

SANARA – WELLNESS APP

PWA Development

ABSTRACT

This platform is a wellness-focused digital marketplace that connects users with health and wellness practitioners, enabling class discovery, booking, and engagement with integrated AI and location-aware experiences.

SCOPE DOCUMENT

By DOT COM INFOWAY (DCI)

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CONTENTS

Disclaimers.....	1
1 Integrations	3
2 Functional Details:.....	3
2.1 User Types.....	3
2.2 User Platform	3
2.3 Feature Overview.....	3
2.4 Detailed Functional Specification – End Users (Clients/Students)	4
2.5 Detailed Flow for the users:.....	7
2.6 Practitioners.....	17
2.7 Admin panel	22

1 INTEGRATIONS

- **Stripe Payments:** Booking, refunds, payouts
- **Stripe Connect:** Practitioner payouts
- **Twilio:** SMS reminder system
- **Google Calendar Integration:** Add-to-calendar support
- **Google Maps API:** Location-aware class suggestions
- **SendGrid/Mailchimp:** Email communications
- **OpenAI (or similar):** AI-driven feedback/quiz logic

2 FUNCTIONAL DETAILS:

2.1 USER TYPES

- End Users (Clients/Students)
- Practitioners (Wellness Instructors)
- Admin Users (Platform Administrators)

2.2 USER PLATFORM

- **End Users & Practitioners:** Responsive Web App (PWA), optionally available via App Stores
- **Admin Users:** Web-based dashboard (desktop optimized)

2.3 FEATURE OVERVIEW

- **End User Features:**
 - Sign up / Log in
 - Browse & filter wellness classes
 - Book & pay (Stripe)
 - Email/SMS reminders
 - Ratings & reviews

- Location-aware class discovery
- AI-driven feedback quizzes
- Package & gift card purchases
- Messaging practitioners
- **Practitioner Features:**
 - Secure login
 - Add/manage class listings
 - View bookings and earnings
 - Practitioner profile page
 - Repeating class scheduler
 - Studio creation
- **Admin Features:**
 - Dashboard for view/edit functions
 - Practitioner approval flow
 - Terms acceptance tracking
 - Geo-aware time zone handling
 - Add-to-calendar (.ics) files
 - Analytics and reports
 - 2FA security

2.4 DETAILED FUNCTIONAL SPECIFICATION – END USERS (CLIENTS/STUDENTS)

- **Splash Screen**
 - On app launch, the splash screen displays the brand logo and tagline.
 - Acts as an entry point while the app loads necessary resources in the background.
- **Login**
 - Methods:
 - Email/password via Firebase Authentication.
 - (or) Phone number and OTP
 - Features: Forgot password, password reset via email.

- Get password reset email link to change the password
 - (or) Enter phone number -> Verify OTP and Change the password
- **Registration**
 - Fields: Name, email, phone number (optional), password.
 - Verification: OTP verification to the mobile number
 - Optional Info: Preferred class modalities, wellness goals (used for personalization).
 - Post-registration: Redirect to onboarding quiz for better personalization (AI-driven feedback tool).
- **Home Page**
 - **Top Sections:**
 - Featured classes
 - Personalized recommendations
 - Nearby (location-aware) classes
 - **Bottom Navigation Menu:**
 - Home
 - Classes
 - My Bookings
 - Messages
 - Profile
 - **Other Menus:**
 - Notifications
 - Wallet
 - Help & Support
- **Classes**
 - **Search bar:**
 - Allow the users to search by the Practitioner name / Location / modality
 - **List View:**
 - Filter by date/time, modality, location, practitioner.
 - Location-aware listings (auto-detect using device GPS).

- **Detail View:**
 - Class description, date/time, duration, practitioner profile, venue map (for offline).
 - Add to calendar (.ics link), cancellation policy.
- **Booking + Payment:**
 - Stripe integration (secure one-time payments).
 - Confirmation screen + email with Google Calendar integration.
- **My Bookings**
 - **Current & Upcoming Classes**
 - Show bookings with class details.
 - **Ratings & Reviews:**
 - Users can rate and review completed classes.
 - **Cancellation:**
 - Cancel within the refund window.
 - Automated refund to original mode of payment via Stripe.
- **Profile View**
 - **User Info:** Name, email, preferred class types.
 - **Wallet View:**
 - Tracks class credits or rewards.
 - Credits can be used partially or fully for class purchases.
 - Shows history of credit purchases, redemptions, and expirations.
- **Email/SMS Reminders**
 - Via SendGrid/Twilio integration:
 - Email and SMS reminders 24 hours and 1 hour before class.
 - Includes class name, practitioner, and location/map.
- **Location-Aware Class Discovery**
 - Uses device GPS to suggest classes within user proximity.
 - Sort by distance or allow map view for easier selection of offline classes.

- **AI-Driven Feedback Quizzes**
 - Onboarding quiz: Determines user's wellness goals and preferences.
 - Post-class feedback: AI summarizes and adjusts future recommendations.
 - OpenAI integration for personalized class suggestions and wellness journey tracking.
- **Package & Gift Card Purchases**
 - **Packages:**
 - Pre-paid bundles for multiple class bookings at a discounted rate.
 - Shown in wallet, available for redemption during booking.
 - **Gift Cards:**
 - Purchase for others with optional email delivery.
 - Recipient can redeem during registration or payment.
- **Messaging Practitioners**
 - **Message Center:**
 - One-on-one messaging between users and practitioners.
 - Secure, monitored, and GDPR-compliant.
 - **Practitioner Profiles:**
 - Bio, upcoming classes, photos, ratings.
 - Users can browse classes directly from profile.
- **Class Modes**
 - Online:
 - Includes meeting link (e.g., Zoom or similar).
 - Sent in confirmation email and reminders.
 - Offline:
 - Location map, parking instructions, and in-person venue info.

2.5 DETAILED FLOW FOR THE USERS:

- **Class:**
 - **Class List View**

Steps	Requirement Description
1	User should be able to view a list of available classes.
2	System shall allow filtering by: date, time, modality (e.g., yoga, sound healing), location (city, radius), and practitioner.
3	System shall display basic class info: title, modality, start time, class type (online/offline), price, thumbnail, and practitioner name.
4	System shall support infinite scroll/pagination for performance.
5	System shall auto-detect user's GPS location (with consent) and display nearest available offline classes.
6	Users can toggle between online and offline class listings.

■ UI Components:

- ☐ Filter drawer
- ☐ Sort dropdown (by soonest, nearest, popularity)
- ☐ Class cards (title, date, price, tags, practitioner thumbnail)

○ Class Detail View

Steps	Requirement Description
1	On selecting a class, the system shall display detailed information: class name, description, modality, duration, date/time, and price.
2	The system shall display practitioner profile summary (bio preview, full profile on click).
3	For offline classes, the venue map (Google Maps embed) shall be shown along with address
4	For online classes, the meeting link shall be revealed post-booking.
5	System shall show the cancellation/refund policy.
6	System shall allow users to add the class to their calendar (.ics file for offline; Google Calendar API for online).

7	If the user is logged in, allow "Book Now" option. Otherwise, prompt login.
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▪ **UI Components:**

- ☐ Class hero image/banner
- ☐ Detail sections (accordion or tab layout)
- ☐ Call-to-action (CTA) button: Book Now

○ **Booking & Payment Flow**

Steps	Requirement Description
1	When a user selects "Book Now", system shall validate available seats for the selected class.
2	If seats are available, the user is taken to the booking summary screen showing: class name, practitioner, location, cost, wallet credit (if any), and total payable.
3	Users can apply gift cards, packages, or wallet credit toward payment.
4	Payment is handled via Stripe
5	On successful payment, the system generates a confirmation page and email.
6	A .ics calendar link or Google Calendar event is included in the confirmation email.
7	Stripe's session ID and payment status are saved in the database for reconciliation.
8	On booking, the seat count for the class is decremented.
9	Users can view this booking under "My Bookings" with options to cancel (if within policy).
10	The practitioner receives a notification of the new booking.

▪ **UI Components:**

- ☐ Booking summary page

- ☐ Payment gateway iframe (Stripe)
- ☐ Confirmation screen (class details, calendar sync, message)
- ☐ Email confirmation template

- **My Bookings**

- **Booking History View**

Steps	Requirement Description
1	System shall display all current, past, and cancelled bookings grouped by status (Upcoming / Completed / Cancelled).
2	Each booking card shall include: class name, date & time, practitioner name, location (map or meeting link), and class mode (online/offline).
3	Users can sort bookings by date (most recent first) or filter by status.
4	Clicking a booking opens a detailed view page.

- **UI Components:**

- ☐ Tabs or segmented buttons (Upcoming, Past, Cancelled)
 - ☐ Booking cards with quick action buttons
 - ☐ Filter dropdown (class type, date)

- **Booking Detail View**

Steps	Requirement Description
1	System shall show full booking details including: class title, practitioner details, venue (map or online link), payment amount, date/time.
2	System shall show refund eligibility (based on cancellation policy and current time).
3	If refund is eligible, "Cancel & Refund" button shall be visible.
4	Users can rate and review the class after the session end time.
5	For online classes, the meeting link will be shown 30 minutes before class start.

- **UI Components:**

- ☐ Booking summary card
- ☐ Calendar re-download or link re-access option
- ☐ Buttons: Cancel Class, Rate Class

- **Cancel Booking**

Steps	Requirement Description
1	Users can cancel a booking if done within the cancellation window defined per class.
2	On cancellation, the system shall validate refund eligibility.
3	If eligible, system shall trigger refund via Stripe API and mark the booking as "Cancelled with Refund".
4	If not eligible, the booking is marked as "Cancelled – No Refund".
5	Practitioners are notified upon any cancellations.

- **UI Components:**

- ☐ Cancel Confirmation Modal
- ☐ Refund summary post-cancellation
- ☐ Cancellation policy alert or popup

- **Rate & Review Class**

Steps	Requirement Description
1	After the class end time, the system shall prompt users to submit a rating (1–5 stars) and optional review.
2	Reviews shall be posted publicly under practitioner profile after moderation (optional feature).

- **UI Components:**

- ☐ Rating stars
- ☐ Textbox for review input
- ☐ Submit button

- **Refunds & Wallet**

Steps	Requirement Description
1	If refund is issued, system shall reflect it in the user's wallet or original mode of payment (depending on class policy), based on the option selected by the user
2	Prompt for the user to select the preferred method for the user
3	Wallet view shall show credit usage history (amount, date, class).
4	Refund logs are linked to the corresponding booking record for transparency.

- **Practitioner List View**

Steps	Requirement Description
1	Users can view a paginated or infinite-scroll list of approved practitioners.
2	Each practitioner card includes: photo, name, primary modality, average rating, number of reviews, and location.
3	Users can filter practitioners by: modality (e.g., yoga, breathwork), location, availability.
4	Users can sort list by: relevance, rating, or distance (if GPS is enabled).
5	Tapping on a practitioner opens their profile (Detail View).

- **UI Components:**

- Search bar (optional by name or keyword)

- Filter & sort dropdowns
- Practitioner cards (compact with rating stars, tag icons)

- **Practitioner Detail view:**

Steps	Requirement Description
1	System shall display a full bio of the practitioner including: name, photo, modalities, certifications, spoken languages, years of experience.
2	A list of upcoming classes hosted by the practitioner is shown with "Book Now" options.
3	Ratings & reviews from past students shall be visible and sortable (most recent, most helpful).
4	A "Message Practitioner" button allows users to initiate a conversation (if enabled).
5	Detail view shall indicate if the practitioner offers online, offline, or hybrid classes.
6	Users can favorite or follow practitioners to get notified about new classes (future feature).

- **UI Components:**

- Banner/profile header with image, name, primary modality
- Bio & credentials section
- Reviews carousel or expandable section
- Upcoming class cards with "Book Now"
- "Message" CTA

- **Gift Card & Package Purchase Module – End User (Client/Student)**

- **Package Purchase**

Steps	Requirement Description
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1	Users can browse available pre-defined packages (e.g., 5 classes, 10 classes, unlimited monthly pass).
2	Each package includes: name, description, price, number of credits, validity period.
3	Users can purchase packages using Stripe
4	On successful payment, the number of class credits is added to the user's Wallet.
5	System shall deduct one credit automatically when the user books a class using the package.
6	Expiry dates for credits shall be shown in the Wallet.
7	Remaining credits and usage history should be visible under Wallet > Packages.
8	Packages cannot be transferred once purchased.

▪ UI Components:

- ☐ Package cards with "Buy Now"
- ☐ Wallet balance view
- ☐ Usage tracker with expiry info

○ Gift Card Purchase

Steps	Requirement Description
1	User can select a gift card value (preset or custom amount) to purchase for another person.
2	Fields required: Recipient's name, email, optional personal message
3	User pays via Stripe; on confirmation, the gift card email is sent to recipient
4	Recipient receives a unique gift code redeemable during class booking or at registration.
5	Gift card redemption -> only on booking of the class
6	Gift card codes must be unique, single-use, and securely validated during redemption.

7	Gift card credit expiry is configurable (e.g., 6 months from issue).
8	If recipient is not yet a user, they're prompted to register upon redeeming the gift card.

- **UI Components:**

- ☐ Gift card creation form
- ☐ Confirmation screen
- ☐ Sent history tracker

- **Gift Card & Package Redemption**

Steps	Requirement Description
1	Users can enter a gift code in Wallet > Redeem section or during checkout.
2	System validates code, applies code and proceed with the booking of the class
3	Ineligible/expired codes return an error with reason shown.

- **UI Components:**

- ☐ Gift code input field
- ☐ Redeem confirmation screen
- ☐ Error modal for invalid codes

- **AI QUIZ:**

- **Onboarding Quiz (Personalization)**

Steps	Requirement Description
1	Upon registration or from profile, user is prompted to complete an onboarding quiz.
2	The quiz collects preferences such as: wellness goals (e.g., stress relief, flexibility), preferred class types, availability (morning/evening), experience level, and physical limitations.

3	Quiz questions are dynamically generated using OpenAI (or predefined question set).
4	Responses are sent to an OpenAI endpoint (or internal logic) for analysis and summarized into a "Wellness Persona".
5	Based on persona, system suggests relevant classes and practitioners on the home screen.
6	User can retake the quiz anytime to update preferences.

- **UI Components:**

- ☐ Multi-step quiz interface (radio buttons, sliders, text inputs)
- ☐ "Skip" or "Remind Me Later" option
- ☐ Result summary with recommendation card

- **Post-Class Feedback Quiz**

Steps	Requirement Description
1	After attending a class, user is prompted with a brief quiz to share reflections (e.g., "How did you feel after class?" "What was your energy level?").
2	Feedback responses are analyzed using OpenAI's API to detect trends in user satisfaction and needs.
3	AI updates the user's "Wellness Persona" and reorders/recommends classes accordingly.
4	Quiz results are stored anonymously for internal analytics (optional toggle).

- **UI Components:**

- ☐ 2–3 question interface with text
- ☐ Progress bar
- ☐ AI response popup (e.g., "You might enjoy a relaxing breathwork session tomorrow")

2.6 PRACTITIONERS

- **Splash Screen**
 - Show Sanara logo and tagline with animation on app launch.
 - Auto-redirect to Login screen after 3 seconds or upon load completion.
- **Login Screen**
 - Login with mobile number and password.
 - “Forgot Password” option available.
 - Input validation for incorrect credentials.
 - **UI Elements:**
 - ☐ Mobile number field
 - ☐ Password field
 - ☐ Login button
 - ☐ Forgot Password link
 - ☐ New user signup link
- **Registration Screen**
 - Input fields: Name, Email, Mobile Number, Password, Confirm Password.
 - All fields are mandatory
 - Validation: email format, password strength, mobile uniqueness.
- **OTP Verification**
 - Mobile number verification via OTP (6-digit).
 - Resend OTP option (30-sec cooldown).
 - Success redirects to Profile Setup screen.
- **Forgot Password**
 - Mobile number entry and OTP verification.
 - Once verified, show password reset form.
- **Profile Setup**
 - Inputs: Modality/services (multi-select), Availability (date/time slots).
 - Select cost per class, mode of class (online/offline/both).

- Address input with location tag for offline classes.
- Experience (in years), Photo Upload.
- Mandatory setup before dashboard access.
- **Home Page**
 - Show Notification icon (unread badge supported).
 - List latest 3 scheduled classes as cards (class name, time, participants).
 - Tap card → open class detail view.
 - Option to switch to calendar view.
 - Calendar view shows scheduled classes by date.
- **Bottom Navigation Menu**
 - **Home:** Dashboard
 - **Profile:** Profile management & calendar link
 - **My Bookings:** View and manage bookings
 - **My Classes:** Manage class list & create new class
 - **Settings:** App and account settings
- **Profile**
 - View and edit personal details, modality, experience, availability.
 - Upload/change photo.
 - Manage Calendar: update recurring availability or break dates.
- **My Bookings**
 - Three tabs: New, Completed, Cancelled bookings.
 - Each booking card shows class name, user name, time, mode.
 - Tap to view full booking detail.
 - Cancel Booking: Practitioner can cancel with a reason input.
 - User receives cancellation notification via email/SMS.
 - **My Bookings – List View**
 - System shall display bookings grouped into three tabs: **New, Completed, and Cancelled.**
 - **New Bookings:**

□ List view:

- Each booking card shall show:
 - ✓ Class Name
 - ✓ Booking Date & Time
 - ✓ Class Mode (Online/Offline)
 - ✓ Number of Participants booked (Count)
- Cards should support scrollable list with pagination or infinite scroll.
- Tapping a booking opens the **Booking Detail View**.
- Search/filter option by: date, class title, or client name.
- System shall display a count of total bookings per tab.

□ Detail View – New Booking

- Client full name
- Contact (email/phone)
- Class title, time, duration
- Class mode & location
- Number of participants (if applicable)
- Class fee and payment status
- For **Online Classes**: show secure meeting link with share/copy options
- For **Offline Classes**: show map with address, route suggestions
- **Cancel Booking** option with mandatory reason entry
 - ✓ Post cancellation
 - ✓ Notify client (email/SMS)
 - ✓ Update class slot availability
 - ✓ Reflect cancellation in both user & practitioner dashboards

▪ Completed Bookings (List & Detail View)

□ List View – Completed Bookings

- Shows all past bookings where the scheduled date/time has passed.
- Each card includes:
 - ✓ Class title
 - ✓ Date/time
 - ✓ Number of participants
 - ✓ Status: Completed
 - ✓ Rating status (whether the client submitted a review)
 - ❖ Sorting by most recent or filter by class
 - ❖ Tapping a booking opens detail view

□ Detail View – Completed Booking

- Displays class summary: title, date/time, practitioner name, modality, mode, duration.
- Shows client details and confirmation info.
- **Rating & Review section** (if the client has submitted feedback).
- Practitioner cannot edit or cancel completed bookings.
- Export or save class attendance summary (for record-keeping, optional).

▪ Cancelled Bookings

□ List View

- Displays all cancelled bookings initiated by the client or practitioner
- Each card shows:
 - ✓ Class name
 - ✓ Cancelled by (client/practitioner)
 - ✓ Cancellation date
 - ✓ Original booking date/time
 - ✓ Reason for cancellation

- ❖ Sort by most recent or filter by class or client name
- ❖ Tap to view cancellation details in the detailed view

□ Detail View”

- Displays class info: name, date, time, modality, mode, duration.
- Shows client info, original booking date.
- Cancellation metadata:
 - ✓ Who cancelled
 - ✓ Reason entered
 - ✓ Time of cancellation
 - ✓ Refund status (if applicable)
 - ❖ Practitioner may see booking notes/history (e.g., reason entered during cancellation).
 - ❖ Messaging disabled after cancellation.

• My Classes

- List of all created classes (upcoming & past).
- Detail view includes: class name, date, time, status.
- Create New Class (Online/Offline):
 - Title
 - Modality
 - Date/Time
 - Max Participants
 - Cost
 - Description
 - Mode (online/offline)
 - Location (for offline)
 - Link (for online)
- Save to calendar + push notification to followers (optional).

- **Settings**
 - **About Us:** Static content from admin panel.
 - **FAQ:** List of common questions/answers.
 - **Help:** Form with name, subject, and message → sent to support email.
 - **Notifications:** Toggle push/email notifications.
 - **Privacy Policy** and **Terms & Conditions:** View only.
 - **Logout:** Ends session and returns to splash/login.

2.7 ADMIN PANEL

- **Login (Email and Password)**
 - Admin logs in using registered email and password.
 - Password is hashed and compared securely on the server.
- **Forgot Password Flow**
 - Admin enters registered email.
 - System sends a password reset link via email (with expiration timer).
 - Clicking the link opens a password reset form.
 - After reset, admin is redirected to login page.
- **Home Page / Dashboard**
 - Show summary stats:
 - Total Practitioners
 - Total Participants
 - Total Bookings (New, Completed, Cancelled)
 - Revenue Overview
 - Revenue breakdown with toggles:
 - Day / Week / Month / Year
 - Custom date range
- **Manage Participants**
 - View list of all participants registered.
 - Search by name, email, phone.

- Filters
 - Account Status (Active / Blocked)
 - Registration date range
- Option to Block / Unblock accounts.
- Admin **cannot create or edit participant accounts**.
- Export participant list to **CSV / PDF**.
- Manage Practitioners
 - View all practitioners with basic info: Name, Email, Modality, Registration Date, Status.
 - Filters
 - Approval Status (Pending / Approved / Rejected)
 - Blocked / Active
 - Date range
 - Admin can **Approve / Reject** practitioner accounts.
 - Admin can **Block / Unblock** practitioners
 - Admin **cannot create practitioner accounts**.
 - Export practitioner list to **CSV / PDF**.
- Manage Services / Modalities
 - View list of services/modalities used in class listings (e.g., Yoga, Sound Healing).
 - Admin can **Add / Edit / Delete** modalities.
 - Modalities are used by practitioners during class creation and profile setup.
 - Includes a **search bar** for quick lookup
- Manage Gift Cards
 - View all gift card types and their values, validity, usage count.
 - Admin can **Add / Edit / Delete** gift card types.
 - Includes a **search bar** to filter by card name or value.
- Manage Classes
 - View all classes created by practitioners.
 - Display includes: Title, Practitioner Name, Date, Mode, Modality, Status.
 - Admin can **Hide / Unhide** specific classes (toggle visibility on platform).

- Search & filter by:
 - Practitioner name
 - Modality
 - Date / date range
 - Status (Upcoming / Past / Hidden)
- Export class list to **CSV / PDF**.
- Manage Bookings
 - View list of all bookings with fields: Class, Participant, Practitioner, Date, Mode, Status.
 - Filters
 - Date / Week / Month / Year
 - Status (New, Completed, Cancelled)
 - Practitioner Name
 - Modality
 - Export booking data to **CSV / PDF**.
 - Includes search bar and sorting controls.
- Manage Revenue
 - Show total revenue breakdown by:
 - Daily
 - Weekly
 - Monthly
 - Yearly
 - Custom Date Range
 - Option to filter by Modality.
 - All revenue views include charts/graphs for visual analytics.
 - Export revenue reports to **CSV / PDF**.