**VENDOR**

Vendor should be able to sign up with name, phone, occupation and business location.

Vendor should be able to login using phone OTP/password.

Vendor should be able to see his/her profile.

Vendor should be able to add multiple locations on which he provides his services.

List of users who requested or queried to him should be shown to Vendor.

Vendor should be able to chat with the user who requested his service.

Vendor should be able to call (phone) users who raised queries to him.

Vendor should have a list of calls receive by users who requested for his services.

Vendor should be able mark the request completed.

Vendor should have the option to invite other to download the app and use it.

Vendor should have the history option to check all the customers or requests he has served in the past and when.

Vendor should have the option to contact “ProfileBaba” executive.

Vendor should have account.

Vendor should have a wallet in which he can add money.

Vendor should be able to raise request for any other service just like a user.

When vendor is onboarded “ProfileBaba” will add some amount on his account based on quotation in the beginning.

When vendor has received or exhausted all the lead/amount we will stop sending leads/requests.

Vendor should be able to bid in auction for a lead.

Auction has a fixed time span. For ex. a day or hours.

Leads given by auction has expiry date.

**Executive – Admin Panel**

Queries should be distributed among our executives based on who has the bandwidth to process more queries.

Executive should be able to see list of pending queries raised by users.

Executive should be able to see list of all queries raised by users.

Executive should be able to chat with the users connected to him.

Executive can chat via speech to text using google api.

Use google api to detect languages and convert them to chosen language.

Executive can mark the users request compete or pending.

Executive should be able to quickly access the pending requests from users.

Executive can be onboarded with name, number, email, address.

Executive should be able to see the leads sent to a vendor.

Executive should be able to call users.

Executive should have quick reply option in chat window for faster response.

Executive should be able to configure/add quick reply messages used in giving fast response.

Executive should have the option to search for requested service for users based on location and category.

Search results for the requested service should be listed in order of our premium to normal vendors and also based on remaining leads.

Executive should have option to send requested search results to users.

Executive should see/process the request/queries in first come first serve basis.

Query when completed should vanish from the query list and recorded in history.

Executive should be able to manage users.

Executive should be able to manage vendors.

Executive should be able to add lead with amount (per lead) to vendors in vendor account. Lead can be per day or month or quarter or yearly.

Executive should be able to see the mails assigned to him.

Executive should be able to add feedback to vendors taken from users.

Vendors ranking are build based on feedback.

Executive should be able to block vendor for a customer(user) for future.

Executive should be able to add results searched from internet in our “Profile Baba” vendor database.

Executive with (add new sub-category permission) must be able to add new sub-categories.

Executive must be able to add vendor under selected category/sub-category information like name, phone, locations.

Executive should call all the vendors to ask for their work locations, which are not filtered. These vendor contacts are generally the new ones that are sent in the results for the first customer query.

Executive should have option to mark vendor as “Need Work”. This is because we could have vendors that are no longer providing service or stopped providing services in some area.

Executive should be able to register complain about a vendor.

Executive should be able to see list of all the vendors who’s complained has been registered.

Executive should be able to see all the vendors listed as need work.

Executive should have the logs of all the updates on the vendor.

Executive must be able to check if a phone number has our app or not.

Executive should be able to add leads quota with its price and the minimum bid price on a selected area and category.

**Customer**

User should be able to view the categories.

User should always be connected to “ProfileBaba” executive.

User should also be able to see the chosen categories sub-categories until the last sub-category if that category has subcategories.

On selecting one category user should be able to receive ‘N’ contacts.

User should have the option to view more contacts for the selected category.

Contacts that are being sent to user should be located nearest to him.

User can select area in which he is searching for service providers.

User should be able to call the contacts request by him.

User should be able to chat with the requested contacts.

User should be able to call (internet) the “ProfileBaba” executive.

If executive is busy System should send a contact number which our system should detect if customer/user has clicked on the number mean he called us if not executive should call back.

If our executive call is not reachable to user system should send one message saying “We tried to call you, please call back <9871234560>”

User should be able to chat with the “ProfileBaba” executive.

One the first message sent to executive system should send two messages

1. Hello Sir/Madam, <Executive Name> this side.
2. Welcome to Profile Baba.

User should have option to send the location where he needs our services.

User should be able to send location to contacts requested by him in the chat window.

User should also be able to send images to contacts requested by him in the chat window.

User should also be able to call (phone) the contacts requested by him in the chat window.

User should see a call message after user call ended with the requested contact.

User chat history must be saved for later access.

User history must be shown in descending order of time. Ex Recent chat on top.

User should have option to view the requested contact’s profile.

User must be able to give review on the requested contact’s profile.

User must be able sign up with name and mobile.

User must be able to login with mobile and OTP or password in app.

User needs to have a forget password option.

User must be able to change the password.

User should see a share option in menu using which he can invite other to download the app.

User should be able to add himself as vendor.

We will send an advertisement only once in the chat box after the first five contacts.

On user request more contacts system will not send user contact to vendors.

How is lead calculated?

1. After the customer request vendors contacts if customer clicked on the chat or call or dial pad.
2. When system send customer number to vendors.
3. If after 30 days if customer again try to contact the vendor via our app.

Order in which contacts will be sent to customer?

1. On every new lead we will display contact in rotation or based on decreasing count of leads those vendors received.