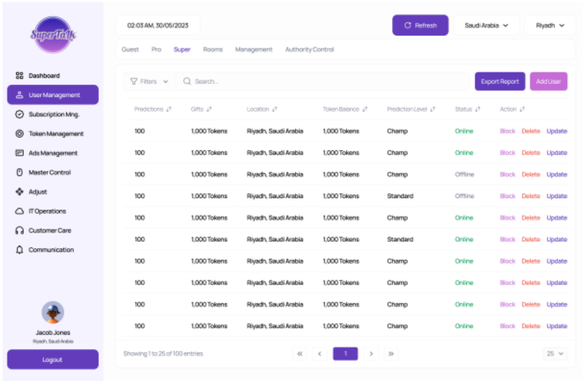
<u>Super user:</u>

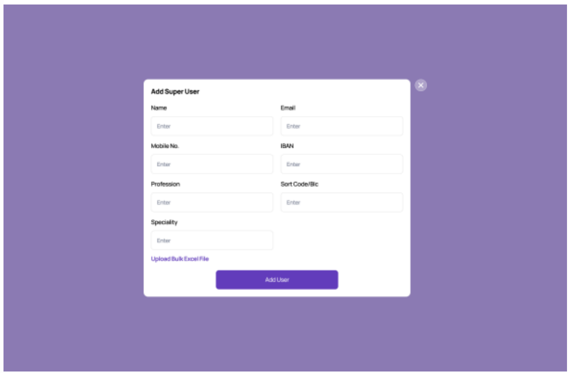
Steps:

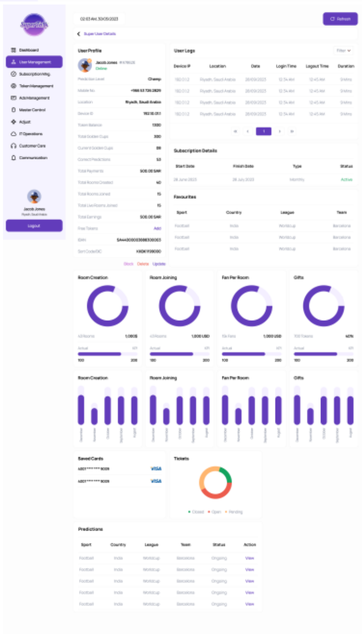
1. Admin can see the user's details in the grid. The details are "**User id, mobile number, super upgrade date, room created, room joined, live room, predictions, Gifts, location, token balance, prediction level, status and action**"
2. Admin can sort this list by using filter and can search the user by clicking search.
3. Admin can export the reports in excel sheet by click "**export**" button
4. They can refresh the list by clicking the "**Refresh**" button located in the top right corner. Next to that filter options for selecting "**city**" and "**country**"
5. When clicking the "add user" button it will load to the new page where the admin can add a new super user by entering the user's "**Name, email, mobile number, IBAN, profession, sort code/BLC, speciality** "fields.
6. Admin can add multiple users at a time in an excel file in "upload bulk excel file".
7. After adding a new user it will save in the table. Admin can view the user details by clicking the user in the grid.
8. Super user details contain "**User profile, User logs, subscription details favourites, Graph details of (room creation, room joining, fan per room, gifts), card details, Tickets and predictions**".

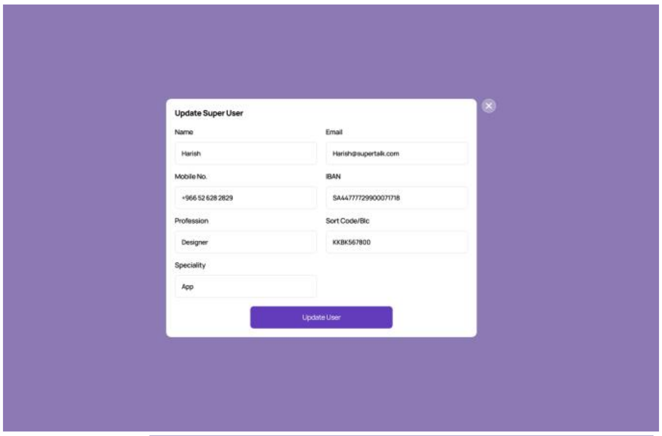
9. User profile has the details of "**username along with user ID, profile picture and status**" at the top.
10. Follow that it have the details of "**prediction level, mobile number, location, device ID, token balance, total golden cups, current golden cups, correct predictions, total payments, total rooms created, total rooms joined, total live room joined, total earnings, free tokens, BAN, sort code BIC**"
11. Admin can also block users by clicking the "**block**" button. Can delete the user by clicking the "**delete** "button and update the user details by clicking "**update**" button.
12. User logs has the following details of " device IP address, location, date, login time, logout time and duration"
13. Admin can filter the logs results by using filter.
14. Subscription details has "**start date, finish date, type and status**"
15. Favourites has the list of "**sport, country, league and team**"
16. Room creation graph details contain monthly wise creation level, total room created, amount and KPI details.
17. Room joining graph details contain monthly wise joined level, total room joined, amount and KPI details.
18. Fan per room chart details contain monthly wise report, total fans, amount, actual and KPI details.
19. Gifts chart contains monthly report, token counts and percentage, actual and KPI details.
20. Admin can find the customer card details in the "**saved cards**" section next to that see the chart of "tickets" it represents the colour of "close, open and pending tickets".
21. User predictions has the details of "**sport, country, league, team, status and action**". Admin can see the details for each by clicking the "**view**" button.
22. Admin could refresh the page by click " **refresh**" button in top
23. Update super users can be done once enter "**name, email, mobile number, BAN, profession, sort code/Bic**, **speciality** "of the user.
24. Admin can delete the super user when clicking the "**delete**" button. Once clicked, the delete pop up will show " **sure you want to delete the super user?**" by clicking delete button user will remove
25. When clicking the block button, the pop up window will display with the message "**sure you want to block the super user?"** by clicking the block button the user will get a block. When click "unblock" user will unblock
26. Admin can add a token to the super user. Once clicked the user the pop up shows to add the token amount. By entering token amount click add tokens, token amount will be added to the user.
27. OTP will receive the user's mobile number. User has to enter the OTP and verify.
28. For exporting reports enter the email address and click the "**Export report**" button. Repeat mail id is optional when entering
29. For multiple reports click "add another email" field and export report in the same pop up window at a time.
30. View user predictions has the details of "**spent, earned and score** "points. It will also display the "**predicted match results, predicted results per half, predicted golf scores, predicted cards and predicted squad**"

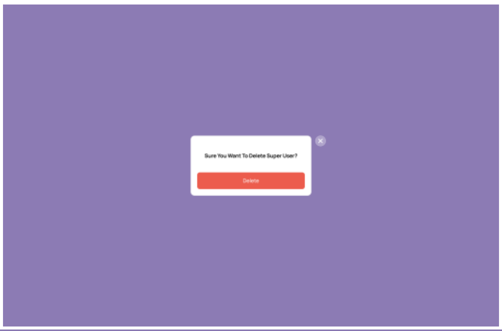
Figma images:

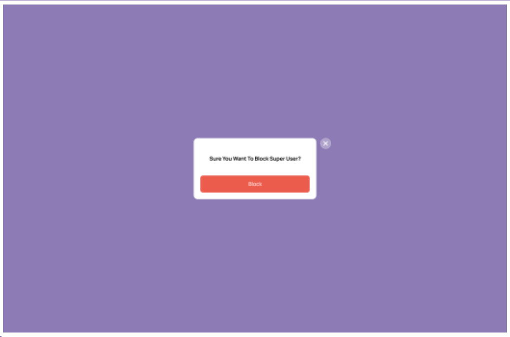


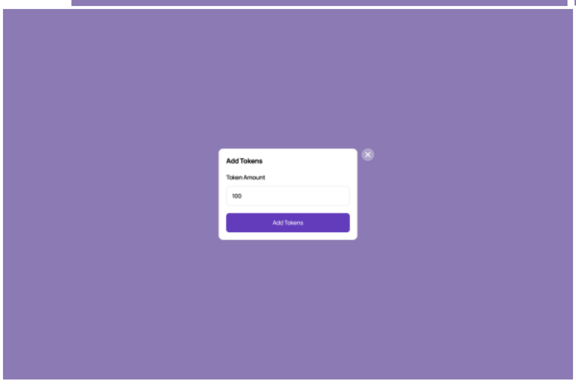


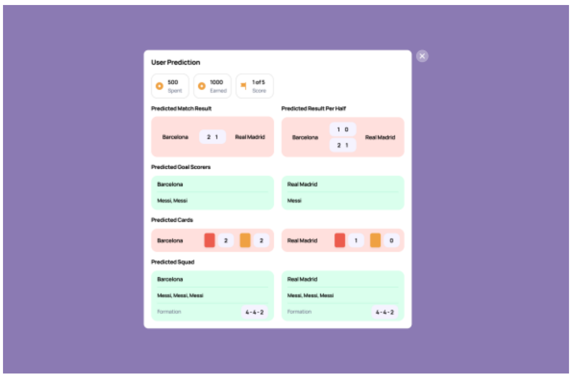










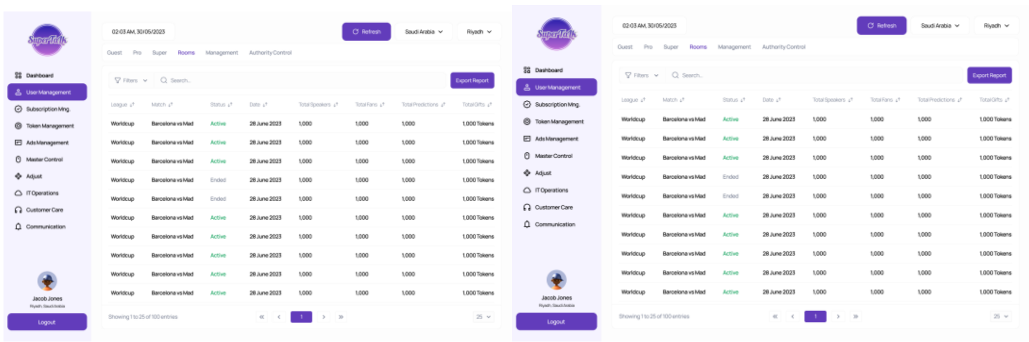


Rooms:

Steps:

1. Admin can manage rooms and view all room summary details.
2. Rooms obtain the details of "**Room no, created by, sport, league, match, status, date, total speakers, league, match, status, date, total speakers, total fans, total predictions and total gifts**"
3. Admin can export the report by clicking the export report button every day or weekly or yearly
4. By clicking the room, admin can see the details of the room like room details, fans details and comments details.
5. Chat/comments handled by 3rd party.

Figma images:

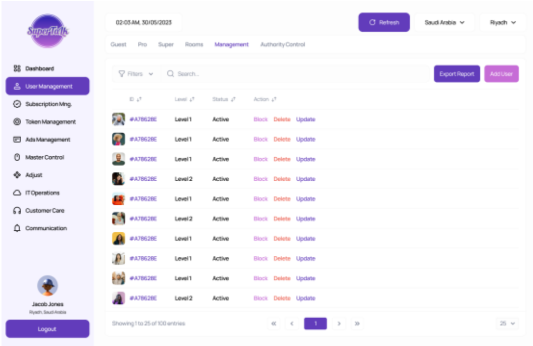
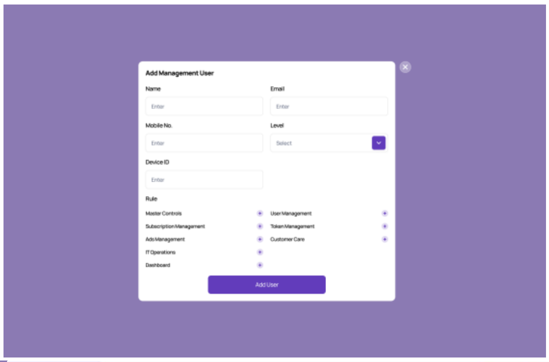
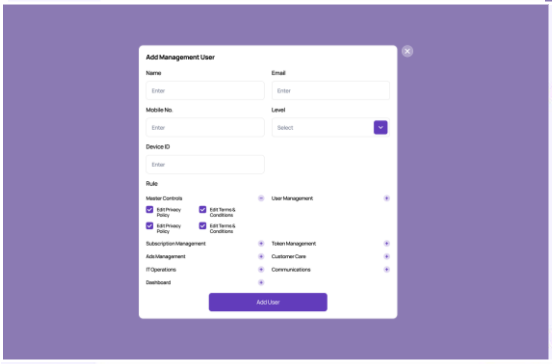
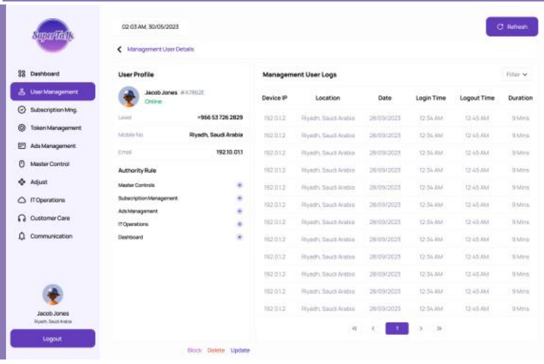
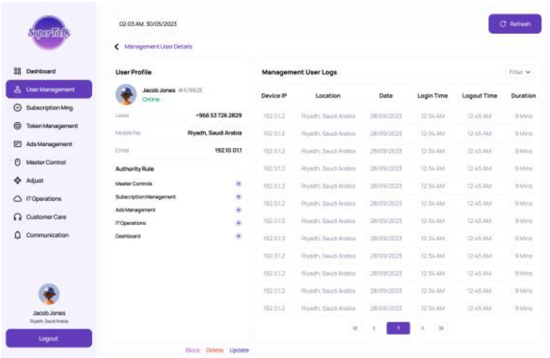
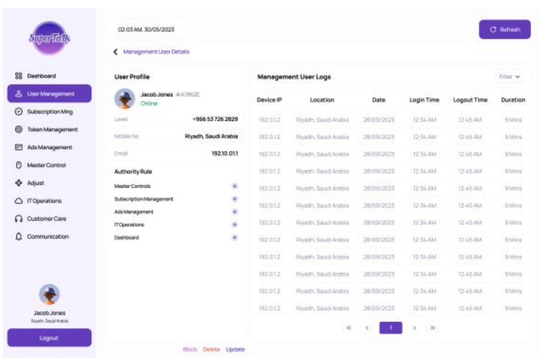


Management:

Steps:

1. Admin can manage the management users new admin or sub admin users with custom permission for each other
2. Admin can export admin user details every day, week or yearly.
3. When clicking the "**add user**" button it loads to the page where the admin can enter details of the new user. The fields are" **name, email, mobile no, level, device id and custom rules**". By giving these details admin can a new user.
4. OTP will receive the given mobile number and the admin can verify it.
5. By clicking the user in the grid, admin can view the user details. User details contain " **user profile, management user logs, block, delete and update**" buttons.
6. profile has "**user's name, status, level, mobile no, email id and authority rule**"
7. Admin can find management user logs history and also can sort out results by using the filter option.
8. Admin could update the user by clicking the "**update**" button. For delete users click the "**delete**" button. For block the users click the "**block**" button

Figma images:

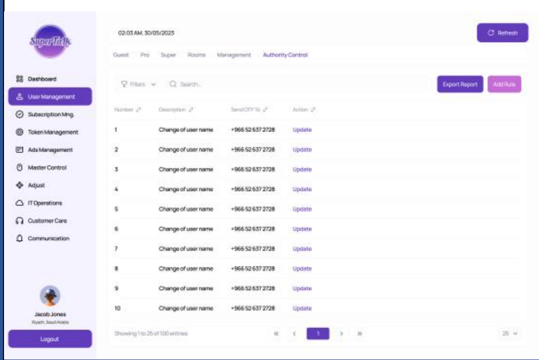
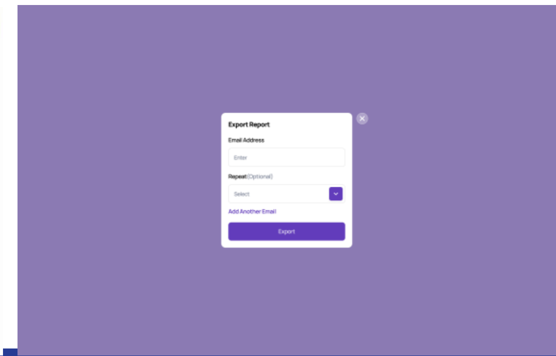







Authority control:

Steps:

1. Admin can manage customer rules of the users here. By clicking update users can edit or update the user control rules for each admin user.
2. Can export reports in excel by clicking "**Export report**" report button
3. Can add new rules by clicking "**Add rule**" button
4.

Figma images:

4. Subscription Management.

<table>
<tr><th colspan="2">4. Subscription Management</th><th>Epic</th><th>Subscription Management</th></tr>
<tr><td>Use Case</td><td colspan="3">

- As a Management, I want to open the **SuperTalk admin application** to manage the customer app

</td></tr>
<tr><td>Precondition</td><td colspan="3">

- User must have the admin login credentials

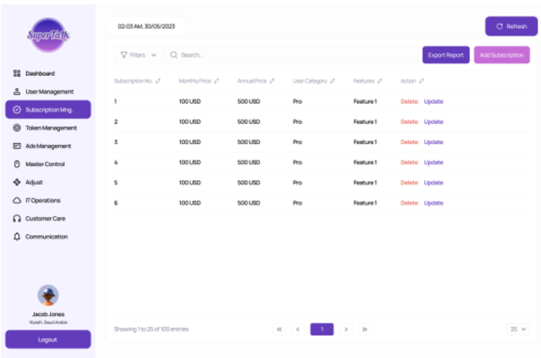
</td></tr>
<tr><td>User Flow</td><td colspan="3">

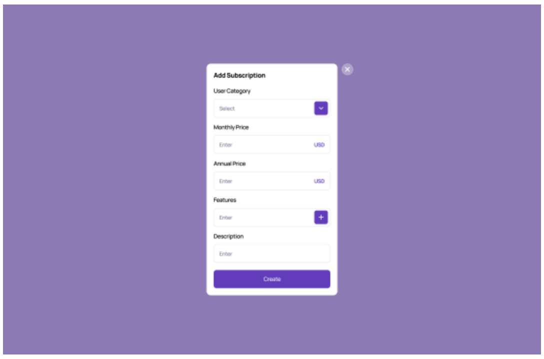
<u>Subscription management</u>:

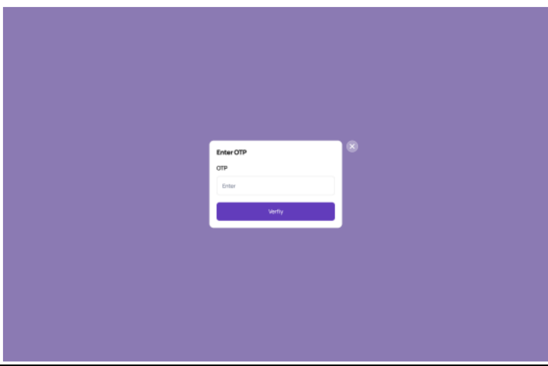
Steps:

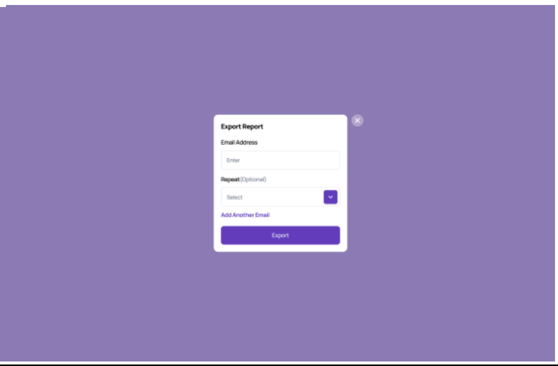
1. Admin users can manage subscription details and also can export user details in excel by clicking the " **export report**" button
2. Can sort the subscription list by using "filter" and "**search**" options. can refresh the list by clicking the "**refresh**" button
3. Grid contains " **subscription no, monthly price, annual price, user category, features and action**"
4. Admin can add a new subscription by clicking the "add **subscription**" button. Where the user has to fill "user **category, monthly price, annual price, features and description**" fields.
5. Once clicked create button OTP will receive the given mobile number
6. Admin can delete and update the subscription list.

<u>Figma images:</u>









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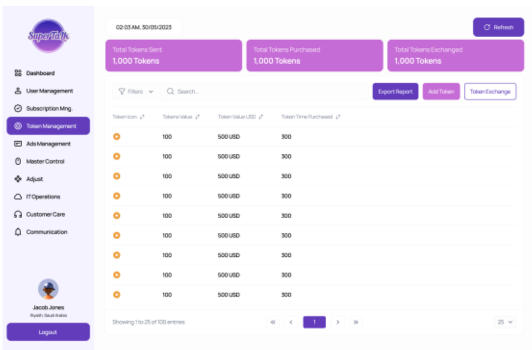
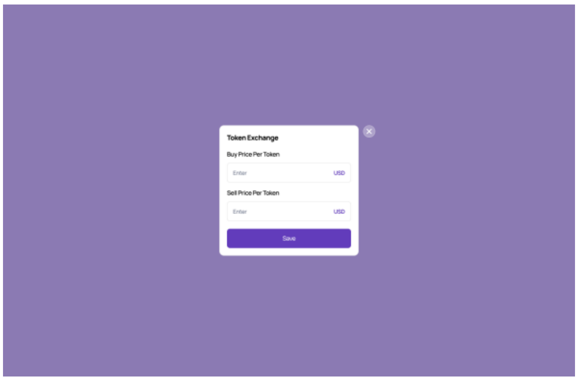
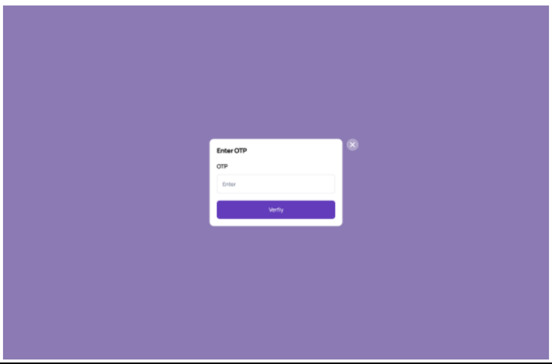
5. Token Management

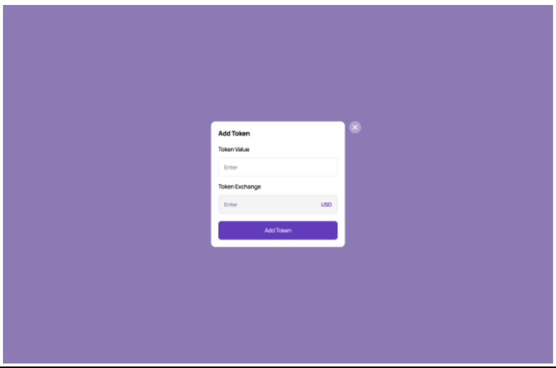
<table>
<tr><th>5. Token Management</th><th>Epic</th><th colspan="2">Token Management</th></tr>
<tr><td>Use Case</td><td colspan="3">
As a Management, I want to open the SuperTalk admin application to manage the customer app
</td></tr>
<tr><td>Precondition</td><td colspan="3">
User must have the admin login credentials
</td></tr>
<tr><td>User Flow</td><td colspan="3">
<u>Token management:</u>

Steps:

Admin users can manage tokens buy & sell price details and also can export details by clicking the “Export report” button
Users can find the counts of “total token sent, total token purchased and total token exchanged”.
Can sort the token list by clicking the “filter and search” options.
Admin can do token exchange by clicking the “token exchange” button. Where the admin has to enter” buy price per token and sell price per token” then click save.
Once clicked save the OTP will receive the given mobile number.
Admin can add tokens by clicking the “Add token” button. Where the user has to enter “Token value and token exchange” fields.

<u>Figma images:</u>







</td></tr>
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6. Ads Management

<table>
<tr><th colspan="2">6. Ads Management</th><th>Epic</th><th>Ads Management</th></tr>
<tr><td>Use Case</td><td colspan="3">

- As a Management, I want to open the **SuperTalk admin application** to manage the customer app

</td></tr>
<tr><td>Precondition</td><td colspan="3">

- User must have the admin login credentials

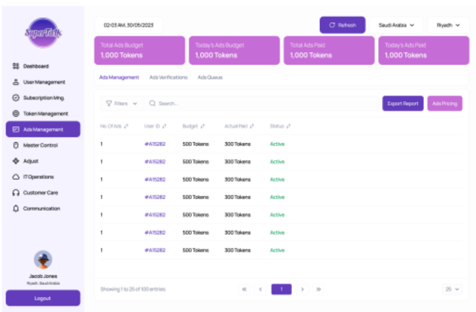
</td></tr>
<tr><td>User Flow</td><td colspan="3">

Ads Management:

Steps:

1. This application only for the **SuperTalk** admin.
2. Admin will get the application from the management.
3. Admin after entering the application he/she can see the SuperTalk logo along with "**Mobile No**" and "**Password**" field
4. In the fields admin should enter the Login credential which shared by the management
5. Mobile Number must be between 8-12 Digits
6. User can select the Country code for the Mobile Number
7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen "**Please Enter Correct Mobile number**"
8. After that admin have to enter the login password in "**Password**" field
9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon
10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed
11. After clicking "**Login**" button, page will redirect to the Admin Dashboard page
12. Here left side of the screen, application controls list will show.
13. On the list admin can find the "**Ads Management**" module
14. By clicking on "**Ads Management**" module, app will show the Sub modules.
15. In the User Management module following sub modules will present
    a. Total Ads Budget, Today's Ads Budget, Total Ads Paid & Today's Ads Paid
    b. Ads Management
    c. Ads Verifications
    d. Ads Queue

Figma Images:



</td></tr>
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Total Ads Budget, Today's Ads Budget, Total Ads Paid & Today's Ads Paid:

Steps:

1. In the ads management page user can find the "**Total Ads Budget**" field
2. In this field admin can know about the overall ads budget details
3. This Field can't be edit and update
4. Also user can find the "**Today's Ads Budget**" field
5. This field explained about total today's ad budget token count
6. Also user can find the "**Total Ads Paid**" field along with token value
7. This field shows the Total ads paid details in token value
8. Also user can find the "**Today's Ads Paid**" field along with token value
9. This field explained about total ads paid token count
10. This Field can't be edit and update

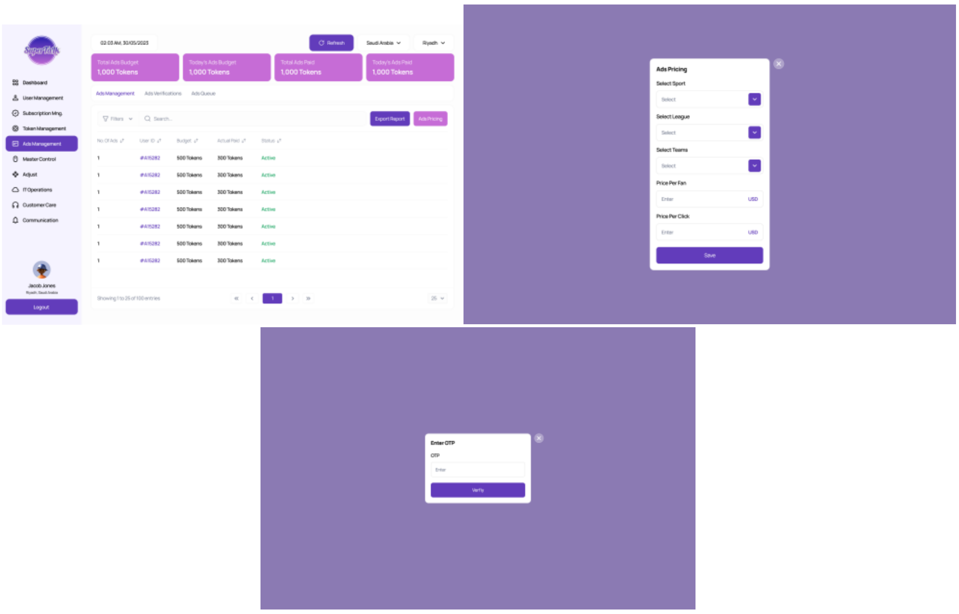
Ads Management:

Steps:

1. Admin after enters Ads Management module admin can see the "**Ads Management**" Sub Module
2. Admin can manage add & delete the ad pricing details from here
3. To add a new pricing admin have to click "**Ads Pricing**" button
4. After clicking button **"Ads Pricing"** window will open
5. In this window admin have to select the sports from "**Select Sport**" drop down
6. By clicking sport drop down Sports list will show to the admin and he/she can select any sports to proceed
7. Then admin have to select the league match from "**Select League**" drop down
8. By clicking league drop down current league match list will show to the admin
9. Next admin can see the "**Select Teams**" drop down
10. By clicking this admin can select the team from the drop down
11. Then admin have to update the Price for the ad in the "**Price Per Fan**" field
12. The price currency now presented in USD and it will change based on the country.
13. This field for admin can set the ad price for each fan count
14. Then admin have to update the Price for the ad in the "**Price Per Click**" field
15. The price currency now presented in USD and it will change based on the country.
16. This field for admin can set the ad price for each click count
17. Once the admin has filled out all the fields, they can see the "**Save**" button to Proceed
18. After clicking unblock button, SMS OTP will be send to the Admin registered mobile number.
19. After that "Enter OTP" window will show to the admin
20. Here admin can enter the OTP in the Numbers
21. Once the admin has entered the OTP, he/she shall be able to click on the '**Verify'** button to verify the OTP.
22. Once OTP verified new ad pricing will be added.
23. Here admin can see the existing active ads list "**No. Of Ads, User ID, Budget, Actual Paid & Status**" details in the list

24. **No. Of Ads: -** Ads count will appear here
25. **User ID: -** Users "User ID" will present here
26. **Budget:-** Ad budget token count will present here
27. **Actual Paid:-** Paid budget token will present here
28. **Status:-** Ad Status will appear here

<u>Figma Images:</u>



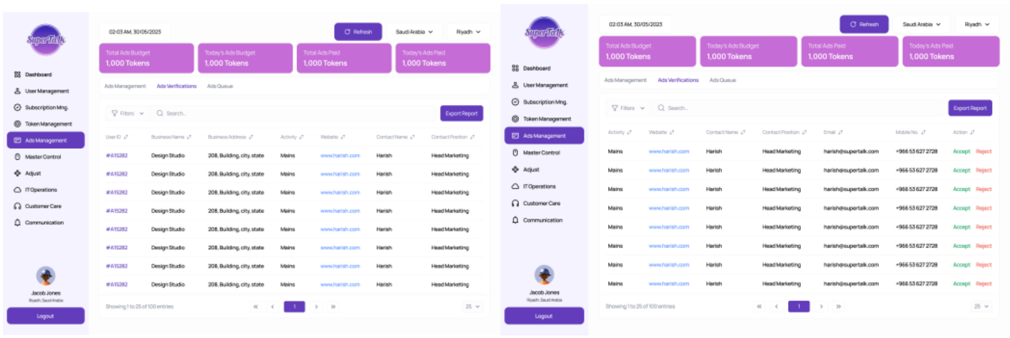
<u>Ads Verifications:</u>

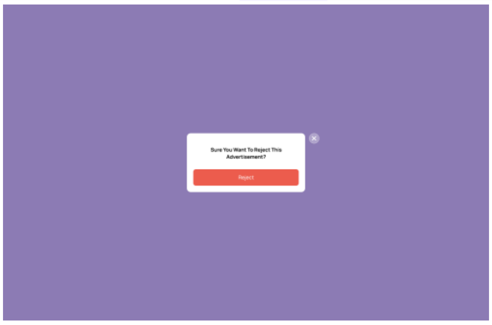
Steps:

1. Admin after enters Ads Management module admin can see the "**Ads Verifications**" Sub Module
2. Here admin can see the received verification list also admin can **Accept and reject** these
3. Also admin can see the existing request ads list "**User ID, Business Name, Business Address, Activity, Website, Contact Name, Contact Position, Email, Mobile No. & Action**" details in the list
4. **User ID:-** Users "User ID" will present here
5. **Business Name:-** Users business name will appear here
6. **Business Address:-** Users business address details will present here
7. **Activity:-** Business activity details will present here
8. **Website:-** Business website url will present here
9. **Contact Name:-** Business contact person name will appear here
10. **Contact Position:-** Business contact position detail will appear here
11. **Email:-** Business email Id detail will present here
12. **Mobile No:-** Requested Mobile no will present here
13. **Action: - Accept** & **Reject** Button will present here
14. **Accept: -** By clicking accept button ad verification will be approved by the admin.
15. Then users can upload the ad now.
16. **Reject:-** By clicking reject button "Sure You Want To Reject This Advertisement?" window will show to the admin

17. In this window admin can see the “**Reject**” button
18. By clicking reject button ad verification request will be rejected from the admin panel and user can’t upload the ads.

Figma Images:





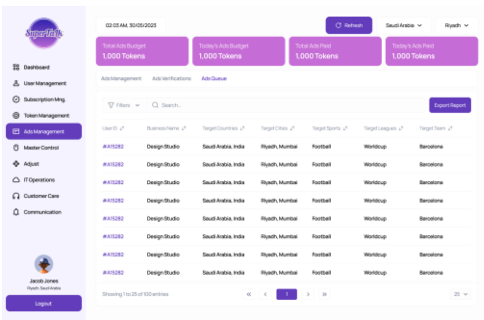
Ads Queue:

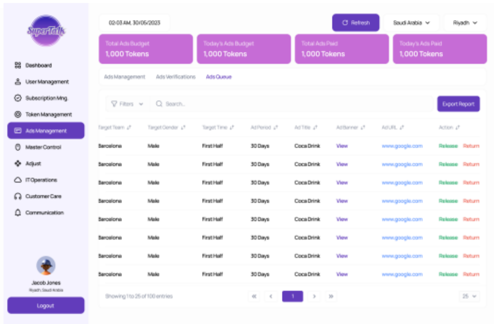
Steps:

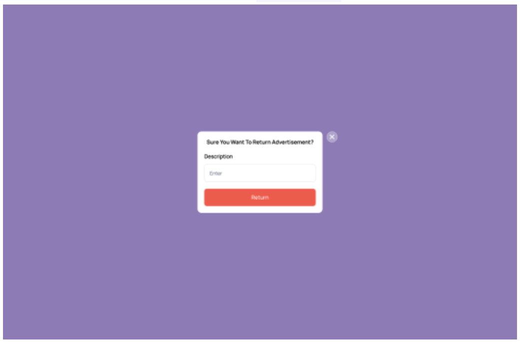
1. Admin after enters Ads Management module admin can see the “**Ads Queue**” Sub Module
2. Here admin can see the received ads list for the admin approval and admin can “**Release & Return**” these ads
3. Also admin can see the existing request ads list “**User ID, Business Name, Target Countries, Target Cities, Target Sports, Target Leagues, Target Team, Ad Period, Ad Title, Ad Banner, Ad URL & Action**” details in the list
4. **User ID:-** Users “User ID” will present here
5. **Business Name:-** Users business name will appear here
6. **Target Countries:-** Ad’s target country name list will present here
7. **Target Cities:-** Ad’s target city name list will present here
8. **Target Sports:-** Ad’s target sports list will appear here
9. **Target Leagues:-** Ad’s target league match will appear here
10. **Target Team:-** Ad’s target team name will appear here
11. **Ad Period:-** Ad’s validity or expiry days count will appear here
12. **Ad Title:-** Ad’s Title will present here
13. **Ad Banner: -** Ad’s image will present here also admin can view the ad by clicking “**View**” button
14. **Ad URL:-** Ad’s url link will present here
15. **Action:- Release & Return** button will present here
19. **Release: -** By clicking on this button, ad will be approved and it will show to the users.

16. **Return:-** By Clicking return button, "**Sure You Want To Return Advertisement?**" window will appear to the admin along with the **Description** field
17. In the description admin have enter the reason for the return
18. After that by clicking on the "Return" button, ad will returned to the user.

Figma Images:

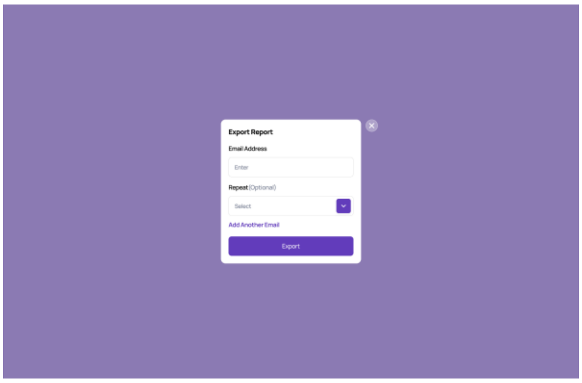






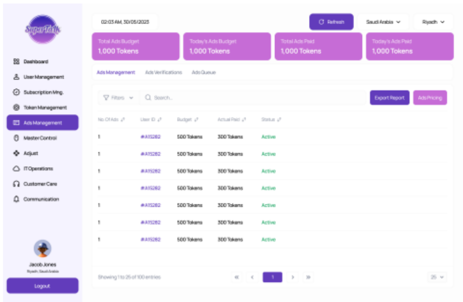
Export report:

1. Admin can see the "**Export Report"** button by clicking this admin can send the report in Mail Daily, weekly, Monthly & yearly basis
2. Admin after clicking "Export Report" button "**Export Report**" window will open
3. Here admin can find the **Email address** field to enter the email ID
4. Also he can add another email ID field by clicking "**Add Another Email**" button
5. Then admin can find the "**Repeat(optional)**" drop down to send the mail in daily, weekly, Monthly or yearly basis
6. By clicking on the drop down admin can select any daily, weekly, Monthly or yearly on the list
7. Then By clicking on "**Send Report**" button, user Report will send to the admin mentioned email id.

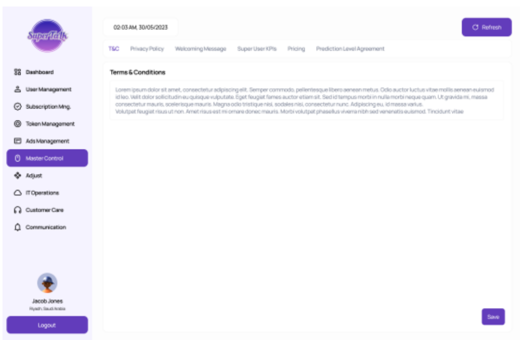


Filter, Sort, Search & Pagination:

1. In the “Ads Management” page admin can find the “**Filter**” button
2. Each field will have typing option to put the value
3. After admin enters the value in the field, Ads Management details list will be filtered based on the values.
4. For the “**Sort**”, admin can click on the each heading, after clicking list will be sorted based on the click
5. Top of the page admin can see the “**Search**” field to find the particular list
6. Admin have to type the text value in the search field , By clicking “**Enter**” app will search the list
7. In the bottom of the page admin can find the **Page forward and backward** buttons
8. Also user can see the **First Page and Last Page** button
9. Also current page detail will show as “**Showing 1 to 25 of 100 entries**”
10. Admin can select the list page per list by clicking list count drop down



7. Master Control

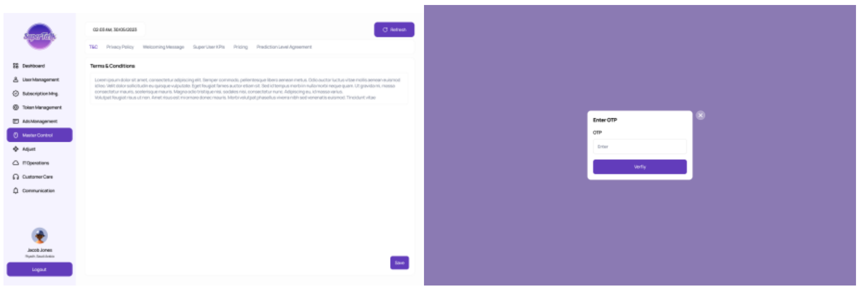
7. Master Control	Epic	Master Control
Use Case	• As a Management, I want to open the **SuperTalk admin application** to manage the customer app	
Precondition	• User must have the admin login credentials	
User Flow	***Master Control:*** ***Steps:*** 1. This application only for the **SuperTalk** admin. 2. Admin will get the application from the management. 3. Admin after entering the application he/she can see the SuperTalk logo along with “**Mobile No**” and “**Password**” field 4. In the fields admin should enter the Login credential which shared by the management 5. Mobile Number must be between 8-12 Digits 6. User can select the Country code for the Mobile Number 7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen “**Please Enter Correct Mobile number**” 8. After that admin have to enter the login password in “**Password**“ field 9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon 10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed 11. After clicking “**Login**” button, page will redirect to the Admin Dashboard page 12. Here left side of the screen, application controls list will show. 13. On the list admin can find the “**Master Control**” module 14. By clicking on “**Master Control**” module, app will show the Sub modules. 15. In the Master control module following features presented: a. Terms & Conditions b. Privacy Policy c. Welcoming Message d. Super User KPIs e. Pricing f. Prediction Level Agreement ***Figma Images:*** 	

Terms & Conditions:

Steps:

1. Admin after enters Master Control module admin can see the “**Terms & Conditions**” field
2. Here admin can fill the company terms and condition details in the field as text.
3. Also can see the “**Save**” button for update the Terms & Conditions to the SuperTalk app.
4. After clicking publish button, SMS OTP will be sent to the Admin registered mobile number.
5. After that “**Enter OTP**” window will show to the admin
6. Here admin can enter the OTP in the Numbers
7. Once the admin has entered the OTP, he/she shall be able to click on the ‘**Verify’** button to verify the OTP.
8. Once OTP verified Terms & Conditions will be updated also Users will be able to read the Terms & Conditions by clicking on the View Terms & Conditions hyperlink in the app

Figma Images:

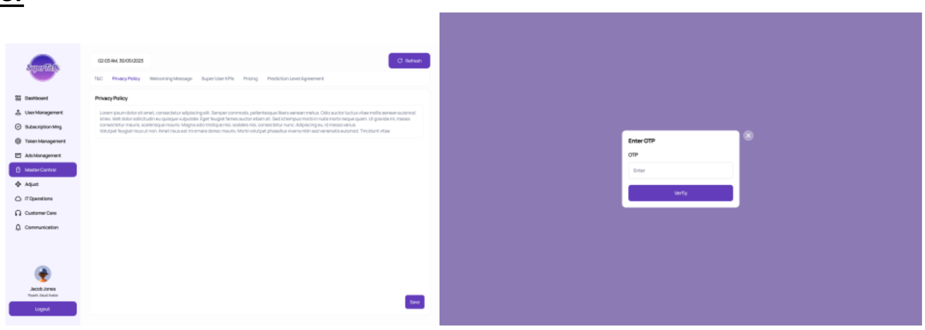


Privacy Policy:

Steps:

1. Admin after enters Master Control module he/she can see the “**Privacy Policy**” field
2. Here admin can fill the company privacy details in the field as text.
3. Also can see the “**Save**” button for update the Privacy policy to the SuperTalk app.
4. After clicking publish button, SMS OTP will be sent to the Admin registered mobile number.
5. After that “**Enter OTP**” window will show to the admin
6. Here admin can enter the OTP in the Numbers
7. Once the admin has entered the OTP, he/she shall be able to click on the ‘**Verify’** button to verify the OTP.
8. Once OTP verified Privacy policy will be updated also users will be able to read the Privacy Policy by clicking on the View Privacy Policy hyperlink in the app.

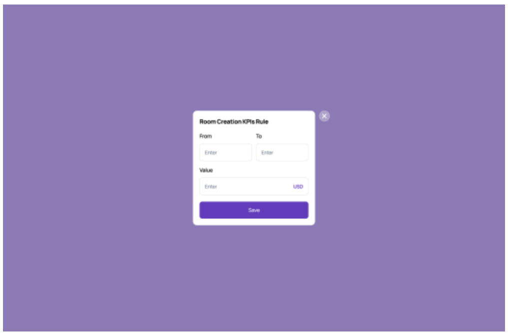
Figma Images:

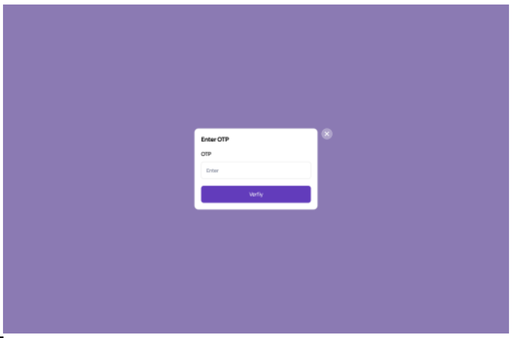


Super User KPIs:

Steps:

1. Admin after enters Master Control module he/she can see the "**Super User KPIs**" module
2. Here admin can manage the Super User KPIs details.
3. Also admin can see the existing welcome message list "**Total Super Users & Total Super Earnings**" details in the page
4. **Total Super Users:-** In this field admin can see the Total super users count
5. **Total Super Earnings: -** In this field admin can find the Super users earning amount in USD also it will change based on the country.
6. Also admin can see the some graph design in this page
7. Graphs explains about the following details
   - Room Creation
   - Room Joining
   - Fan Per Room
   - Gifts
8. **Room Creation:-** This graph shows the count of super users room creation details, based on the Range
9. Also admin can edit the range by clicking "**Edit**" button
10. Admin after clicking edit button, "**Room Creation KPIs Rule**" window will show to the admin
11. In this window admin have to enter the **From and To** range in numbers
12. Next admin can see the "**Value**" field, here admin have to update the amount value for the range.
13. Then admin can see the "**Save**" button.
14. After clicking save button, SMS OTP will be send to the Admin registered mobile number.
15. After that "**Enter OTP**" window will show to the admin.
16. Here admin can enter the OTP in the Numbers.
17. Once the admin has entered the OTP, he/she shall be able to click on the '**Verify'** button to verify the OTP.
18. Once OTP verified Room Creation KPIs Rule changes will be save and it will reflect to the user SuperTalk app.





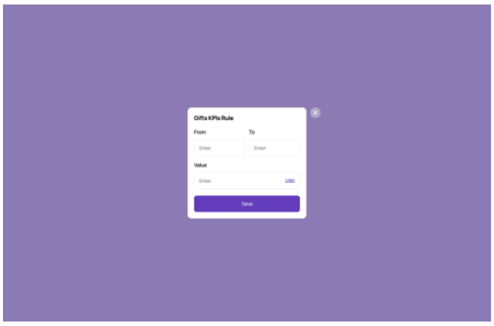
19. **Room Joining:-** This graph shows the count of super users room Joining details, based on the Range
20. Also admin can edit the range by clicking "**Edit**" button
21. Admin after clicking edit button, "**Room Joining KPIs Rule**" window will show to the admin
22. In this window admin have to enter the **From and To** range in numbers

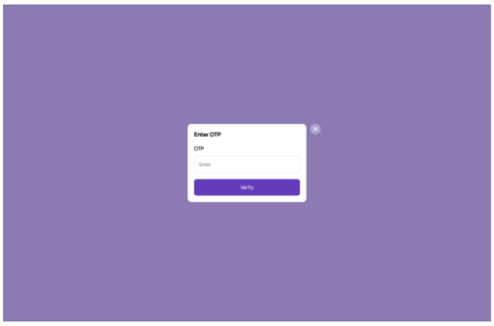
23. Next admin can see the "**Value**" field, here admin have to update the amount value for the range.
24. Then admin can see the "**Save**" button.
25. After clicking save button, SMS OTP will be send to the Admin registered mobile number.
26. After that "**Enter OTP**" window will show to the admin.
27. Here admin can enter the OTP in the Numbers.
28. Once the admin has entered the OTP, he/she shall be able to click on the '**Verify'** button to verify the OTP.
29. Once OTP verified, Room Joining KPIs Rule changes will be save and it will reflect to the user SuperTalk app.

30. **Fan Per Room:-** This graph shows the count of fans per room details, based on the Range
31. Also admin can edit the range by clicking "**Edit**" button
32. Admin after clicking edit button, "**Fan Per Room KPIs Rule**" window will show to the admin
33. In this window admin have to enter the **From and To** range in numbers
34. Next admin can see the "**Value**" field, here admin have to update the amount value for the range.
35. Then admin can see the "**Save**" button.
36. After clicking save button, SMS OTP will be send to the Admin registered mobile number.
37. After that "**Enter OTP**" window will show to the admin.
38. Here admin can enter the OTP in the Numbers.
39. Once the admin has entered the OTP, he/she shall be able to click on the '**Verify'** button to verify the OTP.
40. Once OTP verified, Fan per Room KPIs Rule changes will be save and it will reflect to the user SuperTalk app.

41. **Gifts:-** This graph shows the count of super users sent gifts details, based on the Range
42. Also admin can edit the range by clicking "**Edit**" button
43. Admin after clicking edit button, "**Gifts KPIs Rule**" window will show to the admin
44. In this window admin have to enter the **From and To** range in numbers

45. Next admin can see the “**Value**” field, here admin have to update the amount value for the range.
46. Then admin can see the “**Save**” button.
47. After clicking save button, SMS OTP will be send to the Admin registered mobile number.
48. After that “**Enter OTP**” window will show to the admin.
49. Here admin can enter the OTP in the Numbers.
50. Once the admin has entered the OTP, he/she shall be able to click on the ‘**Verify’** button to verify the OTP.
51. Once OTP verified, Gifts KPIs Rule changes will be save and it will reflect to the user SuperTalk app.





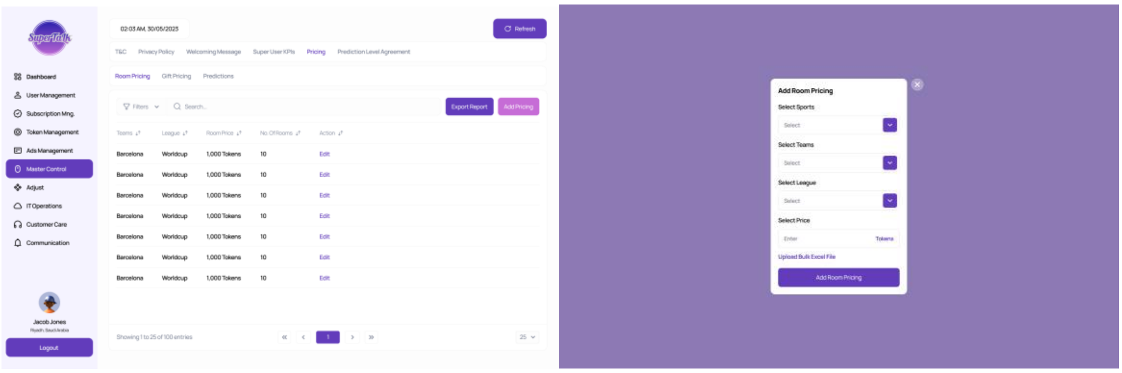
<u>Room Pricing:</u>

Steps:

1. Admin after enters Master Control module admin can see the “**Room Pricing**” Sub Module
2. Admin can manage add & edit the room pricing details from here
3. To add a new pricing admin have to click “**Add Pricing**” button
4. After clicking button **“Add Room Pricing”** window will open
5. In this window admin have to select the sports from “**Select Sport**” drop down
6. By clicking sport drop down Sports list will show to the admin and he/she can select any sports to proceed
7. Next admin can see the “**Select Teams**” drop down
8. By clicking this admin can select the team from the drop down
9. Then admin have to select the league match from “**Select League**” drop down
10. By clicking league drop down current league match list will show to the admin
11. Then admin have to update the token value for the room in the “**Select Price**” field
12. Also if admin have to add bulk room pricing, he can use “**Upload Bulk Excel File**” button for upload bulk details in excel format
13. Admin after clicks Upload Bulk Excel File button my computer window will show and admin can select the any Excel file to upload the bulk request details.
14. Once the admin has filled out all the fields, they can see the " **Add Room Pricing**" button to Proceed
15. By clicking this new room price will be added.
16. Here admin can see the existing room price list “**Teams, League, Room Price, No. Of Rooms & Action**” details in the list
17. **Teams :-** Targeted Team names will present here
18. **League: -** Targeted League names will present here
19. **Room Price:-** Room price will present here in Tokens

20. **No. Of Rooms:-** Total rooms count will present here
21. **Action:- Edit** button will present here
22. By clicking edit button, admin can make a changes for the room price.

Figma Images:



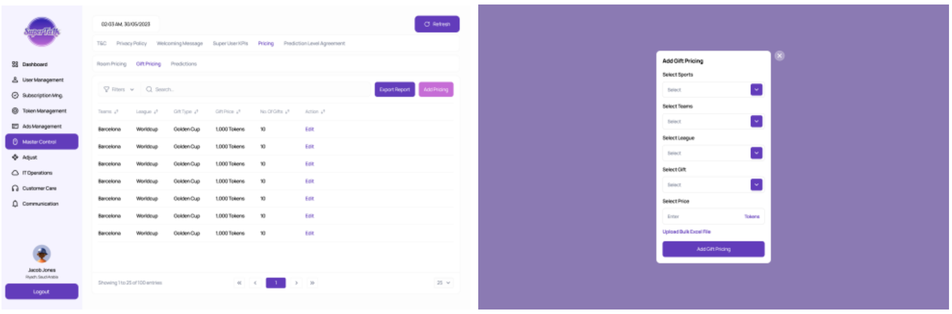
Gift Pricing:

Steps:

1. Admin after enters Master Control module admin can see the "**Gift Pricing**" Sub Module
2. Admin can manage add & edit the gift pricing details from here
3. To add a new gift pricing admin have to click "**Add Pricing**" button
4. After clicking button **"Add Gift Pricing"** window will open
5. In this window admin have to select the sports from "**Select Sport**" drop down
6. By clicking sport drop down Sports list will show to the admin and he/she can select any sports to proceed
7. Next admin can see the "**Select Teams**" drop down
8. By clicking this admin can select the team from the drop down
9. Then admin have to select the league match from "**Select League**" drop down
10. By clicking league drop down current league match list will show to the admin
11. Next admin have to select the token count for the gift in the "**Select Gift**" field
12. Then admin have to update the token value for the room in the "**Select Price**" field
13. Also if admin have to add bulk gift pricing, he can use "**Upload Bulk Excel File**" button for upload bulk details in excel format
14. Admin after clicks Upload Bulk Excel File button my computer window will show and admin can select the any Excel file to upload the bulk request details.
15. Once the admin has filled out all the fields, they can see the "**Add Gift Pricing**" button to Proceed
16. By clicking this new gift price will be added.
17. Here admin can see the existing room price list "**Teams, League, Gift Type, Gift Price, No. Of Gifts & Action**" details in the list
18. **Teams :-** Targeted Team names will present here
19. **League: -** Targeted League names will present here
20. **Gift Type:-** Gift type will present here
21. **Gift Price:-** Gift token value will appear here
22. **No. Of Gifts:-** Total gift count will present here
23. **Action:- Edit** button will present here

24. By clicking edit button, admin can make a changes for the gift price.

Figma Images:



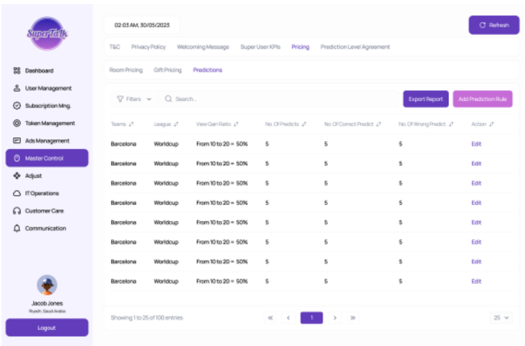
Predictions:

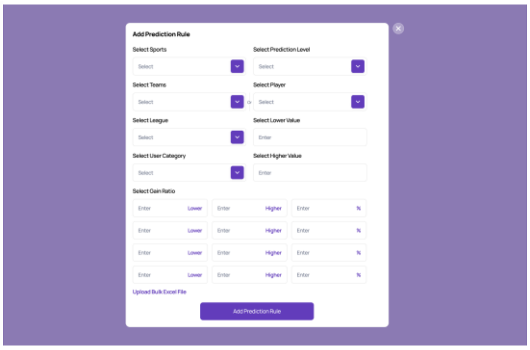
Steps:

1. Admin after enters Master Control module admin can see the “**Add Prediction Rule**” Sub Module
2. Admin can manage add & edit the prediction details from here
3. To add a new prediction rule admin have to click “**Add Prediction Rule**” button
4. After clicking button **“Add Prediction Rule”** window will open
5. In this window admin have to select the sports from “**Select Sport**” drop down
6. By clicking sport drop down Sports list will show to the admin and he/she can select any sports to proceed
7. Next admin can see the “**Select Teams**” drop down
8. By clicking this admin can select the team from the drop down
9. Then admin have to select the league match from “**Select League**” drop down
10. By clicking league drop down current league match list will show to the admin
11. Next admin have to select the user category for the prediction in the “**Select User Category**” drop down
12. Next admin can see the “**Select Prediction Level**” drop down
13. By clicking this admin can select the prediction level from the drop down
14. Then admin can see the “**Select Player**” drop down
15. By clicking this admin can select the player from the drop down
16. Next admin have to update the lower value for the prediction in the “**Select Lower Value**” field
17. Then admin have to update the Higher value for the prediction in the “**Select Higher Value**” field
18. Then admin can see the “**Select Gain Ratio**” heading.
19. Under this heading admin have to update the Gain ratio in this fields
20. Admin can see the “**Lower, Higher & Percentage**” fields
21. Also if admin have to add bulk gift pricing, he can use “**Upload Bulk Excel File**” button for upload bulk details in excel format
22. Admin after clicks Upload Bulk Excel File button my computer window will show and admin can select the any Excel file to upload the bulk request details.
23. Once the admin has filled out all the fields, they can see the " **Add Prediction Rule**" button to Proceed

24. By clicking this new prediction rule will be added.
25. Here admin can see the existing room price list "**Teams, League, View Gain Ratio, No. Of Predicts, No. Of Correct Predict, No. Of Wrong Predict & Action**" details in the list
26. **Teams :-** Targeted Team names will present here
27. **League: -** Targeted League names will present here
28. **View Gain Ratio: -** Winning gain ratio detail will present here along with the percentage.
29. **No. Of Predicts:-** Total predict count will present here
30. **No. Of Correct Predict: -** The correct prediction count will be displayed here.
31. **No. Of Wrong Predict: -** The wrong prediction count will be displayed here.
32. **Action:- Edit** button will present here
33. By clicking edit button, admin can make a changes for the gift price.

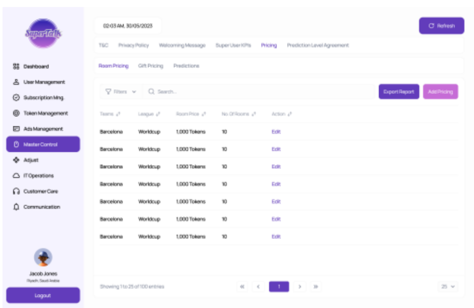
Figma Images:





Filter, Sort, Search & Pagination:

1. In the "**Pricing**" page admin can find the "**Filter**" button
2. Each field will have typing option to put the value
3. After admin enters the value in the field, pricing details list will be filtered based on the values.
4. For the "**Sort**", admin can click on the each heading, after clicking list will be sorted based on the click
5. Top of the page admin can see the "**Search**" field to find the particular list
6. Admin have to type the text value in the search field , By clicking "**Enter**" app will search the list
7. In the bottom of the page admin can find the **Page forward and backward** buttons
8. Also user can see the **First Page and Last Page** button
9. Also current page detail will show as "**Showing 1 to 25 of 100 entries**"
10. Admin can select the list page per list by clicking list count drop down

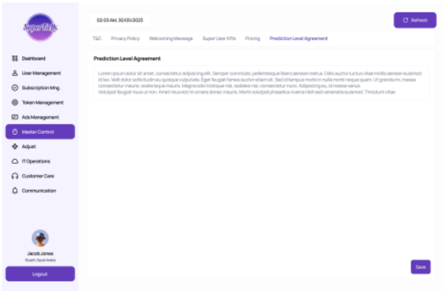


Prediction Level Agreement:

Steps:

1. Admin after enters Master Control module he/she can see the "**Prediction Level Agreement**" sub module
2. Here admin can fill the company prediction level agreement in the field as text.
3. Also can see the "**Save**" button for update the Prediction Level Agreement to the SuperTalk app.
4. After clicking save button prediction level agreement will be updated.

Figma Images:



8. Adjust

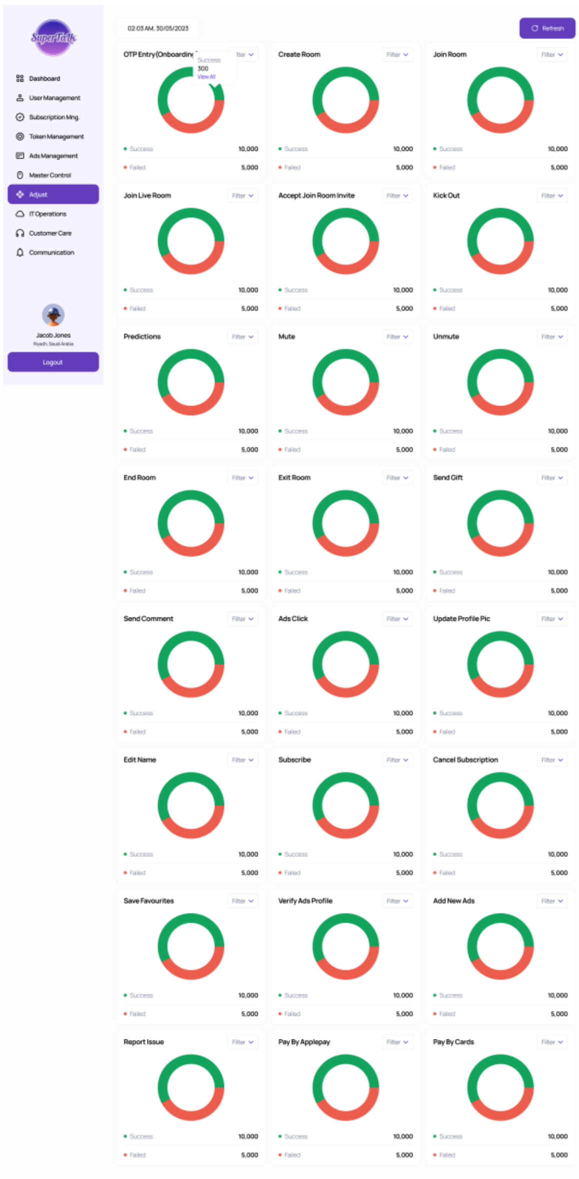
8. Adjust	Epic	Adjust
Use Case	• As a Management, I want to open the **SuperTalk admin application** to manage the customer app	
Precondition	• User must have the admin login credentials	
User Flow	***Adjust:*** ***Steps:*** 1. This application only for the **SuperTalk** admin. 2. Admin will get the application from the management. 3. Admin after entering the application he/she can see the SuperTalk logo along with "**Mobile No**" and "**Password**" field 4. In the fields admin should enter the Login credential which shared by the management 5. Mobile Number must be between 8-12 Digits 6. User can select the Country code for the Mobile Number 7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen "**Please Enter Correct Mobile number**" 8. After that admin have to enter the login password in "**Password**" field 9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon 10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed 11. After clicking "**Login**" button, page will redirect to the Admin Dashboard page 12. Here left side of the screen, application controls list will show. 13. On the list admin can find the "**Adjust**" module 14. In this page admin can see the graph details 15. This graph based on the "**Success and failed**" status of the functions 16. Graphs explains about the following details a. OTP Entry(Onboarding) b. Create Room c. Join Room d. Join Live Room e. Accept Join Room Invite f. Kick Out g. Predictions h. Mute i. Unmute j. End Room k. Exit Room l. Send Gift m. Send Comment n. Ads Click o. Update Profile Pic p. Edit Name	

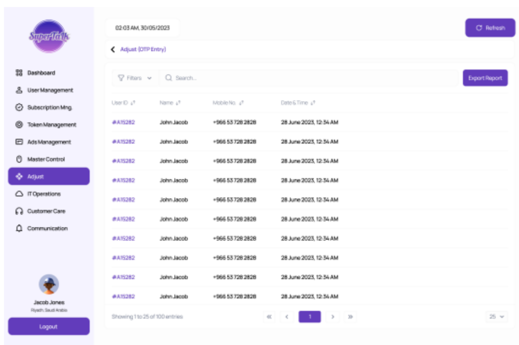
q. Subscribe
r. Cancel Subscription
s. Save Favorites
t. Verify Ads Profile
u. Add New Ads
v. Report Issue
w. Pay By Apple pay
x. Pay By Cards

17. **OTP Entry (Onboarding)**:- This graph shows the count of successes and failures that occurred when a user receiving OTP.
18. Dragging the mouse on the graph also admin can know about the count details
19. **Create Room: -** This graph shows the count of successes and failures that occurred when a user creating room.
20. **Join Room: -** This graph shows the count of successes and failures that occurred when a user joining room.
21. **Join Live Room: -** This graph shows the count of successes and failures that occurred when a user joining live rooms.
22. **Accept Join Room Invite: -** This graph shows the count of successes and failures that occurred when a user accepting live room invite.
23. **Kick Out: -** This graph shows the count of successes and failures that occurred when a user kicked out from the room.
24. **Predictions: -** This graph shows the count of successes and failures that occurred when a user predict the match.
25. **Mute: -** This graph shows the count of successes and failures that occurred when a user muting other users.
26. **Unmute: -** This graph shows the count of successes and failures that occurred when a user unmuting other users.
27. **End Room: -** This graph shows the count of successes and failures that occurred when a user clicking end room button.
28. **Exit Room: -** This graph shows the count of successes and failures that occurred when a user exit from the room.
29. **Send Gift: -** This graph shows the count of successes and failures that occurred when a user sending gift to others.
30. **Send Comment: -** This graph shows the count of successes and failures that occurred when a user sending comments in the live rooms.
31. **Ads Click: -** This graph shows the count of successes and failures that occurred when a user clicking ads from the app.
32. **Update Profile Pic: -** This graph shows the count of successes and failures that occurred when a user updating profile pic.
33. **Edit Name: -** This graph shows the count of successes and failures that occurred when a user editing their name.
34. **Subscribe: -** This graph shows the count of successes and failures that occurred when a user subscribe the app.
35. **Cancel Subscription: -** This graph shows the count of successes and failures that occurred when a user canceling the subscription.

36. **Save Favorites: -** This graph shows the count of successes and failures that occurred when a user saving the favorite details.
37. **Add New Ads: -** This graph shows the count of successes and failures that occurred when a user adding new ads.
38. **Report Issue: -** This graph shows the count of successes and failures that occurred when a user reporting the issue.
39. **Pay by Apple pay: -** This graph shows the count of successes and failures that occurred when a user paying the amount vie apple pay.
40. **Pay by Cards: -** This graph shows the count of successes and failures that occurred when a user paying the amount via cards.
41. Also admin while dragging the mouse on the graph user can see the "**View all**" button
42. By clicking this admin can view the successes and failures in list view.
43. Along "**User ID, Name, Mobile No. & Date & Time**" details

Figma Images:





9. IT Operations

9. IT Operations	Epic	IT Operations
Use Case	• As a Management, I want to open the **SuperTalk admin application** to manage the customer app	
Precondition	• User must have the admin login credentials	
User Flow	***IT Operation:*** ***Steps:*** 1. This application only for the **SuperTalk** admin. 2. Admin will get the application from the management. 3. Admin after entering the application he/she can see the SuperTalk logo along with "**Mobile No**" and "**Password**" field 4. In the fields admin should enter the Login credential which shared by the management 5. Mobile Number must be between 8-12 Digits 6. User can select the Country code for the Mobile Number 7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen "**Please Enter Correct Mobile number**" 8. After that admin have to enter the login password in "**Password**" field 9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon 10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed 11. After clicking "**Login**" button, page will redirect to the Admin Dashboard page 12. Here left side of the screen, application controls list will show. 13. On the list admin can find the "**IT Operations**" module 14. By clicking on "**IT Operations**" module, app will show the Sub modules of IT Operations. 15. In the Master control module following features presented: a. Dashboard b. Application c. Database d. Servers e. Analytics f. User Experience g. Alert Note :- **These Modules design not completed yet, We will add the details later (In Here Charts will be fetched from API)**	

10. Customer Care

10. Customer Care	Epic	Customer Care
Use Case	• As a Management, I want to open the **SuperTalk admin application** to manage the customer app	
Precondition	• User must have the admin login credentials	

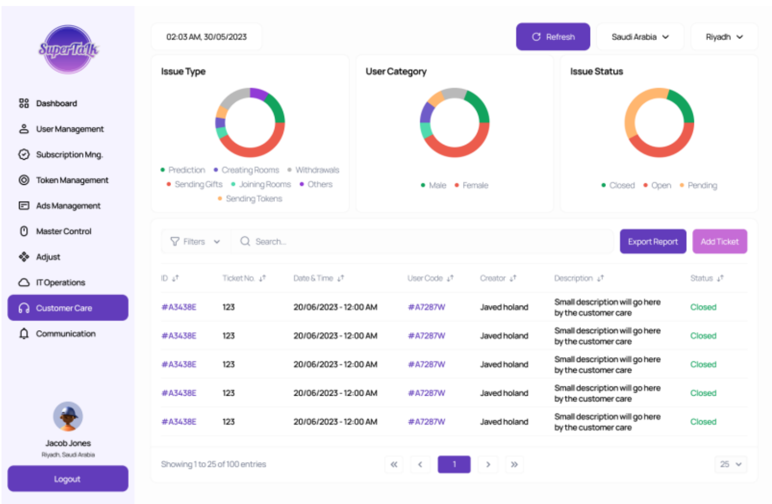
User Flow

Customer Care:

Steps:

1. This application only for the **SuperTalk** admin.
2. Admin will get the application from the management.
3. Admin after entering the application he/she can see the SuperTalk logo along with "**Mobile No**" and "**Password**" field
4. In the fields admin should enter the Login credential which shared by the management
5. Mobile Number must be between 8-12 Digits
6. User can select the Country code for the Mobile Number
7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen "**Please Enter Correct Mobile number**"
8. After that admin have to enter the login password in "**Password**" field
9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon
10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed
11. After clicking "**Login**" button, page will redirect to the Admin Dashboard page
12. Here left side of the screen, application controls list will show.
13. On the list admin can find the "**Customer Care**" module
14. By clicking on Customer Care module, app will show the Sub modules
15. In the Master control module following features presented:
    a. Add Ticket
    b. Graph details

Figma Images:



Add Tickets:

Steps:

1. Admin after enters Ticket module admin can see the "**Add Ticket**" button
2. Admin can add, edit & Delete the ticket from here
3. To add a new ticket admin have to click "**Add Ticket**" button
4. After clicking button "Add Ticket" window will open for create a new ticket
5. In this window admin have to select the country from "**Country**" drop down to Proceed
6. By clicking country drop down country list will show to the admin and can select any country
7. Then admin can see the "**City**" drop down
8. By clicking on this city list will show and admin can select any city
9. Then admin have to select the "**Priority**" for the new ticket
10. Based on the priority only ticket will close soon.
11. Also admin can see the "**User Code**" to fill
12. Also admin can see the "**Issue Type**" drop down
13. By clicking this admin have to select the issue type based on the issue.
14. Then admin can find the "**Description**" field
15. Here admin have to fill the detailed description about the ticket
16. Once the admin has filled out all the fields, they can see the "**Add Ticket**" button to Proceed
17. After clicking add ticket button, SMS OTP will be send to the Admin registered mobile number.
18. After that "Enter OTP" window will show to the admin
19. Here admin can enter the OTP in the Numbers
20. Once the admin has entered the OTP, he/she shall be able to click on the '**Verify**' button to verify the OTP.
21. Once OTP verified New ticket will be created.
22. Here admin can see the existing ticket **"ID, Ticket No, Date & Time, User Code, Creator, Description, Status & Action**" details in the list
23. **ID -- This is auto generated number**
24. **Ticket No –** Ticket Number will present here
25. **Date & Time –** Ticket created date & time will present here
26. **User Code –** User id will present here.
27. **Creator –** Ticket creator name will present here
28. **Description –** Ticket description details will present here
29. **Status –** Ticket status will present here
30. **Action –** Here admin can find the **"Follow up & Close"** button

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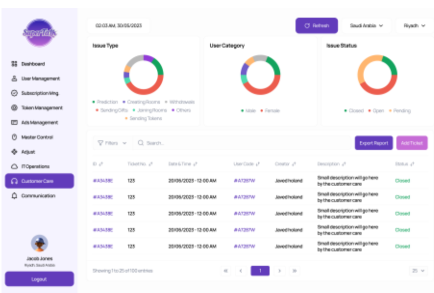
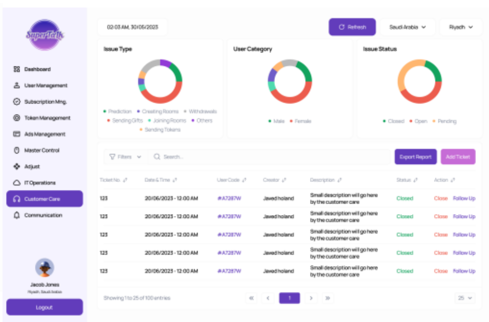
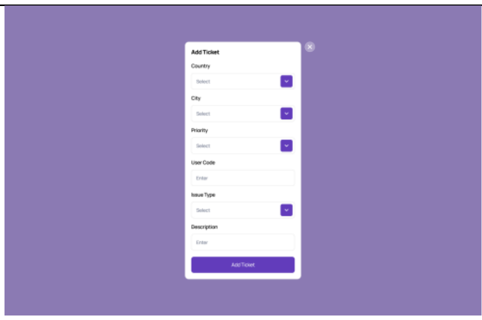
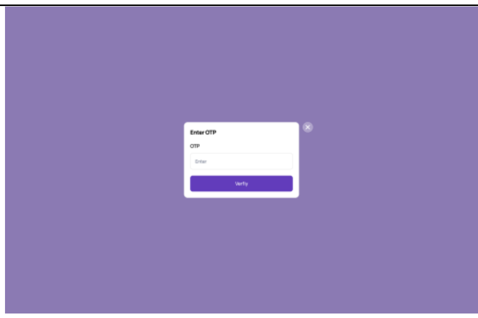



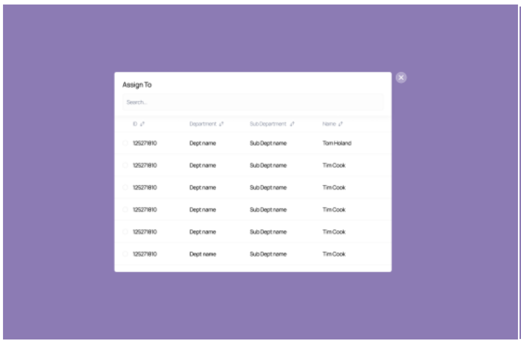


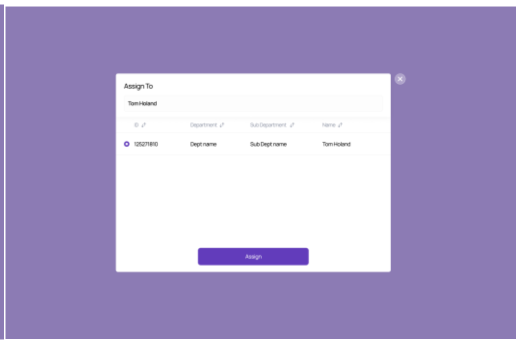


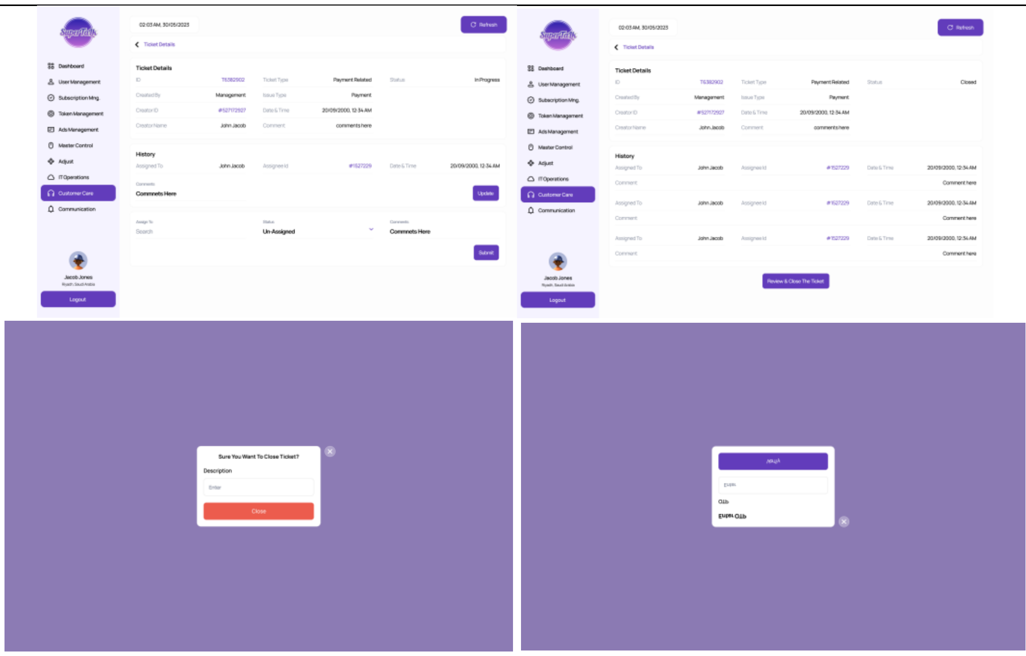
<u>Follow up & Close Ticket:</u>

1. Admin can change the **Follow & Close** the ticket by using buttons
2. To follow up admin have to click the "**Follow up**" (Flag) button
3. Admin after clicks button "**Assign To**" window will open
4. In this window admin can select the department details to assign the ticket along with "**ID, Department, Sub Department & Name**"
5. After selecting department admin can see the "Assign" button to proceed.
6. By clicking assign button, ticket will be assigned to the corresponding department.
7. Also department can **Comment** on the ticket.
8. To view this admin have to click the ticket details button.
9. Also admin can make a changes for the ticket by clicking "**Update**" button.
10. To close the ticket admin have to click the "**Close Ticket & Review & Close The Ticket** " button
11. Admin after clicks button "**Sure You Want to Close Ticket?** window will open
12. Then admin can find the "**Description**" field
13. Here admin have to fill the detailed description about the ticket
14. Then admin can find the "**Close**" button
15. After clicking Close ticket button, SMS OTP will be send to the Admin registered mobile number.
16. After that "Enter OTP" window will show to the admin
17. Here admin can enter the OTP in the Numbers
18. Once the admin has entered the OTP, he/she shall be able to click on the 'Verify' button to verify the OTP.
19. Once OTP verified ticket will be closed

<u>Figma Images:</u>



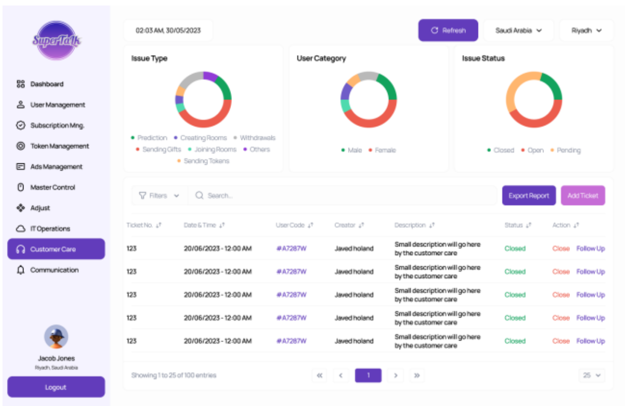




Graph Details:

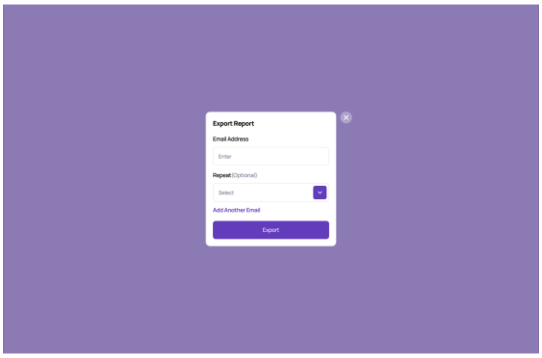
1. Here admin can see the overall details about the ticket along with graph design
2. Following points presented in graph details
    i. Issues Type
    ii. User Category
    iii. Issues Status
3. **Issues Type**:- In this graph admin can find the overall issues type details in the graph
4. As "**Prediction, Creating Rooms, Withdrawals, Sending Gifts, Joining Rooms, Others, & Sending Tokens**"
5. Dragging the mouse on the graph also admin can know about the details
6. **User Category**:- In this graph admin can find the overall issues based on the gender in the graph
7. Dragging the mouse on the graph also admin can know about the details
8. **Issues Status**:- In this graph admin can find the overall issues current status details in the graph as "**Closed, Open & Pending**"
9. Dragging the mouse on the graph also admin can know about the details

Figma Images:



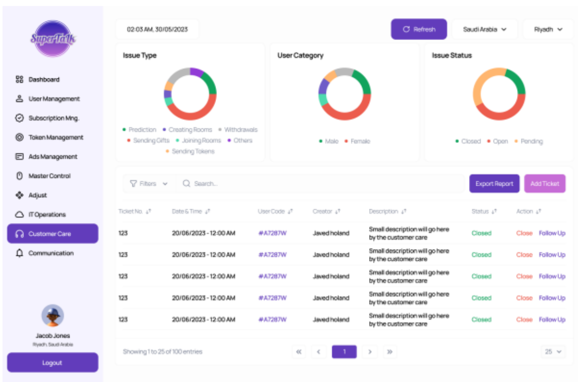
Export report:

1. Admin can see the "**Export Report"** button by clicking this admin can send the report in Mail Daily, weekly, Monthly & yearly basis
2. Admin after clicking "Export Report" button "**Export Report**" window will open for
3. Here admin can find the **Email address** field to enter the email ID
4. Also he can add another email ID field by clicking "Add Another Email" button
5. Then admin can find the "**Repeat(optional)**" drop down to send the mail in daily, weekly, Monthly or yearly basis
6. By clicking on the drop down admin can select any daily, weekly, Monthly or yearly on the list
7. Then By clicking on "**Send Report**" button, ticket Report will send to the admin mentioned email id.



Filter, Sort, Search & Pagination:

1. In the "Customer Care" page admin can find the "**Filter**" button
2. Each field will have typing option to put the value
3. After admin enters the value in the field, ticket details list will be filtered based on the values.
4. For the "**Sort**", admin can click on the each heading, after clicking list will be sorted based on the click
5. Top of the page admin can see the "**Search**" field to find the particular list
6. User have to type the text value in the search field , By clicking "Enter" app will search the list
7. In the bottom of the page admin can find the **Page forward and backward** buttons
8. Also user can see the **First Page and Last Page** button
9. Also current page detail will show as "Showing 1 to 25 of 100 entries"
10. Admin can select the list page per list by clicking list count drop down



11. Communication

<table>
<tr><th colspan="2">11. Communication</th><th>Epic</th><th>Communication</th></tr>
<tr><td>Use Case</td><td colspan="3">

- As a Management, I want to open the **SuperTalk admin application** to manage the customer app

</td></tr>
<tr><td>Precondition</td><td colspan="3">

- User must have the admin login credentials

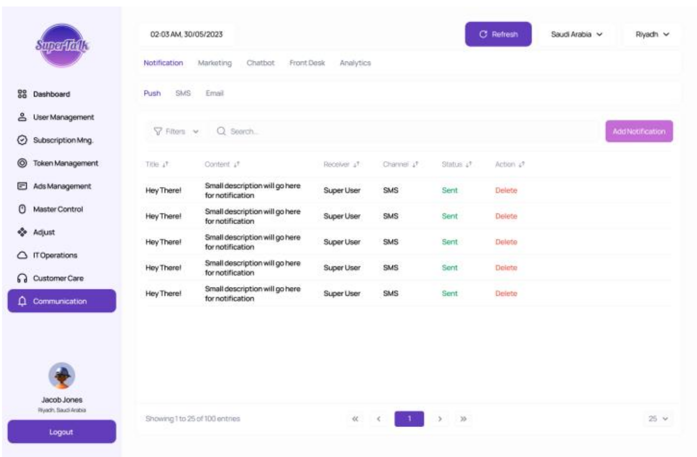
</td></tr>
<tr><td>User Flow</td><td colspan="3">

<u>Communication:</u>

Steps:

1. This application only for the **SuperTalk** admin.
2. Admin will get the application from the management.
3. Admin after entering the application he/she can see the SuperTalk logo along with “**Mobile No**” and “**Password**” field
4. In the fields admin should enter the Login credential which shared by the management
5. Mobile Number must be between 8-12 Digits
6. User can select the Country code for the Mobile Number
7. If the mobile number is invalid, an error message in the snack bar will be displayed on the screen “**Please Enter Correct Mobile number**”
8. After that admin have to enter the login password in “**Password**“ field
9. Password shall be masked and the admin will be able to view the passcode using the hide/show icon
10. Once the admin has filled out all the fields, he can see the "**Login**" button to Proceed
11. After clicking “**Login**” button, page will redirect to the Admin Dashboard page
12. Here left side of the screen, application controls list will show.
13. On the list admin can find the “**Communication**” module
14. By clicking on “**Communication**” module, app will show the Sub modules
15. By using this admin can send the schedule Notification to the **Users**
16. Also It will send the notification automatically based on the mentioned date

<u>Figma Images:</u>



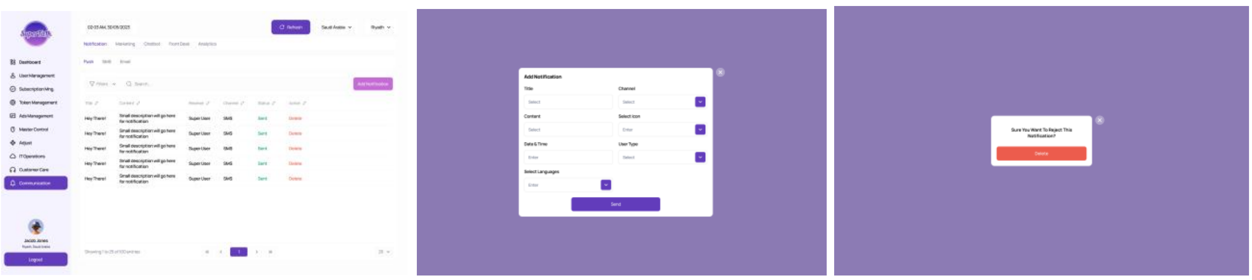
</td></tr>
</table>

Add Notification:

Steps:

1. Admin can add & Delete the notification from here
2. To add a new notification admin have to click “**Add Notification**” button
3. After clicking button “Add New Notification” window will open for create a new Notification
4. In this window admin have to enter the Notification tittle in the “**Title**” field
5. Then admin can find the “**Content**” field
6. Here admin have to type the description about the Notification content.
7. Then admin have to schedule the date and time by using **“Date & Time”** field
8. By clicking on this date picker and time picker will open and admin can select the Current and future date and time
9. Then admin have to select the language from “**Select Languages**” drop down
10. Next admin have to select the Notification Chanel from “**Channel**” drop down
11. By clicking “**Select Icon**” drop down, already created icon list will show and admin can select that
12. By clicking on this admin can select the Channel for the Notification Like “**Push, SMS or Email**”
13. Also admin have to fill the “**User Type”** drop down
14. By clicking on this user type list will show and admin can select any user to receive the notification
15. Once the admin has filled out all the fields, he/she can see the "**Send**" button to Proceed
16. After clicking send button, Notification will sent to the mentioned user type.
17. Here admin can see the existing scheduled Notification **“Title, Content, Receiver, Channel, Status & Action**” details in the list
18. **Title –** Notification Tittle will present here
19. **Content –** Notification content will present here along with the Icon
20. **Receiver –** Notification received details will present here
21. **Chanel –** Notification Chanel type will present here
22. **Status –** Notification Status details will present here
23. **Action –** Here admin can find the “**Delete**” button.
24. By clicking delete button, “**Sure You Want to Reject This Notification?**” window will show to the admin.
25. In this window, by clicking “Delete” window notification will be remove from the list.

Figma Images:



Filter, Sort, Search & Pagination:

1. In the "**Communication**" page admin can find the "**Filter**" button
2. Each field will have typing option to put the value
3. After admin enters the value in the field, Notification list will be filtered based on the values.
4. For the "**Sort**", admin can click on the each heading, after clicking list will be sorted based on the click
5. Top of the page admin can see the "**Search**" field to find the particular list
6. User have to type the text value in the search field , By clicking "Enter" app will search the list
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Figma Images: