### **1. Organization: Registration and Onboarding**

#### **1.1 Register Institute (Single Branch)**

* **Business Scenario**: The institute with a single branch registers and creates a profile on EduHub.
  + **1.1 Use Case**: Admin registers the institute by providing basic details (name, address, etc.).
    - **1.1.1 Business Rule**: The registration form must include fields for essential details such as institute name, address, contact information, and type of services offered. The system should validate and save these details upon submission.
  + **1.2 Use Case**: The institute submits required documents for verification.
    - **1.2.1 Business Rule**: The system must provide a secure upload feature for submitting verification documents and ensure that these documents are encrypted during transmission and storage.
  + **1.3 Use Case**: EduHub admin reviews and approves the registration.
    - **1.3.1 Business Rule**: The EduHub admin must review submitted details and documents, and the system must provide functionalities for approving or rejecting the registration, notifying the institute of the outcome.

#### **1.2 Register Institute (Multiple Branches)**

* **Business Scenario**: The institute with multiple branches registers and creates profiles for each branch on EduHub.
  + **1.1 Use Case**: Admin registers the institute and creates separate profiles for each branch.
    - **1.1.1 Business Rule**: The system must allow the creation of multiple branch profiles linked to the main institute, including fields for each branch’s specific details such as location and contact information.
  + **1.2 Use Case**: Admin enters specific details for each branch (location, contact, etc.).
    - **1.2.1 Business Rule**: The system must validate and save branch-specific details and provide an option for editing or updating these details as required.
  + **1.3 Use Case**: The institute submits branch-specific documents for verification.
    - **1.3.1 Business Rule**: Each branch must have a dedicated admin linked at the branch level, allowing for different admins to manage different branches while maintaining a centralized admin structure at the institute level.
    - **1.3.2 Business Rule**: The system must facilitate secure upload and storage of branch-specific documents and ensure that each branch's documents are reviewed and verified independently.
  + **1.4 Use Case**: EduHub admin reviews and approves the registration.
    - **1.4.1 Business Rule**: The EduHub admin must review and approve each branch’s profile and documents, and the system should allow the admin to provide feedback or request additional information if needed.

#### **1.3 Register Freelance Teacher**

* **Business Scenario**: A freelance teacher registers on the platform as a sole proprietor or independent business.
  + **1.1 Use Case**: Freelance teacher creates a profile by providing personal and professional details.
    - **1.1.1 Business Rule**: The profile creation form must include fields for personal details (name, contact info) and professional details (qualifications, subjects taught), with validation to ensure data accuracy and completeness.
  + **1.2 Use Case**: Teacher submits required documents for verification.
    - **1.2.1 Business Rule**: The system must allow secure upload of documents such as certificates and ID, and ensure documents are encrypted and stored securely.
  + **1.3 Use Case**: EduHub admin reviews and approves the profile.
    - **1.3.1 Business Rule**: The EduHub admin must review the teacher’s profile and documents for accuracy and completeness, with the system providing approval or rejection functionalities and notifications.

#### **1.4 Register Existing Institute with Onboarding Students**

* **Business Scenario**: An institute that has existing students registers and uploads student information for onboarding.
  + **1.1 Use Case**: Admin registers the institute and uploads student details (names, class assignments, etc.).
    - **1.1.1 Business Rule**: The system must provide a bulk upload feature for student data, ensuring that data is accurately mapped to student profiles and that any inconsistencies are flagged.
  + **1.2 Use Case**: The institute submits student data for verification.
    - **1.2.1 Business Rule**: The system must validate student data submissions, flag errors or missing information, and ensure that submitted data is securely processed and stored.
  + **1.3 Use Case**: The system validates and automates the onboarding process for students, allowing only exception cases to be reviewed and approved by the EduHub admin.
    - **1.3.1 Business Rule**: The onboarding process for students must be automated and validated by the system, with only exceptional cases requiring admin review and approval.

### **2. Organization: Profile and Account Management**

#### **2.1 Manage Institute Profile**

* **Business Scenario**: The institute manages its profile and updates its details, such as address, contact information, and services. Audit logs must be captured for any changes made to the profile.
  + **2.1 Use Case**: Admin accesses the profile management section to edit details.
    - **2.1.1 Business Rule**: The profile management section must allow admins to edit and update details such as address, contact information, and services offered, with changes being saved and reflected immediately.
  + **2.2 Use Case**: Admin updates the profile and submits changes for approval, if necessary.
    - **2.2.1 Business Rule**: The system must provide an approval workflow for significant changes to the profile, notifying the relevant parties and ensuring that updates are reviewed and approved as needed.
  + **2.3 Use Case**: The system captures audit logs for any changes made to the institute's profile, including updates to address, contact information, and services.
    - **2.3.1 Business Rule**: All changes to the institute's profile must be logged in the audit trail, recording details such as the type of change, timestamp, and the user who made the change.

#### **2.2 Create and Manage Branch Profiles**

* **Business Scenario**: Institutes with multiple branches can manage profiles for each branch individually.
  + **2.1 Use Case**:The system limits the number of admins and other profiles for each branch.
    - **2.1.1 Business Rule**: There must be restrictions on the number of admins and other user profiles allowed for each branch. These limits (X numbers) should be configurable to ensure efficient management and oversight of branch operations..
  + **2.2 Use Case**: Admin adds or updates details for specific branches.
    - **2.2.1 Business Rule**: The system must allow admins to add or update branch-specific details, such as location and contact information, with changes being reflected in real-time.
  + **2.3 Use Case**: Admin deletes or deactivates a branch when necessary.
    - **2.3.1 Business Rule**: The system must allow admins to delete or deactivate branch profiles, with deactivation preventing further access to branch-specific information and notifying relevant parties of the change.

### **3. Organization: Student and Teacher Management**

#### **3.1 Register and Assign Teachers**

* **Business Scenario**: The institute registers teachers and assigns them to classes.
  + **3.1 Use Case**: Admin registers new teachers by adding their profiles (name, qualifications, subjects, etc.).
    - **3.1.1 Business Rule**: The system must include fields for registering teacher details, with validation for required information such as name, qualifications, and subjects taught, and ensure that profiles are saved and accessible.
  + **3.2 Use Case**: Admin assigns teachers to specific classes and courses.
    - **3.2.1 Business Rule**: The system must allow the assignment of teachers to classes and courses, with scheduling functionalities and the ability to update assignments as needed.

#### **3.2 Manage Teacher Profiles**

* **Business Scenario**: The institute updates teacher profiles and their course assignments.
  + **3.1 Use Case**: Admin edits teacher profiles and updates their course assignments.
    - **3.1.1 Business Rule**: The system must provide editing functionalities for teacher profiles and course assignments, with changes being saved and updated in real-time.

#### **3.3 Register and Assign Students**

* **Business Scenario**: The institute registers students and assigns them to their respective classes or courses.
  + **3.1 Use Case**: Admin uploads student information and assigns them to their courses.
    - **3.1.1 Business Rule**: The system must support bulk upload of student data, assign students to courses, and validate that the information is correctly mapped to student profiles.
  + **3.2 Use Case**: Admin views, edits, and removes student details as needed.
    - **3.2.1 Business Rule**: The system must allow admins to view, edit, and remove student profiles and details, with changes being reflected immediately.

#### **3.4 Manage Student Profiles**

* **Business Scenario**: The institute cannot manage student profiles; instead, students can directly update their profiles through a self-care option. Only the EduHub Super Admin will have the privilege to update student details..
  + **3.1 Use Case**: Students update their profiles directly through a self-care option, with the EduHub Super Admin holding the exclusive privilege to update student details.
    - **3.1.1 Business Rule**: Students must have the ability to directly update their profiles using a self-care option. The EduHub Super Admin is the only role authorized to make updates to student details.
    - **3.1.2 Business Rule**: The system must enable updates to student profiles and track course progress, with real-time synchronization of changes and status updates.

### **4. Organization: Class Management**

#### **4.1 Create and Schedule Classes**

* **Business Scenario**: The institute creates and schedules private and group classes for students.
  + **4.1 Use Case**: Admin creates a new class, assigns a teacher, and schedules sessions.
    - **4.1.1 Business Rule**: The system must allow creation of new classes, assignment of teachers, and scheduling of sessions, with functionalities to save and update class details.
  + **4.2 Use Case**: Admin selects students to be added to the class.
    - **4.2.1 Business Rule**: The system must provide the ability to select and enroll students in classes, with real-time updates to student schedules and notifications.

#### **4.2 Reschedule Private Classes**

* **Business Scenario**: Students or the organization request the rescheduling of private classes, and the organization approves or denies the requests.
  + **4.1 Use Case**: Admin receives and reviews a reschedule request.
    - **4.1.1 Business Rule**: The system must enable admins to receive, review, and process reschedule requests for private classes, ensuring that requests are tracked and managed efficiently.
  + **4.2 Use Case**: Admin approves or denies the request and informs the student and teacher.
    - **4.2.1 Business Rule**: The system must allow admins to approve or deny reschedule requests and automatically notify both the student and teacher of the decision.

#### **4.3 Manage Group Classes**

* **Business Scenario**: Group classes cannot be rescheduled by students; however, the organization can make changes if needed.
  + **4.1 Use Case**: Admin modifies the schedule of group classes if necessary and notifies all involved parties.
    - **4.1.1 Business Rule**: The system must allow admins to modify group class schedules and send notifications to all involved students and teachers, ensuring that changes are communicated effectively.

### **5. Organization: Billing, Pricing, and Payments**

#### **5.1 Set Pricing for Classes**

* **Business Scenario**: The institute sets pricing for courses, individual classes, and value-added services (VAS).
  + **5.1 Use Case**: Admin sets pricing details for specific courses and services.
    - **5.1.1 Business Rule**: The system must allow admins to set and update pricing for courses and services, with pricing details being reflected in student invoices and accessible for review.
  + **5.2 Use Case**: Admin updates pricing based on demand, competition, or seasonal offers.
    - **5.2.1 Business Rule**: The system must support periodic updates to pricing and ensure that changes are applied to new enrollments and reflected in invoices.

#### **5.2 Generate and Manage Invoices**

* **Business Scenario**: The institute generates invoices for students based on enrolled courses and services.
  + **5.1 Use Case**: Invoices can be auto-generated after course enrollment and assigned to the admin. The admin can view and share the invoice through the system, with an option to trigger the invoice email directly from the system.
    - **5.1.1 Business Rule**: The system must generate and issue invoices automatically upon student enrollment, including details of courses and services with payment terms and due dates.
  + **5.2 Use Case**: Admin manages invoicing, including fee adjustments or issuing credit notes.
    - **5.2.1 Business Rule**: The system must allow for adjustments to invoices, issuing credit notes, and managing discrepancies, with updates being reflected in the billing records.

#### **5.3 Process Payments**

* **Business Scenario**: The institute processes payments for classes and services.
  + **5.1 Use Case**: Admin processes payments made by students via integrated payment gateways.
    - **5.1.1 Business Rule**: The system must integrate with payment gateways to process payments securely, track payment statuses, and update student accounts accordingly.
  + **5.2 Use Case**: Admin tracks payment statuses and resolves payment disputes.
    - **5.2.1 Business Rule**: The system must provide tracking of payment statuses and include features for resolving disputes, with records of payment transactions being maintained.

### **6. Organization: Content and Materials Management**

#### **6.1 Upload Class Materials**

* **Business Scenario**: The institute uploads teaching materials such as documents, videos, and assignments for classes.
  + **6.1 Use Case**:Primarily, teachers upload and assign materials to specific classes, while admins have the privilege to do so as well.
    - **6.1.1 Business Rule**: The system must provide secure upload and management features for class materials, with assignments being linked to specific classes and accessible to enrolled students.
  + **6.2 Use Case**: Admin edits or removes materials as needed.
    - **6.2.1 Business Rule**: The system must allow for editing or removal of class materials, with changes being updated in real-time and reflected in student access.

#### **6.2 Manage Assignments**

* **Business Scenario**: The institute creates and manages assignments for students, tracking their completion and submission.
  + **6.1 Use Case**: Primarily, teachers create and assign homework or projects to students, while admins have the privilege to do so as well.
    - **6.1.1 Business Rule**: The system must support creation and assignment of homework or projects, including deadlines and submission requirements.
  + **6.2 Use Case**: Primarily, teachers review and provide feedback on assignments submitted by students, while admins have the privilege to do so as well.
    - **6.2.1 Business Rule**: The system must enable the review and grading of assignments, including providing feedback and updating student records with grades and comments.

### **7. Organization: Reporting and Analytics**

#### **7.1 Generate Activity Reports**

* **Business Scenario**: The institute generates reports on the activities of students, teachers, and classes.
  + **7.1 Use Case**: Admin generates reports showing student progress, teacher performance, and class attendance.
    - **7.1.1 Business Rule**: The system must provide reporting tools for generating detailed activity reports on student progress, teacher performance, and class attendance, with options for filtering and exporting data.

#### **7.2 View Financial Reports**

* **Business Scenario**: The institute accesses financial reports, including income, outstanding payments, and commissions.
  + **7.1 Use Case**: Admin generates financial reports on revenue, payments, and pending invoices.
    - **7.1.1 Business Rule**: The system must generate financial reports detailing income, outstanding payments, and commissions, with functionalities for filtering and analyzing financial data.

### **8. Organization: Communication with Students and Parents**

#### **8.1 Send Notifications to Students and Parents**

* **Business Scenario**: The institute communicates with students and parents regarding class schedules, performance, and payments.
  + **8.1 Use Case**: Admin sends notifications regarding schedule changes, assessments, or upcoming events.
    - **8.1.1 Business Rule**: The system must facilitate sending notifications about schedule changes, assessments, and events, with options for scheduling and tracking notification delivery.
  + **8.2 Use Case**: Admin sends payment reminders to parents or students.
    - **8.2.1 Business Rule**: The system must allow for sending automated payment reminders and overdue notices to students and parents, with tracking of sent reminders and responses.

#### **8.2 Handle Feedback and Complaints**

* **Business Scenario**: The institute receives and manages feedback from students and parents regarding courses or teachers.
  + **8.1 Use Case**: The admin reviews and responds to feedback or complaints from students, parents, and teachers.
    - **8.1.1 Business Rule**: The system must provide functionalities for receiving, reviewing, and responding to feedback and complaints, including tracking resolution and maintaining records of interactions.

### **9. Organization: Support and Issue Management with Configurable Issue Type Mapping for Assignment**

#### **9.1 Provide Support to Students and Parents**

* **Business Scenario**: The institute offers support to students and parents for any issues related to classes, materials, or fees.
  + **9.1 Use Case**: Admin provides live chat support or responds to raised issues via tickets.
    - **9.1.1 Business Rule**: The system must offer live chat support and issue ticketing, including a dropdown for issue types that maps to specific groups for assignment (e.g., technical issues assigned to the EduHub Admin). Configuration mapping must be established for these assignments, with functionalities for tracking support requests, providing responses, and resolving issues.

#### **9.2 Handle Technical Issues**

* **Business Scenario**: The institute handles technical issues related to the EduHub platform, such as access or performance issues.
  + **9.1 Use Case**: Admin escalates technical issues to EduHub's support team.
    - **9.1.1 Business Rule**:The system must provide a mechanism for escalating technical issues to EduHub's support team, with tracking of issue resolution and communication between the institute and support team. The issue types must also be configured to map to the appropriate groups for efficient handling.



