Business Requirements Specifications

Oxford Mtrain(Using Chatbot) Web App Development

Version 1.0

1. Introduction

The objective of this document is to define the features of an Oxford Mtrain Web Application development, which aims to develop a training platform for the medical therapist. Its primary objective is to provide a user-friendly and secure interface for therapists to get the training using a chatbot. Platform offers a meticulously designed user journey aimed at providing a seamless and enriching experience. Beginning with a straightforward Login/Signup process, users embark on a path that not only involves onboarding to complete their profiles and email verification but also necessitates the thoughtful purchase of subscription plans tailored to their training needs. As users delve into the system, they can access and practice a curated list of exercises, engaging in role plays with our AI chatbot patients. The platform's versatility allows users to switch roles between client and supervisor, fostering an intuitive and dynamic learning environment. The ability to switch between voice and text communication adds another layer of adaptability. Moreover, users can meticulously track their progress, receive scores from ChatGPT supervisors, and contribute valuable feedback to enhance the app's efficacy. With features like exporting conversations, seamless roleplays with ChatGPT supervisors, and robust profile management, our platform endeavors to provide therapists with a comprehensive and empowering journey for skill development and continuous improvement.

System actors:

1. Therapist
2. Super Admin

UI/UX designs:

Wireframes:

2. System Actors / Types of Users

a. Therapist

1. User Journey

1. A user journey refers to the sequence of steps or interactions that a user goes through while engaging with the platform to accomplish a particular task, fulfill a need, or achieve a goal. The user journey offers a comprehensive understanding of a system by detailing what users can achieve, how they achieve it, and the purpose of the system from the user's perspective.
2. User journey of the therapist Training are as below:
   - Login/Signup
     i. Users can sign up into the system for a particular modality, users can only access the particular modality for which they signed up, in case they want to use another modality they need to sign up separately for that modality.
   - Onboarding
     i. Once the user signup into the system, the system should ask users to provide additional information in order to complete their profile.
   - Email verification
     i. Once the user successfully signs up, it is mandatory for users to verify their email address.
   - Purchase subscription plan
     i. In order to access the system features, users need to purchase the paid subscription plan, for the new registration system should allows Free trial plan having the validity of the 3 days, once the free plan expires they need to purchase the paid plan, There are different Paid plans available such as Beginner, Intermediate and Advance having the validity of 6 months.
   - View/Access list of exercises
     i. User should be able to access the list of exercised based on the plan they have purchase and practice the roleplay with AI for particular exercise
     ii. Users can choose the particular exercise from the list to start the roleplay.
   - Roleplay exercises
     i. User can engage in the roleplay with chatbot patient(Client) by starting the conversation
     ii. User can undo the last message sent along with the response generated on it
     iii. Users can restart the conversation from the beginning, Once the conversation restarted, complete conversation should be soft deleted.

iv. User can also switch between interacting with ChatGPT as a client and as a supervisor along with Intuitive interface
v. Users allowed to send only text message as well as User can click on the microphone icon to start the voice conversation, when the click on that system will start recording voice then if user wants to stop then user can click on the Pause icon to stop the recording
vi. Once user click on the Pause button, voice message will convert into the text message into the text input field that user can edit it before sending it to chat GPT
vii. Chat gpt then provides the response in the text format along with the play button that the user can click and listen to the response. As soon as they get the response it should autoplay and later on they can click on the play button to listen to the particular message anytime.
viii. Users can export the conversation in PDF file for single exercise ro multiple exercises
ix. Engage also in roleplay with ChatGPT Supervisor, so that they can seamlessly receive the guidance to improve their session

- View overall progress
  i. Users can track their progress for particular exercises, they can see their progress for particular exercises from theri “My Exercises” section.
- Users should be able to receive a score from the ChatGPT supervisor for each exercise user completes, so that they can gauge their performance and areas of improvement.
- Users should be able to provide feedback on exercises, whether it's suggestions for improvements or concerns about the Chatbot’s responses, ensuring their voice is heard and contributing to the app's enhancement.
- Users can view and update their profile information along with managing their subscription plan.

2. Signup

1. Users can sign up into the system using their email address as below, The modality implication is contingent on user origin. For instance, Modality1 features a distinct landing page. Consequently, when a user clicks the signup link on this specific landing page, they should be automatically redirected to the Modality1 URL, seamlessly navigating them to the signup page. A parallel approach applies to Modality2, where a unique landing page is present. When a user initiates the signup process from the Modality2 landing page, the system should redirect them to the corresponding Modality2 URL, ensuring a smooth transition to the signup page.

User Input	Input Type	Options	Comments
Enter First name	Textfield		- Mandatory field - Allows to enter Minimum 3 characters and Maximum 40 characters - If user enters less than 3 characters then the system will give the validation message that "First Name must be longer than 3 characters" - If user tries to enter more than 40 characters the system will give the validation message that "First Name must be shorter than 40 characters"
Enter Last name	Textfield		- Mandatory field - Allows to enter Minimum 3 characters and Maximum 40 characters - If user enters less than 3 characters then the system will give the validation message that "Last Name must be longer than 3 characters" - If user tries to enter more than 40 characters the system will give the validation message that "Last name Name must be shorter than 40 characters"
Enter Email Address	TextFiled		- Mandatory field - Email address will be unique to the system - If the entered email address already existed in the database the system will give the validation message that "Email address is already registered”.
Create Username	TextFiled		- Mandatory field - Username will be unique to the particular modality, User can use the same email for different modality but username must be different. - If the entered username already existed in the database the system will give the validation message that "Username is taken, Please try something else”. - Allows to enter Minimum 6 characters and Maximum 40 characters - If user enters less than 6 characters then the system will give the validation message that "Username must be longer than 6 characters" - If user tries to enter more than 40 characters the system will give the validation message that "Username must be shorter than 40 characters"
Enter Password	Password field		- Mandatory field

			- Allows to enter Minimum 8 characters and Maximum 20 characters with a mix of letters, numbers and symbols - Password is case sensitive - If user enters less than 8 characters then the system will give the validation message that "Password must be at least 8 characters long" - Passwords must contain one uppercase, one lowercase, One number and one special character. - If the above requirement is not fulfilled then the system should give the validation that “Please enter valid password!” - System should also check and show that the password is Weak, Medium and Strong. - By default password characters is in hidden form but user can click on the “Show password icon” and see the password
Accept Terms and Privacy Policy	Checkbox		- In order to complete the signup user needs to Accepts Terms & Conditions and Privacy policy - User can click on the Terms & Conditions and Privacy policy link to read in the detail, On click policy should be open in the new tab - If user user proceed without selecting the checkbox then system give the validation message that “Please accept the terms & conditions and Privacy Policy to proceed further”
Signup Button	Button		- On click of the “Sign in” button user will be successfully signed up

2. In order to proceed further, users need to provide more details as below(Complete profile), If user will not complete their profile and close the browser window then whenever user will login into the system, System will take user to the complete profile page only until and unless they complete their profile:

User Input	Input Type	Options	Comments
Select your Gender	Radio button	- Male - Female (Default selection) - Prefer not to say	- Mandatory field

Enter Year Of Birth	TextFiled		- Optional field - Allows only numeric values - User must be 18 year old
Select your profession	Single Selection Dropdown	- Coach - Teacher - Other	- Mandatory field - Profession list will be different for particular modality
Enter Other profession (If user select profession: Other)	TextField		- Mandatory field
How did you hear about us?	Multi selection Dropdown		- Mandatory field
Submit/Complete profile button	Button		- Save button to complete the registration and profile will be completed

3. Once a user submits this information, the system will send a link to verify their email address, User can click on the link and verify their email address and then login into the system.
4. If email verification link is expired:
    ○ If in case the verification link expires then when the user is logged in into the system, the system will send a new link to the verification link and ask the user to verify their email address.
5. If email is not verified by therapist:
    ○ If email is not verified then users can login into the system but they can only access their profile. If they try to click and access the other features then the system shows the modal popup to verify their email.
6. Once the user completes their profile system should redirect users to the Purchase subscription page over there user can either go with the free trial plan or they can directly purchase the paid plan.

3. Sign In

1. Single device sign on: System should allow the Single device sign on at the same time. For example if the user is logged at device A and then logs in at device B, we want that device A's session to be canceled.
2. User can login into the system using registered email address and Password:

User Input	Input Type	Options	Comments
Enter Email	TextFiled		- Mandatory field - If the entered Email is not found in the database then the system will give the validation message that "Email is not found, please verify and try again!". - System will identify the modality based on the email

Enter Password	Password field		- Mandatory field - If entered password is incorrect or not match with the database then system will give the validation message that “Password is incorrect, Please check and try again” - By default password characters is in hidden form but user can click on the “Show password icon” and see the password
Signin Button	Button		- On click of the “Sign in” button, the user will be redirected to the homepage.

4. Forgot password

1. In case the user forgets the password, then they can reset the password by clicking a forgot password link.

User Input	Input Type	Options	Comments
Enter Email Address	TextFiled		- Mandatory field
Submit Button	Button		- If the entered email is incorrect or not found in the database then the system will give the validation message that "Account not found. Please check your email address and try again." - On click of the “Submit” button Email address will be submitted and the system will send the reset password link over the registered email address and give the message that “Reset password link has been sent over your registered email address, Click on the link and reset your password.”
Option to Sign in	Link		- Clicking "Sign in" link user should redirect to the sign in page

2. Once a user will click on the reset password link, System will redirect users to reset password page and reset the password by entering the following details:

User Input	Input Type	Options	Comments
Enter New Password	Password Field		- Mandatory field - Allows to enter Minimum 8 characters and Maximum 20 characters with a mix of letters, numbers and symbols

			- Password is case sensitive - If user enters less than 8 characters then the system will give the validation message that "Password must be at least 8 characters" - If user tries to enter more than 20 characters the system will give the validation message that "Password must be at most 20 characters" - By default password characters is in hidden form but user can click on the “Show password icon” and see the password
Confirm New Password	Password Field		- Mandatory field - If confirm password is not match with password then the system will give the validation message that “Password do not match” - By default password characters is in hidden form but user can click on the “Show password icon” and see the password
Submit Button	Button		- On click of the “Submit” button system will give the message that “Your password has been changed successfully” and Redirect user to the sign in page:
Option to Sign in	Link		- Clicking the "Sign in" link user should redirect to the sign in page.

5. Social Sign Up/Sign In

1. User can signup/signin into the system using below social accounts:
    - Google Account
    - Facebook Account
    - All Social Accounts
        i. Integration with each of the social authentication methods
        ii. All fields of information available are to be collected.
        iii. If student is signing up using a social signin that contains a photo avatar, capture that photo and use it in the Account Dropdown in upper right Main Nav
        iv. If no photo avatar is available, use student's initials (first & last name)

6. Purchase Subscription Plan

Subscription plans are designed to offer various exercises that meet the specific needs of users. System offers a Free Trial period of the subscription plan that users can choose and users can access the system with limited exercises free of cost but users can purchase a free plan only one time. Once the free trial expires users need to purchase the Paid subscription plan In order to access the system and exercises. There are different types of plans available such as Free Trial, Beginner, Intermediate and Advance, Free trial have the validity of 3 days and Paid plans have the validity of 1 month. Each modality will have one paid plan only having a 1 month validity.

It is mandatory for users to purchase the paid plan once the Free trial plan expires in order to access the platform features without any plan users should not be able to access the features and exercises.

After login the user should redirect to the exercise page, if user logout and login again into the system then their last ongoing exercise should be at the top and if the user is first time login into the system then it should be in the order defined by the admin user.

1. User can see the list of available subscription plans along with below details:
    - Plan title:
        i. Free(3 days Trial)
            1. All the new users first time logged in into the system can purchase the trial period, Users can purchase Free trial only one time
            2. Validity: 3 days
            3. Users are allowed to access the 1 exercise for each Levels (From Beginner, Intermediate and Advance)
            4. System prompts the user every time they log in the number of days remaining on the trial period.
            5. At the end of the 3rd day, the system will prompt the end user to purchase a subscription plan in order to continue service with the system.
            6. Once the free trial expires, If a user decides not to proceed with the paid subscription, then the system denies access to the user, their data is stored in the system, but cannot be accessed until the user purchases the subscription plan.
            7. Once the users upgrade to the paid plan then the exercise history and scores all the details should be there as it is in the users' account.

        ii. Beginner
            1. Beginner plan is the paid subscription plan. Users need to pay in order to purchase the subscription plan. It is mandatory for users to purchase the paid

plan once the trial period expires in order to use the system.

2. Validity:
    a. 1 month
3. List of exercises user can access
4. Price(USD)
    a. $/Month

iii. Intermediate
1. Intermediate plan is the paid subscription plan. Users need to pay in order to purchase the subscription plan. It is mandatory for users to purchase the paid plan once the trial period expires in order to use the system.
2. Validity:
    a. 1 Month
3. List of exercises user can access
4. Price(USD)
    a. $/Month

iv. Advance
1. Advance plan is the paid subscription plan. Users need to pay in order to purchase the subscription plan. It is mandatory for users to purchase the paid plan once the trial period expires in order to use the system.
2. Validity:
    a. Month
3. List of exercises user can access
4. Price(USD)
    a. $/Month

- Subscribe now button
    i. Users can click on the “Subscribe” button to purchase the plan, User will redirect to the make payment page
        1. In order to purchase plan, user needs to make the payment, User need to choose the payment method and “Stripe” Payment Gateway and make the payment
        2. Apply Promo code
            a. TextField : User can enter the Promo Code to grab the discount on the subscription payment
            b. If Promo code is not valid then the system should give the validation message that “Invalid Promo code, Please check!”
        3. Additional Tax users need to pay on every subscription payment (tTaxation should be handled over stripe).(Considering Tax will be exclusive on the total amount)

4. Users need to confirm the payment details and proceed to make the payment.

- Payment details
    i. Once the users check out system ask users to provide the the payment details as below:

User Input	Input Type	Options	Comments
Enter card holder name	TextField		- Mandatory Field
Enter Card number	TextField		- Mandatory Field
Enter Expiry date	TextField		- Mandatory Field
Enter security code	TextField		- Mandatory Field
Next Button	Button		- On click of Next button system as users to enter the billing address details

- Billing details
    i. Once the users enter card details, system ask users to provide the the payment details as below:

User Input	Input Type	Options	Comments
Enter Address	TextArea		- Mandatory Field
Select Country	Single selection Dropdown		- Mandatory Field - Country list should be shortlist in a way that where shows the 5-10 most used countries at top of complete list and then show the rest of all countries
Enter State name	Single selection Dropdown		- Mandatory Field
Enter City name	TextField		- Mandatory Field
Enter Postal Code	TextField		- Mandatory Field
Checkout Button	Button		- On click of Checkout button system take user to the stripe to make the payment

ii. Once the payment will be done, the Subscription plan will be activated instantly and Invoice should be sent over the registered email to the user.

7. Practice Exercise

Once the user sign in into the system and purchase the plan system redirect them to the roleplay exercise page, Following are the highlights of the overall roleplay workflow, Overall Role play Exercise workflow:

1. On the left grid of the screen, users can engage in role playing exercises, assuming the role of a therapist and interacting with an AI client to hone their therapeutic skills within a simulated environment.
2. To facilitate effective roleplaying, therapists should have the flexibility to select from a range of exercises, including various client role plays. This feature enables them to practice and gain valuable experience in addressing diverse client issues.
3. Therapists can only access the list of exercises based on their subscription plan.
4. Change the exercise:
    - By default the first exercise will be selected when the user will go to the list of exercises page.
    - User can click on the “Change exercise button” and popup modal open with the list of exercises, user can see the list of exercises along with the below details:
        i. Exercise title
        ii. Previous score(if already practice before)
        iii. Description
    - User can choose the exercise for roleplay from the given list
    - User can click on the particular exercise and see the detail page along with the following details:
        i. Exercise title
        ii. Description
        iii. Objective - Objective is very similar to the description but we define what we want to achieve with this exercise and we are also going to use the objective with the Prompt engineering. Objective should be bound with the prompts to generate the score.
        iv. Training Video and Video Description
            1. User can click on the video to watch the training video of the selected exercise
            2. Read the description
        v. Role Play Exercise
            1. This is the interactive part where the trainee plays the therapist and interacts with an AI client. It's a hands-on experience to apply what they've learned in the previous parts.

5. Role play Exercise: After selecting the exercise therapist can start communication to practice with the chatbot, where user play the Trainee therapist role and AI plays the client role:
    - Here the chatbot will act as the client and give the problem statement or issue to the therapist then the therapist provides the solution and guidance to the chatbot issues and practice the experience in handling client issues.

    - Conversation view
        i. Conversation history shows the conversation between therapist and AI client
        ii. Therapist can see the list of sent and received messages on the conversation section
        iii. In order to identify sent and received messages but should be in the different color background

    - Input options:
        i. Text Input and Text Output
        ii. Voice input (but allowing text edit) and Voice output (Showing text format too)
            1. Therapists enjoy the flexibility of seamlessly transitioning between voice and text interactions with ChatGPT, allowing them to practice both written and verbal communication as per their preference or specific training requirements.
                a. User can click on the microphone icon to start the voice conversation, when the click on that system will start recording voice then if user wants to stop then user can click on the Pause icon to stop the recording
                b. Once user click on the Pause button, voice message will convert into the text message into the text input field that user can edit it before sending it to chat GPT
                c. Chat gpt then provides the response in the text format along with the play button that the user can click and listen to the response. As soon as they get the response it should autoplay and later on they can click on the play button to listen to the particular message anytime.
                d. Export conversion should only consider the text responses.
            2. System provide option to input the voice statement and then system convert the voice message in to the text format and submit it to the chatbot

3. In return chatbot should response in form of text along with the Play and listen voice format
4. The supervisor and client should have different voices so the therapist can differentiate them. The supervisor should always have the same voice, regardless of exercise.

- Send button
  i. User can type and click on the send button to send the message
  ii. If input box is empty then send button should be disable, One user type something then only Send button should be enabled

- Feedback on each response (Thumbs up or Thumbs down)
  i. Users should be able to give thumbs up or down on each response/output generated from the AI by clicking on the left-hand side (LHS) or right-hand side (RHS) of the response.
  ii. When the user hover over the particular message, It should show the options to provide Thumbs up and down feedback icons.

- Undo button
  i. Users should be able to click on the "Undo" button if the user made a mistake then they can click on the undo button to delete the last message and AI response generated based on that.User can click the undo button only once only, once the message is deleted, undo button should be disabled.
  ii. Below are the cases of undoing the last message:
    1. When the last activity occurs on the left side and the user clicks on the undo button then the system should delete the message and the response without confirmation.
    2. When the last activity occurs on the right side and the user clicks on the undo button then the system should ask for the confirmation that “Undoing will delete the last messages and responses from Right and left both the sides, Click ok to confirm.” If the user clicks on the okay button then the system will delete the last messages and respond from both sides.

- Restart button
  i. Users should be able to restart an exercise from the beginning so that they can have a fresh start. If they feel that they mishandled the exercise / role-play they can click on the restart button to remove the conversation, and they can start fresh. Conversation will be deleted from history as well.
  ii. When the user clicks on the restart button system should give the warning message that “Your History and score will be

revised, Are you sure you want to restart", If the user will confirm then exercise will be restarted.

iii. When therapists opt to restart and redo an exercise, the system replaces their prior score for that specific exercise with the new one. This mechanism ensures that their progress is consistently updated and reflects the most current performance level.

iv. History should be soft deleted when users restart the exercise and stored into the database but it should not be visible to the users.

- Export button
    i. Therapists should have the capability to export individual exercise conversations, empowering them to review and analyze their interactions beyond the confines of the app.
    ii. Export button allows the therapists to export the conversession in PDF files, they can Export the single or multiple exercises at once, Exported PDF shows the following details:
        1. Title of the exercise/Problem statement
        2. Conversation Summary
            a. Conversation summary must include both right side and left side conversations
            b. This should include below list of fields:
                i. Patient name
                ii. Exercise description
                iii. Client history
                iv. Therapist client message
                v. Therapist Mentor message
                vi. Exercise Objective
                vii. Exercise score
                viii. Thumbs up and down feedback on each response
        3. Conversation history

6. The other part is the right side grid where AI acts as a mentor/supervisor to provide the feedback whenever required, Therapists should receive immediate feedback from ChatGPT in its role as a supervisor, providing insights into areas that require improvement and offering guidance for enhanced learning.
    - Conversation view
        i. Conversation view
            1. Conversation history shows the conversation between therapist and AI Mentor
            2. Therapist can see the list of sent and received messages on the conversation section
            3. In order to identify sent and received messages but should be in the different color background
    - Message Input
        i. Text Input and Text Output

ii. Voice input (but allowing text edit) and Voice output (Showing text format too)
    1. Therapists enjoy the flexibility of seamlessly transitioning between voice and text interactions with ChatGPT, allowing them to practice both written and verbal communication as per their preference or specific training requirements.
        a. User can click on the microphone icon to start the voice conversation, when the click on that system will start recording voice then if user wants to stop then user can click on the Pause icon to stop the recording
        b. Once user click on the Pause button, voice message will convert into the text message into the text input field that user can edit it before sending it to chat GPT
        c. Chat gpt then provides the response in the text format along with the play button that the user can click and listen to the response. As soon as they get the response it should autoplay and later on they can click on the play button to listen to the particular message anytime.
        d. Export conversion should only consider the text responses
    2. System provide option to input the voice statement and then system convert the voice message in to the text format and submit it to the chatbot
    3. In return chatbot should response in form of text along with the Play and listen voice format
    4. The supervisor and client should have different voices so the therapist can differentiate them. The supervisor should always have the same voice, regardless of exercise.

- Feedback on each response (Thumbs up or Thumbs down)
    i. Users should be able to give thumbs up or down on each response/output generated from the AI by clicking on the left-hand side (LHS) or right-hand side (RHS) of the response.
    ii. When the user hover over the particular message, It should show the options to provide Thumbs up and down feedback icons.

- Hint button
    i. System should shows the Prompts suggestions or Hints similar to the chat GPT, Therapist can click on the particular hit and continue the conversation

- Evaluate session
    i. Therapists are equipped to ask and receive insightful feedback from ChatGPT acting as a role of a mentor. Therapists are set to ask and get helpful feedback from AI mentors. This feedback explores specific areas for improvement, providing detailed guidance that makes the learning experience more profound and effective. It's like having a knowledgeable virtual guide, customized to assist therapists in improving their skills and excelling in their practice.
    ii. Therapists can request for the Evaluate the session anytime or any point if time while practicing exercise.
    iii. System should provide the Feedback along with the score on the right side of conversation.
    iv. Archived exercises are also considered in calculation for score and badges from those users who have already completed the exercise which has been archived later by admin.

- Ask button
    i. User can type and click on the ask button to send the message
    ii. If input box is empty then ask button should be disable, One user type something then only ask button should be enabled

- Exercise progress should automatically save. If a user switches tabs during a role-play exercise, the progress should still be saved. This ensures that when the user returns to the exercise, they can pick up right where they left off.

7. Mark as Completed
    - When users mark the particular exercise as completed and Request for the score and feedback. When a user marks a completed system, consider it as a completed exercise.
    - If a user has provided at least one thumbs up or down on a particular response, the system will display a thank you message popup window when they mark the exercise completed. Additionally, the system will ask users if they are okay with the exercise feedback being sent to the admin to help improve the model.
    - If the user confirms, the feedback will be sent to the admin over Zendesk. Exercise feedback also includes the thumbs up and down feedback on each response.
    - If the user does not provide any thumbs up or down throughout the exercise, the system will not display the thank you message and will ask for permission to send the feedback with the exercise.

8. Receive Score
    - The final score user will receive once they mark any particular exercise complete. If there is no score before starting the exercise or after a restart then we will show “-”
    - Therapists should receive a score from the ChatGPT supervisor after completing each exercise, enabling them to assess their performance

and identify areas for improvement. These scores for each exercise need to be recorded and readily accessible, allowing therapists to track their progress over time.
   - Score should be out of the 5 star. Once they receive the score for the particular exercise, it will be linked with the exercises, later users can find it from the my exercises list.
   - When therapists opt to restart and redo an exercise, the system replaces their prior score for that specific exercise with the new one. This mechanism ensures that their progress is consistently updated and reflects the most current performance level.

9. Badges Recognition
   - Therapist will receive the badges for each exercises they complete based on the score received
   - Archived exercises are also considered in calculation for score and badges from those users who have already completed the exercise which has been archived later by admin.
   - Once user will complete the exercise they can see the received badge in the exercise detail page:
   - For instance
      i. If user will score the score between 2 to 3 then user will get the BRONZE badge
      ii. If user will score above 3 to 4 then user will get the SILVER badge
      iii. If user will score above 4 then they will get the GOLD badge
   - Therapist can also see the total number of badges they have received for particular badge:
      i. Total number of Bronze badges
      ii. Total number of Silver badges
      iii. Total number of Gold badges

   - Based on the total number of particular badges user will get the overall badge/Medal:
      i. Bronze Medalist
      ii. Silver Medalist
      iii. Gold badges

8. Submit Feedback

1. Therapists should possess the capability to actively contribute feedback on exercises within the platform, encompassing a spectrum of input, including constructive suggestions for improvements or expressing concerns regarding the Chatbot’s responses. This functionality not only ensures that therapists' voices are heard but also plays a pivotal role in shaping the ongoing enhancement of the application. By facilitating this two-way communication, the platform establishes a collaborative feedback loop, fostering an environment where therapists actively participate in refining the app, thus contributing to its

continual improvement and effectiveness. Only logged in users can submit the both the feedback:

- Exercise Feedback
  - i. In order to submit the feedback user need to go to the particular exercise and they can find the submit feedback option, In order to submit the feedback user need to enter the below details:
    1. Modality, Exercise name and AI Chat Export should be auto attached with the feedback and Thumbs up/down feedback on each responses
    2. Enter the feedback description (textArea)
    3. Ask permission to attach the exercise history(Checkbox - Default checked)
       - a. If it's checked then the exercise history should be sent along with the feedback.
    4. Submit button
       - a. Once the user clicks on the submit button, Feedback should be sent to the Zendesk, Super admin will manage the feedback over the Zendesk.
       - b. Super admin will receive the following details along with the feedback over Zendesk and User will receive the email over their registered email address:
         - i. Exercise ID
         - ii. User Email
         - iii. First name
         - iv. Last name
         - v. Modality associated with exercise
         - vi. Exercise name
         - vii. Feedback Description
         - viii. Export of AI chat associated with the selected exercise
       - c. Once the feedback will be submitted, email conversation should happen in between users email and zendesk.

    5. Cancel button
       - a. Cancel button to discard the feedback entry.

- System Feedback
  - i. System feedback is when users have issues or suggestions with the system and they would like to send the feedback. In order to submit the feedback user need to enter the below details:
    1. Select feedback type
       - a. Suggestions

   b. Facing issue
2. Enter the feedback description (TextArea)
3. Submit button
   a. Once the user clicks on the submit button, Feedback should be sent to the Zendesk, Super admin will manage the feedback over the Zendesk.
   b. Super admin will receive the following details along with the feedback over Zendesk and User will receive the email over their registered email address:
      i. User Email
      ii. First name
      iii. Last name
      iv. System Feedback type
         > Suggestions
         > Facing issues
      v. Feedback Description
   c. Once the feedback will be submitted, email conversation should happen in between users email and zendesk.

4. Cancel button
   a. Cancel button to discard the feedback entry.

9. Notifications

1. Users will receive the App and email notifications on the specific event triggers.
2. Below are the list of notifications:
   - Reset password Link
      i. Users should receive the Email notifications when they click on the Forgot password and request for the reset password link
   - Verify Email Address
      i. Users should receive the Email notifications when they successfully signed up into the system to verify the email along with Email verification link
   - Successful payment
      i. Users should receive the Email notifications once the payment is successfully done against subscription plan purchase.
   - Payment failure
      i. Users should receive the Email notifications once the payment is failed against subscription plan purchase.
   - Upcoming subscription renewal reminder
      i. Users should receive the Email notifications reminder prior to subscription plan renewal date

- Any changes in terms of the subscription
    i. Users should receive the Email notifications when major changes are done or revised subscription terms
- Exercise completed
    i. System should sent app notifications when they mark particular exercise as a completed
- Submit exercise feedback
    i. System should sent an email notification when they submit a exercise feedback
- Submit system feedback
    i. System should sent an email notification when they submit a system feedback
- Change password successfully
    i. System should sent an email notification when user change their password from their profile

10. Overall Progress

1. Overall Progress Visualization:
    - System should track and show the overall progress of the particular user, overall progress will be calculated based on the number of exercises they have completed from the total number of exercises.
    - This bar fills up as the user completes exercises, giving them a quick view of their total progress.
    - For instance, There are a total of 40 exercises and the user will complete the 20 exercises then users total progress will be 50%.
    - Over progress will show the progress of whatever subscription plan currently they have. If users have completed 20 exercises out of 40 exercises of Beginner plan then the total progress will be 50%.
    - Progress should consider the mark as completed exercises only.
    - If users are on the free trial period then the system should calculate the overall progress based on the number of exercises Free trial has for the paid plan it should be considered based on all the exercises.

11. FAQs

1. User can see the list of FAQs by different categories:
    - Search keyword
        i. Search should be fined the keyword from questions and answers both
    - User can click on the particular category and see see the list of questions and answers
        i. User can see the list of questions, they can click on the particular questions and read the answer

12. Help Videos

1. Help Videos are instructional or tutorial videos that provide guidance and assistance on understanding and utilizing the features of a particular system. These videos are designed to offer a visual and auditory explanation of various aspects, functionalities, and processes within the system, making it easier for users to learn and navigate through the interface.
    - Search keyword
        i. By video title
2. User can see the list of Help Videos along with the below details::
    - Title
    - Video
        i. User can click and watch the video, Video should open on the same page
    - Description

13. Profile

Users have authority to view and update their profile information from the My profile section, user can see the below list of details on their profile:

1. View profile:
    - User can view the below details:
        i. First name
        ii. Last name
        iii. Username
        iv. Email Address
        v. Gender
        vi. Year of Birth
        vii. Profession
        viii. Country
            1. Country we will fetch from the billing information details

2. Edit profile
    - Users can edit the below list of information from their profile except email address as it is unique in to the system:

User Input	Input Type	Options	Comments
Upload Profile Picture	Upload File		- Mandatory field - Upload profile picture (File supported: JPEG, JPG, PNF) - Profile picture will be display along with the each message they sent in conversation screen
Enter First name	Textfield		- Mandatory field

			- Allows to enter Minimum 3 characters and Maximum 40 characters - If user enters less than 3 characters then the system will give the validation message that "First Name must be longer than 3 characters" - If user tries to enter more than 40 characters the system will give the validation message that "First Name must be shorter than 40 characters"
Enter Last name	Textfield		- Mandatory field - Allows to enter Minimum 3 characters and Maximum 40 characters - If user enters less than 3 characters then the system will give the validation message that "Last Name must be longer than 3 characters" - If user tries to enter more than 40 characters the system will give the validation message that "Last name Name must be shorter than 40 characters"
Username	TextFiled	-	- Mandatory field - Username will be unique to the particular modality, User can use the same email for different modality but username must be different. - If the entered username already existed in the database the system will give the validation message that "Username is taken, Please try something else”. - Allows to enter Minimum 6 characters and Maximum 40 characters - If user enters less than 6 characters then the system will give the validation message that "Username must be longer than 6 characters" - If user tries to enter more than 40 characters the system will give the validation message that "Username must be shorter than 40 characters"
Select your Gender	Radio button	- Male - Female (Default	- Mandatory field

		selection) - Prefer not to say	
Enter year of Birth	Dropdown		- Optional field - Allows only numeric values
Select your profession	Single Selection Dropdown		- Mandatory field - Profession list will be different for particular modality
Enter Other profession (If user select profession: Other)	TextField		- Mandatory field
Save Change button	Button		- Save button to save the changes
Cancel Button	Button		- Cancel button to discard the changes

i. Change Password

1. In order to change the password users need to enter the below details:
    a. Enter current password
    b. Enter new password(Eye icon - Option to view password)
        i. Allows to enter Minimum 8 characters and Maximum 20 characters with a mix of letters, numbers and symbols
        ii. Password is case sensitive
        iii. If user enters less than 8 characters then the system will give the validation message that "Password must be at least 8 characters long"
        iv. Passwords must contain one uppercase, one lowercase, One number and one special character.
        v. If the above requirement is not fulfilled then the system should give the validation that “Please enter valid password!”
        vi. System should also check and show that the password is Weak, Medium and Strong.
        vii. By default password characters is in hidden form but user can click on the “Show password icon” and see the password
    c. Confirm Password

d. Save button to update the password
    i. Once the password is updated successfully, the system should send the email notification over the registered email address.

3. Billing details
    - User should be able to edit the billing address details as below:

User Input	Input Type	Options	Comments
Enter Address	TextArea		- Mandatory Field
Select country	Single selection Dropdown		- Mandatory Field
Enter State name	Single selection Dropdown		- Mandatory Field
Enter City name	TextField		- Mandatory Field
Enter Postal Code	TextField		- Mandatory Field
Save change Button	Button		- Save change button to save the changes
Cancel Button	Button		- Cancel button to discard the changes

4. Subscription Management

    Users have the authority to manage their current subscription plan, user can view their current running plan and they can renew the plan:

    - User can see their current running plan along with the below details:
        i. Plan name
        ii. Date purchased
        iii. Renewal date
        iv. Status:
            1. Active
            2. Expired
        v. Actions:
            1. Upgrade
                a. User can upgrade their current running plan to higher plan anytime, When user will upgrade their plan, New plan will be upgraded instantly

but user need to make the prorated payment for the upgraded plan

b. If a user's current running plan is Beginner then they can upgrade their plan to a higher plan to Intermediate and Advance.

2. Downgrade
    a. Users can downgrade the plan anytime. If users can downgrade to the lower plan then users can still access the current running plan features until the expiry date of the current running plan and Once the current running plan expires then from the next payment cycle onwards payment of the downgraded plan will be deducted and lower plan will be activated.

3. Renew Plan
    a. Once the plan expires, users need to renew their plan manually. Users can click on the Renew plan button to proceed and make the payment to renew their running plan.
    b. Once the user clicks on the renew button it will redirect users to the checkout page of the stripe to make the payment.

4. Free plan expired/No plan
    a. If users don’t have any plan or Free trial plan is expired then user should not be able to access the other system features and exercises except their profile, if user tries to access the feature, system should prompt with the purchase plan popup.

vi. View transaction history and view invoices:
1. Filter by
    a. Date range
2. Records will be default in descending order of date
    a. Latest record will be display or added at the top
3. User can see the below details on history:
    a. Transaction number
    b. Plan type
        i. Beginner
        ii. Intermediate
        iii. Advance
    c. Validity:
        i. 1 Month
    d. Total Amount(USD)
    e. Date purchased
    f. Expiry date

g. Payment status
   i. Paid
   ii. Failed
h. Action:
   i. View/Download Invoices

5. My Exercises(My progress)
   - Trainee therapists should have the capability to save and systematically review their completed exercises. This feature allows them the valuable opportunity to engage in reflective practices, deeply considering their progress and identifying specific areas for growth. By having a record of their exercises readily accessible, trainee therapists can embark on a comprehensive journey of self-assessment and continuous improvement, fostering a more profound understanding of their evolving skills and competencies.
   - List should show all the in progress exercises first and then show the list of completed ones.
   - Users can see the list of completed exercises along with the following details:
     i. Exercise title
     ii. Previous score(Out of 5 Star)
        1. Score received from the ChatGpt for particular exercise
     iii. Exercise Description
     iv. Exercise Objective
     v. Status
        1. In progress
        2. Completed
     vi. Date of completion of exercise(If status is completed)
     vii. Action:
        1. Continue
        2. Restart
           a. Restart option fresh start the exercise, It should remove the previous conversation records and restart the exercise from the beginning
        3. Submit Feedback
           a. Therapists should possess the capability to actively contribute feedback on exercises within the platform, encompassing a spectrum of input, including constructive suggestions for improvements or expressing concerns regarding the Chatbot’s responses. This functionality not only ensures that therapists' voices are heard but also plays a pivotal role in shaping the ongoing enhancement of the application. By facilitating this two-way communication,

the platform establishes a collaborative feedback loop, fostering an environment where therapists actively participate in refining the app, thus contributing to its continual improvement and effectiveness.

b. In order to submit the feedback user need to enter the below details:
    i. Enter the feedback description (textArea)

6. Other settings

    - User should be able to set the picture and voice of supervisor, then Profile picture and Voices of the supervisor will be the same throughout the modality:
        i. Set Profile picture
            1. Upload profile picture (File supported: JPEG, JPG, PNF)
            2. Profile picture will be display along with the each message the sent
        ii. Select voice
            1. Male
            2. Female
        iii. Choose voice option(User should be able to click on the speaker icon in order to listen the each voice before set it up)
            1. Alloy
            2. Echo
            3. Fable
            4. Onyx
            5. Nova
            6. Shimmer

7. Logout
    - User can logout the system manually anytime they want
    - System should auto logout the user if there is no activity on the app for a particular period of the time. Considering 1 month for now, Users should auto logout after 1 month if they don't do any activity for one month.

b. Super Admin

1. Login

1. By default the system will create a default user as Super Admin which can not be deleted
2. Super Admin users can login to the system by entering the following details:
    a. Email address
    b. Password

2. Analytics and Reports

1. System should track the total number of users' used the particular discount codes, ensuring accurate compensation for our affiliates.(User can see this

records under the Promocode Management, next to particular Promo Code)

3. Users Management

1. Super admin users have the authority to manage the registered therapist, Super admin can view/Edit/Activate/Deactivate therapist.
2. Filter by
    a. Subscription plan types
        i. No Plan
        ii. Free Trial
        iii. Beginner
        iv. Intermediate
        v. Advance
    b. Subscription plan status
        i. Active
        ii. Expired
        iii. Canceled
        iv. Never had a plan
3. List of therapist shows the below details:
    a. First name
    b. Last name
    c. Username
    d. Email address
    e. Gender
    f. Profession
    g. How did you hear from us?
    h. Current subscription plan
        i. No Plan
        ii. Free Trial
        iii. Beginner
        iv. Intermediate
        v. Advance
    i. Subscription plan status
        i. Active
        ii. Expired
        iii. Canceled
        iv. Never had a plan
    j. Status:
        i. Active
        ii. Inactive
    k. Mark as a Pilot user
        i. Purpose of the pilot user is that pilot users can access the complete system features without any subscription plan, they can also access the exercises before it is finally published for public users.
        ii. Super admin user can mark any users as a pilot user
        iii. Pilot users should be able to access the exercises before it is published, Super admin will save the exercises as a draft before it is published so that pilot users can test it.

iv. Super admin can unmark the pilot users, once the user will be unmarked as a pilot user, they should be treated as normal users and without any subscription plan they should not be able to access the system.

I. Action:
   i. Edit users
      1. Admin user can update all the details along with status except Email
      2. Change status
         a. Active
            i. When profile status changed from inactive to active at that time email notification will be send to the user "Your profile is activated now"
         b. Inactive
            i. When admin make any user inactive status then email notification will be send to the user that "Your account has been blocked, please contact support"
            ii. Inactive user can not login to the system, Even if they tries to login the system will give message "Your account has been blocked, please contact support"
   ii. View Profile Details:
      1. Admin should be able to view the Exercise history of the particular users, Exercise history include the all the list of exercise which they have started as well as whenever they restart the particular exercise the previous version history should be stored into the database for instance Exercise A users have restarted 5 time then all the previous version history should be accessible for admin users:
         a. Exercise ID
         b. Exercise name
         c. Exercise start date
         d. Exercise start time
         e. Exercise completion date
         f. Exercise completion time
         g. Action:
            i. Export the records in CSV format: Admin should be able to export the exercise history into the CSV file (Must include the all the list of version history of the exercise)

4. Promo Code Management

1. Promo Codes are for subscription plans. Admin users have authority to manage promo codes. Admin can view/add/update/activate/deactivate promo codes. The

input of the right promo code while purchasing subscription plans will entitle the users an additional discount on the plan prices.

2. Admin user can see the list of promo codes along with the below details:
    a. ID
    b. Promo code
    c. Start date
    d. Expiry date
    e. Discount Percentage
    f. Number of users used the particular promo code
    g. Status:
        i. Active
        ii. Inactive
        iii. Expired
        iv. Action:
            1. Edit Promo code
                a. All the details of the promocode should be updated including Active/Inactive promo code
            2. Active
            3. Inactive

3. Create new promo code:
    a. Admin user have authority to create new promo codes, In order to create new promo code admin user need to enter the below details:

User Input	Input Type	Options	Comments
Enter Promo code	TextField		- Mandatory field - Promo code should be unique in to the system, System should not allowed to create duplicate code - Promo code should be 6 to 12 digit alphanumeric code - All characters must be in capital - Allows alphanumeric inputs
Enter discount Percentage	TextField		- Mandatory field - Percentage must be Greater than 0% and Maximum is 100%
Valid from date	Date picker		- Mandatory field - Future dates only
Expiry date	Date picker		- Mandatory field - Future dates only and always should be ahead of valid date
Save button	Button		- Save the promo code
Cancel button	Button		- Cancel button to discard the entry

4. Once the promo code will be created by the admin user, all the list of active promo codes should be listed while applying promo code at the time of purchase subscription plan users can choose out of them to apply and grab the discount.

5. Subscription plan management

1. Super admin have the authority to manage the subscription plans, they should be able to update the subscription plans and activate/deactivate particular subscription plan:
2. Super Admin user can see the list of subscription plans as below:
    a. Subscription plan title:
        i. Free Trial(Modality1)
        ii. Beginner(Modality1)
        iii. Intermediate(Modality1)
        iv. Advance(Modality1)
        v. Free Trial(Modality2)
        vi. Beginner(Modality2)
        vii. Intermediate(Modality2)
        viii. Advance(Modality2)
    b. Plan validity:
        i. Free Trial(Modality1)
            1. 3 Days
        ii. Beginner(Modality1)
            1. 1 Months
        iii. Intermediate(Modality1)
            1. 1 Months
        iv. Advance(Modality1)
            1. 1 Months
        v. Free Trial(Modality2)
            1. 3 Days
        vi. Beginner(Modality2)
            1. 1 Months
        vii. Intermediate(Modality2)
            1. 1 Months
        viii. Advance(Modality2)
            1. 1 Months
    c. List of Exercises
    d. Price($)
        i. Free Trial(Modality1)
            1. 0
        ii. Beginner(Modality1)
            1. $6
        iii. Intermediate(Modality1)
            1. $6
        iv. Advance(Modality1)
            1. $6
        v. Free Trial(Modality2)
            1. 0
        vi. Beginner(Modality2)
            1. $6

vii. Intermediate(Modality2)
    1. $6
viii. Advance(Modality2)
    1. $6

e. Status:
    i. Active
    ii. Inactive
f. Actions:
    i. Edit
    ii. Activate
    iii. Inactivate

3. Edit subscription plan
    a. Admin should be able click on the Edit icon next to particular plan and edit the below details for the particular subscription plan:
        i. Subscription plan title:
            1. Free Trial(Modality1)
            2. Beginner(Modality1)
            3. Intermediate(Modality1)
            4. Advance(Modality1)
            5. Free Trial(Modality2)
            6. Beginner(Modality2)
            7. Intermediate(Modality2)
            8. Advance(Modality2)
        ii. Plan validity:
            1. Free Trial(Modality1)
                a. 3 Days
            2. Beginner(Modality1)
                a. 1 Months
            3. Intermediate(Modality1)
                a. 1 Months
            4. Advance(Modality1)
                a. 1 Months
            5. Free Trial(Modality2)
                a. 1 Days
            6. Beginner(Modality1)
                a. 1 Months
            7. Intermediate(Modality1)
                a. 1 Months
            8. Advance(Modality1)
                a. 1 Months
        iii. Choose List of Exercises (Multi Selection dropdown)
        iv. Price($)
            1. Free Trial(Modality1)
                a. 0
            2. Beginner(Modality1)

a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)

3. Intermediate(Modality1)
   a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)
4. Advance(Modality1)
   a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)
5. Free Trial(Modality2)
   a. 0
6. Beginner(Modality2)
   a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)
7. Intermediate(Modality2)
   a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)
8. Advance(Modality2)
   a. TextField (Higher plans prices must be greater than lower plan and Lower plan prices must be less than higher plan)

v. List of Exercises
vi. Update the status:
   1. Active
   2. Inactive
vii. Save button - Save button to save the changes
viii. Cancel button - Cancel button to discard the changes

6. Exercise Management

1. Admin shall have the authority to manage exercises. Admin users should be able to view the list of exercises they have created, they can edit/activate.deactivate the particular exercise.
2. List of exercises consists of the following details:
   a. Exercise title
   b. Description
   c. Modality name
   d. Subscription Plan
      i. Free Trial(Modality1)
      ii. Beginner(Modality1)
      iii. Intermediate(Modality1)
      iv. Advance(Modality1)
      v. Free Trial(Modality2)
      vi. Beginner(Modality2)

vii. Intermediate(Modality2)
viii. Advance(Modality2)

e. Order number
   i. Order number defines that in which order or sequence exercises should be displayed to the end users
   ii. Admin should be able to change the order of the particular exercise
f. Status:
   i. Active
   ii. Inactive
   iii. Archived
g. Actions:
   i. Edit
      1. Admin should be able to edit all the information of the particular exercise.
   ii. Activate
      1. Once the particular exercise is marked as activated it will be available for users to practice.
   iii. Deactivate
      1. Once the exercises will be deactivated it should not be available for users, they cannot see the list of deactivated exercises but who have already started or completed the exercise for them it will be visible in the history.
   iv. Archived
      1. Archived should be considered as a soft delete, Once any exercise marked as an archived it should not be visible to users but who have already started or completed the exercise for them it will be visible in the history.
      2. Archived exercises are also considered in calculation for score and badges from those users who have already completed the exercise which has been archived later by admin.

3. Create new Exercise:
   a. Admin user have the authority to create new exercises, In order to crete the new exercise they need to add the below details:

User Input	Input Type	Options	Comments
Set profile picture(For Client)	Upload file		- Mandatory field - File type supported JPEG, JPG and PNG
Choose client voice	Single selection dropdown	- Alloy - Echo - Fable - Onyx - Nova - Shimmer	- Mandatory field - User should be able to listen all the voices by clicking on the speakers before choosing it

Select modality	Multi selection dropdown	- Modality 1 - Modality 2	- Mandatory field
Enter Exercise title	TextField		- Mandatory field - Allows maximum 100 characters
Enter Objective	TextField		- Mandatory field - Allows maximum 500 characters - Objective is very similar to the description but we define what we want to achieve with this exercise and we are also going to use the objective with the Prompt engineering. Objective should be bound with the prompts to generate the score.
Enter Description	TextArea		- Mandatory field - Allows maximum 500 characters
Upload training Video	Upload		- Optional field
Enter Video Description	TextArea		- Optional field - Allows maximum 500 characters
Enter order number	TextField		- Mandatory field - Allows maximum 3 digits - Allows only numbers
Status	Dropdown	- Active - Inactive (Default)	- Mandatory field
Save as a Draft button	Button		- Save the exercise as a draft - Draft exercise should be accessible to pilot users
Save and Publish	Button		- Once user will click on the publish, Exercise will be published for users
Cancel button	Button		- Cancel button to discard the entry

7. Prompt Engineering

1. For prompt engineering, in the admin panel there would be a section where admin can update the below prompts data. In this data there are few dynamic data which will come from exercise details and response from AI (below are a list of those variables), All the Content and prompts should be editable by admin in Prompt engineering.
   List of variables names
   a. {{Patient_name}}
   b. {{Exercise_description}}

c. {{Client_history}}
d. {{Therapist_client_msg}}
e. {{Therapist_mentor_msg}}
f. {{Objective}}

2. Below is the list of events from where prompts are triggered to AI:

    a. Initialisation of exercise (Output of the AI will also store in mentor history):
        i. Prompt: You are {{Patient_name}} . {{Exercise_description}} . We are going to roleplay a therapy session where I will ask you questions as the Internal Family Systems therapist and you will answer as the patient {{Patient_name}}. On a scale of 1 to 10 for self awareness, please roleplay {{Patient_name}} as a 3. They reveal only a sentence or so of new information every time I (the therapist) ask you ({{Patient_name}}) a question. You will roleplay the {{Patient_name}}, and I will roleplay the therapist. introduce yourself to therapist (me) in 550 words or less

    b. Client chat (output of the AI will also store in mentor history):
        i. Prompt: {{Client_history}} The therapist says to the patient: {{Therapist_client_msg}} . Please respond appropriately.

    c. Hint Button (1st click):
        i. Prompt: You are a helpful assistant. Here is a description of the patient {{Patient_name}}. {{Exercise_description}}.I want you to roleplay as the therapist's supervisor. Your Job is to assist the therapist, provide a one sentence reply that the therapist could say to the patient

    d. Hint Button (after first click):
        i. Prompt: {{Client_history}} Your Job is to assist the therapist, provide a one sentence reply that the therapist could say to the patient

    e. Mentor Chat:
        i. Prompt: {{Client_history}}. {{Therapist_mentor_msg}}

    f. Evaluate:
        i. Prompt: {{Client_history}} . Give feedback on how well the therapist has done so far in terms of Internal Family Systems, tell me what I did well and tell me what I did badly, give me suggestions on what to do next time, Along with the feedback system should provide the Score as well.

8. Payment Management

1. Admin shall have the authority to manage billing matters. Admin user can see the transaction history of the payment done by the users against subscription plan:
    a. Filter by:
        i. Date range

1. Select start date and Select end date: System filter the list of all transactions in between selected date
   ii. Plan type
      1. All
      2. Beginner
      3. Intermediate
      4. Advance
   b. Search by keyword
      i. Invoice No
      ii. Username
      iii. User email
   c. Sort by
      i. Invoice date Descending (Default)

2. List of payment transactions consists the following details:
   i. Transaction number
   ii. Username
   iii. Email address
   iv. Modality name
   v. Plan type
      1. Beginner
      2. Intermediate
      3. Advance
   vi. Validity:
      1. Monthly
      2. Monthly
      3. Monthly
   vii. Total Amount
   viii. Payment type
   ix. Payment status
      1. Pending
      2. Paid
      3. Failed
   x. Action:
      1. View/Download Invoices
      2. Export list
         a. Admin users can export the list of records in Excel format, Excel file will download the report in their local storage.
         b. If any filter will be applied then the list will be downloaded based on the filter applied.

9. FAQs Management

1. Admin user have authority to manage the FAQs, Admin can View/Add/Update/Activate/Deactivate the particular FAQs
2. Admin can see the list of FAQs along with the below details:
   a. Question
   b. Answer

c. Date created
d. Status:
    i. Active
    ii. Inactive
e. Actions:
    i. Edit FAQs
    ii. Active FAQs
    iii. Inactive FAQs

3. Create new FAQs
    a. In order to create the new FAQs, user needs to enter the following details:

User Input	Input Type	Options	Comments
Select Modality	Single Selection Dropdown	- Modality1 - Modality2	- Mandatory field
Select Category	Single Selection Dropdown		- Mandatory field - Categories will be fixed, Client will provide the list
Enter question text	Textfield		- Mandatory field
Enter answer text	TextArea		- Mandatory field
Save button	Button		
Cancel button	Button		- Cancel button to discard the record

10. Help Videos Management

1. Admin users have authority to manage the Help Videos, Help videos are the tutorial video of the system features and more. Admin can View/Add/Update/Activate/Deactivate the particular video.
2. Admin can see the list of Videos along with the below details:
    a. Title
    b. Video file
    c. Modality name
    d. Date uploaded
    e. Status:
        i. Active
        ii. Inactive
    f. Actions:
        i. Edit video: Admin should be able to edit the all the details of the particular video
        ii. Active video

iii. Inactive video

3. Add new Videos
    a. In order to add the new videos, user needs to enter the following details:

User Input	Input Type	Options	Comments
Select Modality	Single selection drop down	- Modality1 - Modality2	- Mandatory field
Enter Title text	Textfield		- Mandatory field
Enter Description	TextArea		- Mandatory field
Upload file	Upload file		- Mandatory field - Need to show file uploading progress while uploading video - File types supported: MP4
Save button	Button		- Save button save the videos
Cancel button	Button		- Cancel button to discard the record

11. General Settings

1. Super admin should be able to edit the general settings:
    a. Admin should be able to change the below things for particular modality:
        i. Define the Logo for particular modality
        ii. Font colors
        iii. Colors of certain backgrounds

12. Third Party Integrations

1. Stripe Payment gateway
    a. We need to integrated the Stripe payment gateway for subscription payment matters

2. Zendesk support
    a. For the customer support or feedback management, we are going to use the third party customer support system ZENDESK. Once the user submit their system feedback or exercise feedback it should be received over the Zendesk and further communication should take place between users email and Zendesk.

3. Social Account
    a. Integration with each of the social authentication methods required
        i. Google Account
        ii. Facebook

13. Phase 2 (For Richard's reference)

1. Client difficulty
2. Start voice conversation by voice command:
    a. Can we have a verbal conversation (2 way) with the mentor? How will it know whether we are speaking to the client or mentor?
        i. Users should start the conversation with voice commands such as "Hello Client…!" or "Hello Mentor…!"
3. Can / should we give them the option to revert to the original if they mess up the redo?
4. Sub Admin Management
5. Exercise details
    a. Real Life Demo Video and Video Description
        i. User can click on the video to watch the Real Life Demo video of the selected exercise
        ii. Read the description

    b. AI Demonstration
        i. In this particular segment, AI demonstration is a video of the exercise undertaken by an experienced therapist to demonstrate how to do the exercise well.

6. Feedback on each response (Thumbs up or Thumbs down)
    a. Users should be able to give thumbs up or down on each response/output generated from the AI by clicking on the left-hand side (LHS) or right-hand side (RHS) of the response.
    b. If a user provides at least one thumbs up or down on a particular response, the system will display a thank you message popup window when they mark the exercise completed. Additionally, the system will ask users if they are okay with the exercise feedback being sent to the admin to help improve the model.
    c. If the user confirms, the feedback will be sent to the admin over Zendesk.
    d. If the user does not provide any thumbs up or down throughout the exercise, the system will not display the thank you message and will ask for permission to send the feedback with the exercise.

7. Need a feature in supervisor section where AI can continuously applaud or encourage or provide suggestions automatically to therapist. We need to setup a frequency (fixed or via algorithm) of messages sent by a therapist to AI and after those number of messages, AI will send a encouraging message to therapist in right side chat window.

8. Need a additional badge system on exercise level where we need to define some pre-defined set of parameters and on final session evaluation system will give some grades on those parameters which will indicates that what therapist do good or what bad.