📌 **User Flow: Telegram Bot (Main Entry)**

### ****1️⃣ User Starts the Bot****

* User sends /start or clicks the bot’s link.
* The bot **welcomes the user** and presents two options:
  1. 🖥️ **Use Mini App** (Opens the mini app inside Telegram).
  2. 💬 **Use Regular Bot** (Text-based interaction).
* If the user **chooses the Mini App**, the bot **opens the Web App**.
* If the user **chooses the Regular Bot**, the conversation continues.
* Bot remembers in which mode user was in the last time.

**📌 User Flow: Mini App**

**Target Audience:** Users who prefer a **graphical interface** and easy navigation.

**1️⃣ Entry Point**

* User **opens the mini app** from the Telegram bot.

**2️⃣ Main Menu (Home Screen)**

* Options:
  1. 🌍 **Buy eSIM** (Local, Regional or Global)
  2. 📦 **My eSIMs** (View active eSIMs, top-up options)
  3. **Support/Help, FAQ, Guides**
  4. **Language Selection**

**3️⃣ Buying an eSIM**

* User **selects a region, country, global**.
* **Available packages** are displayed.
* User **selects a package** and proceeds to checkout.
* **Payment processing** (Telegram payments or external payment provider).
* **eSIM details** are provided after purchase (QR code).

**4️⃣ Managing an eSIM**

* View **active eSIMs**.
  + Each eSIM come with the following info:
    - PackageName
    - eSImStatus
    - Usage
    - OrderTime
    - expiredTime
* Options:
  + 📥 **Top-up data** (if available).
  + ❌ **Cancel eSIM** (if possible) **and refund**.

**5️⃣ Help & Support**

* **FAQs** (page with FAQs)
* **Guides** (page with all guides)
* **Support** (telegram Bot).

**📌 User Flow: Regular Bot**

### Target Audience: Users who prefer a text-based experience and automation.

**🖥️ 1️⃣ Main Menu**

* When the user sends /start, the bot displays a **structured main menu** with buttons.

**📌 Main Menu Buttons & Functions**

| **Button** | **Function** |
| --- | --- |
| 📄 **Open Mini App** | Opens mini app |
| 📄 **Buy eSIM** | View available eSIM plans (Local, Regional, Global) |
| 💬 **Support** | Contact **support bot** for assistance |
| 📌 **Guides** | Opens the **Mini App** with an eSIM activation guide |
| 🆕 **Project News** | **Links to the Telegram channel** for updates |
| ❓ **FAQ** | Opens the **Mini App** with a detailed FAQ section |
| 🎁 **Activate Promo Code** | Apply a **discount or bonus** |
| 🔗 **Referral System** | Earn rewards by **inviting users** |
| 🔑 **My eSIMs** | Manage purchased eSIMs (**View, Top-up, Cancel**) |

**💰 2️⃣ Buying an eSIM**

* User taps **"📄 Buy eSIM"** or sends /buy.
* The bot **lists available plans** (Local, Regional, Global).
* User selects:
  + **Region, Country or Global**
  + **Package Plan**
* The bot **sends a payment invoice**.
* After payment:
  + The bot **provides eSIM details** (QR code).
  + Link to guides

**📦 3️⃣ Managing eSIMs**

* User taps **"🔑 My eSIMs"** or sends /myesims.
* The bot **lists active eSIMs** with inline buttons for:
  + 📥 **Top-up Data** (/topup [eSIM ID])
  + ❌ **Cancel eSIM** **and refund** (/cancel [eSIM ID])
* Each eSIM come with the following info:
  + PackageName
  + eSImStatus
  + Usage
  + OrderTime
  + expiredTime

**📞 4️⃣ Support & Help**

* User taps **"💬 Support"** or sends /support.
* The bot **redirects them to the support bot**.
* User taps **"📌 Guides"** or **"❓ FAQ"**:
  + The bot **opens the Mini App** for detailed information.

**list of commands that the regular bot will support for eSIM management.**

**🛒 1️⃣ Purchasing & Managing eSIMs**

| **Command** | **Function** |
| --- | --- |
| **/buy** | Start the **eSIM purchase process** (choose region/country & package) |
| **/myesims** | View all **active eSIMs** |
| **/topup [eSIM ID]** | Add **more data** to an existing eSIM |
| **/cancel [eSIM ID]** | **Cancel an eSIM** subscription (if supported) |

**⚙️ 2️⃣ User Account & Settings**

| **Command** | **Function** |
| --- | --- |
| **/start** | Show the **Main Menu** (Mini App or Regular Bot) |
| **/menu** | Show the **Main Menu** (Mini App or Regular Bot) |
| **/settings** | Manage user settings (language, notifications, etc.) |
| **/promocode [code]** | Activate a **promo code** for discounts |

**❓ 3️⃣ Support & Information**

| **Command** | **Function** |
| --- | --- |
| **/support** | Contact **support bot** for assistance |
| **/guides** | Open **Mini App** with a guide on eSIM activation |
| **/faq** | Open **Mini App** with detailed FAQ |
| **/news** | Get the latest updates from the **Telegram channel** |
| **/referral** | Access the **referral system** to earn rewards |