# End-to-End Flow for Online Pandit/Pujari Booking System

## 1. Customer Flow

### 1.1 Registration/Login

- Sign up via email, phone number, or social login.  
- OTP verification for phone-based registration.  
- Login for returning users.

### 1.2 Browse Services

- Select type of service (e.g., Puja at home, temple, virtual).  
- Filter by location, puja type, language, experience, or cost.  
- View detailed profiles of Pujaris (photo, expertise, reviews, availability).

### 1.3 Booking Process

- Select puja type and date/time slot.  
- Add additional services (e.g., Samagri, Havan Kund).  
- Enter location (if home puja).  
- View pricing breakdown.  
- Confirm booking by making an advance payment.

### 1.4 Payment

- Multiple payment options: UPI, Net Banking, Cards, Wallets, or Cash on Delivery.  
- Generate booking receipt.

### 1.5 Notifications & Tracking

- Receive confirmation emails/SMS/app notifications.  
- Track booking status (confirmed, pending, completed).

### 1.6 Post-Puja Feedback

- Rate the Pujari/Pandit and provide a review.

## 2. Pujari/Pandit Flow

### 2.1 Registration/Login

- Create a profile with personal details, experience, languages spoken, specialties, and availability calendar.  
- Upload ID proof and certifications for verification.

### 2.2 Manage Bookings

- View and manage incoming booking requests.  
- Accept or decline based on availability.  
- Mark a booking as 'Completed' after the service.

### 2.3 Earnings Dashboard

- Track earnings (daily, monthly).  
- Request payouts (for completed bookings).

### 2.4 Notifications

- Receive notifications for new bookings, cancellations, and payouts.

### 2.5 Reviews

- View customer feedback and ratings.

## 3. Admin Flow

### 3.1 Dashboard

- Overview of platform activity: total bookings, earnings, active customers, and Pujaris/Pandits.

### 3.2 Manage Users

- Customers: View profiles and booking history, handle disputes or complaints.  
- Pujaris/Pandits: Approve/reject registrations, verify documents and certifications.

### 3.3 Manage Services

- Define and update puja categories and pricing.  
- Configure additional services (e.g., Samagri delivery).

### 3.4 Booking Management

- Monitor and intervene in active bookings.  
- Handle escalations or cancellations.

### 3.5 Payment Management

- Configure payment gateway.  
- Approve payout requests for Pujaris.

### 3.6 Reports & Analytics

- Generate reports for revenue, bookings, and user activity.

### 3.7 Marketing & Notifications

- Send promotional offers and reminders via email/SMS.

### 3.8 Support

- Provide live chat or ticket-based support for customers and Pujaris.

**Features of website:**

1. Hybrid conversational landing page with AI chat bot
2. List the Pooja services.
3. Booking Type:- Normal Booking in Advance , Premium booking (urgent).
4. Allow to book pooja on urgent basis with special pricing. (on-demand request)
5. Allow the user to browse through listed pooja services and book the Pooja at user provided schedule (date and Time) and Location (Home/Special temple/Custom Location)
6. Also allow users to add Pooja Samagri and any other item from “Samagri” Category products to the Pooja booking cart. Only samagri book feature for those who don’t need pandit.
7. Allow users to Schedule and Book a Special Pooja at Special Temples (from Temples Listings)
8. capture the unlisted/ unmatched pooja searched by user for future addition.
9. Allow Users to register and Login..
10. Live Darshan of Major Temples (https://utsav.gov.in/view-darshan).
11. Once the user is registered, gather information as below:
    1. Name
    2. Mobile number
    3. Date of Birth (as per Kundali, Optional)
    4. Time of Birth (as per Kundali, optional)
    5. Gender
    6. Marital Status
    7. Anniversary Date
    8. User’s Facebook link (connect to user’s facebook, allows us to post on behalf of user)
    9. Spouse Name (if married, else don’t show this option)
    10. Spouse Mobile Number (Optional)
    11. Spouse Date of Birth (as per Kundali, Optional)
    12. Spouse Time of Birth (as per Kundali, Optional)
    13. Gender (automatically, if primary user is Male, then Spouse gender is female and vice versa).
    14. Spouse Facebook link (connect to user’s facebook)
    15. Children (how many children)
    16. Child-1 Name
    17. Child-1 Mobile number
    18. Child-1 Date of birth (optional)
    19. Child-1 Time of Birth (optional)
    20. Child-1 Gender
    21. Child-1 Facebook link (connect to user’s facebook)

\*\* Allow user to register using email ID and mobile number and OTP. Also allow user to login without registering by using Facebook login. If user uses Facebook login, create a user with all details fetched from Facebook, also take permission to Post on user’s wall on behalf of the user. Once the user is registered allow users to login via Mobile number and OTP (on WhatsApp). Alternately we can allow user to login using OTP from authenticator mobile App like google authenticator or Microsoft authenticator etc. We can try using our own Authenticator app as well (few codes available on GIT)

\*\*\* If primary user is filling spouse and children details, keep these as virtual users (spouse and children as virtual user). The moment they are connected with Facebook, convert these virtual users to an actual user allowing them also to login using mobile and OTP.

\*\*\* If the user is not filling Optional details.. keep on reminding them from time to time to fill these details so that their experience can be enhanced on the basis of these optional details.

1. Integrate the Panchang either via “Kerela pro” API or by creating own Panchang software (many codes available on Git).
2. We will Post on User’s Facebook wall on their special days like Birthdays, Anniversary dates etc.
3. We will allow user’s to set custom reminder’s for their special Dates/Tithi for Vrats etc.
4. and we will send reminder’s/custom message (religious intimation on upcoming festivals and pooja) on user’s WhatsApp/mobile App.
5. Display upcoming festivals/Tithi/Vrat on Home page.
6. Free/economic payment gateway integration
7. Courier(samagri) pick (from home) and drop (to customer location) integration.
8. Real time coordinator assigned.
9. whatsapp real time/regular updates.
10. Integration of Logistic website

**Pandit Registration Portal**

1. Allow pandit to register
2. Allow Pandit to share Pooja booking link to a yajman directly, allowing user to book pooja with the fixed selected pandit (dedicated Pandit ji booking Link). User will register and is able to book pooja normally in future.
3. Allow such users to book repeated pooja with same pandit or normally in future.

**Admin Portal:**

1. Allow admin to Add, modify and delete Pooja services listings, Temple services listings, Pooja samagri listings, E-store listings.
2. Allow admin to add, modify and delete the Category like Pooja Service, Pooja Samagri, E-store, Merchandise etc.
3. Allow admin to Tag (add, modify, delete) any service to any category as mentioned above.
4. Allow admins to create and link Posts pages to the any Item of any category (for eg, allow admin to create an Article post and link it with a Pooja service or pooja samagri).
5. Allow admin to access and modify any registered users demographic details like Display Name, DOB etc.
6. The Website should track user’s Facebook/Instagram activity and inference user’s behaviour using AI.
7. Website should also track user’s behaviour on website like which page user spent most time, what services user spent most of the time, which services user spent least time etc.
8. Other Analytics for various insights.
9. Other Admin related features to expand the website’s features in future.