**Flow of English re-engineering**

Here’s a list of business use cases for the PoC

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|  | **Business Use case** | **Description** | **Outcome** |
| 1 | **Sign in /login**  Sign up:  Sign-in needs an email id and a phone number for initial signup. OTP is for used for verification  Forgot password   * Use ‘Forgot password’ to re-set/change the password; | Allow retail users to self-register / sign-up.  In case of an invalid email id format, or absence of an email id from the user, share a message with to contact the support. | A retail user should be able to register themselves.  If a user does not have a valid email id, ask them to contact a support number. |
| 2 | Enable session management on the server to track users   * login timestamp * time spent on a concept * start and end timestamp * duration of a session * Scores for each concept | When the user clicks on a concept, their activity is tracked - start and end time, # of correct answers.  If the user watches a video/audio, the duration of play is captured.  If the user clicks on a pdf, it is assumed to have been completed. | Session details for a user are available for each concept link with the details.  Whenever a user completes a concept, a ‘tick’ mark is placed above it. |
| 3 | When a user logs in, they see   * The content mapped to them * they see the dashboard of their progress * they see the leader board for their cohort | Leaderboard should be in terms of   * consistency of learning * content coverage * scores attained | User is aware of their learning progress using the leaderboard. |
| 4 | The learner journey should be displayed in a graphical manner – this can be developed from the master list of content with certain content having dependencies / pre-requisites (a.k.a section).  Chippersage will share the UI/UX design with you. | Some amount of gamification and enticing the learners to earn badges / points to move ahead in the leaderboard.  Display bonus lessons and points below the lessons. | User will be aware of the steps needed to complete the course.. |
| 5 | In the user’s learning journey: linked to #4   * Lessons can be attempted in any order. * sections to be identifiable and supplied in the database * inside a section, all lessons should be completed in order * Inside a learning level, lessons can be completed in any order. | A visual representation of completion should be displayed e.g. a tick mark.  It should also display the progress bar / pie chart.  For the sections:   * The first lesson with no dependency should be enabled * The rest should be disabled and should be enabled only when the previous lesson is attempted. | When the user hovers over an icon, the details of the lesson are displayed.  When the user clicks on an icon, the lesson opens up for interaction. |
| 6 | The UI/UX should be responsive for the web, tablets and smart phones. | Users may use any device to access the content.  Keep in mind that this may be accessed in geographies while internet connectivity may be unstable / poor and devices that may have low RAM capability  (read Tier 2/3 cities and towns and second hand devices) | Test the responsiveness of the app on a 4G / 3G phones as well as android tablets, not just the laptop. |
| 6 | When an org admin logs in,   * they get a list of Users, their last login time, the lessons they accessed, duration spent and their scores in the TEST. * Org admins can download the report | Gives the org admin an understanding of which lessons are accessed most, where do learners in their organisation drop off and how engaged they are | Org admin is able to access the learners’ progress and the leaderboards to plan for rewards / awards. |
| 7 | When the super admin logs in,   * they get a list of all organisations, cohorts, users, their last login time, the lessons they accessed, duration spent and their scores Admins can download the report | Gives the super admin an understanding of which lessons are accessed most, where do users drop off and how engaged they are | Super admin is able to access the reports of all the users, cohorts and organisations in the system. |

**Admin user (for reference)**

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| No. | Business Use Case | Objective | Expected Outcome |
| 1 | **Superadmin dashboard**  Superadmin should be able to bulk-add users. | Bulk customers should be able to add many users. | Read an excel file and upload users, their email ids, phone number, address and location. |
| 2 | Superadmin dashboard should show a list of users arranged by their cohorts.  Filters for user name, cohort name and date range, concept to be provided  Admin dashboard should also have a concept level view too. | List of users along with their last accessed time, last concept accessed, the scores and total duration. | Admin has an overview of the concepts that are used frequently along with the participating learners, their scores and the duration. |
| 3 | Superadmin should be able to bulk upload content links to the different tables. | Bulk upload content and their links to make content upload quicker. |  |
| 4 | **Content structure**  Superadmin should be able to showcase the different learning levels for different programs.  Filter for program and levels. | For a program and a level, the list of lessons should be available for users to view. | Admin should be able to showcase the learning objectives, targets and the content before people sign up. |
| 5 | Forgot Password  Users should be able to reset passwords by themselves.  This functionality should show a window where the user can reset passwords by typing it twice. | Users can reset passwords without seeking admin’s help.  Do not use verification email as many users do not know how to login / many not have valid email ids. | Users will use this route to reset passwords from the first time itself. |

**Entity Relationships**

**Here’s an overview of the ERD.**

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| **CONTENT has a number of CONCEPTs.**  **Each CONCEPT has a number of SUB-CONCEPTs.** | *E.g. CONTENT (Learner) has CONCEPTS like Grammar and Comprehension.*  *Grammar has sub-concepts like Common and Proper Nouns etc.* |
| A SUB-CONCEPT may be rendered as a video / audio / pdf / interactive software (HTML5). These assets are stored on the Cloud and the links are stored in this table.  A SUB-CONCEPT is presented in both *practice* and *test* modes. |  |
| A PROGRAM is like a course at a university. A PROGRAM has many levels i.e. different sub-concepts grouped together in a logical manner.  A PROGRAM runs for a specific duration and discusses many SUB-CONCEPTs.  A user has to complete the lower level before they can access the next level. |  |
| When an organization signs up, we create COHORTs.  A COHORT is a group of users who have signed up for a PROGRAM.  A USER can sign up for many PROGRAMs; so, a USER gets mapped to many COHORTs. |  |
| When a USER starts a PROGRAM, they ATTEMPT many SUB-CONCEPTS over many SESSIONS.  For a SESSION, we track the SUB-CONCEPT that has been attempted:   * Which sub-concept * Duration spent * Start and end timestamps * Scores for PRACTICE and TEST modes |  |
| Leaderboard is calculated for a specific COHORT and a PROGRAM.  Users can see their scores in the Leaderboard:  Top 3 scorers,  One learner who has a score more than the user  One learner who has a score less than the user |  |

