**Abaq for Training User Journey and FRD**

**Table of Contents**

**1. Website Purpose**

* **1.1 Overall Goal**
* **1.2 Target Audience**
* **1.3 Key Features**
* **1.4 Value Proposition**
* **1.5 Success Metrics**

**2. User Journey**

* **2.1 Student: Ali**
  + **2.1.1 Homepage Interaction**
  + **2.1.2 Free Assessment Test**
  + **2.1.3 Course Browsing and Filtering**
  + **2.1.4 Course Details Page**
  + **2.1.5 Enrollment Process**
  + **2.1.6 Student Gate**
  + **2.1.7 Mentor Session**
  + **2.1.8 Course Progression**
  + **2.1.9 Level Change**
  + **2.1.10 Course Postponement**
  + **2.1.11 Course Completion**
* **2.2 Administrator**
  + **2.2.1 Home (Overview Dashboard)**
  + **2.2.2 Categories Management**
  + **2.2.3 Classes**
  + **2.2.4 Products Management**
  + **2.2.5 Students**
  + **2.2.6 Teachers**
  + **2.2.7 Financial Transactions**
  + **2.2.8 User Management**
  + **2.2.9 Notifications**
  + **2.2.10 Logs (Audit Log)**
* **2.3 Teacher Portal**
  + **2.3.1 Home (Teacher Dashboard)**
  + **2.3.2 Assigned Homework Management**
  + **2.3.3 Live Session Management**
  + **2.3.4 Profile Management**
  + **2.3.5 Calendar**
* **3. Functional Requirements Document (FRD)**
* **3.1 Introduction**
  + **3.1.1 Purpose**
  + **3.1.2 Scope**
* **3.2 User Roles and Personas**
  + **3.2.1 Student (e.g., Ali)**
  + **3.2.2 Administrator**
  + **3.2.3 Teacher**
* **3.3 Functional Requirements**
  + **3.3.1 Homepage and Course Discovery**
  + **3.3.2 Free Assessment Test**
  + **3.3.3 User Registration and Login**
  + **3.3.4 User Profile Management**
  + **3.3.5 Course Enrollment and Checkout**
  + **3.3.6 Student Gate (Learning Management System)**
  + **3.3.7 Mentor Sessions**
  + **3.3.8 Customer Support**
  + **3.3.9 Mobile App**
  + **3.3.10 Course Completion and Certification**
  + **3.3.11 Administrator Functions**
    - **3.3.11.1 Home (Overview Dashboard)**
    - **3.3.11.2 Categories Management**
    - **3.3.11.3 Classes**
    - **3.3.11.4 Products Management**
    - **3.3.11.5 Students**
    - **3.3.11.6 Teachers**
    - **3.3.11.7 Financial Transactions**
    - **3.3.11.8 User Management**
    - **3.3.11.9 Notifications**
    - **3.3.11.10 Logs (Audit Log)**
  + **3.3.12 Teacher Functions**
    - **3.3.12.1 Home (Teacher Dashboard)**
    - **3.3.12.2 Assigned Homework Management**
    - **3.3.12.3 Live Session Management**
    - **3.3.12.4 Profile Management**
    - **3.3.12.5 Calendar**

**1. Website Purpose:**

**Overall Goal:**

Abaq for Training is an e-learning platform specializing in offering training courses. In its initial phase, the platform focuses on English language courses, alongside administrative and specialized qualification courses. The platform is affiliated with an educational institution licensed in the Kingdom of Saudi Arabia by the Technical and Vocational Training Corporation (TVTC) and provides accredited certificates for trainees.

**Target Audience:**

Youth in Saudi Arabia aged 13–35 who are interested in self-improvement, education, travel, and career advancement.

**Key Features:**

Free assessment, e-commerce functionality, multiple payment gateways, phone-based sign-in and sign-up, live Zoom lessons integrated into the website, recorded videos, PDFs, audio materials, MCQ exercises, homework corrected by actual instructors, level exams, final exams, certificates upon completion, mentor sessions, a calendar, the ability to change levels, postpone classes, and choose preferred class dates.

**Value Proposition:**

1. Government Authorization: Ensures credibility and adherence to quality standards.

2. Golden Refund Policy: Provides a risk-free learning experience.

3. Expert Guidance: Offers personalized support from educational consultants.

4. User-Friendly Technology: Ensures an effortless and enjoyable learning journey.

5. Free Trial Lessons: Allows users to experience the platform’s quality with no-cost trial lessons.

**Success Metrics:**

Based on the number of users visiting the website and a conversion rate of 1% of visitors.

**2. User Journey:**

**2.1 Student:**

Ali, a 17-year-old living in Saudi Arabia, is in his first year at the Faculty of Commerce. He struggles to understand his university courses and wants to enhance his English language skills.

He sees an ad on Snapchat, interacts with it, and arrives at the website’s homepage. On the homepage, he finds:

* A main banner containing offers and a coupon code.
* A section showcasing popular courses grouped by category (Language Courses, International Certificate Preparation Courses, Administration Courses).
* Website categories.
* A video explaining how Abaq works and the benefits of joining.
* A section highlighting Abaq’s success partners.
* A free assessment test.

**Scenario 1:**

Ali takes the free assessment test. The website prompts him to create a new account or log in. He creates a new account and starts a 30-question assessment. His result shows he is at Level 2. The website displays related courses (One-Month English Course, Two-Month English Course, Three-Month English Course). He chooses the Two-Month English Course, and the website navigates him to the product page.

**Scenario 2:**

Ali navigates from the top bar to the Courses tab. There, he finds the One-Month English Course, Two-Month English Course, Three-Month English Course, IELTS Preparation Course, and Time Management Course. He uses filters to show only English courses for beginner levels, rated above 4 stars, with a duration of 2 months, and a price range between 500–1000 SAR. The course list updates dynamically as he applies the filters. He finds his desired course (Two-Month English Course).

**Scenarios 1 & 2:**

Ali watches a brief video about the course, reads the benefits of using the website, and reviews the course description, level, and lesson names for each level. He can watch a free lecture from each level, check available class dates and timings, read customer reviews, and explore related courses.

**Scenario 2:**

Ali decides to enroll in the course and clicks “Enroll Now.” Since he is not logged in, the website navigates him to the login page. He attempts to log in using his phone number and email password, but the website does not recognize his credentials. A warning message appears: “The phone number you entered is not registered. Please enter your registered number or create an account.” Realizing he doesn’t have an account, he clicks “Create Account.”

The website navigates him to the account creation page, where he is asked to provide his name, phone number (he can select the country code from a dropdown menu or enter it manually, with the country flag updating automatically), email, and password. The phone number, email, and password fields are validated. The phone number must match the country’s number format, and the password must be at least 6 characters long. A red warning appears under each field until he enters the correct information.

After filling in the details, he clicks “Create Account.” The website navigates him to an OTP confirmation page. He receives an SMS with a 4-digit code from “Abaq.” He enters the code, but it is incorrect. He waits 30 seconds (out of the original 60 seconds) to request a new code. The new code works, and he is logged in. The website transfers him to the checkout page.

**Scenario 1:**

Ali notices the Three-Month English Course in the related courses section and navigates to it. He finds that this course includes free homework, unlike the Two-Month Course. He clicks “Enroll Now.” Since he is already logged in, the website does not prompt him to log in again (if he were not logged in, the website would ask him to log in or create an account). The website navigates him to the checkout page, where the cart and checkout are on the same page. He reviews his order.

**Scenario 2:**

Ali sees a homework add-on option that he can include for an extra fee by checking a box. However, he prefers to continue without homework.

**Scenarios 1 & 2:**

Ali sees the available class dates (4 different options) and chooses the March 19 to April 18 class. He selects his preferred payment method (Credit/Debit Card, Tabby, Tamara, Apple Pay, Bank Transfer). He chooses to pay by credit card. The integrated payment gateway declines the payment, and the website navigates him to a payment failure page. After 5 seconds, he is redirected back to the checkout page.

He then chooses Tabby (an installment payment gateway) to divide the amount into four installments. The website navigates him to Tabby’s website to complete the payment. After entering his details, he is redirected back to Abaq’s website.

**Scenario 1:**

A payment authorization pop-up appears, and he is redirected to the Student Gate tab.

**Scenario 2:**

The payment gateway declined the transaction again. The same issue occurs with Tamara. Finally, Ali chooses a bank transfer. When he clicks on the bank transfer option, three bank tabs appear. He selects Al Rajhi Bank, and the bank name, account number, and account name are displayed. He completes the transaction off-site.

The website asks him to attach the transaction receipt and enter the beneficiary name. He clicks “Complete Checkout,” and a pop-up appears: “We have received your order, and we will review it within 24 hours. Please download our app to receive the latest updates.” He scans the app’s QR code, downloads the app, and logs in. He checks his order status in the profile section, which shows as “Pending.” He cannot access the Student Gate page yet.

The next day, he receives a notification that his order has been approved, and he can now check his order and take the assessment exam. He clicks the notification and is navigated to the Student Gate page.

**Scenarios 1 & 2:**

On the Student Gate page, Ali finds four tabs: Courses, Calendar, Certificates, and Mentor Session. By default, the Courses tab is selected. He sees the course he purchased, with his progress at 0%.

**Scenario 2:**

Ali clicks on the Courses tab and navigates to the assessment. He starts a 30-question assessment. After submitting his answers, a pop-up shows his level as Level 2, with a “Start Learning” button. He clicks the button.

**Scenarios 1 & 2:**

A pop up appears to him asking him to fill the certificate info including his full name (four parts) Arabic and English, Age, ID, and Nationality.

**Scenario 1:**

He fills the required data, and submits the form.

**Scenario 2:**

He skips the form.

**Scenarios 1 & 2:**

The website navigates him to the course material page. All lessons are locked and will open on March 19. Ali goes back to the Student Gate tab and clicks on the Calendar tab. He sees the entire month’s lessons, with dates and times for each live session. The course is divided into four types of lessons (Grammar, Listening, Writing, Revision), each color-coded with a legend on the side of the calendar.

He navigates to the Certificates tab, where his certificate is displayed but cannot be downloaded until he completes the course. He then moves to the Mentor tab, where he can reserve a 30-minute appointment with a mentor to discuss his English language challenges. He selects March 15 at 3:30 PM. The calendar disables the selected slot, and a built-in Zoom frame appears with a countdown to the appointment. There is also a button to reschedule the session.

**Scenario 1:**

On March 15, Ali logs in and navigates to the Mentor section in the Student Gate page. The countdown reaches 3:30 PM, and the session begins. The mentor discusses his problems and guides him on how to improve.

**Scenario 2:**

On March 16, Ali navigated to the mentor section and found that he had missed his appointment with the mentor, but he found a button that he could use to schedule another appointment with him, so he pushed the button and scheduled for the next day, March 17.

**Scenarios 1 & 2:**

On March 19 at 9 PM, Ali logs in and navigates to the Student Gate page. He realizes he missed the first live lesson but finds the recorded lesson, a short video, PDF, and audio materials uploaded to the website. He reviews the materials and takes the exam, scoring 7 out of 10. He is upset about missing the live lesson and contacts customer service via WhatsApp.

The chatbot starts the conversation, but Ali cannot find the answer to his question, so he requests to speak with a real person. The support team advises him to download the app to receive notifications 15 minutes before live lessons, ensuring he doesn’t miss future sessions. Ali is happy with this solution and downloads the app.

He returns to his course, checks the homework, and submits it. He receives a notification that the homework is under review and will be corrected within 24 hours. He tries to access Lesson 2 but finds it locked, with a message stating it will be available at 12:00 AM.

At 12:00 AM, Ali opens the course and navigates to Lesson 2. The live session countdown is active, and other materials are available. He waits for the live session. The next day, he receives a notification 15 minutes before the class. He clicks the notification and is navigated to the live lesson page. He attends the lesson, reviews the recorded materials, and takes the exam, scoring 10 out of 10.

Later, he receives a notification that his homework has been corrected. The instructor accepted two questions and provided comments but rejected one question, explaining the mistake. Ali understands his error and resubmits the homework.

**Scenario 1:**

After the third lesson, Ali realizes that this level is more challenging than he anticipated. He wants to level down and move from Level 2 to Level 1. When he opens the Student Gate, he finds two buttons. One is for "Change Level," and the other is for "Postponement." He pushes the "Change Level" button. He finds Level 1, 3, 4, 5, and 6 options. He chooses to change from Level 2 to Level 1 and clicks the confirmation message. When he opens his product, he finds all the previous Level 1 lessons recorded. He starts watching the videos, answers the exercises, and completes the homework.

**Scenario 3:**

Five days after starting the course, circumstances change for Ali. He wants to postpone the course to the next month. When he opens the Student Gate, he finds two buttons: "Change Level" and "Postponement." These two buttons are only available for seven days after starting the course. He pushes the "Postponement" button. A menu appears, showing him the available classes for the next months. He chooses May to start his class, and a confirmation message appears. He accepts the confirmation message. Now the course is closed again and will open for him in May.

Scenarios 1 & 2:

Ali continues progressing through the course until the final lesson.

Scenario 1: After completing the last lesson, a button appears to start the level exam. Ali takes the exam and scores 70 out of 100. A pop-up congratulates him, shows his grade, and provides a button to proceed to the next level.

**Scenario 2:**

After completing the last lesson, a button appears to start the level exam. Ali takes the exam and scores 50 out of 100. A pop-up appears, telling him that his result is lower than the grade allowed to advance to the next level. Two buttons also appear in the pop-up: "Skip for Now" and "Retake Test." If he pushes "Skip for Now," he has time to revise the course material, then he can retake the test later, or he can immediately push "Retake Test" and start the exam again. He decides to push "Skip for Now" and revises the material. Then he retakes the exam. Now his score is 80 out of 100. The revision took two weeks from Ali. The April class has started one week ago, so he joins the May class and moves forward to the next level.

While in the next level, Ali revisits previous lessons to review specific topics. He completes the next levels, and in the final lesson, takes the final exam, scoring 80 out of 100. A page appears with his grade, a button to download his certificate, a button to rate the course, and a link to review his answers. There is also a section showcasing related courses.

The course is now complete. Ali can download his certificate, purchase new courses, or revise the course materials at any time.

## **2.2 Administrator:**

This document outlines the user journey for administrators interacting with the Abaq Admin Dashboard.

**2.2.1. Home (Overview Dashboard)**

* **Scenario:** An administrator logs in and views the Home dashboard.
* **Journey:** The administrator accesses the dashboard and immediately sees key performance indicators (KPIs) such as:
  + Number of enrolled students per class (potentially filterable by date range).
  + Total number of completed orders.
  + Course completion percentages for each course.
  + Visual reports (charts, graphs) summarizing this data. The administrator can quickly grasp the overall performance of the platform.

**2.2.2. Categories Management**

* **2.2.2.1 Category Management**
  + **Purpose:** The admin creates all the course levels and materials that are used in classes.
  + **Scenario:** An administrator wants to manage existing categories or add a new one.
  + **Journey:** The administrator navigates to the "Categories" section and then to the "Category" submenu. They see a list of all existing categories. They can use the filter/search functionality to find specific categories. To add a new category, they click the "Add Category" button. A pop-up form appears, allowing them to enter the category name (in Arabic and English), upload an image, and set the active status. After submitting the form, the new category is added to the list. The administrator can edit or delete existing categories (moving them to the trash bin) from the list view. They can also adjust the sequence of categories. All actions are logged in the audit report.
* **2.2.2.2 Sub-Category Management**
  + **Scenario:** An administrator wants to manage sub-categories.
  + **Journey:** The administrator navigates to the "Categories" section and then to the "Sub Category" submenu. They see a list of all sub-categories, along with their parent categories. They can filter/search the list. Clicking "Add Sub Category" opens a pop-up form. The form requires selecting a parent category, entering the sub-category name (Arabic and English), uploading an image, and setting the active status. The administrator can edit existing sub-categories or move them to the trash bin. They can also adjust the sequence of sub-categories. All actions are logged in the audit report.
* **2.2.2.3 Level Management**
  + **Scenario:** An administrator manages the levels within sub-categories.
  + **Journey:** The administrator navigates to "Categories" and then "Levels." They see a list of all levels with their parent sub-category and category. They can filter/search the list. Clicking "Add Level" opens a pop-up form. The form requires selecting the parent category and sub-category, entering the level name (Arabic and English), uploading an image, setting the join class start/end percentage, success percentage, and active status. The administrator can edit or delete levels (moving them to the trash bin) and adjust their sequence. All actions are logged in the audit report.
* **2.2.2.4 Question Bank Management**
  + **Scenario:** An administrator manages the question bank.
  + **Journey:** The administrator navigates to "Categories" and then "Question Bank." They see a list of all questions, including their category, sub-category, level, type, and title. They can filter/search the list. Clicking "Add Question" opens a pop-up form. The form requires selecting the category, sub-category, and level, entering the question title and description, choosing the question type (MCQ, Multi-Select, Text-to-Text, Reorder, Voice-to-MCQ, Voice-to-Text, Voice-to-Voice, Voice Recognition), selecting the object (Exercise, Homework, Level Exam, Final Exam, Assessment), entering the correct note, uploading an image, and setting the active status. The administrator can edit or delete questions (moving them to the trash bin). All actions are logged in the audit report.
* **2.2.2.5 Lesson Management**
  + **Scenario:** An administrator manages lessons.
  + **Journey:** The administrator navigates to "Categories" and then "Lessons." They see a list of all lessons with their parent level, sub-category, category, image, and description. They can filter/search the list. Clicking "Add Lesson" opens a pop-up form. The form requires selecting the category, sub-category, and level, entering the lesson name (Arabic and English), description (Arabic and English), requirements (Arabic and English), type (Live, Revision, Listening, Writing), and sequence (the sequence for the lesson should be auto applied based on the how many lessons before this lesson in the table). The form includes a section to add content:
    - **Material:** Name (Arabic and English), type (PDF, Video, Audio), and upload or add link.
    - **Exercise:** Choose from predefined questions by title/description.
    - **Homework:** Choose from predefined questions by title/description. The administrator can edit or delete lessons (moving them to the trash bin). All actions are logged in the audit report. They can also manage the sequence of lessons.

2.2.3. Classes

* **Scenario:** An administrator manages and creates levels classes.
* **Journey:** The administrator navigates to the classes tab. There are two sub menus: Class, and Month. By default the class's sub menu opens to him. He can watch all the created classes in a list view. He can see important details about the class from this screen like category, sub category, level, Arabic class name, English class name, start date, end date, zoom link url, assigned teacher, assigned homework teacher, course image. He can filter any column. There is a create button on the top. He clicks on it to create a new class for June classes. The website navigates him to a new form page and asks him to add the class data. There are some fields he has to fill. A drop down menus for category, sub category (based on the category), level (based on the sub category), teacher, homework teacher, Month. He can’t find June as it’s not defined from before in the Month sub menu. At the end of the month menu there is an option to add new. He clicks on it to add June 2025. A pop-up appears to him with two drop down menus: Month, and Year. He chooses June, and 2024 (by mistake) instead of 2025. He marks the toggle button as active and clicks Apply. An error message appears telling him that this month is already created. He fixes his mistake and chooses 2025 instead, and clicks apply. June 2025 is now selected. He writes the Course name in Arabic, and in English. He uploads the class image. He opens “Level Exam toggle”, and an option to choose the level exam date appears to him. He chooses the level exam date. He clicks on add a new session link button. A row has been added with two fields: pop-up field to choose lesson type (connected to the lesson type in the class level section 2.2.2.3) and zoom link. He chooses Live as type and fills the zoom link field. He clicks again and again to fill all the class types (Revision, Writing, Listening) zoom links. He clicks the add appointment button. A row has been added that includes 3 fields: Class type dropdown menu, Day Multi select menu, Time dropdown menu. He added the days and times for all the lesson types. Finally, he saves the class as a draft to be revised, and published by another admin.

**2.2.4. Products Management**

* **Scenario:** An administrator manages the products (courses) offered on the platform.
* **Journey:** The administrator navigates to the "Products" section. They see two tabs: "Active" and "Drafts." The "Active" tab is displayed by default, listing all active products with attributes like category, sub-category, price, and status. They can filter/search the product list. Clicking "Add New Product" opens a multi-step form:
  + **Step 1 (Product Details):** The administrator selects the category and sub-category, enters the product name (Arabic and English), price (and discounted price including tax), description, requirements, number of lessons, number of levels, duration (days), uploads mobile and web images, and status (toggles for web, mobile, popular, final exam, level exam, assessment). They also specify certificate details (template, days, hours).
  + **Step 2 (Timetable):** The administrator can define a timetable for the course. The Time table is divided into categories. Each category defines the days, and hours for the lessons.
  + **Step 3 (Product Levels and Steps):** The administrator defines levels included in the product.
  + **Step 4 (Related Courses - Optional):** The administrator can link related courses.
  + **Step 5 (Items):** The administrator specifies which items (exercises, homework, certificates, extensions) are included in the product and sets the price for each paid item or mark it as included.
  + **Step 6 (Upgrade Suggestions):** The administrator can recommend products for users to upgrade to after completing this course.

The administrator can save the product as a draft or publish it (making it active). They can edit or delete products (moving them to the trash bin) and manage the sequence of products.

All actions are logged in the audit report.

**2.2.5 Students:**

**2.2.5.1. Student Management**

* **Purpose:** The "Student Management" section serves as the central hub for administrative control over individual student accounts. Its purpose is to ensure accurate and secure student data management, facilitate account maintenance, and provide access to crucial student performance metrics.
* **Scenario:** An administrator, tasked with onboarding a new student, navigates to "Student Management" and then "Student Profiles." They click "Create Student" and meticulously enter the student's personal details: "Name Ar," "Name En," phone number, email address, national ID, and a secure initial password. After saving the new profile, a request arrives to update an existing student's contact information. The administrator searches for the student, selects "Edit," modifies the outdated phone number and email, and saves the changes. Later, a student requests a password reset, and the administrator swiftly locates the student's profile, clicks "Change Password," and sets a new temporary password. Finally, to review a student's academic progress, the administrator searches for the student, and the student's information is displayed, including assessment grades and final exam results. If they need to view more detailed assessment information, they click on the "Results" tab to get all the data. In this section, administrators can effectively manage all aspects of student accounts, ensuring data integrity and providing necessary support.

**2.2.5.2. Student Courses**

* **Purpose:** The "Student Courses" section is designed to provide administrators with a comprehensive overview of student enrollment and progress within specific courses. Its primary function is to track student engagement, facilitate course adjustments, and offer detailed insights into student performance.
* **Scenario:** An administrator, needing to assess student course engagement, navigates to "Student Management" and then "Student Courses." They view a list of enrolled students, noting their names, contact details, purchased courses, current progress (category, level, lesson), and order numbers. A student requests to change levels due to unforeseen challenges. The administrator searches for the student, clicks "Change Level," selects the appropriate new level, and saves the change. To gain a deeper understanding of a student's progress, they search for the student and click "View Full Report," revealing detailed progress metrics. If the admin needs to see the student steps, they can click “view steps” from the full report page. If a student falls behind or needs to advance, the administrator searches for the student and uses the "Modify Course Step" function to adjust their position in the course. This section empowers administrators to monitor and manage student course engagement effectively.

**2.2.5.3. Student Ratings**

* **Purpose:** The "Student Ratings" section allows administrators to monitor and manage student feedback on courses. Its goal is to ensure that student opinions are considered, and that any inappropriate or misleading reviews are addressed.
* **Scenario:** An administrator, reviewing student feedback, navigates to "Student Management" and then "Student Ratings." They see a list of student ratings and comments, including student names, course names, rating scores, and comments. Upon finding a comment that contains inaccurate information, they select the rating, click "Edit," modify the comment to reflect correct information, and save the changes. If a comment is deemed inappropriate or violates platform guidelines, they select the rating, click "Disable," and confirm the action. This section allows the admin to keep the student rating section helpful and accurate.

**2.2.5.5. Level Exam Report**

* **Purpose:** The "Level Exam Report" section provides administrators with detailed insights into student performance on level exams. Its purpose is to track student progress, identify areas of difficulty, and facilitate exam management.
* **Scenario:** An administrator, needing to analyze level exam performance, navigates to "Student Management" and then "Level Exam Reports." They view a list of student exam grades, including student names, course names, and exam scores. A student requests to retake a level exam due to technical difficulties. The administrator selects the student, clicks "Reset Exam," and confirms the action, allowing the student to retake the exam. To understand a student's specific challenges on an exam, they select the student, click "View Evaluation," and review the detailed evaluation. This section gives the admin tools to manage and review student exam results.

**2.2.5.6. Certificate**

* **Purpose:** The "Certificate" section streamlines the process of issuing course completion certificates to students. Its purpose is to ensure that students receive their certificates promptly and efficiently upon completing their courses.
* **Scenario:** An administrator receives a request from a student to download their course completion certificate. They search for the student by phone or email, and if needed, they edit the student's information to ensure accuracy. They then select the student and click "Download Certificate." The system generates and downloads the certificate, which includes the student's info (Name Ar, Name En, ID, Phone number, Email ), course name, Start and completion date. This section provides a simple and efficient way to issue certificates to students.

**2.2.6 Teachers:**

* **Scenario:** An administrator manages the teachers and the teachers’ assigned homework.

**2.2.6.1 Teachers Dashboard:**

* **Journey:** The admin navigates to the teachers tab. Immediately sees key performance indicators about the teachers (KPIs) such as:
  + Number of enrolled homework students per class (potentially filterable by date range).
  + Number of homework assigned to each teacher.
  + Total number of approved, rejected, and pending homework per class, and per teacher.
  + Student participation percentages.
  + Average of submitting the homework.
  + Visual reports (charts, graphs) summarizing this data. The administrator can quickly grasp the overall performance of the homework and the teachers.

**2.2.6.2** **Assigned Teachers:**

* **Journey:** The administrator navigates to the "Assigned Teachers" tab. At the top of the page, they see three tabs: "All Homework," "Approved," "Rejected," and "Pending." They can filter the homework list by product, level, category, subcategory, class, and/or teacher. "All Homework" is selected by default. A report appears displaying student information (name, email, phone), product, category, level, class, lesson, status, and the assigned teacher for each homework.

The administrator filters for pending homework assigned to teacher Ahmed, selects five homework entries using multi-select, and clicks the "Transfer Teacher" button. A list of active teachers appears. They select teacher Tareq and click "Transfer." The five selected homework assignments are now assigned to teacher Tareq.

The administrator then moves to the "Approved" tab. They search for a student by phone number. All homework assignments for the filtered student appear. They select one assignment and click the "View" icon. They can review the question, the student's reply, and all replies made by the teacher. They observe that the student submitted the homework twice: the first submission was rejected, and the second was approved.

The administrator receives a request to revert an approved homework assignment back to the student, allowing the student to resubmit it. They search for the student, filter by level and lesson, and then click the "Revert to Student" icon.

The admin receives a request to revert approved homework to the student so that the student can resubmit it again. He searched for the student, and filtered by level and lesson, then he clicked revert to student icon.

**2.2.7 Financial Transactions**

* **Purpose:** The "Financial Transactions" section is designed to provide administrators with comprehensive control over all financial aspects of the platform. Its purpose is to ensure accurate order processing, effective sales tracking, efficient coupon management, and the recovery of potential sales through abandoned cart management.

**2.2.7.1. Reviewing Pending Bank Transfers**

* **Purpose:** This feature allows administrators to verify and process bank transfer payments, ensuring that orders are accurately completed and recorded.
* **Scenario:** An administrator logs into the system to check for pending bank transfers. They navigate to the "Orders" section and apply filters to display orders with "Bank Transfer" as the payment method and "Pending" as the order status, within a specified date range. They review the list of pending orders, meticulously examining the transaction receipts and verifying the transfer details against bank records. If the transfer is confirmed, the administrator updates the order status to "Completed," ensuring the customer gains access to their purchased course. If the transfer cannot be verified, the administrator contacts the customer for clarification or marks the order as "Cancelled," preventing unauthorized access. This process ensures accurate order fulfillment and financial integrity.

**2.2.7.2. Generating Sales Reports**

* **Purpose:** This functionality enables administrators to analyze sales performance, identify trends, and make informed business decisions.
* **Scenario:** An administrator, needing to analyze sales performance for the past month, navigates to the "Orders" section. They utilize the reporting features to generate a monthly sales report, filtering the data by the specified date range. Optional filters, such as course, coupon, or customer service representative, are used to refine the report further. The administrator reviews the report, analyzing key metrics like total sales, sales by course, and coupon usage. They identify trends and areas for improvement, such as popular courses or effective coupon campaigns. The administrator downloads or exports the report for further analysis and presentation to stakeholders. The administrator saves the report for easier navigation next time.

**2.2.7.3. Coupon Management**

* **Purpose:** This section allows administrators to create, manage, and track coupon usage for promotional campaigns, ensuring effective marketing strategies.
* **Scenario 1: New Coupon:** The marketing team requests a new coupon for a promotional campaign. The administrator navigates to the "Coupons" section, clicks "Create New Coupon," and enters the coupon details: name, code, activation and expiration dates, discount type, associated coupon group, usage limits, and applicable courses. They set the "Is Active" toggle to "Active" and save the coupon, making it available for customer use.
* **Scenario 2: Creating Multiple Similar Coupons:** A marketing campaign requires several similar coupons with minor variations. The administrator navigates to the "Coupons" section, clicks "Create Multiple Coupons," and enters the base coupon details. They specify the number of coupons to generate and define variations, such as code generation patterns and expiration date variations. After reviewing the generated coupon list, they click "Save," creating multiple coupons efficiently.
* **Scenario 3: Bulk Activating Existing Coupons:** A planned promotion is about to begin. The administrator navigates to the "Coupons" section, filters or selects the coupons to be activated, clicks "Bulk Actions," selects "Activate," and confirms the action, activating all selected coupons simultaneously.
* **Scenario 4: Bulk Updating Discount Percentages:** The marketing team decides to adjust the discount percentages of several active coupons. The administrator navigates to the "Coupons" section, filters or selects the coupons to be updated, clicks "Bulk Actions," selects "Update Discount Percentage," enters the new discount percentage, and confirms the action, updating all selected coupons.
* **Scenario 5: Adding Course-Specific Discounts in Bulk:** A set of coupons needs to have course-specific restrictions added. The administrator navigates to the "Coupons" section, filters or selects the coupons, clicks "Bulk Actions," selects "Add Course Specific Discount," selects the applicable courses, and confirms the action.
* **Scenario 6: Deactivating Multiple Coupons:** A promotion ends, or a coupon is no longer needed. The administrator navigates to the "Coupons" section, filters or selects the coupons to be deactivated, clicks "Bulk Actions," selects "Deactivate," and confirms the action.

**2.2.7.4. Managing Coupon Groups**

* **Purpose:** This feature allows administrators to organize and manage coupon groups, facilitating targeted marketing campaigns and partnerships.
* **Scenario:** A new marketing agency joins the program. The administrator navigates to the "Coupon Group" section, clicks "Create a new group," inputs the group's name, activates the toggle, and saves the changes. This action properly adds the new agency to the coupon group system, allowing for the association of coupons with this group.

**2.2.7.5. Reviewing Abandoned Carts**

* **Purpose:** This functionality enables administrators to recover potential sales by identifying and reaching out to customers who abandoned their carts.
* **Scenario:** An administrator wants to recover potential sales from customers who abandoned their carts. They navigate to the "Carts" section and apply filters to specify a recent date range and incomplete orders. They review the list of abandoned carts, noting customer details and product selections. The administrator exports the data to an Excel file and utilizes the option to bulk select users and send them notifications via email, SMS, or WhatsApp. This action helps identify potential leads for follow-up, allows the marketing team to create targeted re-engagement campaigns, and sends reminders to customers, ultimately increasing sales conversion.

**2.2.8 User Management**

* **Purpose:** The "User Management" section is crucial for maintaining the security and efficiency of the platform. Its purpose is to provide administrators with granular control over user access, ensuring that each user has the appropriate permissions to perform their job functions while safeguarding sensitive data.

**2.2.8.1. Creating a New Role**

* **Purpose:** This functionality allows administrators to define specific roles within the system, streamlining permission management and ensuring that users have access only to the necessary features.
* **Scenario:** The sales team requires a specific role to manage sales-related data and coupons. Mohamed, the Super Admin, logs into the system and navigates to "User Management" -> "Roles." He clicks "Create New Role" and enters the role name: "Sales Representative." He adds a description: "Manages sales data and coupons." After verifying the information, he clicks "Save," creating the new "Sales Representative" role. This action establishes a defined set of permissions that can be assigned to multiple users, simplifying access control.

**2.2.8.2. Editing a Role and Assigning Permissions**

* **Purpose:** This feature enables administrators to customize the permissions associated with each role, providing precise control over user access to system features and data.
* **Scenario:** Mohamed needs to define the specific permissions for the "Sales Representative" role. He navigates to "User Management" -> "Roles," finds the "Sales Representative" role, and clicks "Edit." He then navigates to the "Permissions" tab within the role editing screen. He carefully checks the boxes for the following permissions: "View Orders," "Create Coupons," "View Coupon Reports," and "View Sales Reports (Limited to Coupon Sales)." After reviewing the selections, he clicks "Save," ensuring that users assigned to the "Sales Representative" role have the precise permissions required to perform their duties. This granular control enhances security and operational efficiency.

**2.2.8.3. Creating a New User**

* **Purpose:** This functionality allows administrators to create new user accounts, assigning them specific roles and permissions to ensure appropriate access to the system.
* **Scenario:** A new sales team member, Eman, joins the organization. Mohamed navigates to "User Management" -> "Users" and clicks "Create User." He enters Eman's details: name, email, username, and sets a temporary password. He then selects the "Sales Representative" role from the dropdown menu, assigning Eman the appropriate permissions. After verifying the information, he clicks "Save," creating Eman's user account. This action provides Eman with the necessary access to perform her job functions while maintaining system security.

**2.2.8.4. Editing an Existing User**

* **Purpose:** This feature enables administrators to modify existing user accounts, including updating passwords and other user details, ensuring account security and accuracy.
* **Scenario:** Eman needs her temporary password changed to a permanent password. Mohamed navigates to "User Management" -> "Users," finds Eman's user account, and clicks "Edit." He then navigates to the "Password" tab and enters a new permanent password. After verifying the new password, he clicks "Save," updating Eman's password. This action ensures that Eman's account remains secure and accessible.

**2.2.9 Notifications**

* **Purpose:** The "Notifications" section empowers administrators to communicate effectively with users through various channels. Its purpose is to deliver timely and relevant information, enhance user engagement, and facilitate important reminders and updates.
* **Functionality and How it Works:**
  + **Notification Creation:**
    - Administrators can create new notifications with customizable content.
    - They can specify the notification type (email, SMS, WhatsApp, mobile notification).
    - They can compose the notification message, including text, links, and multimedia content.
    - They can use dynamic variables to personalize notifications (e.g., user name, course name, lesson time).
  + **User Targeting:**
    - Administrators can select target users based on various criteria:
      * Abandoned carts (users with incomplete orders).
      * Recent purchases (users who have made a purchase).
      * Course starting (users enrolled in a specific course).
      * Lesson time (users with upcoming lessons).
      * Homework submission (users who have submitted or are due to submit homework).
      * Specific users.
      * Users within a specific level or course.
    - They can use filters to refine the target audience (e.g., date range, course, level).
  + **Notification Scheduling:**
    - Administrators can schedule notifications to be sent at a specific time or date.
    - They can set recurring notifications for regular reminders (e.g., daily lesson reminders).
  + **Notification Delivery:**
    - The system delivers notifications through the selected channels (email, SMS, WhatsApp, mobile notification).
    - Delivery status is tracked, and administrators can view delivery reports.
  + **Notification Templates:**
    - Administrators can create and save notification templates for frequently used messages.
    - Templates streamline the notification creation process and ensure consistent messaging.
  + **Permanent vs. One-Time Notifications:**
    - Administrators can save notification templates as permanent for reuse.
    - They can also create and send one-time notifications for specific events or announcements.
  + **User Journey:**
    - **Scenario:** Within the 'Notifications' section, an administrator can initiate targeted communication with users across various platforms. To begin, they click 'Create Notification' and choose the desired delivery method: email, SMS, WhatsApp, or mobile notification. They then craft the message, personalizing it with dynamic variables like usernames or course details. Next, they define the recipient list by selecting from predefined circumstances, such as users with abandoned carts, recent purchases, upcoming course starts, scheduled lessons, or pending homework submissions. They can further refine this list with filters based on date, course, or level. For recurring messages, they schedule notifications for specific times or dates. For one-time announcements, they send them immediately. To ensure consistent messaging, they can save notification templates for future use. Finally, they can monitor delivery reports to track the success of their communication efforts.

**2.2.9 Logs (Audit Log)**

* **Purpose:** The "Logs" (Audit Log) section serves as a comprehensive record of all administrative actions performed within the Abaq Admin Dashboard. Its purpose is to ensure accountability, enhance security, and facilitate compliance by tracking and documenting changes made to the platform's data and configurations.
* **Functionality and How it Works:**
  + **Action Tracking:** The system automatically captures and records all significant administrative actions. This includes:
    - Creation, modification, and deletion of categories, sub-categories, levels, questions, lessons, classes, products, users, roles, and coupons.
    - Changes to student accounts and course enrollments.
    - Financial transactions, including order status updates and coupon usage.
    - Login and logout activities.
    - Teacher homework assignments and changes.
  + **Data Recording:** For each action, the log records the following data:
    - Timestamp: The date and time of the action.
    - User: The administrator who performed the action.
    - Action Type: The specific action performed (e.g., "Create Category," "Edit User," "Delete Product").
    - Affected Item: The specific item that was affected by the action (e.g., category name, user ID, product name).
    - Details: Any relevant details about the action, such as changes made to data fields or parameters.
    - IP Address of the user.
  + **Search and Filtering:** The "Logs" section provides robust search and filtering capabilities, allowing administrators to:
    - Search for specific actions based on keywords, user, date range, or action type.
    - Filter the log by specific criteria to narrow down the results.
  + **Reporting:** The "Logs" section allows administrators to generate reports based on the logged data. These reports can be used for:
    - Auditing purposes.
    - Identifying potential security breaches.
    - Tracking changes made to specific data elements.
    - Exporting the logs into a csv or excel file.
  + **Security:** The "Logs" section is protected to ensure that only authorized administrators can access and view the logged data.
  + **Retention:** The system retains log data for a specified period, ensuring that historical records are available for auditing and compliance purposes.
  + **User Journey:**
    - An administrator navigates to the "Logs" section.
    - They can view a list of recent actions, with details such as timestamp, user, action type, and affected item.
    - They can use the search and filtering options to find specific actions.
    - They can select a date range, or user, or action type, and then they can download the log in a report.
    - They can view the details of a specific action by clicking on it.

**2.3 Teacher Portal**

This section outlines the user journey and functionalities available to teachers within the Abaq Teacher Portal.

**2.3.1. Home (Teacher Dashboard)**

Scenario: A teacher logs in and views the Home dashboard.

Journey: Upon logging in, the teacher is presented with a dashboard displaying key performance indicators (KPIs) relevant to their role, such as:

* Number of assigned homework assignments (filterable by class and level).
* Number of pending, approved, and rejected homework assignments.
* Average student submission time for homework.
* List of upcoming live sessions.
* Quick access to assigned classes.
* Visual reports (charts, graphs) of homework grading progress and student engagement.

**2.3.2. Assigned Homework Management**

Scenario: A teacher needs to review and grade assigned homework.

Journey:

* The teacher navigates to the "Assigned Homework" section.
* They can filter homework assignments by class, level, and student.
* A list of assigned homework is displayed, showing student names, submission dates, and status (pending, approved, rejected).
* The teacher selects a homework assignment to review.
* They can view the student's submitted work, including text, images, and audio files.
* The teacher can provide feedback, including written comments and audio recordings.
* They can approve or reject the homework assignment.
* If rejected, they must provide a reason for the rejection.
* They can track the history of homework submissions and grading.

**2.3.3. Live Session Management**

Scenario: A teacher needs to prepare and conduct a live session.

Journey:

* The teacher navigates to the "Live Sessions" section.
* They can view their upcoming live sessions, including dates, times, and classes.
* They can access the Zoom link for each live session.
* They can upload or link to materials for the live session (e.g., PDFs, presentations).
* They can mark the session as completed after it finishes.

**2.3.4. Profile Management**

Scenario: A teacher needs to update their profile information.

Journey:

* The teacher navigates to their profile page.
* They can view and edit their profile information, including contact details and a profile picture.
* They can change their password.
* They can view the classes they are assigned to.

**2.3.5. Calendar**

Scenario: A teacher needs to view their schedule.

Journey:

* The teacher navigates to their calendar.
* The calendar shows all scheduled live sessions.
* The calendar shows all homework deadlines.
* The calendar can be filtered by week, month, or day.
* The calendar can be sync with external calendars.

**3. Functional Requirements Document (FRD)**

**3.1. Introduction**

* **1.1. Purpose:** This document describes the functional requirements for the Abaq website, an e-learning platform offering online language and other courses. It serves as a guide for development, design, and testing teams.
* **1.2. Scope:** This document covers the website's features related to course browsing, enrollment, payment, student portal access, administrator functions, teacher functions, financial transactions, user management, notifications, and audit logging. It includes requirements for user registration, course management, student progress tracking, and customer support interaction.

**3.2. User Roles and Personas**

* **Student (e.g., Ali):** A user seeking to improve their skills, browsing courses, enrolling, attending lessons, interacting with mentors, and tracking progress.
* **Administrator:** A user responsible for managing the platform, including course content, user accounts, financial transactions, and system settings.
* **Teacher:** A user responsible for conducting live lessons, grading homework, and interacting with students.

**3.3. Functional Requirements**

* **3.3.1. Homepage and Course Discovery:**
  + FR1.1: The homepage shall display a main banner with offers and coupon codes.
  + FR1.2: The homepage shall showcase popular courses grouped by category (e.g., Language Courses, International Certificate Preparation Courses, Administration Courses).
  + FR1.3: The homepage shall include a navigation menu with website categories.
  + FR1.4: The homepage shall feature a video explaining how Abaq works and the benefits of joining.
  + FR1.5: The homepage shall highlight Abaq’s success partners.
  + FR1.6: The homepage shall offer a free assessment test.
  + FR1.7: Users shall be able to browse courses by category.
  + FR1.8: Users shall be able to search for courses using keywords.
  + FR1.9: Users shall be able to filter courses based on criteria such as level, rating, duration, and price range. Filtering should update results dynamically.
  + FR1.10: Course listings shall display relevant information (e.g., title, description, price, duration, rating).
  + FR1.11: The website shall have a dedicated "Courses" page displaying all available courses.
* **3.3.2. Free Assessment Test:**
  + FR2.1: Users shall be able to take a free assessment test to determine their skill level.
  + FR2.2: The assessment test shall consist of a set number of questions (e.g., 30).
  + FR2.3: Upon completion of the test, the system shall display the user's level.
  + FR2.4: The system shall recommend relevant courses based on the assessment results.
* **3.3.3. User Registration and Login:**
  + FR3.1: Users shall be able to create a new account by providing their name, phone number (with country code selection and flag display), email address, and password.
  + FR3.2: The system shall validate the phone number, email address, and password during registration. Phone number validation shall adhere to country-specific formats. Password validation shall require a minimum length (e.g., 6 characters). Password validation shall require a minimum length (e.g., 6 characters).
  + FR3.3: The system shall send an OTP (One-Time Password) to the user's phone number for verification during registration.
  + FR3.4: Users shall be able to log in using their registered phone number or email address and password.
  + FR3.5: The system shall display appropriate error messages for invalid login credentials or registration information.
  + FR3.6: Users shall be able to retrieve a forgotten password.
* **3.3.4. User Profile Management:**
  + FR4.1: Users shall have a profile page accessible after login.
  + FR4.2: Users shall be able to view and edit their profile information, including name, email address, phone number, and password.
  + FR4.3: The system shall validate changes to the profile information (e.g., email format, password strength).
* **3.3.5. Course Enrollment and Checkout:**
  + FR5.1: Users shall be able to enroll in courses.
  + FR5.2: The system shall require users to log in or create an account before enrolling if they are not already logged in.
  + FR5.3: The checkout process shall display the selected course(s) and the total price.
  + FR5.4: Users shall be able to apply coupon codes during checkout to receive discounts.
  + FR5.5: Users shall be able to select their preferred payment method (e.g., Credit/Debit Card, Tabby, Tamara, Apple Pay, Bank Transfer).
  + FR5.6: The system shall integrate with payment gateways to process payments.
  + FR5.7: The system shall handle payment failures gracefully and redirect users back to the checkout page with appropriate error messages.
  + FR5.8: For bank transfers, the system shall display the bank details (name, account number, account name) and require users to upload a transaction receipt and enter the beneficiary name.
  + FR5.9: The system shall display an order confirmation message upon successful checkout.
  + FR5.10: The system shall allow users to add homework add-ons for an extra fee.
* **3.3.6. Student Gate (Learning Management System):**
  + FR6.1: Registered users shall have access to a Student Gate area.
  + FR6.2: The Student Gate shall display the user's purchased courses, progress, and access to lessons.
  + FR6.3: The Student Gate shall include tabs for Courses, Calendar, Certificates, and Mentor Session.
  + FR6.4: The Courses tab shall:
    - FR6.4.1: List purchased courses.
    - FR6.4.2: Allow access to course materials (recorded lessons, videos, PDFs, audio materials, exercises, homework).
    - FR6.4.3: Display student progress through the course.
    - FR6.4.4: Provide access to homework assignments.
    - FR6.4.5: Display homework status (under review, corrected).
    - FR6.4.6: Display instructor feedback on homework.
  + FR6.5: The Calendar tab shall:
    - FR6.5.1: Display the schedule of live sessions, color-coded by lesson type (e.g., Grammar, Listening, Writing, Revision).
    - FR6.5.2: Display recorded lessons, video, PDF, and audio materials.
    - FR6.5.3: Display live session countdowns.
  + FR6.6: The Certificates tab shall display earned certificates, downloadable upon course completion.
  + FR6.7: The Mentor Session tab shall:
    - FR6.7.1: Allow users to schedule and manage mentor appointments.
    - FR6.7.2: Prevent double-booking of mentor slots.
    - FR6.7.3: Include a built-in Zoom frame for mentor sessions.
    - FR6.7.4: Allow users to reschedule mentor sessions.
  + FR6.8: The system shall allow users to take assessment tests.
  + FR6.9: The system shall display the user's level based on assessment results.
  + FR6.10: The system shall require users to fill out a certificate information form (including full name in English and Arabic (four parts), age, ID, and nationality) before accessing course materials. Users may choose to skip this step initially.
  + FR6.11: The system shall control access to lessons based on the scheduled release time.
  + FR6.12: The system shall track user progress and display it in the Student Gate.
  + FR6.13: The system shall allow users to change their course level (within a specified timeframe and conditions).
  + FR6.14: The system shall allow users to postpone their course (within a specified timeframe and conditions).
* **3.3.7. Mentor Sessions:**
  + FR7.1: Users shall be able to schedule 30-minute mentor sessions.
  + FR7.2: The system shall prevent double-booking of mentor slots.
  + FR7.3: The system shall include a built-in Zoom frame for mentor sessions.
  + FR7.4: Users shall be able to reschedule mentor sessions.
* **3.3.8. Customer Support:**
  + FR8.1: Users shall be able to contact customer support via web chat.
  + FR8.2: The system shall provide a chatbot for initial support interactions.
  + FR8.3: Users shall be able to request to speak with a real person if the chatbot cannot answer their question.
* **3.3.9. Mobile App:**
  + FR9.1: The system shall offer a mobile app (iOS and Android).
  + FR9.2: The app shall provide access to all the functionalities of the Student Gate.
  + FR9.3: The app shall send push notifications to users 15 minutes before live lessons.
  + FR9.4: The app shall allow users to track their order status.
* **3.3.10. Course Completion and Certification:**
  + FR10.1: Upon completing a course, users shall be able to download their certificate.
  + FR10.2: Users shall be able to rate the course.
  + FR10.3: Users shall be able to review their answers for exams.
  + FR10.4: The system shall showcase related courses upon course completion.
  + FR10.5: The certificate shall include the student's info (Name Ar, Name En, ID, Phone number, Email ), course name, Start and completion date.
* **3.3.11. Administrator Functions:**
  + FR11.1: **Home (Overview Dashboard):**
    - FR11.1.1: The administrator dashboard shall display key performance indicators (KPIs) such as:
      * Number of enrolled students per class (potentially filterable by date range).
      * Total number of completed orders.
      * Course completion percentages for each course.
    - FR11.1.2: The administrator dashboard shall display visual reports (charts, graphs) summarizing the KPI data.
  + FR11.2: **Categories Management:**
    - FR11.2.1: **Category Management:**
      * FR11.2.1.1: Administrators shall be able to create new categories.
      * FR11.2.1.2: Administrators shall be able to edit existing categories (name, image, status).
      * FR11.2.1.3: Administrators shall be able to delete categories (moving them to the trash bin).
      * FR11.2.1.4: Administrators shall be able to adjust the sequence of categories.
      * FR11.2.1.5: Administrators shall be able to filter and search categories.
      * FR11.2.1.6: The system shall log all category management actions in an audit report.
    - FR11.2.2: **Sub-Category Management:**
      * FR11.2.2.1: Administrators shall be able to create new sub-categories.
      * FR11.2.2.2: Administrators shall be able to edit existing sub-categories (name, image, parent category, status).
      * FR11.2.2.3: Administrators shall be able to delete sub-categories (moving them to the trash bin).
      * FR11.2.2.4: Administrators shall be able to adjust the sequence of sub-categories.
      * FR11.2.2.5: Administrators shall be able to filter and search sub-categories.
      * FR11.2.2.6: The system shall log all sub-category management actions in an audit report.
    - FR11.2.3: **Level Management:**
      * FR11.2.3.1: Administrators shall be able to create new levels.
      * FR11.2.3.2: Administrators shall be able to edit existing levels (name, image, parent category/sub-category, join class start/end percentage, success percentage, status).
      * FR11.2.3.3: Administrators shall be able to delete levels (moving them to the trash bin).
      * FR11.2.3.4: Administrators shall be able to adjust the sequence of levels.
      * FR11.2.3.5: Administrators shall be able to filter and search levels.
      * FR11.2.3.6: The system shall log all level management actions in an audit report.
    - FR11.2.4: **Question Bank Management:**
      * FR11.2.4.1: Administrators shall be able to create new questions.
      * FR11.2.4.2: Administrators shall be able to edit existing questions (category, sub-category, level, type, title, description, object, correct note, image, status).
      * FR11.2.4.3: Administrators shall be able to delete questions (moving them to the trash bin).
      * FR11.2.4.4: Administrators shall be able to filter and search questions.
      * FR11.2.4.5: The system shall log all question bank management actions in an audit report.
    - FR11.2.5: **Lesson Management:**
      * FR11.2.5.1: Administrators shall be able to create new lessons.
      * FR11.2.5.2: Administrators shall be able to edit existing lessons (category, sub-category, level, name, description, requirements, type, sequence, material, exercise, homework).
      * FR11.2.5.3: Administrators shall be able to delete lessons (moving them to the trash bin).
      * FR11.2.5.4: Administrators shall be able to filter and search lessons.
      * FR11.2.5.5: Administrators shall be able to manage the sequence of lessons.
      * FR11.2.5.6: The system shall log all lesson management actions in an audit report.
  + FR11.3: **Classes:**
    - FR11.3.1: Administrators shall be able to create new classes for specific months.
    - FR11.3.2: Administrators shall be able to edit existing classes (category, sub-category, level, teacher, homework teacher, month, course name, image, level exam date, sessions, appointments).
    - FR11.3.3: Administrators shall be able to filter and search classes.
    - FR11.3.4: The system shall log all class management actions in an audit report.
  + FR11.4: **Products Management:**
    - FR11.4.1: Administrators shall be able to create new products (courses) with a multi-step form:
      * FR11.4.1.1: Step 1 (Product Details): Administrators shall be able to select the category and sub-category, enter the product name (Arabic and English), price (and discounted price including tax), description, requirements, number of lessons, number of levels, duration (days), upload mobile and web images, and status (toggles for web, mobile, popular, final exam, level exam, assessment). They shall also be able to specify certificate details (template, days, hours).
      * FR11.4.1.2: Step 2 (Timetable): Administrators shall be able to define a timetable for the course, divided into categories defining days and hours for lessons.
      * FR11.4.1.3: Step 3 (Product Levels and Steps): Administrators shall be able to define levels included in the product.
      * FR11.4.1.4: Step 4 (Related Courses - Optional): Administrators shall be able to link related courses.
      * FR11.4.1.5: Step 5 (Items): Administrators shall be able to specify which items (exercises, homework, certificates, extensions) are included in the product and set the price for each paid item or mark it as included.
      * FR11.4.1.6: Step 6 (Upgrade Suggestions): Administrators shall be able to recommend products for users to upgrade to after completing this course.
    - FR11.4.2: Administrators shall be able to edit existing products.
    - FR11.4.3: Administrators shall be able to delete products (moving them to the trash bin).
    - FR11.4.4: Administrators shall be able to manage the sequence of products.
    - FR11.4.5: Administrators shall be able to filter and search products.
    - FR11.4.6: The system shall log all product management actions in an audit report.
  + FR11.5: **Students:**
    - FR11.5.1: **Student Course Management:**
      * FR11.5.1.1: **Student Management:**
        + FR11.5.1.1.1: Administrators shall be able to create new student accounts.
        + FR11.5.1.1.2: Administrators shall be able to edit existing student information (name, contact details, etc.).
        + FR11.5.1.1.3: Administrators shall be able to soft delete student accounts (disable access while retaining data).
        + FR11.5.1.1.4: Administrators shall be able to change student account passwords.
        + FR11.5.1.1.5: Administrators shall be able to view student assessment grades, evaluations, and final exam results.
      * FR11.5.1.2: **Student Courses:**
        + FR11.5.1.2.1: Administrators shall be able to display a list of students and their assigned courses.
        + FR11.5.1.2.2: Administrators shall be able to show student progress: current category, level, and lesson.
        + FR11.5.1.2.3: Administrators shall be able to change student levels.
        + FR11.5.1.2.4: Administrators shall be able to view full student reports.
        + FR11.5.1.2.5: Administrators shall be able to modify course steps.
        + FR11.5.1.2.6: Administrators shall be able to view student steps.
      * FR11.5.1.3: **Student Ratings:**
        + FR11.5.1.3.1: Administrators shall be able to display student ratings and comments.
        + FR11.5.1.3.2: Administrators shall be able to edit student ratings and comments.
        + FR11.5.1.3.3: Administrators shall be able to disable student ratings and comments.
      * FR11.5.1.4: **Level Exam Report:**
        + FR11.5.1.4.1: Administrators shall be able to display student grades in level exams.
        + FR11.5.1.4.2: Administrators shall be able to reset level exams.
        + FR11.5.1.4.3: Administrators shall be able to view student exam evaluations.
      * FR11.5.1.5: **Certificate:**
        + FR11.5.1.5.1: Administrators shall be able to generate and download certificates for students who have completed their courses.
  + FR11.6: **Teachers:**
    - FR11.6.1: **Teachers Dashboard:**
      * FR11.6.1.1: The teachers dashboard shall display key performance indicators (KPIs) such as:
        + Number of enrolled homework students per class (potentially filterable by date range).
        + Number of homework assigned to each teacher.
        + Total number of approved, rejected, and pending homework per class, and per teacher.
        + Student participation percentages.
        + Average of submitting the homework.
      * FR11.6.1.2: The teachers dashboard shall display visual reports (charts, graphs) summarizing the KPI data.
    - FR11.6.2: **Assigned Teachers:**
      * FR11.6.2.1: Administrators shall be able to filter the homework list by product, level, category, subcategory, class, and/or teacher.
      * FR11.6.2.2: Administrators shall be able to transfer homework assignments between teachers.
      * FR11.6.2.3: Administrators shall be able to view homework details and student/teacher replies.
      * FR11.6.2.4: Administrators shall be able to revert approved homework assignments back to students.
  + FR11.7: **Financial Transactions:**
    - FR11.7.1: **Reviewing Pending Bank Transfers:**
      * FR11.7.1.1: Administrators shall be able to review pending bank transfers.
      * FR11.7.1.2: Administrators shall be able to update order status.
      * FR11.7.1.3: Administrators shall be able to contact customers for clarification regarding bank transfers.
    - FR11.7.2: **Generating Sales Reports:**
      * FR11.7.2.1: Administrators shall be able to generate sales reports.
      * FR11.7.2.2: Administrators shall be able to filter sales reports by date range, course, coupon, or customer service representative.
      * FR11.7.2.3: Administrators shall be able to download or export sales reports.
      * FR11.7.2.4: Administrators shall be able to save sales reports.
    - FR11.7.3: **Coupon Management:**
      * FR11.7.3.1: Administrators shall be able to create new coupons.
      * FR11.7.3.2: Administrators shall be able to create multiple similar coupons for a campaign.
      * FR11.7.3.3: Administrators shall be able to bulk activate existing coupons.
      * FR11.7.3.4: Administrators shall be able to bulk update discount percentages of coupons.
      * FR11.7.3.5: Administrators shall be able to add course-specific discounts to coupons in bulk.
      * FR11.7.3.6: Administrators shall be able to deactivate multiple coupons.
    - FR11.7.4: **Managing Coupon Groups:**
      * FR11.7.4.1: Administrators shall be able to create new coupon groups.
      * FR11.7.4.2: Administrators shall be able to edit coupon groups.
    - FR11.7.5: **Reviewing Abandoned Carts:**
      * FR11.7.5.1: Administrators shall be able to review abandoned carts.
      * FR11.7.5.2: Administrators shall be able to filter abandoned carts by date range and order status.
      * FR11.7.5.3: Administrators shall be able to export abandoned cart data.
      * FR11.7.5.4: Administrators shall be able to send notifications to users with abandoned carts (email, SMS, WhatsApp).
  + FR11.8: **User Management:**
    - FR11.8.1: Administrators shall be able to create new user accounts.
    - FR11.8.2: Administrators shall be able to edit existing user accounts.
    - FR11.8.3: Administrators shall be able to delete user accounts.
    - FR11.8.4: Administrators shall be able to manage user roles and permissions.
    - FR11.8.5: Administrators shall be able to create new roles.
    - FR11.8.6: Administrators shall be able to edit existing roles.
    - FR11.8.7: Administrators shall be able to assign permissions to roles.
  + FR11.9: **Notifications:**
    - FR11.9.1: Administrators shall be able to create new notifications with customizable content.
    - FR11.9.2: Administrators shall be able to specify the notification type (email, SMS, WhatsApp, mobile notification).
    - FR11.9.3: Administrators shall be able to use dynamic variables to personalize notifications (e.g., user name, course name, lesson time).
    - FR11.9.4: Administrators shall be able to select target users based on various criteria (abandoned carts, recent purchases, course starting, lesson time, homework submission, specific users, users within a specific level or course).
    - FR11.9.5: Administrators shall be able to use filters to refine the target audience (e.g., date range, course, level).
    - FR11.9.6: Administrators shall be able to schedule notifications to be sent at a specific time or date.
    - FR11.9.7: Administrators shall be able to set recurring notifications for regular reminders (e.g., daily lesson reminders).
    - FR11.9.8: The system shall deliver notifications through the selected channels (email, SMS, WhatsApp, mobile notification).
    - FR11.9.9: Delivery status shall be tracked, and administrators shall be able to view delivery reports.
    - FR11.9.10: Administrators shall be able to create and save notification templates for frequently used messages.
    - FR11.9.11: Administrators shall be able to save notification templates as permanent for reuse.
    - FR11.9.12: Administrators shall be able to create and send one-time notifications for specific events or announcements.
  + FR11.10: **Logs (Audit Log):**
    - FR11.10.1: The system shall automatically capture and record all significant administrative actions.
    - FR11.10.2: The log shall record the following data for each action:
      * Timestamp: The date and time of the action.
      * User: The administrator who performed the action.
      * Action Type: The specific action performed.
      * Affected Item: The specific item that was affected by the action.
      * Details: Any relevant details about the action.
      * IP Address of the user.
    - FR11.10.3: The "Logs" section shall provide search and filtering capabilities.
    - FR11.10.4: Administrators shall be able to generate reports based on the logged data.
    - FR11.10.5: The "Logs" section shall be protected to ensure that only authorized administrators can access and view the logged data.
    - FR11.10.6: The system shall retain log data for a specified period.
* **3.3.12. Teacher Functions:**
  + **3.3.12.1. Home (Teacher Dashboard):**
* FR12.1.1: The teacher dashboard shall display the number of assigned homework assignments, filterable by class and level.
* FR12.1.2: The teacher dashboard shall display the number of pending, approved, and rejected homework assignments.
* FR12.1.3: The teacher dashboard shall display the average student submission time for homework.
* FR12.1.4: The teacher dashboard shall display a list of upcoming live sessions.
* FR12.1.5: The teacher dashboard shall provide quick access to assigned classes.
* FR12.1.6: The teacher dashboard shall display visual reports (charts, graphs) of homework grading progress and student engagement.

**3.3.12.2. Assigned Homework Management:**

* FR12.2.1: Teachers shall be able to navigate to the "Assigned Homework" section.
* FR12.2.2: Teachers shall be able to filter homework assignments by class, level, and student.
* FR12.2.3: The system shall display a list of assigned homework, showing student names, submission dates, and status (pending, approved, rejected).
* FR12.2.4: Teachers shall be able to select a homework assignment to review.
* FR12.2.5: Teachers shall be able to view the student's submitted work, including text, images, and audio files.
* FR12.2.6: Teachers shall be able to provide feedback, including written comments and audio recordings.
* FR12.2.7: Teachers shall be able to approve or reject the homework assignment.
* FR12.2.8: If rejected, teachers shall be required to provide a reason for the rejection.
* FR12.2.9: Teachers shall be able to track the history of homework submissions and grading.

**3.3.12.3. Live Session Management:**

* FR12.3.1: Teachers shall be able to navigate to the "Live Sessions" section.
* FR12.3.2: Teachers shall be able to view their upcoming live sessions, including dates, times, and classes.
* FR12.3.3: Teachers shall be able to access the Zoom link for each live session.
* FR12.3.4: Teachers shall be able to upload or link to materials for the live session (e.g., PDFs, presentations).
* FR12.3.5: Teachers shall be able to mark the session as completed after it finishes.

**3.3.12.4. Profile Management:**

* FR12.4.1: Teachers shall be able to navigate to their profile page.
* FR12.4.2: Teachers shall be able to view and edit their profile information, including contact details and a profile picture.
* FR12.4.3: Teachers shall be able to change their password.
* FR12.4.4: Teachers shall be able to view the classes they are assigned to.

**3.3.12.5. Calendar:**

* FR12.5.1: Teachers shall be able to navigate to their calendar.
* FR12.5.2: The calendar shall show all scheduled live sessions.
* FR12.5.3: The calendar shall show all homework deadlines.
* FR12.5.4: The calendar shall be filterable by week, month, or day.
* FR12.5.5: The calendar shall be able to sync with external calendars.