

Nexcore Alliance

Project : AMD Consultancy Website Development

Date: 21st February 2025

Subject: Project Scope for AMD Consultancy Website

1. Project Overview

The AMD Consultancy Website project aims to create a user-friendly platform connecting users with industry experts for one-on-one or group consultancy sessions. The platform will feature seamless video conferencing, secure payments, flexible appointment scheduling, and a wallet system for both users and experts.

The design phase, including UI/UX and prototypes, was completed and approved by the client during the first two weeks of February. The project now progresses into the development phase, encompassing the core features defined below.

2. Project Phases and Timeline

The project is structured into the following phases:

2.1 Completed Phase: Design (1st–2nd Week of February 2025)

- UI/UX design created using Figma.
- Client-approved final design for both desktop and mobile experiences.
- User journey mapped for seamless navigation and functionality.

2.2 Ongoing Phase: Development (3rd Week of February – 31st March 2025)

The development phase includes frontend, backend, API integration, and feature implementation. The following core features will be developed:

1. User & Expert Registration:

- Email or phone number-based registration.
- Expert onboarding with certification and professional photographs.
- AMD Team approval system for expert activation.

2. Video Conferencing:

- One-on-one and group sessions.
- Built-in chat, voice messaging, and session recording.
- Tools: WebRTC, Twilio, or equivalent for video functionality.

3. Payment Gateway Integration:

- Integration with Tap Payments and other Middle Eastern gateways.
- Referral and discount codes at payment gateway.
- Wallet feature for users to top up, book consultations, and manage refunds.
- Experts can request withdrawals from their earnings.

4. Appointment Scheduling:

- Calendar-based booking with flexible time slots.
- Platforms like Calendly or SimplyBook.me for availability management.

- Session lengths: 15 min, 30 min, 45 min, 1 hour, up to 2 hours as per AMD team requirement.
- Booking up to 10 slots with an optional note to the expert.

5. Communication Tools:

- Firebase Cloud Messaging, CometChat, or Sendbird for real-time communication.
- In-app chat, voice messaging, and notifications for users and experts.

6. Admin Panel:

- Expert Approvals: Verify certifications and approve experts.
- Session Monitoring: Track scheduled, ongoing, and completed sessions.
- Payment Management: Handle user refunds and expert withdrawals.

7. Responsive Design:

- Fully responsive website for desktop, tablet, and mobile platforms, along with dedicated iOS and Android mobile applications for seamless access.
- Optimized mobile experience for browsing, booking, and video calls.

8. Language Support:

- The website's primary language will be Arabic.
- Users can switch to English as a secondary language based on their preference.

3. Payment Gateway Integration

The consultancy website will feature a user-friendly payment interface for seamless transactions. The platform will integrate the following Middle Eastern payment gateways, ensuring secure and convenient payment processing for users and experts:

Primary Gateway (Priority):

1. **Tap Payments:** The primary payment gateway for the platform, offering multi-currency support and secure transactions across the Middle East.

Additional Regional Payment Gateways:

2. **HyperPay:** Popular in the GCC region for secure and quick online payments.
3. **PayTabs:** Widely used in Saudi Arabia, UAE, and Bahrain, supporting multiple currencies.
4. **Moyasar:** Saudi Arabia-based gateway offering flexible payment solutions.
5. **Telr:** UAE-based payment gateway for secure transactions across the Middle East.
6. **CC Avenue:** Known for its presence in the UAE and Saudi Arabia.
7. **Checkout.com:** Provides comprehensive payment solutions across the Middle East.
8. **Sadad:** Popular in Saudi Arabia for local bank transactions.
9. **Noon Payments:** Integrated with Noon, widely used for e-commerce and services in the region.
10. **Fawry:** Commonly used in Egypt and expanding across the Middle East.
11. **Stripe:** Offers a seamless payment infrastructure for web-based businesses.
12. **PayPal:** Provides transactions in every imaginable currency with competitive transaction fees.

4. Technology Stack

Feature	Technology/Tool
Frontend	Next.js with Tailwind CSS
Backend	Node.js / Express.js
Database	PostgreSQL / MongoDB
Video Conferencing	WebRTC / Twilio / Zoom API / Agora etc
Messaging & Notifications	Firebase Cloud Messaging / CometChat / Sendbird etc
Payment Gateway	Tap Payments & Middle Eastern Gateways
Scheduling	Calendly / SimplyBook.me / Bookafy etc
Storage & Media	AWS S3 / Cloudinary / DigitalOcean Spaces etc

5. Updated Project Timeline

Phase	Description	Timeline
Design Phase	UI/UX design and client approval (Completed).	1st–2nd Week of Feb 2025
Development Phase	Core features, frontend, backend, API integration.	3rd Week of Feb – 31st Mar 2025
Testing & QA	Feature testing, bug fixing, performance testing.	1st–30th April 2025
Deployment & Launch	Deployment to production and handover.	Last Week of April 2025

6. Deliverables

1. Fully responsive consultancy website for users and experts.
 2. Admin panel for expert approvals, session tracking, and payment management.
 3. Integrated video conferencing, wallet, and payment gateway features.
 4. User and expert profiles with booking history and notifications.
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7. Assumptions and Constraints

- Experts will only be able to provide services once verified by the AMD Team.
- Regional payment gateways will support cross-border transactions.
- Session recording will depend on user consent.
- Wallet refunds will follow the platform's refund policy.
- User sessions must be booked based on expert availability.

8. Additional Features

1. **Time Zone Synchronization:**
 - **Localized Scheduling:** Display available session times in the user's local time zone to simplify booking and reduce confusion.

2. Session Management:

- **Cancellation and Rescheduling Policies:** Implement clear guidelines for session cancellations or rescheduling, including potential fees for changes made within a specified timeframe (e.g., 48 hours before the session).

3. Expert Profile Enhancements:

- **Specialization Listings:** Encourage experts to detail their areas of expertise and how they can assist users, providing clarity and attracting the right clientele.

4. Session Extensions:

- **In-Session Extension Options:** Offer users the ability to extend sessions in real-time, with additional fees calculated accordingly. This option will only be available if the expert's next time slot is free. If the expert has another session scheduled immediately after, the extension will not be possible.

5. Charitable Contributions:

- **Donation Options:** Provide experts the option to donate a portion of their earnings to charities, appealing to socially conscious users and experts.

6. Monetization and Fees:

- **Commission Structure:** Establish a transparent commission model, such as a percentage of each booking, to sustain platform operations.
- **Platform Fees Structure:** A **5% platform fee** will be suggested for each user booking to cover transaction processing and platform maintenance. Additionally, a **2% processing fee** can be applied for expert wallet withdrawals. In case of cancellations beyond the allowed timeframe, the platform fee will still apply, ensuring fair compensation for platform resources and administrative efforts.

7. User Experience Enhancements:

- **Post-Session Feedback:** Implement a system for users to rate and review their sessions, fostering trust and continuous improvement.
- **Expert Availability Sync:** Allow experts to synchronize their availability with personal calendars, ensuring up-to-date scheduling.

Best regards,

Team Nexcore Alliance