Aides on The Go

- Stakeholders
  - Super Admin
  - Support Admin
    - Finance
    - Ticketing
  - Customer
  - Insurance Admin
  - Service Provider
    - Care giver
- Authentication
  - As a User
    - Add
      - I want to be able to create an account
      - I want to be able to login with my credentials
    - Update
      - I want to be able to change my password when i forget
      - I want to set a password if I registered using any of the social media authentications
        - this allows login with email and password
  - As Super Admin
    - Add
      - I want to have a 2FA login
    - Update
      - I want to be able to change my password when i forget
- User Management
  - As super admin
    - Add
      - I want to be able to add a new user
    - Update
      - I want to be able to update the user details
      - I want to make a user a support admin
      - I want to be able to suspend/unsuspend a user
    - view
      - I want to be able to view all users
      - I want to be able to see details of a single user
        - details
        - request history
          - monday
            - 3hours head
          - tueday
            - 1 knee

Presented with xmind

- wednesday
  - 4 foot
- Friday
  - 4 hours
    - 3 Knee
      - covered by insurance
    - 1 Foot
      - is not covered by insurance
- profiles
- transaction history
- I want to be able to filter users by role
- I want to be able to search for users by name.
- as a user
  - View
    - I want to see my account details
  - Update
    - I want to be able to update some of my account details
  - delete
    - i want to be able to delete my account
- as a support admin
  - view
    - I want to be able to view all users
    - I want to be able to see details of a single user
    - I want to be able to filter users by role
    - I want to be able to search for users by name.
  - update
    - I want to be able to suspend/unsuspend a user
      - soft suspension
- Profile Management
  - as a super admin
    - Professional Profile
      - view
        - I want to be able to see all the caregivers on the platform
        - I want to be able to see the details of a specific caregiver.
          - details
          - request history
          - transaction history
      - update
        - I want to be able to suspend/unsuspend a caregiver's status.
          - the system will treat a suspended caregiver as unavailable
            - so the assignment is automatically or manually moved to someone else who's calendar and proximity is within same conditions
    - Beneficiary/Patient Profile
      - view

Presented with xmind

- I want to see all patients' profiles created by different account holders.
- I want to see the details of a single beneficiary account
  - insurance details
    - this include insurance payment status
    - as well as insurance expiry date
    - from here i should be able to click on the insurance name and see all transactions/treatments on that insurance company.
  - profile details
  - treatment history and schedule details

- As a user
  - Beneficiary/Patient Profile
    - add
      - I want to be able to create a profile detail
        - if the insurance uses API, then it will automatically verify the details I entered as valid.
        - If it is not using API then the insurance admin needs to manually confirm the client records on their side before that profile is active again
          - provides information on the total number of hours that client has.
        - The addition of insurance is optional. If it doesnt exist, it means that the user pays for all services to that profile directly.
    - view
      - I want to be able to see all the profiles I created
      - I want to be able to see an individual profile
        - details
        - request history
        - transaction history
          - if there is a pending insurance payment for a treatment by insurance, user should have the option to directly offset that payment
      - I want to be informed when an insurance company is no longer in use or when a scheduled caregiver has been suspended.
        - I will be required to change the caregiver I am using
        - I will be required to update the insurance used for that profile
    - Update
      - I want to be able to update my profile details
        - if the insurance uses API, then it will automatically verify the details I entered as valid.
        - If it is not using API then the insurance admin needs to manually confirm the client records on their side before that profile is active again
      - I want to be able to deactivate a profile
        - This means I can no longer use it until I reactivate it.
- as a support admin
  - Professional Profile
    - view
      - I want to be able to see all the caregivers on the platform
      - I want to be able to see the details of a specific caregiver.
        - details
        - request history

Presented with xmind

- transaction history
- Beneficiary/Patient Profile
  - view
    - I want to see all patients' profiles created by different account holders.
    - I want to see the details of a single beneficiary account
      - insurance details
        - this include insurance payment status
        - as well as insurance expiry date
        - from here i should be able to click on the insurance name and see all transactions/treatments on that insurance company.
      - profile details
      - treatment history and schedule details
- as a service provider.
  - Professional Profile
    - view
      - I want to be able to see an individual profile
        - details
        - request history
        - transaction history
        - reviews
    - Update
      - I want to be able to update my profile details
      - I want to be able to set my status to online or offline
      - I want to be able to deactivate my profile

Service Provider Management

- as a user
  - Professional Profile
    - add
      - I want to be able to request to become a caregiver
    - view
      - i want to see the status of my request
- as a super admin
  - view
    - I want to be able to see all applications
    - I want to be able to see the details of an individual application
  - update
    - I want to be able to approve or decline application
      - when declined, admin needs to state reason for decline
- as a support admin
  - view
    - I want to be able to see all applications
    - I want to be able to see the details of an individual application
  - update
    - I want to be able to approve or decline application

Presented with xmind

- when declined, admin needs to state reason for decline

- Appointment Management
  - as a caregiver
    - view
      - I want to see all my appointments
      - I want to be notified of my appointment 30mins to time
      - I want to be able to see a single appointment
  - as a customer
    - view
      - I want to see all the appointment for all my service orders
      - I want to be able to see a single appointment
- Insurance Partner Management
  - Manual
    - as super admin
      - add
        - I want to be able to add an insurance company
          - details
          - admin details
            - which will automatically create the user
          - service that that insurance covers
            - head
            - knee
            - shoulder
            - foot
              - direct payment
      - update
        - I want to be able to deactivate/activate them
      - view
        - i want to be able to view all list of insurance companies
        - i want to be able to view the details on a single insurance company
          - detail
          - transactions
    - as an insurance admin
      - view
        - I want to see the details of our company
        - I want to see all our transactions
        - I. want to be notified when there are pending payments.
        - I want be notified when a new order has been made using my insurance.
  - API based
    - as super admin
      - view
        - I want to see all integrated insurance companies
        - i want to see details of a single insurance company

Presented with xmind

        - detail
        - transactions
      - update
        - I want to activate/deactivate them
- Support and Ticketing
  - as a User
    - View
      - I want to see my ticket history
      - I want to a single ticket thread with attachments (if available)
      - filter by date
      - search by user's name
    - Update
      - I want to send new tickets with attachments if I want
      - I want to be able to send replies with attachment to existing tickets that are still open
  - as a Super Admin
    - View
      - I want to see my ticket history
      - I want to a single ticket thread with attachments (if available)
    - Add
      - I want to be able to send replies with attachment to existing tickets that are still open
    - Update
      - I want to be able to change the status of a ticket to either in-review or to closed
  - as a Support Admin
    - View
      - I want to see my ticket history
      - I want to a single ticket thread with attachments (if available)
    - Add
      - I want to be able to send replies with attachment to existing tickets that are still open
    - Update
      - I want to be able to change the status of a ticket to either in-review or to closed
- Review and Rating Management
  - as a user
    - View
      - I want to see a caregiver's reviews from other customers
      - i want to be notified when
        - a care giver reports my review
    - add
      - I. want to be able to give a rating/review to a caregiver after a service has been provided
        - this is a requirement for the next service
    - update
      - I want to be able to update my review/rating of a caregiver.
        - update can only happen after another service has been provided by thesame care giver
        - and in the case of a dispute resolution

Presented with xmind

- as a caregiver
  - view
    - i want to be able to see all reviews posted about me
  - add
    - I. want to be able to report a review
- as a support admin/super admin
  - view
    - I want to be able to see all reviews on the system
    - I want to be able to see all reviews a user has given on the platform
    - I want to be able to see all reported reviews
  - update
    - I want to be able to act on a review
      - suspend it
      - remove it
    - I want to be able to open a ticket from the review in order to discuss it with the reporter.

Messaging/Chat Management

- view
  - I want to see my chat history
  - I want to see one-on-one chat with a person
  - search by user's name
- as a user
  - add
    - I want to be able to initiate a chat with a scheduled service provider.

Rate and Commision Management

- as super admin
  - view
    - I want to see all my settings for the platform
  - update
    - I want to be able to update the following
      - overall % that comes to admin for each service rendered
      - Penalty charge for missing customer visit
      - penalty for canceling appointment
        - For the client
          - penalty amount in percentage is charged
          - percentage benefit to the service provider
            - this the percentage that goes to the caregiver from the percentage penalty that the platform charges
          - allowed max time
            - eg 2 hours before appointment
        - for the service provider
          - penalty amount is
          - allowed max time
            - eg 2 hours before appointment
      - maximum cancellations with penalty before soft suspension is triggered

Presented with xmind

- Care givers
  - 3
- Clients
  - 10

Broadcast Management

- as a super admin
  - View
    - I want to see all broadcasts sent out
    - I want to see the detail of each broadcast
    - filter by date
    - search by title
  - Update
    - I want to be able to edit any broadcasts
  - Add
    - I want to be able to send broadcast to all users
- as a Support admin
  - View
    - I want to see all broadcasts sent out
    - I want to see the detail of each broadcast
    - filter by date
    - search by title
  - Update
    - I want to be able to edit any broadcasts
  - Add
    - I want to be able to send broadcast to all users

Notification Management

- As a user
  - View
    - I want to see all notifications
  - Update
    - I want to be able to mark a notification as read
    - I want to be able to mark all notifications as read
- Options
  - email
  - push notificaiton
  - in app
  - text/whatsApp
    - Optional

Wallet Management

- As a user
  - View
    - I want to see all my transactions
    - I want to see my wallet balance and ledger balance

- I want to be able to fund my wallet
- I want to be able to withdraw money from my wallet
  - available to event vendors
  - Available to Charity Admin
- filter by date

- As super admin
  - View
    - I want to see the wallet detail of all users
    - I want to see all the transaction of all users
    - filter by date
  - post
    - i want to be able to settle a transaction or initiate a refund in case of a transaction dispute

- Booking/Request Management
  - as a user
    - add
      - I want to be able to request for a new service
        - if the chosen profile's insurance only provides partial payment, then at the point of request, the user is given the option to pay all, or pay the remaining percentage the insurance does not cover.
          - select service
          - mark if you want recurrent
            - yes
              - pick days
                - with time
              - pick start date
              - end date
            - no
              - select schedule
          - mark of you want to apply insurance
          - things to note section
          - requested care giver (option)
            - This does not guarantee that the caregiver is available.
        - during the request I want to specify
          - if it is a one off service request or a retainer
          - if retainer
            - i want to select the days in a week I need those services as well as corresponding time.
            - please note: service provider is not obligated to come for emergency. If at the time of requesting an emergency, the service provider is available, and decides to accept, then they are paid separately. they are only obligated to the time slots they are paid for within the retainer. anything else outside that, is based on their availability
          - if one off
            - I need to specify the dates and the time slot I need the service
      - I want to be able to submit a dispute ticket
    - update
      - I want to be able to cancel a request

Presented with xmind

- There should be penalty for this if they cancel
- there has to be a max time
- provide reasons for cancellation
- I want to be able to edit a request
  - this implies I will pay any difference in charges, except if the insurance company covers that
- View
  - I want to see all my requests
  - I want to see an individual request
  - I want to be notified when
    - the insurance company confirms/declines coverage of my service request
    - when the care giver accepts
    - when the caregiver cancel
    - a specific service appointment is assigned to another person
    - when there is a pending/overdue payment on a specific treatment completed
      - admin needs to add this settings....to determine how long the pending payment is allowed for before it begins to affect the user.
      - we need to confirm when the platfrom normally settles account with insurances.
- as a care giver
  - update
    - i want to be able to accept a request
    - i want to be able to cancel an appointment
      - will this have any penalities?
      - what it the max time slot.
      - provider reason for cancellation
    - I want to be able to cancel an accepted request
    - I need to confirm I have started my services for that day
      - this has to be at the client's location
    - I want to be able to input what i did for that client before submiting completed
      - Completed will only be accepted when it is in the client's location.
  - add
    - I want to be able to submit a dispute ticket
  - view
    - i. want to see all requests
    - I want to see specific requests
    - I want to be notified when
      - user cancels request
- as super admin
  - view
    - I want to see all requests
    - i want to see an individual request

- Service Management
  - Super Admin
    - Add
      - I want to be able to add a service

Presented with xmind

- Decide how much the service - if it is a direct payment
  - eg 100
- the commission you are paying to caregivers
  - 70%
    - $70

- view
  - see all the services
  - see individual service
- edit
  - edit a service
  - suspend a service
    - that this service does not appear in new requests
    - ongoing requests still has the service

- Service Provider (caregivers)
  - view
    - see all the services
    - see individual category

Legals Management

- Super admin
  - Add
    - I want to be able to add a new legal document
      - Roles
        - if you do no add a role then it affect everyone!
      - title
      - body
      - agreement type
        - signature
        - click to agree
  - Update
    - I want to be able to update it when i want
  - View
    - I want to see all legal documents
    - I want to be able to search by name
    - I want to see update history
    - I want to see everyone who has agreed to that document as well as which version they agreed to
    - I want to see the percentage of people that has agreed to it already
- Users
  - View
    - I want to be able to see the legal documents
    - against anything i signed it for, I want to see the copy of the one I agreed to
      - this simply means that the latest becomes the current agreement.
    - I want to be notified whenever an agreement is updated so I can re-agree to it

Service Category Management

Presented with xmind

- Super Admin
  - Add
    - I want to be able to add a category
  - view
    - see all the categories
    - see individual category
  - edit
    - edit a category
    - suspend a category
- Users
  - view
    - see all the categories
    - see individual category

Integrations

- Insurance Companies
- Social security verification
  - for KYC
- Google Services
  - Firebase
  - Maps API
  - Google Authentication
- Apple Authentication
- Facebook Authentication
- Payment Gateway
  - Stripe
- BackBlaze
  - cloud storage

Manual

Presented with xmind