SmartChat Pro - MVP Development Plan

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🔍 Project Scope Overview

The MVP includes 4 major functional areas:

✅ Core Chatbot Platform

- Authentication (Firebase/Clerk)

- Bot creation (name, logo)

- Training via PDF or website

- Tone customization

- Widget embedding

- Basic dashboard (volume, feedback, delete bot)

- Stripe billing (Free/Pro/Agency)

🏷️ White-Label Features

- Custom branding (logo, font, colors, domain)

- Remove “Powered by SmartChat”

- Multi-client/agency workspaces

- White-labeled emails via custom SMTP

- Agency billing system (Stripe/PayPal)

📊 Analytics Dashboard

- Chat usage stats (volume, duration, bounce)

- Conversion tracking (form, sales, GA4)

- Feedback + satisfaction (ratings, CSAT)

- Funnel drop-offs & user flow

- Real-time monitoring (IP, location)

- (Optional) Live agent override

🤖 Chat Features

- AI chatbot from FAQ or website

- Embed widget for web/mobile

- AI + Human mode (handoff)

- Live chat inbox + chat history

- Multi-agent support

- Notifications (email, SMS, in-app)

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🌟 UI/UX Design Scope

🖥️ Web App (Admin/Dashboard)

1. Authentication Pages

- Login

- Register

- Forgot Password (optional)

2. Main Dashboard Layout

- Sidebar navigation

- Top bar with profile/settings

- Responsive layout (mobile/tablet ready)

3. Bot Management

- Bot list view

- New Bot creation form

- Bot settings: upload, tone

- Delete confirmation modal

4. Chat Widget Customization

- Widget preview

- Color, tone, font settings

- Embed script generator

5. Analytics Pages

- Usage metrics (charts)

- Feedback reports

- Conversion tracking

- Funnel visualization

- Real-time user tracking

6. Live Chat Interface

- Live chat inbox

- Chat history

- Agent assignment

- User info sidebar

7. White-Label Features

- Branding upload (logo, colors, favicon)

- SMTP & domain config

- Workspace switching

- Client invitation UI

8. Billing & Plans

- Pricing page

- Plan selection modal

- Payment success/failure

- Invoice history

9. Settings & Profile

- Profile

- Notification settings

- Agent/team management

📱 Mobile App (Client/Agent Facing)

1. Authentication

- Login

- Register

2. Chat Inbox

- Chat list

- Chat conversation screen

- Quick replies and emoji support

3. Notifications

- New message alerts

- (Optional) Push UX

4. Bot Management (Lite)

- View bots

- Basic performance view

- Workspace switching

5. User Settings

- Profile editing

- Notification toggles

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📊 2-Month Implementation Timeline

Week 0 (Pre-Dev)

- UI/UX Design Sprint (1 week)

- Finalize wireframes and components for web and mobile

Week 1

- Auth implementation (Firebase/Clerk)

- Stripe setup (plans, pricing, billing logic)

- Create bot flow (basic UI/backend)

Week 2

- File/URL training integration (PDF parser, web scraper, vector DB)

- Tone customization options (prompt config)

- Widget embed logic (script + preview)

Week 3

- Dashboard skeleton

- Initial bot analytics (chat volume, usage)

- Live chat UI (start inbox UI/UX)

Week 4

- Chatbot AI mode complete

- Begin handoff flow (AI to human)

- Multi-agent setup

- Start mobile app scaffolding (React Native or Flutter)

Week 5

- White-label branding features

- Client workspace creation/switching

- Email template branding + SMTP config

Week 6

- Conversion tracking (form, GA4 integration)

- CSAT, thumbs-up/down feedback

- Unanswered query report

Week 7

- Funnel & drop-off analytics

- Real-time tracking module

- Mobile app: connect inbox and chat flow

Week 8

- Final QA testing

- Cross-device responsive checks

- Deployment + docs

- Prepare white-label and agency setup package

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💡 Tools & Libraries to Accelerate Delivery

To improve delivery speed and reduce complexity, the project will leverage pre-built solutions and libraries where possible instead of going fully custom:

- Authentication: Use Firebase Auth or Clerk for plug-and-play login/registration flows.

- Stripe Billing: Utilize Stripe's prebuilt UI components and customer portal.

- Chat UI: Consider using open-source templates like Chatwoot or Stream Chat SDK for live chat interface.

- Vector Database: Integrate Pinecone, Weaviate, or Supabase with pgvector for storing embeddings.

- LLM Integration: Use OpenAI APIs (or similar) for AI chatbot responses instead of self-hosted models.

- Admin Dashboard: Use component libraries like Tailwind UI, Chakra UI, or Ant Design for reusable admin interfaces.

- Analytics Charts: Integrate Chart.js, Recharts, or Tremor.so for visualizations.

- Mobile App: Use React Native with Expo to quickly ship mobile functionality with shared logic.