

# BABZER LLC

Native Mobile Applications (iOS and Android) and Website - Front End and Back End - Design & Development  
September 2017

## 1. Project Description

Babzer is a place where people from all over the world can ask for help and receive help.

- The platform is designed for people to be able to reach out other people and ask for help and support whenever and wherever they need.
- There is one type of user with double role: user can ask for help, but also offer help.
- The type of help they can ask is diverse and it's not limited, from asking to someone to walk their dog, send flowers to a loved one, finding their way back when lost in a new city, to advices on what to wear on a job interview and how to do their hairstyle, the list can continue.

## 2. Scope of Work

Deliverables for iOS (iPhone & iPad) & Android (Phone & Tablet) apps and Website

### Creating a babzer account

- To access babzer an individual needs to create an user account. Users can sign up either by email address, or by a social media account (Facebook, LinkedIn, Twitter, Google+). They set a username and a password.
- After creating the account, they can fill out their profile information or do it later. It is not necessary to fill out the payment information when creating the account, but if they post a help request offering rewards (\$) in exchange of the help, it is compulsory to do it.

### Home Screen

- It will display the links or controls to navigate to different sections of the application with a logo (the company's identity).
- Users Registration/ Forgot Password/ Login

The visitor can register on the app using following steps:

1. Entering Email/ Password, or by using a social media account
2. Entering Personal Details (Details can also be updated optionally after the registration)
3. Successful Registration Page

**In addition, user can login and can recover the username and password.**

### Private user profile (What the user sees):

1. Dashboard/ Account Panel:
  - Account Settings (Edit: Email, Change Password, Delete Account; Include the option to reactivate the account if the user logs in with the same info)
  - Profile – Edit: Profile Picture, Name, Surname, Age / birth date, Gender, About me, Location, Work, Education

- Verification (Email, SMS, Credit Card)
- Choose / Edit Payment Details
- Choose / Edit Currency
- Choose / Edit Language (Multilingual)
- 2. My Requests (+search option)
- 3. My Help (+search option)
- 4. Categories (+browse categories)
- 5. Messages
- 6. Ticket / Claim
- 7. Recent Help Requests (Random from other babzer users, based on
- 8. their preferences – categories, interests)
- 9. Search / Browse Requests
- 10. Locate Users/ Help Requests on Map
- 11. Reviews / Recommendations
- 12. Payments Made
- 13. Payments Received/ Made
- 14. Notifications
- 15. Favorite Helper
- 16. Saved Help Requests

### **Public User Profile (What other users see)**

1. Profile Photo
2. Name and Surname/ Username
3. Gender (if selected)
4. Age / birthday
5. Location
6. Recommendations / Reviews
7. Help Requests
8. Help offered

## **Apps and Website functionalities**

### **Edit Profile/ Account Settings**

User can edit their profile in the app/ website.

- App Content Page
- Splash Screen
- About Us
- Login/ Signup
- My Account Control Panel
- Categories
- Add a Help Request
  1. Add Request Details (title, description, category, tags, location, date/ time, photo/ video, and they can also choose Professional if they need professional help - i.e. accounting advice from a registered accountant etc., as per image below)
  2. Add Amount:
    - Free Help
    - Paid Help (Fixed amount - User that posts a help request can write his/ hers proposal of payment reward; users who offer their help have the option to write their own proposed payment reward)
    - Submit Request

[Ask Help](#)
[Help Request](#)

☐ Professional?
 ☐ Reward?

☒ My Address
 ☐ Other
 ☒ Now
 ☐ Later

Strada Giacomo Puccini 8, București 014192, Romania

sorin

posted a new help request in Medical & Health

6 months ago

test

test

☐ Professional: No
 ☒ Reward: 10 \$

☒ When: Now

☒ Where: Strada Giacomo Puccini 21, București, Romania

Comment - Share

iHelp

- Proceed to Payment (When posting a paid Help Request, user has to update their payment methods)
- Payment Gateway (PayPal and Stripe)
- View Help Offered (From Other Users)
- View Help Requests (Own and from other Users)
- View Profile
- Accept Help
- Send Message
- Search Options
- Advanced Search
- List of Help Requests
- View Help Request Details
- Send Help Request Help
- View Accepted Help Requests
- Mark Help Request as Completed
- Reviews and Ratings
- Social Media Integration
- Contact Us

### **Description of Functions of Users (in the app and web)**

- Users will be able to view the splash screen.
- Users will be able to view information about the app and website like text, images, etc. in the About Us section available in the app. Admin will be able to manage this section from the web based backend of the apps and website.
- Users will be able to login/ register into the apps and website.
- Users will be able to create their account by submitting the details like name, email, phone, zip code, city, state etc in the app and website.
- Users will be able to select a category for listing their request in the app. Admin will be able to manage this section from the web based backend in the app and website.
- Users will be able to add a help request in the app and website.
- Users will be able to add details for their request like title, address, timing, reward, short description etc. in the app and website.
- Users will be able to add amount they want to offer to other users in exchange of their help in the app and website.
  1. Users will be able to submit free help request.
  2. Users will be able to submit help request with fixed amount (Users who offer their help will be able to personalize amount before submitting their help offer if selected so).
- Users will be able to submit the request which will be seen by other users in the app and on the website.
- Users will be able to proceed to pay for the help request in the app and website. Admin will be able to manage this section from the web based backend of the app and website.
- Users will be able to pay through a payment gateway in the app and website. Admin will be able to manage this section from the web based backend of the app and website.

- Users will be able to view various help requests offered from other users in the app and website.
- Users will be able to view profiles of the users that have offered to help in the app and website.
- Users will be able to accept help offered from other users in the app and website.
- Users will be able to send messages to the user who is helping them in the app and website.
- Users will be able to mark help as completed in the app and website (Request will be marked as solved only if both users mark it as completed).
- Users will be able to search for requests to offer help to other users in the app and website.
- Users will be able to search requests using filters such as location, interests, timing, tags, title etc in the app and website. Admin will be able to manage this section from the web based backend of the app and website.
- Users will be able to view list of requests in the app and website.
- Users will be able to view details about the request selected in the app and website.
- Users will be able to send request help offer to the user that needs help in the app and website.
- Users will be able to view accepted help requests offer in the app and website.
- Users will be able to mark request as completed in the app and website.
- Users will be able to add their reviews and ratings in the app and website. Users will be able to view reviews and ratings submitted by other users in the app and website.
- Users will be able to share the help requests in the app and website on the social networks like Facebook, Twitter, etc.
- Users will be able to contact the admin of the app by submitting Contact Us form available on the app and website.
- Users will be able to send/ receive SMS confirmation/ verification
- Users will be able to subscribe/ receive Newsletters
- User will be able to Mark Favorite Helper
- User will be able to Save Help Request
- User will be able to Report Help Request
- User will be able to Comment on Help Request
- User will be able to open a Claim/ Ticket
- Users will be able to choose their preferred currency
- Users will be able to choose their preferred language

### **My Account Control Panel for Users**

Users will be able to operate a host of functions from their My Account control panel. The control panel will carry the following modules:

- My Profile
  1. Users can fill in details about them.
  2. Users can change any information anytime.
- My Requests
  1. Users can view the help requests they have submitted.
  2. Users can manage their requests.
  3. Users can view details of their help requests.
- My Help
  1. Users can view the help they have offered to other users.
  2. Users can manage their offered help requests.

3. Users can view their completed help requests.
- My Earnings
    1. Users can receive their payments from customers on 30<sup>th</sup> of every month.
    2. Users can view their total earnings.
    3. Users will be able to request for payouts on 30<sup>th</sup> of every month.
  - My Payments
    1. Users can view their total earnings
    2. Users can view split earnings per request solved
  - App Notifications
    1. Users will receive a notification after registration.
    2. Users will receive a notification when someone offers help for the request they have submitted.
    3. have submitted.
    4. Users will receive a notification when someone accepts their offered help.
    5. Users will receive a notification after successful payment.
    6. Users will receive a notification when Babzer will release payments.
    7. Users will receive a notification when a user in their area posts a help request.
    8. Users will receive a notification when a user posts a help request in a specific category of interest for the first user.

## **Administrative Panel**

The web based back end of the app will feature an administrative panel to manage and update data at the front as well as back end. The key functionalities are as follows:

- Users Management
- Helps (task) Management
- Messages Management
- Payments Management
- Notifications/ Newsletter Management
- Language/ Currency Management
- Claims/ Ticket Management
- Report User/ Task Management
- General Management
- Statistics/ Reports Management

### **Details:**

- Users Management
  - Admin will be able to manage the users in the system.
  - Admin will be able to Add / Delete users in the system.
  - Admin will be able to view the list of all users in the system.
  - Admin will be able to Search the list of all users in the system.
  - Admin will be able to Activate or deactivate the account of the users in the system.
- Helps (task) Management
  - Admin will be able to view all the Help Requests in the system.
  - Admin will be able to manage all the Help Requests in the system.

- Messages Management
  - Admin will be able to view all the messages in the system.
  - Admin will be able to manage all the messages in the system.
- Payments Management
  - Admin will be able to manage payments in the system and set automatic payments when they are due
- Notifications/ Newsletter Management
- Language/ Currency Management
- Claims/ Ticket Management
  - Admin will be able to manage ticket opened by users.
- Report User/ Task Managment
  - Admin will be able to manage report user claims.
- General Management
  - Manage About Us
  - Manage Report Users
  - Manage Contact Us
  - Website settings, Payment settings, SMS settings, SEO settings, error page settings, Social settings, Payment gateway settings (Stripe/ Paypal)
- Statistics/ Reports Management
 

Admin will be able to generate reports in a printable format for the following (Google Analytics integration):

  - List of Users
  - List of help requests and help offers
  - The admin will be able to apply filters location wise, name wise etc.
  - The admin will be able to export the reports in other formats like excel, csv etc.