

# Sportal (Phase-1)

Sportal is a mobile application through which you can book a rental sports venue with your phone.

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**Resources:** [Research], [Analytics], [Notes]

**Status:** In Progress ▾

**Target Release:** May 1, 2024

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## Introduction

This PRD serves as a guideline outlining the features, functionality and the specifications of Sportal. The goal of Sportal is to completely digitalize and transform how individuals, teams and organizations reserve/book sporting venues. Our aim is to make the process of getting information about sporting venues and booking them much easier for users by offering a smooth and user-friendly digital platform.

## Problem Definition

When it comes to sports and leisure, finding information and booking appropriate fields or venues can be very difficult for individuals, teams, and organizers. Sportal will help to alleviate such pain points.

- Prospective users often struggle to access comprehensive information about available sports venues or fields. Without a centralized platform, they rely on word-of-mouth recommendations or personal connections, limiting their options.
- Traditional booking methods require users to know a specific contact or have a personal connection with venue owners or managers. This exclusivity prevents wider access and hinders the booking process for those without established networks.
- Users often face difficulty in obtaining essential details such as pricing, location, amenities, and availability of sports venues or fields. The absence of transparent and easily accessible information complicates decision-making and planning for sports activities.
- It can be difficult and time-consuming to find the availability for renting sports fields or venues. The inability of users to access real time information on venue accessibility causes scheduling and planning inefficiencies.
- Users often cancel plans or have to pay high rental fees individually due to a lack of players for sports activities. This app addresses this issue by connecting like-minded individuals, enabling them to collaborate and share venue expenses.

## User Needs

To meet the needs of our users, we must ensure that the Sportal provides the following:

- Detailed information about available sports venues, including location, amenities, pricing, and real-time availability, to make informed decisions and plan activities efficiently.
- A streamlined platform that simplifies venue booking, reducing the time and effort required to secure facilities
- Information about the pricing and rental terms, ensuring users can accurately assess the financial implications of venue bookings and plan activities within their budget constraints
- Access to real-time information on venue availability and the status of ongoing bookings, allowing them to adjust plans accordingly and avoid scheduling conflicts or last-minute cancellations
- Access to a diverse range of sports venues to accommodate various preferences and activities, ensuring they can find suitable facilities for their specific needs and interests.
- Opportunities to connect with like-minded individuals and form sports teams or groups, enabling users to overcome the challenge of lacking players and share rental costs effectively

## Features/Requirements

<b>Number</b>	1.0
<b>Title</b>	<b>Sign up/Log in</b>
<b>Description</b>	This feature allows users to create new accounts (sign up) or access existing accounts (log in). It typically involves providing basic user information, such as an email address or phone number to authenticate and access the platform.
<b>Details</b>	<ul style="list-style-type: none"><li>• Sign up/log in page will contain a list of key USPs and appropriate images</li><li>• The user will be brought to the log in window when they first open the app, there will also be an option to move to the sign up window beside the log in window</li><li>• User can see option to create a new account or log in depending on the page (sign up/log in) they are on</li><li>• Users can see Terms &amp; Conditions, Privacy Policy before signing up</li></ul>

	<ul style="list-style-type: none"> <li>• Sign up page contains option to sign up using their phone number or gmail/g-suite, apple id and email address (non-gmail)</li> <li>• Log in page has text fields for email/phone, password .</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	1.1
<b>Title</b>	<b>Sign Up/Log In Error</b>
<b>Description</b>	This feature handles error scenarios during the sign-up and log-in processes. It provides error messages or prompts to inform users when they enter incorrect credentials, encounter issues, or make mistakes during registration or login.
<b>Details</b>	<ul style="list-style-type: none"> <li>• If a user enters an email that already exists during sign up, show an error message and ask user to log in instead</li> <li>• If user enters an email that does not exist during log in, show an error message and ask the user to sign up instead</li> <li>• If the user enters the wrong password or wrong otp, show an error message saying that the password or otp is wrong</li> <li>• The user will be asked if they want to reset the password</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	1.2
<b>Title</b>	<b>Password and OTP</b>
<b>Description</b>	This feature matches the otp that the system sent to the user via text/call and also checks the entered password with user stored one depending on the option user chose to log in with.
<b>Details</b>	<ul style="list-style-type: none"> <li>• If a user elects to use a mobile number to log in/sign up and</li> </ul>

	<p>enters an otp that does not match the otp sent to the designated number, then say that the otp does not match</p> <ul style="list-style-type: none"> <li>• If the user elects to use an email address and enters the wrong password, show an error message saying that the password is wrong</li> <li>• If the user presses continue without entering a valid password/otp they will be shown a warning, asking them to enter the otp/password</li> <li>• If the user fails to type in the password or otp correctly they will be shown a warning, telling them that the password/otp did not match</li> <li>• If the user successfully enters the correct password/otp , they will be directed to the homepage</li> <li>• During log in, if the user enters a wrong password they will be shown a warning telling them the password is wrong.</li> <li>• Users will also be promoted to reset the password asking if they forgot the password</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	1.3
<b>Title</b>	<b>Reset Password</b>
<b>Description</b>	If the user forgets their password, they can change it from this window
<b>Details</b>	<ul style="list-style-type: none"> <li>• After clicking on the “forgot password?” button the user will be brought to this window</li> <li>• The user will be asked to write the email address the signed up with where they system will send a verification code</li> <li>• The user will be then asked to write the code in a textbox</li> <li>• If the code matches the user will go to a new page where they are asked to make a new password</li> <li>• They would have to re-enter the new password twice</li> <li>• If the password is an old password, show an error saying can not use old passwords</li> <li>• If the user chooses a new password and presses the reset</li> </ul>

	password button show a message saying password successfully changed
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	2
<b>Title</b>	<b>Homepage</b>
<b>Description</b>	This is where the user will land once he finishes the sign in/sign up process. This page includes the searching of venues in different areas and time slot availability. There are also options to visit different pages.
<b>Details</b>	<ul style="list-style-type: none"> <li>• Homepage will contain a list of key USPs and appropriate images</li> <li>• Application logo will be on top left of the page</li> <li>• There will be a search bar with a dropdown list for activity, an input field for location and a time and date picker.</li> <li>• A search button below the bar</li> <li>• Profile avatar on the top left where if clicked will redirect user to the profile page</li> <li>• An option to view the player pool feature, which will send the user to a new landing page</li> <li>• There will be details in a venue card where users can see if any other users are looking for teammates</li> <li>• Users can swipe and look at different venue options while swiping on a slider</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	2.1
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<b>Title</b>	<b>Venue Search</b>
<b>Description</b>	Depending on the activity, location and time slot the user will then be shown a list of available venues.
<b>Details</b>	<ul style="list-style-type: none"> <li>• User will choose an activity from the dropdown bar</li> <li>• Beside the bar there will be a textfield that takes in the location</li> <li>• Date and time picker takes in the user inputs</li> <li>• After filling up the information and pressing the search button the system will show all the available venues in card format</li> <li>• The venue cards will show the name, location, rating (google maps) and the hourly cost of the venue</li> <li>• A location button integrated with google maps which will take users to the venue location in google maps</li> <li>• Below the aforementioned information there will also be a “book now” button on the card</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	2.2
<b>Title</b>	<b>All venues according to activity</b>
<b>Description</b>	Users can see all the venues depending on the activity of their choosing.
<b>Details</b>	<ul style="list-style-type: none"> <li>• After selecting their activity from the options card users will be shown a list of all the venues/fields of their desired activity</li> <li>• These cards will have name, location, time availability and prices of the venues</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	Low ▾

<b>Number</b>	3
<b>Title</b>	<b>Venue reservation</b>
<b>Description</b>	After selecting the book now button the user will be prompted to this new page.
<b>Details</b>	<ul style="list-style-type: none"> <li>• The user will be asked for how long they want to book the venue for</li> <li>• User will be asked to select a method of payment after they have gone through all the steps</li> <li>• Two options will be given - In person payment and payment through mobile banking (bkash, nagad)</li> <li>• After confirmation of payment the user will be given a pop-up saying the reservation was made</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	High ▾

<b>Number</b>	3.1
<b>Title</b>	<b>Mobile banking payment</b>
<b>Description</b>	The user will be shown a new screen where they are shown a number where they will have to make the payment and enter the transaction id.
<b>Details</b>	<ul style="list-style-type: none"> <li>• The user will be shown a phone number where they will make they payment through their preferred mobile banking system</li> <li>• There will be a text field where users will enter the transaction id which they got after the payment</li> <li>• A place booking button for the confirmation of the payment</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	Medium ▾

<b>Number</b>	4
<b>Title</b>	<b>User Profile</b>
<b>Description</b>	After tapping on the user avatar in the homepage user will be directed to this user profile page.
<b>Details</b>	<ul style="list-style-type: none"> <li>• Users name, location, email and phone number is shown here</li> <li>• User can upload a profile photo here, clicking the upload photo button</li> <li>• A change photo button will be there if the user already has a profile photo added</li> <li>• User can choose to edit/update information and register as a player</li> <li>• Option to choose preferred activity (sports)</li> <li>• Option to choose if they prefer to join a team</li> <li>• Users can add in their location preferences</li> <li>• User can see invitations from other users</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	Medium ▾

<b>Number</b>	5
<b>Title</b>	<b>Player Pool</b>
<b>Description</b>	A list of users that are willing to play together as a group
<b>Details</b>	<ul style="list-style-type: none"> <li>• A list of profiles showing all the players in and around your preferred area</li> <li>• Will show player information such as user photo, name, age, preferred sport after tapping on a user profile from list</li> <li>• An option to send connection request to the player if the user wants to be in a group together</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	Low ▾



<b>Number</b>	6
<b>Title</b>	<b>Team up</b>
<b>Description</b>	This lets people looking for team members or people to play together connect with each other.
<b>Details</b>	<ul style="list-style-type: none"> <li>• Users can make a request to join any team or send out invitations for others to join their team</li> <li>• Users can connect with each other through their profile</li> <li>• After connecting, players can see the users preferred mode of communication</li> <li>• They can communicate via text/email if they accept invitation requests</li> </ul>
<b>Key Flow</b>	
<b>Design Link</b>	
<b>Priority</b>	Low ▾

## Release Plan

Target Date	Milestone	Description
May 1, 2024	Internal Testing ▾	Release to internal uses and QA for testing
May 14, 2024	Early Access ▾	Test with small group of real users and gain insights
May 31, 2024	Release ▾	Release and launch feature to all users

## Assumptions

- Users have access to a valid email address or phone number for account creation and recovery
- Users are interested to digitally book sports venues
- Most users do not have access to information about sports venues
- Users are keen to connect and play with new people

## Success Metrics

User Engagement Metrics:

- Number of active users
- Frequency of use
- Session duration
- User retention rates

Booking Metrics:

- Booking conversion rates
- Booking volume
- Booking revenue

Player Matching Metrics:

- Match success rates
- Player matching time
- Feedback score

Game Scheduling Metrics:

- Scheduling efficiency

User Satisfaction Metrics:

- User reviews and ratings
- Net promoter score (NPS)

#### Operational Metrics:

- Bug fix rate
- Platform uptime

#### Market Expansion Metrics:

- Geographic reach
- User acquisition rate
- Partnership and development (*sports facilities, leagues, organizations, etc.*)

## Future Scope

This is the MVP of the product and there are various other scopes in which we can grow this product. In future these new features will be added-

- **Venue Details:** Users will be able to see a page with detailed description of the venues including their name, location, available sports facilities, amenities, pricing, and real-time availability
- **Venue Location:** This feature will be integrated with google maps, users will be able to locate each venue from inside the app
- **Player Pool & Team Up:** The player pool and team up features will be upgraded and more functionality will be added here
- **Team Registration:** A number of players will be able to create their own team and participate in tournaments hosted by Sportal
- **PVP:** Users/Teams will be able to go against each other
- **Booking History:** Users will be able to check which venues they rented in the past
- **User Rating:** Other users/Venue managers will also be able to leave a review for a user
- **Venue Rating:** Users will be able to leave reviews and ratings for the venues, which can help the venue improve or the users select compatible venues. This feature can also be integrated with Google Maps
- **Payment Systems:** In app mobile banking integration and a new payment method will be added, i.e. - bank (credit card, debit card)
- **Forum:** An in app forum where users can get together to discuss and create a community
- **Support Helpline:** A helpline where people can get advice or help with problems related with the platform or venues

## Change History

Date	Version	Description
Mar 30, 2024	1.0	First draft of the PRD
Apr 1, 2024	1.0	Updated PRD

## FAQ

Q: What types of sports activities and venues are available on the app?

A: For now the app offers a few sports activities and venues. You can find venues for popular sports such as football, cricket, badminton, basketball etc. as well as facilities with specific amenities such as turf fields, grass fields and indoor courts.

Q: How does the search functionality work for finding sports venues?

A: Users can search for sports venues by entering specific criteria such as sports activity, location, and desired time slots into the search bar. The system will then provide the venues that are available according to the input.

Q: Can I view information about available venues before making a booking?

A: Currently, the app only provides information about the venue name, location and time availability. In the future more features will be added.

Q: How to connect with users to team together?

A: Currently the feature is still under beta development, more details about this will be added after development of the feature.