Admin Panel – Complete System Documentation

Designed by: Madhumithaa P (Team Lead)

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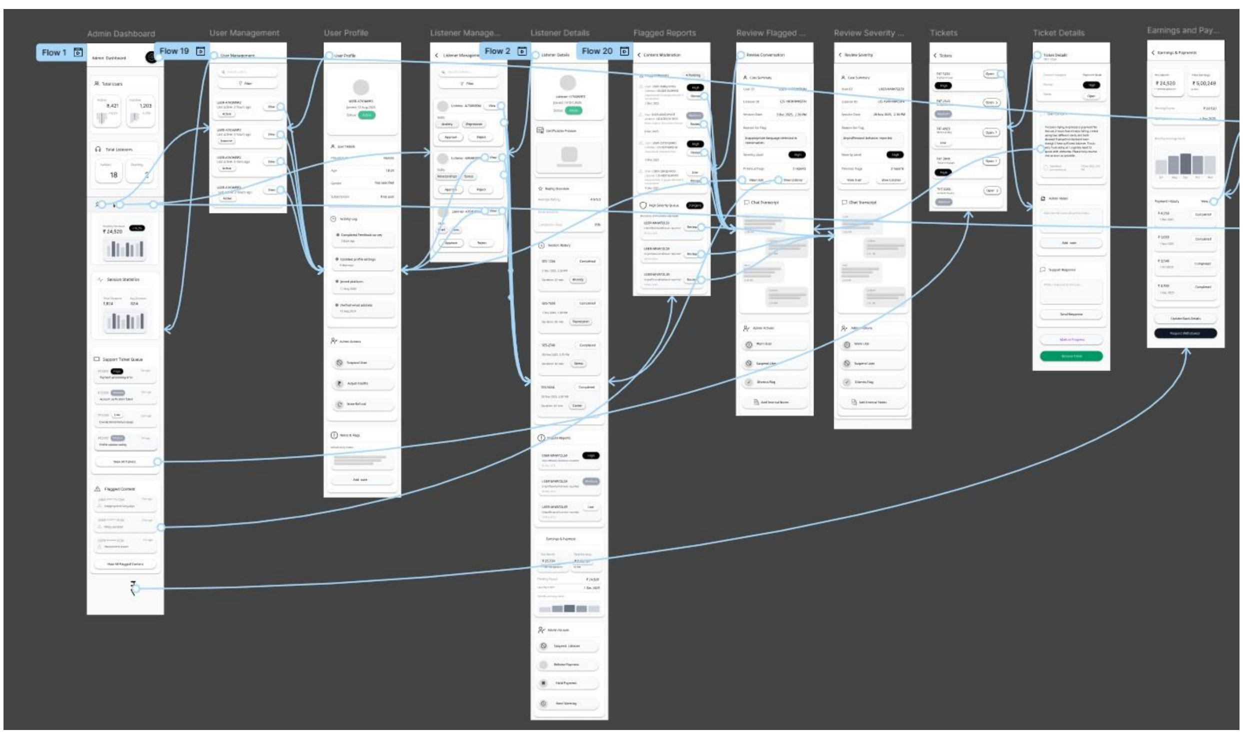
1. Overview

The **Admin Panel** is the central control system of Hmm Talk. It is designed to enable administrators to efficiently manage users, listeners, sessions, payments, content moderation, support tickets, and platform-level settings while ensuring security, accountability, and scalability.

https://www.figma.com/design/kQaa2cMTcGYEz783kViTQK/Anonymous-listening-platform?node-id=0-1&t=RXCbhm1jYOYqixgM-1

The admin experience focuses on:

- High information density with clarity
- Role-based control and traceability
- Fast decision-making for sensitive cases
- Clear auditability of every critical action



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2. Design System Reference

Typography

- **Font Family:** Koroko
- **Font Sizes Used:**
  - 16px – Page titles, primary headers
  - 14px – Section headers, table headers, action buttons
  - 12px – Metadata, helper text, logs, timestamps

Color Palette

- **Primary Background:** Dark / Neutral Grey (Admin theme)
- **Primary Action Buttons:** Dark grey / muted blue
- **Status Indicators:**
  - Green – Active / Completed / Approved
  - Yellow – Pending / Medium severity
  - Red – High severity / Critical / Suspended
- **Text Colors:** White / Light grey for contrast

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3. Admin Dashboard

Purpose

Acts as the command center providing a real-time snapshot of platform health.

Components

- **Total Users Card**
  - Active users count
  - Inactive users count
- **Total Listeners Card**
  - Verified listeners
  - Pending verification
- **Revenue Overview**
  - Monthly revenue graph
  - Platform commission snapshot
- **Session Statistics**
  - Total sessions

- Average duration
- **Support Ticket Queue (Preview)**
  - Recent high-priority tickets
- **Flagged Content Summary**
  - Recently flagged conversations

Navigation

- Each card is clickable and routes to its respective detailed module

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4. User Management

Purpose

To manage platform users, monitor activity, and take corrective actions when required.

Components

- Search bar with user ID / email lookup
- User list with status badges (Active / Inactive)
- Filter options (date joined, activity level)

User Profile View

Displays:

- User ID
- Account status
- Subscription type
- Activity log
- Joined date

Admin Actions

- Suspend user
- Adjust credits
- Issue refunds
- Add internal notes

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5. Listener Management

Purpose

To manage listener onboarding, quality, and compliance.

Components

- Listener list with:
    - Listener ID
    - Status (Verified / Pending)
    - Skill tags
- Action buttons:
    - Approve
    - Reject

Listener Details Page

Sections

- **Profile Overview** – Skills, status, verification
- **Certification Review** – Uploaded documents
- **Rating Overview** – Average rating
- **Session History** – Completed sessions list
- **Flagged Reports** – Past moderation history
- **Earnings & Payments** – Payout summary

Admin Actions

- Approve / reject listener
- Suspend listener
- Add notes

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6. Content Moderation & Flagged Reports

Purpose

To maintain platform safety and ethical standards.

Flag Sources

- Automated detection
- User reports
- Listener reports

Flagged Reports Queue

- Severity tags: Low / Medium / High / Urgent
- Status: Pending / Reviewed

Review Flagged Report Screen

Components

- Case summary
- User ID & Listener ID
- Reason for flag
- Severity level
- Chat transcript

Admin Actions

- Warn user
- Suspend user
- Dismiss flag
- Add internal notes

All actions are logged for audit purposes.

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7. Severity Review Queue

Purpose

To prioritize critical incidents requiring immediate attention.

Components

- High-severity case list
- Severity indicators
- Direct navigation to case review

Workflow

1. Case enters queue
2. Admin reviews transcript
3. Admin action applied
4. Case marked resolved

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8. Support Ticket Management

Purpose

To manage operational and user-reported issues.

Ticket Queue

- Ticket ID
- Category (Payment / Technical / Behavior)
- Priority (Low → High)
- Status (Open / In Progress / Resolved)

Ticket Details Page

Sections

- Issue summary
- User content
- Admin notes
- Chat transcript (if applicable)

Admin Actions

- Mark in progress
- Send response
- Resolve ticket
- Escalate severity

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9. Earnings & Payments (Admin View)

Purpose

To monitor platform revenue and listener payouts.

Earnings Dashboard

- Gross revenue
- Platform commission
- Listener payouts

Listener Payment History

- Individual listener earnings
- Withdrawal status
- Transaction history

Admin Controls

- Approve withdrawals
- Track failed payments
- Audit payout logs

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10. Session Statistics

Purpose

To analyze platform usage and performance.

Components

- Acquisition sources graph
- Payment conversion funnel
- Usage time chart
- Session completion rate

Filters

- Date range
- Listener
- Issue category

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11. Settings & Configuration

Sections

Financial

- Pricing adjustments
- Payment gateway settings

Platform

- Platform policies
- Feature flags
- Notification templates

System

- API configuration
- Security settings
- Backup & recovery

Account

- Admin profiles
- Team members
- Audit logs

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12. Security, Audit & Access Control

Role-Based Access

- Super Admin
- Finance Admin
- Support Admin
- Moderation Admin
- Read-only Admin

Audit Logs

- Admin actions
- Payment approvals
- Moderation actions

- Login activity

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13. Prototype Flow Summary

Admin Dashboard
→ User Management
→ Listener Management
→ Flagged Reports
→ Tickets
→ Earnings & Payments
→ Session Statistics
→ Settings

Each module supports backward navigation to maintain workflow continuity.

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14. Conclusion

The Admin Panel is designed as a robust, scalable, and auditable system that balances operational efficiency with platform safety. Every screen, flow, and action is structured to support informed decision-making, accountability, and long-term platform growth.

User Panel – Help & Support Section

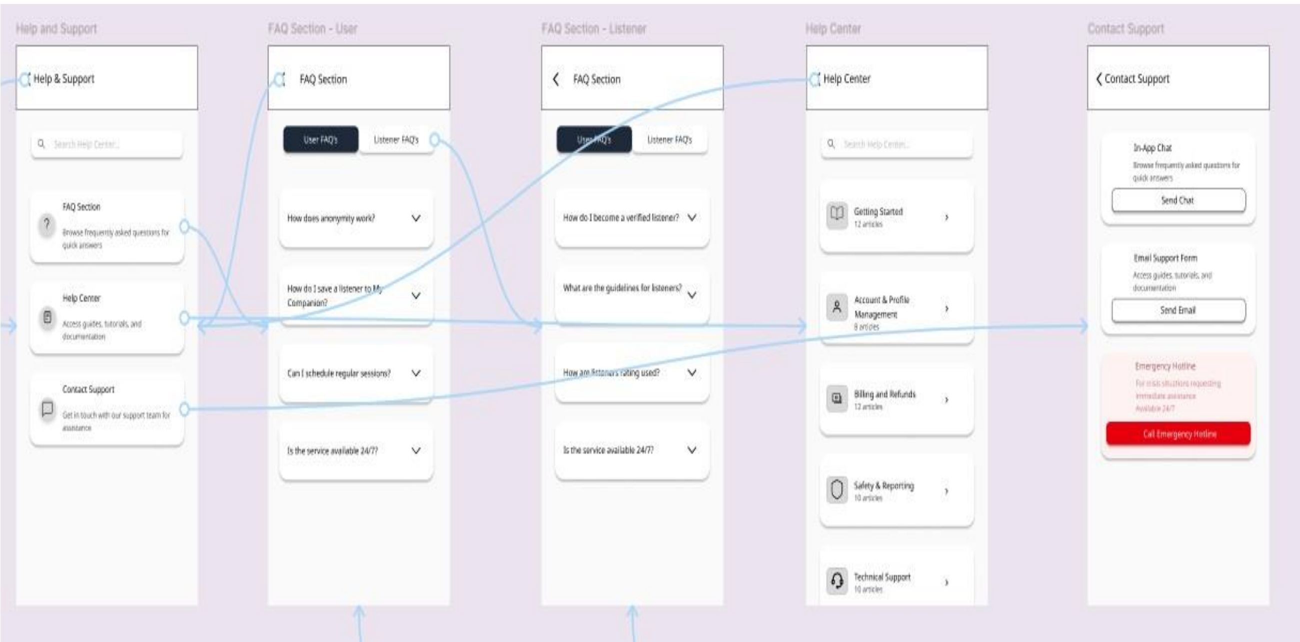
Designed by: Madhumithaa P (Team Lead)

1. Overview

The **Help & Support** section in the User Panel is designed to provide users with quick, structured, and intuitive access to assistance without breaking anonymity. This section acts as the first layer of support by offering FAQs, self-help resources, and direct contact options when required.

The overall experience focuses on:

- Minimal cognitive load
- Clear navigation paths
- Progressive disclosure of information
- Easy escalation from self-help to human support



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2. Design System Reference

Typography

- **Font Family:** Koroko
- **Font Sizes Used:**
  - 16px – Primary headings / Page titles
  - 14px – Section headers, tabs, primary buttons
  - 12px – Body text, helper text, metadata

Color Palette

- **Primary Background:** Violet gradient (User Panel theme)
- **Primary Action Color:** Dark violet / Indigo
- **Secondary Elements:** Light violet / soft grey
- **Critical Actions:** Red (used only for Emergency Hotline)
- **Text Colors:** White / Dark grey based on contrast

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3. Entry Point: Help & Support Landing Page

Page Purpose

This page acts as the central hub for all user support-related actions.

Components

- **Page Header:** `Help & Support`
- **Search Bar:**
  1. Placeholder: *Search Help Center…*
  2. Allows keyword-based search across FAQs and help articles
- **Primary Action Cards:**
  1. **FAQ Section**
     - Description: Browse frequently asked questions for quick answers
  2. **Help Center**
     - Description: Access guides, tutorials, and documentation
  3. **Contact Support**
     - Description: Get in touch with the support team for assistance

Navigation Flow

- Tapping **FAQ Section** → Navigates to FAQ Section page
- Tapping **Help Center** → Navigates to Help Center categories

- Tapping **Contact Support** → Navigates to Contact Support page

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4. FAQ Section (User Perspective)

Page Purpose

To resolve common user queries instantly without requiring support interaction.

Layout Structure

- **Page Header:** `FAQ Section`
- **Segmented Tabs:**
  - `User FAQs`
  - `Listener FAQs`

(Default selected tab: **User FAQs**)

Components (User FAQs)

- Expandable accordion cards containing:
  - *How does anonymity work?*
  - *How do I save a listener to My Companion?*
  - *Can I schedule regular sessions?*
  - *Is the service available 24/7?*

Each accordion:

- Expands on tap
- Collapses automatically when another is opened

Navigation Flow

- Switching to **Listener FAQs** → Navigates to Listener FAQ content
- Back arrow → Returns to Help & Support landing page

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5. FAQ Section (Listener FAQs – User View)

Purpose

To allow users to understand listener-side processes, improving transparency and trust.

Components

- Accordion-based FAQs such as:
  - *How do I become a verified listener?*
  - *What are the guidelines for listeners?*
  - *How are listeners' ratings used?*
  - *Is the service available 24/7?*

Interaction Behavior

- Read-only informational content
- No redirection from inside accordion items

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6. Help Center

Page Purpose

To provide structured, category-based help articles for deeper understanding.

Components

- **Search Bar:** `Search Help Center…`
- **Category List Cards:**
  1. Getting Started (12 articles)
  2. Account & Profile Management (8 articles)
  3. Billing & Refunds (12 articles)
  4. Safety & Reporting (10 articles)
  5. Technical Support (10 articles)

Each category card contains:

- Icon
- Category title
- Article count

Navigation Flow

- Tapping a category → Navigates to article list (future scope)
- Back arrow → Returns to Help & Support landing page

7. Contact Support

Page Purpose

To allow users to directly reach out when self-help options are insufficient.

Components

1. In-App Chat

- Description: Browse frequently asked questions for quick answers
- CTA Button: `Send Chat`
- Intended for:
  - General queries
  - Non-critical issues

2. Email Support Form

- Description: Access guides, tutorials, and documentation
- CTA Button: `Send Email`
- Intended for:
  - Detailed issues
  - Attachment-based concerns

3. Emergency Hotline

- Highlighted in red for urgency
- Description: For crisis situations requesting immediate assistance
- Availability: 24/7
- CTA Button: `Call Emergency Hotline`

Interaction Priority

Emergency Hotline > In-App Chat > Email Support

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8. Prototype Flow Summary

Help & Support Landing Page
→ FAQ Section

→ Help Center
→ Contact Support

FAQ Section
→ User FAQs / Listener FAQs (tab-based)
→ Back to Help & Support

Help Center
→ Category List
→ Back to Help & Support

Contact Support
→ Chat / Email / Emergency Hotline

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9. UX Considerations

- Clear separation between self-help and human support
- Non-intrusive emergency option, visible but not alarming
- Minimal navigation depth (max 2 levels)
- Designed for emotionally sensitive users
- Fully anonymous interaction preserved

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10. Conclusion

The User Panel's Help & Support section is built to be intuitive, calming, and efficient. It empowers users to solve issues independently while ensuring reliable escalation paths for serious or urgent concerns. The design balances empathy with functionality, aligning with the core values of an anonymous listening platform.

User Panel – Authentication and Onboarding

Designed by: Rishika Sarkar (Design Team)

1. Overview

The **Authentication & Onboarding** pages are designed to help users enter the platform quickly while preserving anonymity. Users are guided through anonymous ID creation, preference selection, language choice, and secure account setup using a structured, step-by-step flow. The design balances simplicity for users with a modular and scalable structure for developers.

The overall experience focuses on:

- Anonymity-first account creation
- Guided, step-based onboarding
- Multilingual accessibility
- Secure credential handling

2. Design System Reference

Typography

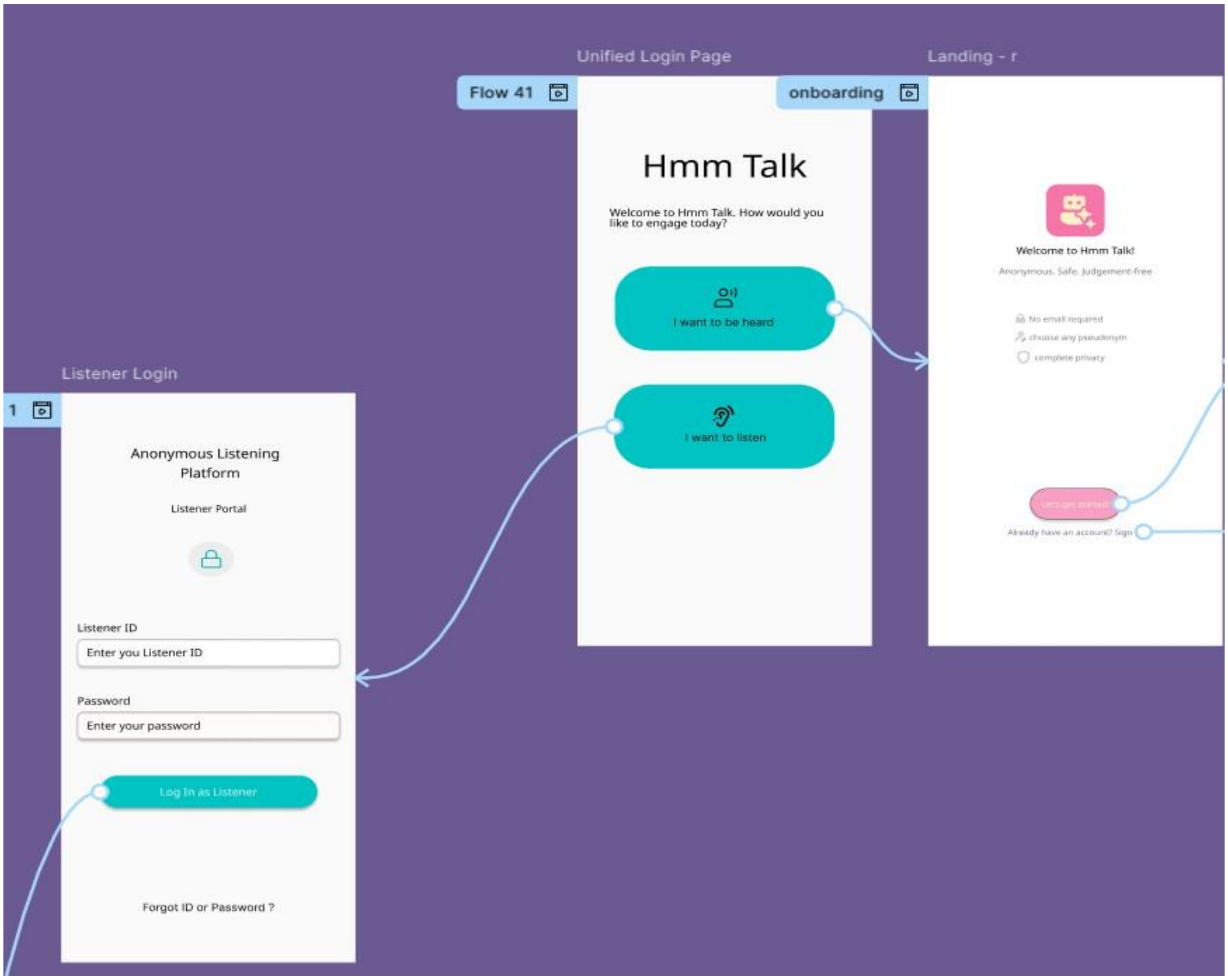
- **Font Family:** Koroko
- **Font Sizes Used:**
  - 15px – Primary Headings / Buttons
  - 13px – Secondary Headings / CheckBoxes

Color Palette

- **Primary Background:** Violet Gradient (User Panel theme)
- **Primary Action Color:** Dark violet / Indigo
- **Secondary Elements:** Light violet / soft grey
- **Text Colors:** White / Dark grey based on contrast

3. Entry Point: Unified Login Page

Purpose: Acts as the entry point of the application which determines whether the flow goes to the user panel or the listener panel.



Components

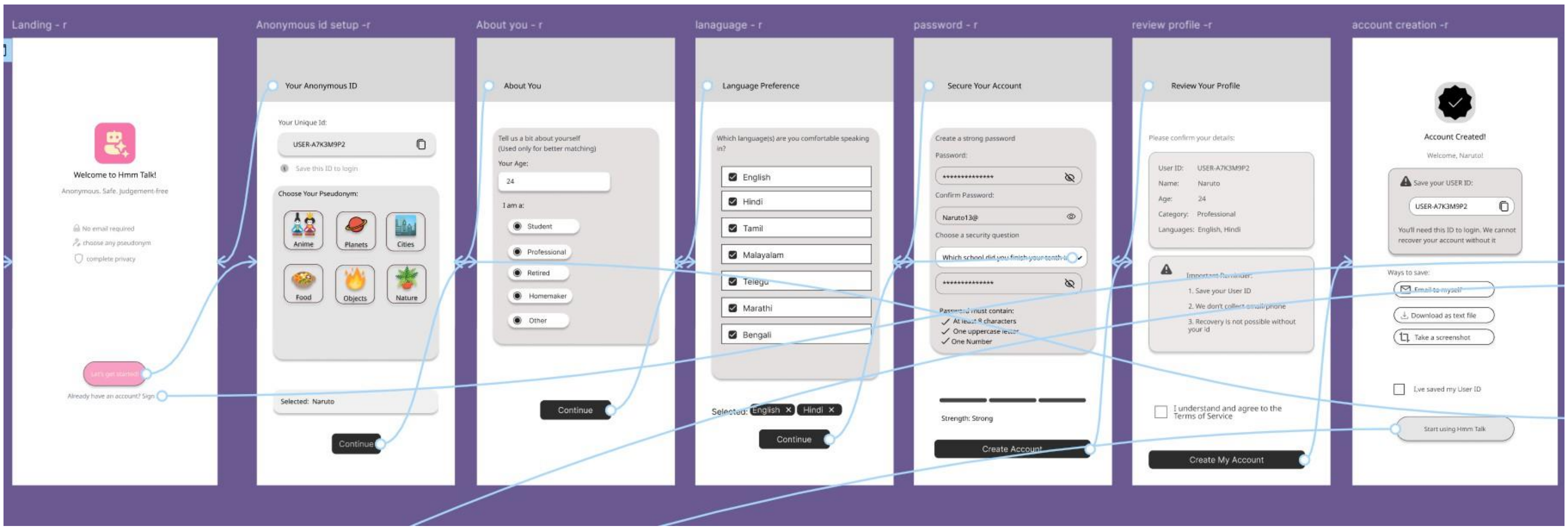
- **Page Header:** Unified Login Page
- **Buttons:**
  - **I Want to be heard:** Navigates user to User Panel
  - **I Want to listen:** Navigates user to Listener Panel

- **Primary Action Cards**
  - **Account Creation:** Handles setting up Anonymous Id, Getting to know user, Language preferences, Password and Security Question Setup etc.
  - **User Login:** Page which handles user login navigating user to the dashboard.

- **Navigation Flow**
  - **Tapping “I Want to be heard”** → Navigates to User Panel
  - **Tapping “I Want to listen”** → Navigates to Listener Panel

4. Account Creation

Purpose: This flow helps users quickly and securely set up an anonymous account with basic preferences and login details.



Components

- **Landing Page:** Gives a basic introduction to the user with welcoming and simple UI
  - **Let's Get Started Button:** Navigates user to Anonymous ID creation Page
  - **Already have an account?Sign In:** This is for preexisting users navigating them to the login page

- **Your Anonymous ID Page:**
  - **Unique ID setup:** This is a unique set of 12 characters assigned to each user by the administration. This is required for login and needs to be saved as it is crucial for login.
  - **Choose Your Pseudonym:** This is a name chosen by the user from a set of predefined categories like Anime, Planets, Cities, Food, Objects, Nature. This is what the user is addressed with in the application

- **About You Page:**
  - **Age define:** This helps in matching the user to appropriate listener

- **Profession(“I am a?):** This divides the user into categories like Student, Professional, Retired, Homemaker and Other. This later is used in the whats on your mind page to pinpoint the issue the user wants to talk about.

- **Language Preference:** Gives user the choice of comfortable languages from a predefined set(English, Hindi, Tamil, Malayalam, Telegu, Marathi, Bengali) which helps in matching with suitable listener

- **Secure Your Account:**
  - **Password Setup:** Secure a strong password set by user within rules which is used for login.
    - ❖ At least 8 characters
    - ❖ One uppercase letter
    - ❖ One number
  - **Security Question setup:** This is a predefined questionnaire from which the user chooses one question to set as security question which is used to recover password incase forgotten.

- **Review Your Profile Page:**
  - **Details confirmation:** This contains a list for all entries done by user till now ie. Anonymous ID, Pseudoname, Age, Category/Profession and Language Preference
  - **Reminder Dialogue Box:** This contains the following
    - ❖ **Save your User ID**
    - ❖ **We don’t collect email/phone number**
    - ❖ **Recovery is not possible without your id**

- **Account creation Page:** This page serves as confirmation of account creation with final reminder for user to save User ID. Also multiple ways are provided to save this.
  - **Email**
  - **Download as text file**
  - **Take a screenshot**

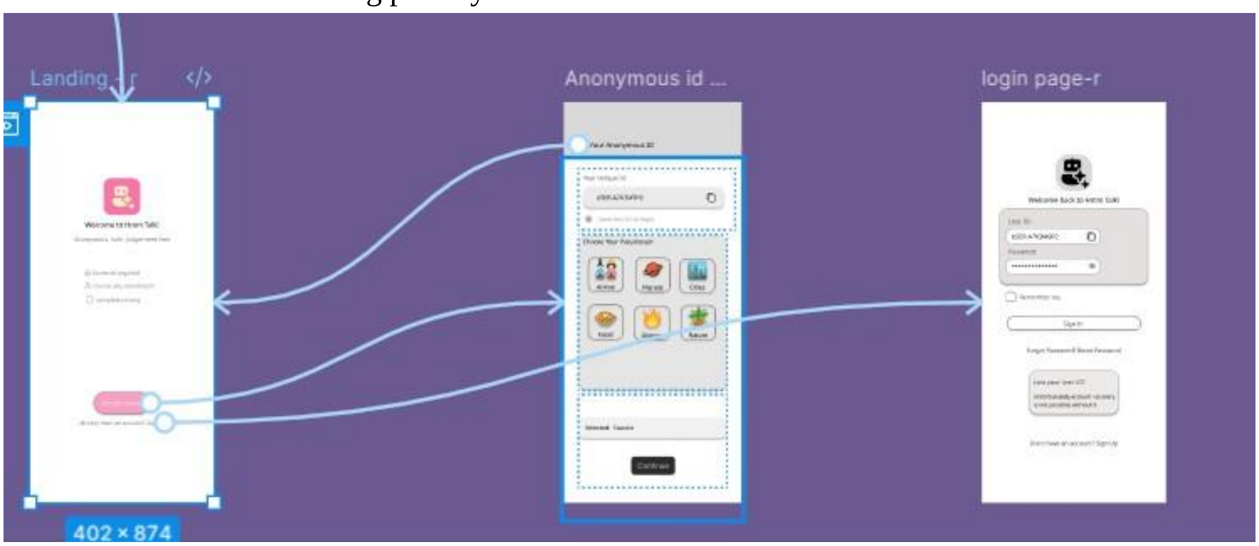
The user is taken to the dashboard only after confirming that he/she has saved the User ID

- **Navigation Flow**
  - **Tapping “Lets get started” on Landing Page** → Navigates to Your Anonymous ID Page

- **Tapping “Already have an account? Sign Up” on Landing Page→** Navigates to Login Page
- **Tapping “Continue” on Anonymous ID Setup Page** → Navigates to About You Page
- **Tapping “Continue” on About You Page**→ Navigates to Language Preference Page
- **Tapping “Continue” on Language Preference Page**→ Navigates to Secure Your Account Page
- **Tapping “Create Account” on Secure Your Account Page** → Navigates to Review Your Profile Page
- **Tapping “Create my Account” on Review Your Profile Page and checking the checkbox**→ Navigates to Account Creation Page
- **Tapping “Start using Hmm Talk” on Account creation page→** Navigates to User Dashboard

5. User Login

Purpose: The User Login page allows users to securely access their account using their credentials while maintaining privacy and ease of use.



Components

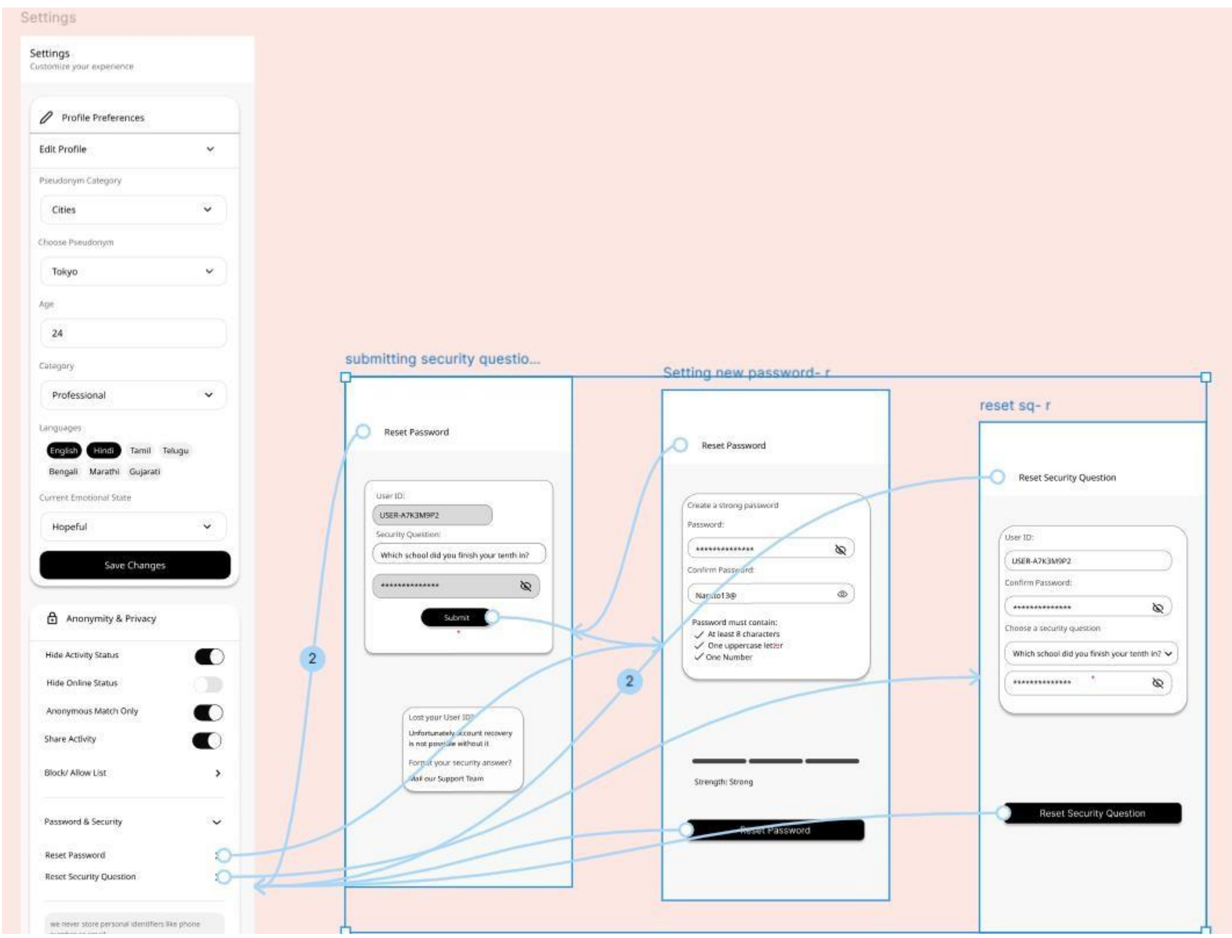
- **Login Credentials:**
  - **User ID:** This is the User ID assigned to user in Anonymous ID creation Page
  - **Password:** Set by the user during account creation

- **Remember me:** This checkbox ensures the user stays logged in for future visits**.**

- **Navigation Flow**
    - **Tapping “Sign in”** → Navigates to User Dashboard
    - **Tapping “Forgot Password? Reset Password”**→ Navigates User to Reset Password Pages
    - **Tapping “Don’t have an account? Sign Up”** → Navigates to Your Anonymous ID Page

6. Recovery of Account

Purpose: Incase the user forgets his/her password this flow helps ensure they can gain access back of their account.



Components

- **Reset Password:** This consists of two steps.
    - **Submitting Security Question:** This was set up by the user during Onboarding

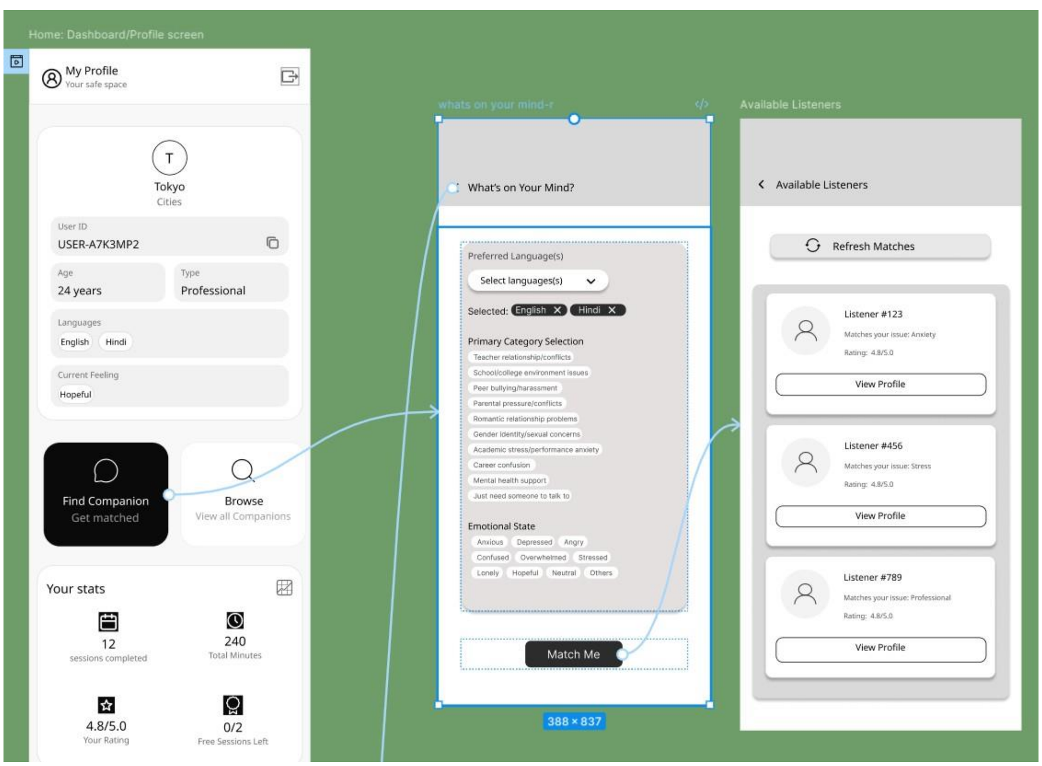
- **Setting new password** with the same set of rules defined earlier

- **Reset Security Question:** This asks for the current password and then choose a new security question for password renewal. This can only be accessed from settings inside the user dashboard.,

- **Navigation Flow**
  - **Tapping "Reset Password" on Settings Page under Password and Security**→ Navigates to Submitting security question Page
  - **Tapping "Submit" on Submitting security question**→ Navigates User to Reset Password Page
  - **Tapping "Reset password" on setting new password page** → Navigates back to settings
  - **Tapping "Reset security question" on reset security question** → Navigates back to settings

7. Find A companion

Purpose: Whats on your mind page is what the user is lead to on clicking find a companion button on the dashboard



Components

- **Preferred Language:** The user selects the language he wants to chat in for the session
- **Primary Category Selection:** Has all the problems related to the user's category which helps better prepare the listener as well as match appropriate listener to the user.
- **Emotional State:** This helps the listener get an idea about how the user is feeling which better prepares him for a smooth conversation.

- **Navigation Flow:**

    - **Tapping "Find a Companion" on Dashboard**→ Navigates to What's On your Mind Page
    - **Tapping "Match Me" on What's on your mind Page**→ Navigates to Available listeners.

8. UX Considerations

- **Anonymity Preservation:**No email or phone number collection ensures user trust and reduces hesitation during onboarding.
- **Minimal Cognitive Load**: Information is broken into small, sequential steps to avoid overwhelming users.
- **Clear Navigation & Feedback:** Consistent progress-based flow, and confirmation screens help users understand where they are and what comes next.
- **Progressive Disclosure:** Sensitive or detailed inputs (security, recovery) are introduced only when necessary.
- **Error Prevention & Recovery:** Password rules, profile review, and repeated User ID reminders reduce the risk of account loss.
- **Accessibility & Inclusivity**: Language selection and simple terminology make the flow usable for a wide range of users.

9. Conclusion

The authentication and onboarding experience is designed to balance ease of use for users and clarity for implementation, while strongly prioritizing privacy and anonymity. By combining guided flows, minimal input requirements, and clear recovery mechanisms, the system ensures a secure, intuitive, and trustworthy entry into the platform

User Panel – Dashboard, Profile, Credits & Payments, Settings, Learning & Support.

Designed by: Mushkan Agarwal (Design Lead)

1. Overview

The User Panel is designed as a privacy-first, minimal, and emotionally safe interface for users seeking anonymous emotional support. The panel allows users to manage their profile, sessions, credits and payments, learning progress, privacy settings, and support access without revealing personal identity.

The design follows a **modular, scalable structure** that supports anonymous interaction, credit-based monetization, and future premium upgrades such as VIP access.

The overall experience focuses on:
● Anonymity and user safety
● Simple and calm mental-health-friendly UI
● Clear navigation and low cognitive load
● Transparent credit and session management
● Seamless access to learning and community support

2. Design System Reference

Typography

- **Font Family:** Koroko
- **Font Sizes Used:**
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Color Palette

- **Primary Background:** Violet Gradient (User Panel theme)
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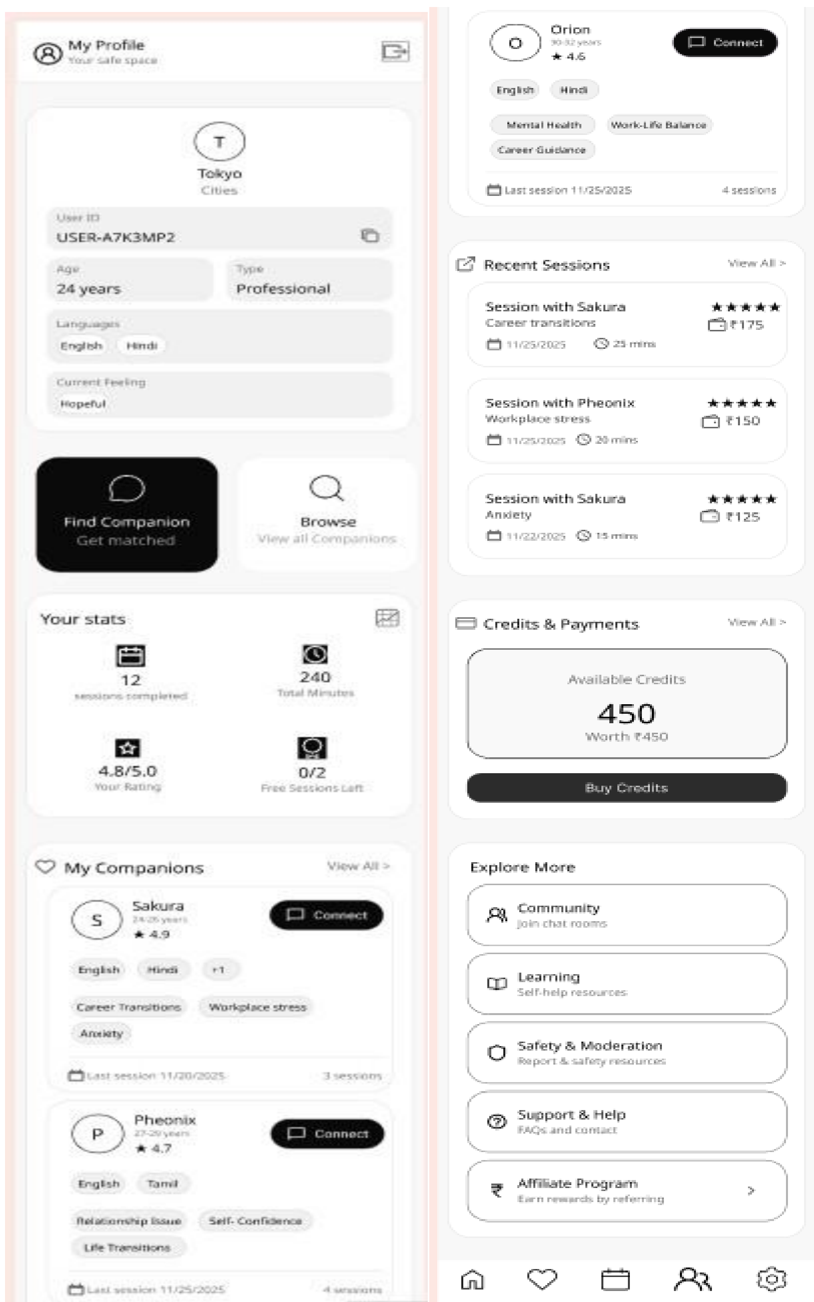
3. Entry Point: Home Dashboard

Purpose: The Home Dashboard serves as the **primary entry point** for the user after successful authentication. It is designed to act as a **central control hub** that provides users with immediate access to all core functionalities of the application while maintaining emotional safety, clarity, and anonymity.
Given that users may arrive at the dashboard in a vulnerable emotional state, the design prioritizes **quick access, minimal decision-making, and clear system visibility**.



Layout Structure & Sections
The Home Dashboard is divided into the following functional sections:

3.1 User Identity Overview
This section appears at the top of the dashboard and provides a concise snapshot of the user's anonymous identity.

Displayed Information:
- Anonymous Avatar (icon-based, non-customizable)
- Pseudonym / Anonymous Username
- User Category (e.g., Student / Professional)
- Preferred Language(s)

3.2 Primary Action – Find a Companion
This is the **most prominent action** on the dashboard.

Component:
- High-contrast primary button: **"Find a Companion"**

Function:
- Initiates the emotional support flow
- Navigates the user to issue identification and matching screens

3.3 User Statistics Summary
This section provides lightweight feedback on the user's activity without exposing sensitive data.

Metrics Displayed:
- Total Sessions Completed
- Total Time Spent in Sessions
- Credits Remaining
- Free Trial Usage (if applicable)

3.4 My Companions Section
This section displays listeners previously interacted with or saved by the user.

Components:
- List of companion cards
- Companion pseudonym

- Quick action buttons (Reconnect / View Profile)

Function:
- Enables continuity of emotional support
- Allows users to reconnect with listeners they felt comfortable with

3.5 Recent Sessions Overview
This section lists the most recent completed sessions.

Displayed Information:
- Session date
- Listener pseudonym
- Session rating
- Duration

Privacy Handling:
- No chat transcripts or message history displayed
- Only session metadata is shown

3.6 Credits & Payments Summary
This section gives a quick overview of the user's credit balance.

Components:
- Available Credits
- "Buy Credits" action button

Function:
- Informs users before initiating sessions
- Prevents unexpected session interruptions

3.7 Explore More Section
This section provides access to secondary but essential features.

Navigation Options:
- Community Rooms
- Learning Center
- Safety & Moderation
- Support & Help
- Settings & Privacy

4. My Companions Page

Purpose

The *My Companions* page displays a list of listeners with whom the user has previously interacted or chosen to save. This page allows users to quickly reconnect with familiar companions.

Screen Components

- List of companion cards
- Add companion option
- Individual companion actions

Companion Card Details

Each companion card displays:

- Anonymous avatar
- Companion pseudonym
- Age
- Languages spoken
- Issue categories supported
- Average rating
- Availability status

User Actions

- Start a new session with a selected companion
- View companion profile details
- Add or remove companions from the list

System Behavior

- Only companions the user has previously interacted with are shown
- No chat history or message content is accessible
- Companion data shown is limited to non-identifying information

5. Sessions Page (Session History)

Purpose

The *Sessions* page provides users with a history of completed sessions in the form of summarized records.

Screen Components

- Session history list
- Individual session cards

Session Card Details
Each session card includes:

- Companion pseudonym
- Session date
- Session duration
- User rating (star-based)

User Actions

- View detailed session information
- Provide or update session ratings

System Behavior

- Sessions are displayed in reverse chronological order
- Only session metadata is stored and displayed
- Conversation content is not saved or retrievable

6. Session Details Page

Purpose
The *Session Details* page provides a detailed summary of an individual session for user reference and transparency.

Displayed Information

- Companion pseudonym
- Session date and time
- Total session duration
- Credits consumed during the session
- User rating
- Session completion status

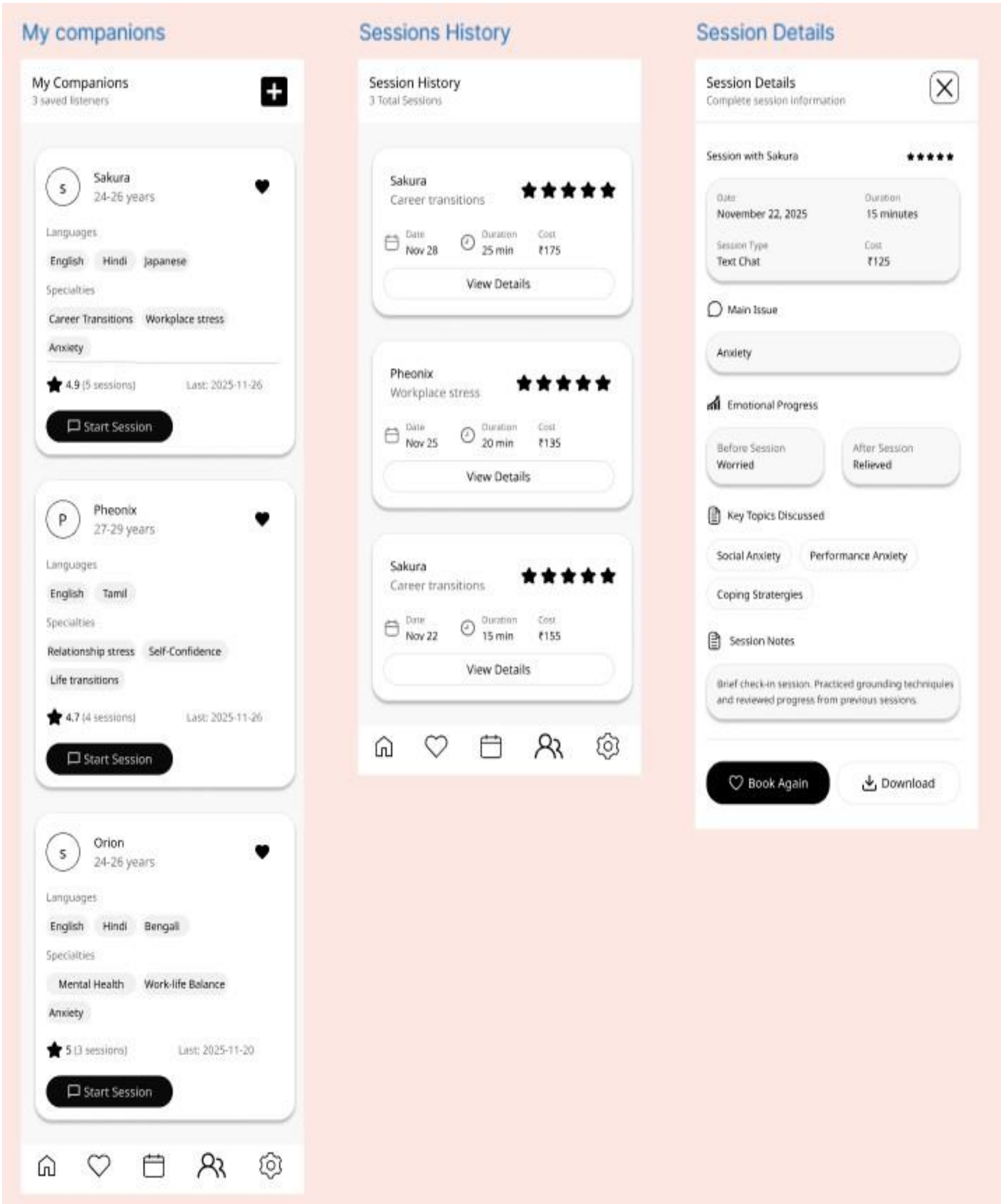
User Actions

- Rate the session
- Report issues related to the session
- Navigate back to the session history page

System Behavior

- No chat transcripts are shown

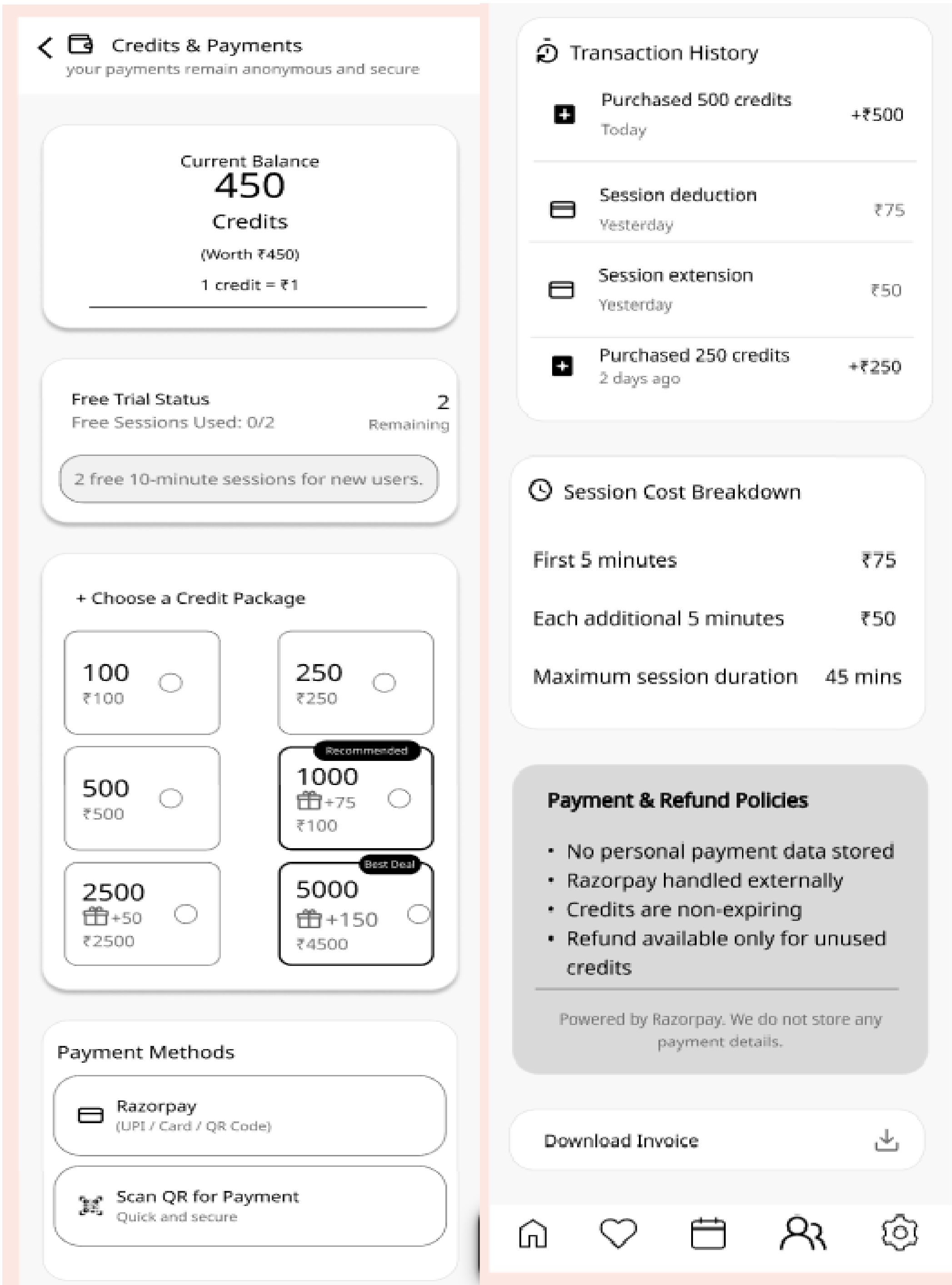
- Reporting a session routes the issue to backend moderation
- Session details are read-only except for rating and reporting



7. Credits & Payments Page

Purpose

The *Credits & Payments* page allows users to view their available credits, purchase additional credits, and understand session cost breakdowns.



Screen Components

- Current credit balance display
- Free trial usage indicator
- Credit package selection
- Payment method selection
- Transaction history

Credit Packages

Users can select from predefined credit bundles:

- 100 credits
- 250 credits
- 500 credits
- 2500 credits
- 5000 credits

Bonus credits may be applied to higher-value packages.

Payment Methods

- Razorpay (UPI, Card, QR-based payment)
- Bitcoin (for anonymous transactions)

Pricing Rules Displayed

- First 5 minutes: ₹75
- Every additional 5 minutes: ₹50
- Maximum standard session duration: 45 minutes

User Actions

- Select credit package
- Choose payment method
- Complete payment
- View transaction history

System Behavior

- Payments are processed externally
- No payment credentials are stored within the application
- Credits are added immediately after successful payment

Transaction History Section

Purpose

The *Transaction History* section provides a log of all credit-related activities.

Displayed Entries

- Credit purchases
- Session credit deductions
- Session extensions
- Bonus credits (if applicable)

System Behavior

- Transactions are listed chronologically
- Financial records do not expose payment instrument details

Session Cost Breakdown Section

Purpose

This section explains how credits are consumed during a session.

Displayed Information

- Base session cost
- Cost per extension
- Maximum session limit
- Extension rules

System Behavior

- Credits are deducted in real time
- Sessions automatically end when limits are reached unless extended
- Extension prompts appear before deduction

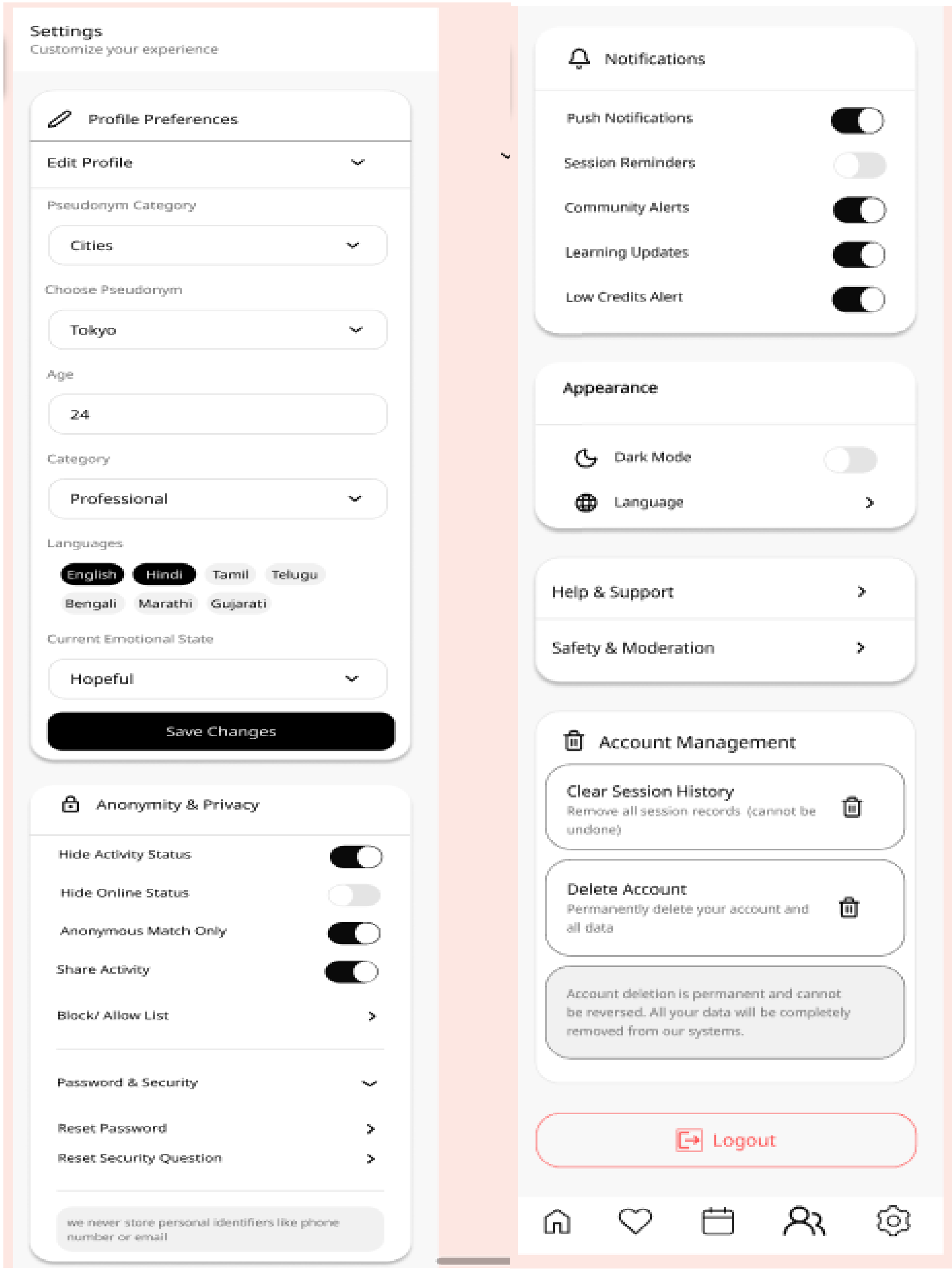
8. Settings Page

Purpose

The *Settings* page allows users to manage profile preferences, privacy controls, notifications, appearance, and account-related actions from a single centralized screen.

Screen Structure

The page is vertically structured into grouped sections for clarity and ease of access.



Profile Preferences

Displayed Fields

- Preferred Category
- Issue Category
- Age
- Professional Category
- Language Preferences
- Mood Indicator

User Actions

- Edit and update profile preferences
- Save changes using the “Save Changes” action

System Behavior

- Changes apply immediately across the platform
- No personally identifiable information is collected or stored

Anonymity & Privacy

Controls Available

- Hide Online Status
- Hide Activity Status
- Anonymous Matching Toggle
- Turn Activity Visibility On/Off

System Behavior

- Anonymity settings apply to all interactions
- Identity remains hidden across sessions and community participation

Notifications

Notification Toggles

- Session Reminders
- Session Completion Alerts
- Community Alerts
- Learning Updates
- Low Credit Alerts

System Behavior

- Notifications are optional and user-controlled
- Disabled notifications do not affect system functionality

Appearance

Options

- Dark Mode Toggle
- Language Selection

Help & Support Access

Navigation Options

- Help & Support
- Safety & Moderation

Account Management

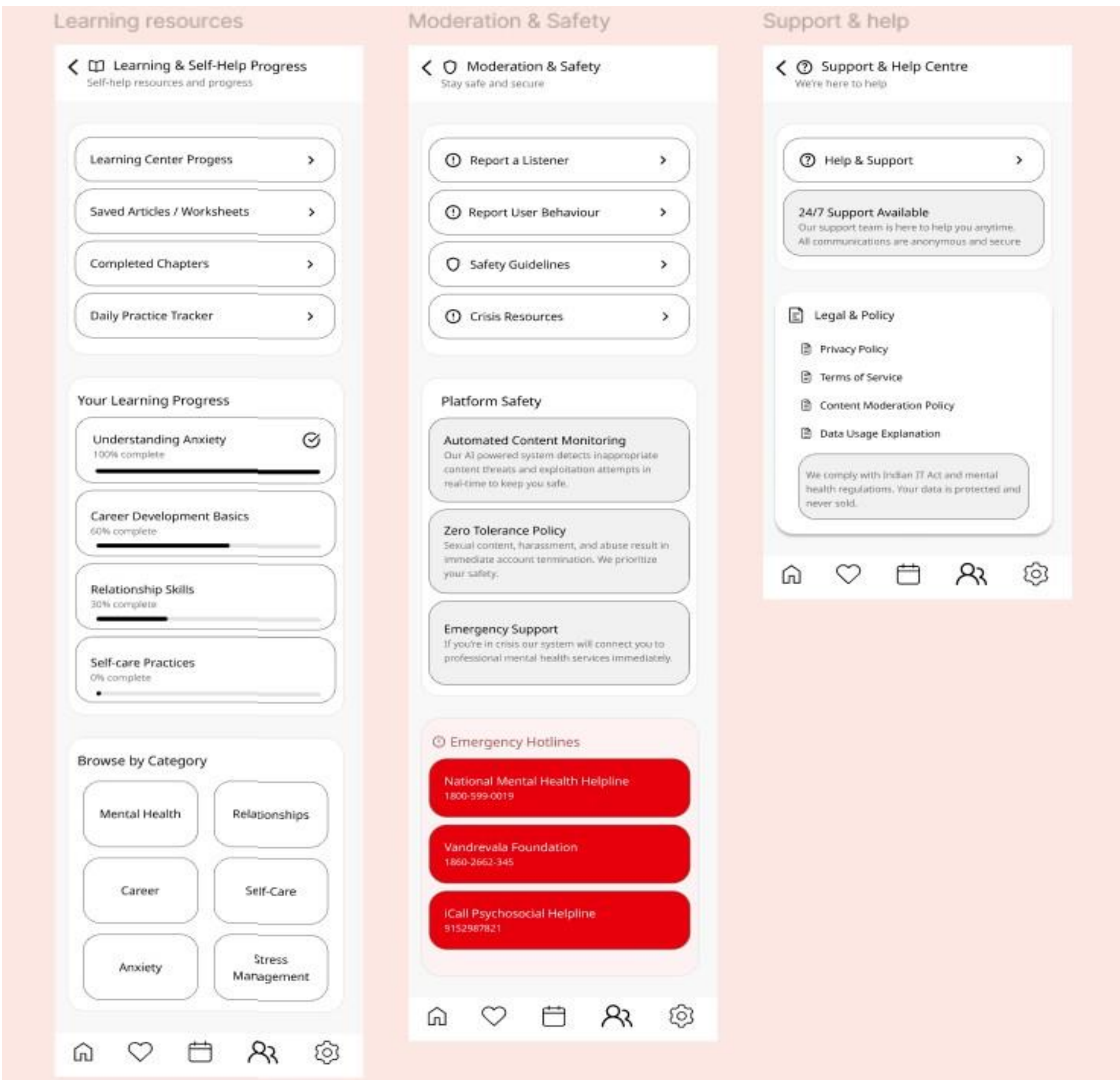
Actions Available

- Clear Session History
- Delete Account
- Logout

System Behavior

- Account deletion is permanent and irreversible
- Logout clears the active session immediately

9. Learning Resources Page



Purpose
The *Learning Resources* page provides users with self-guided educational and emotional well-being content to support them outside live sessions.

Screen Components
Learning Center Progress
- Overview of completed learning activities
- Saved articles and worksheets
- Completed learning chapters
- Daily practice tracker

Your Learning Progress
Displayed Sections
- Understanding Anxiety
- Career Development Basics
- Relationship Skills
- Self-care Practices

Browse by Category
Available Categories
- Mental Health
- Relationships
- Career
- Self-care
- Anxiety
- Stress Management

User Actions
- Open learning modules
- Access articles and worksheets
- Track completion progress
- Resume previously viewed content

System Behavior
- Learning progress is saved automatically
- No learning activity affects session matching or user visibility

10. Moderation & Safety Page

Purpose

The *Moderation & Safety* page provides users with tools to report issues and access platform safety features.

Screen Components
Reporting Options

- Report a Listener
- Report User Behavior
- Safety Guidelines
- Crisis Resources

Platform Safety Information
Displayed Information

- AI-assisted moderation notice
- Human review process explanation
- Zero-tolerance policy for abuse

Emergency Support
Emergency Options

- National Mental Health Helpline
- Suicide Prevention Helpline
- Crisis Support Hotline

System Behavior

- Reports are submitted anonymously
- Emergency resources redirect users to external verified services
- No reports are visible to other users

11. Support & Help Page

Purpose
The *Support & Help* page provides users with assistance, guidance, and legal information while maintaining anonymity.

Screen Components
Help Options

- Help & Support
- FAQs
- Support Availability Information

Legal & Policy Information
Accessible Documents

- Privacy Policy
- Terms of Service
- Content Moderation Policy
- Data Usage Information

System Behavior

- Support queries do not require personal identification
- Legal documents are accessible at all times
- Support availability information is clearly displayed

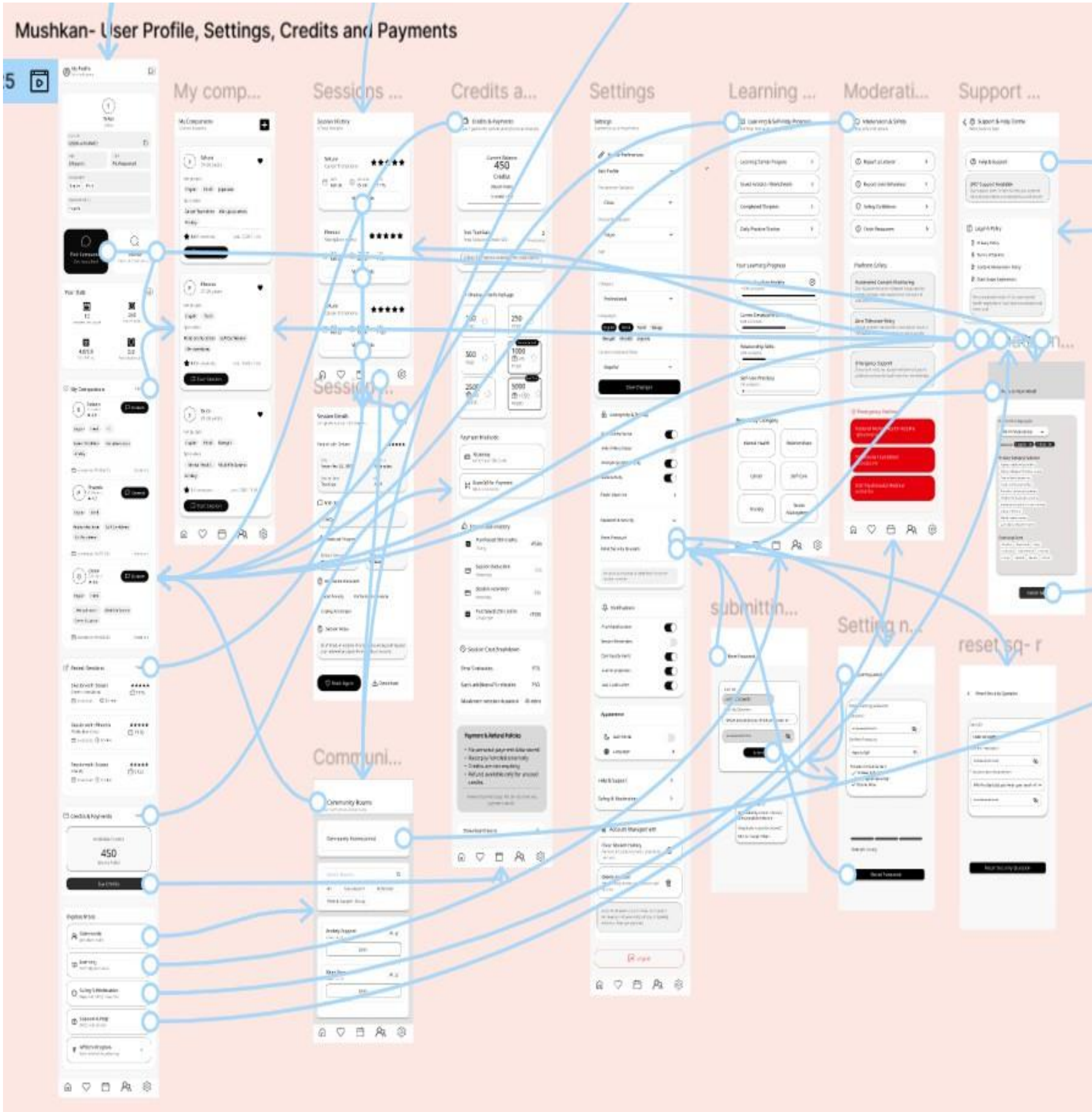
12. Navigation Flow

Global Navigation Rules

1. The application uses a **persistent Bottom Navigation Bar** with five fixed tabs:
   - **Home**
   - **Companions**
   - **Sessions**
   - **Community**
   - **Settings**
2. The Bottom Navigation Bar is visible on all primary user screens.
3. Navigation between tabs does **not reset user state** unless explicitly stated.
4. All secondary screens are accessible either:
   - From the Home Dashboard, or
   - From their respective bottom navigation tab, or
   - From in-page actions (buttons, cards, links).

Bottom Navigation Mapping (Authoritative)

Bottom Tab	Destination
Home	Home Dashboard
Companions	My Companions Page
Sessions	Sessions / Session History Page
Community	Community Chat Rooms
Settings	Settings Page



a. Home Dashboard Navigation Flow

Entry Point

- User lands on **Home Dashboard** after login or app launch.

Outbound Navigation from Home Dashboard

User Action	Navigates To
Tap "Find a Companion"	Issue Identification → Matching Flow

User Action	Navigates To
Tap a Companion Card	My Companions → Companion Profile
Tap a Recent Session	Session Details Page
Tap Credits Summary / "Buy Credits"	Credits & Payments Page
Tap Learning Center	Learning Resources Page
Tap Community	Community Rooms Page
Tap Support / Safety	Support & Help Page
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

b. My Companions Page Navigation Flow
Entry Points

- Bottom Navigation → Companions
- Home Dashboard → My Companions section

Outbound Navigation

User Action	Navigates To
Tap "Start Session"	Session Booking Flow
Tap Companion Profile	Companion Profile Page
Tap Back	Home Dashboard
Bottom Nav → Home	Home Dashboard
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

c. Sessions Page (Session History) Navigation Flow
Entry Points

- Bottom Navigation → Sessions
- Home Dashboard → Recent Sessions

Outbound Navigation

User Action	Navigates To
Tap Session Card	Session Details Page
Tap Back	Home Dashboard

User Action	Navigates To
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

d. Session Details Page Navigation Flow

Entry Points

- Sessions Page → Select Session

Outbound Navigation

User Action	Navigates To
Tap "Report Issue"	Moderation & Safety Page
Tap Back	Sessions Page
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

e. Credits & Payments Page Navigation Flow

Entry Points

- Home Dashboard → Credits Summary
- Home Dashboard → Buy Credits
- Settings → Credits & Payments

Outbound Navigation

User Action	Navigates To
Select Credit Package	Payment Method Selection
Complete Payment	Credits & Payments (Updated Balance)
Tap Transaction History	Transaction History Section
Tap Back	Home Dashboard
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page

User Action	Navigates To
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

f. Learning Resources Page Navigation Flow
Entry Points

- Home Dashboard → Learning Center
- Settings → Learning Resources

Outbound Navigation

User Action	Navigates To
Select Learning Category	Learning Content List
Open Article / Worksheet	Content Detail Page
Tap Back	Learning Resources Page
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

g. Community Rooms Page Navigation Flow
Entry Points

- Bottom Navigation → Community
- Home Dashboard → Community

Outbound Navigation

User Action	Navigates To
Select Room	Community Chat Room
Exit Room	Community Rooms Page
Tap Back	Home Dashboard
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Settings	Settings Page

h. Settings Page Navigation Flow

Entry Points

- Bottom Navigation → Settings

Outbound Navigation

User Action	Navigates To
Profile Preferences	Profile Preferences Section
Privacy & Anonymity	Privacy Controls Section
Notifications	Notification Settings
Appearance	Appearance Settings
Learning Resources	Learning Resources Page
Safety & Moderation	Moderation & Safety Page
Help & Support	Support & Help Page
Logout	App Entry / Login
Delete Account	App Exit
Bottom Nav → Home	Home Dashboard
Bottom Nav → Companions	My Companions Page
Bottom Nav → Sessions	Sessions Page
Bottom Nav → Community	Community Rooms Page

i. Moderation & Safety Page Navigation Flow

Entry Points

- Settings → Safety & Moderation
- Session Details → Report Issue

Outbound Navigation

User Action	Navigates To
Submit Report	Confirmation → Return
Tap Emergency Resource	External Support Link
Tap Back	Previous Page
Bottom Nav → Home	Home Dashboard
Bottom Nav → Community	Community Rooms Page
Bottom Nav → Settings	Settings Page

j. Support & Help Page Navigation Flow

Entry Points

- Settings → Help & Support

- Home Dashboard → Support

Outbound Navigation

User Action	**Navigates To**
View FAQs	FAQ Detail
Submit Support Request	Confirmation
View Legal Policies	Policy Document
Tap Back	Settings / Home
Bottom Nav → Home	Home Dashboard
Bottom Nav → Settings	Settings Page

Navigation Flow Summary

- **Home Dashboard** acts as the central hub.
- **Bottom Navigation** allows instant switching between core sections.
- **Secondary pages never trap the user**.
- **No navigation dead-ends exist**.
- **Anonymity and session state are preserved across flows**.

5. UX Considerations

- The interface follows an **anonymity-first approach**, avoiding personal identifiers and using system-generated IDs and pseudonyms.
- Screens are designed to **reduce cognitive and emotional load** through single-column layouts, limited primary actions, and minimal visual noise.
- **Clear information hierarchy** is maintained using consistent spacing, typography, and card-based layouts.
- A **persistent bottom navigation bar** ensures predictable movement across Home, Companions, Sessions, Community, and Settings.
- **Session privacy is strictly enforced** by displaying only session metadata and never storing or showing conversation content.
- **Credit usage and pricing are transparent**, with visible balances, clear deduction rules, and explicit extension prompts.
- The **monochrome visual system** supports emotional calm and accessibility.
- Users maintain **full control** through reversible settings, confirmation prompts for critical actions, and easy exit from all flows.
- Community interactions are **anonymous, moderated, and text-only** to maintain safety.

- Learning content is **structured, optional, and non-intrusive**, with automatic progress tracking.
- All controls for privacy, notifications, and appearance are **centralized in Settings**.
- The design is **scalable and future-ready**, supporting premium features, additional languages, and content expansion.

6. Conclusion

The user panel is designed to provide a safe, anonymous, and structured experience for users seeking emotional support. Through clear navigation, privacy-first controls, transparent credit management, and access to learning and community resources, the interface enables users to move seamlessly between support, reflection, and self-help. The design prioritizes emotional comfort, user control, and clarity, ensuring a consistent and trustworthy experience across all pages.

User Panel – Authentication and Onboarding

Designed by: Krish Jhawar (Design Team)

1. Overview

The Listener Panel and Authentication pages are designed to onboard vetted listeners efficiently while maintaining a professional and secure environment. Unlike the User Panel, which focuses on quick anonymity, the Listener flow balances privacy with **qualification and compliance**. Listeners are guided through a secure login, document verification, and availability setup using a structured, step-by-step flow to ensure they are prepared to provide support.

The design balances ease of use for the listener with a modular and scalable structure for platform administrators and developers.

The overall experience focuses on:

- **Vetted Credential Handling:** Secure access using assigned Listener IDs rather than pseudonyms to ensure platform accountability.
- **Compliance-First Onboarding:** A step-based flow for uploading certifications and identity proof to ensure high-quality listening standards.
- **Operational Readiness:** Guided setup for availability calendars and time slots, allowing listeners to manage their workload intuitively.
- **Financial Clarity:** Integrated systems for tracking earnings, viewing payout history, and managing withdrawal methods.
- **Resource Accessibility:** Direct access to a Training Hub and module-based learning to maintain emotional support standards.

2. Design System Reference

Typography

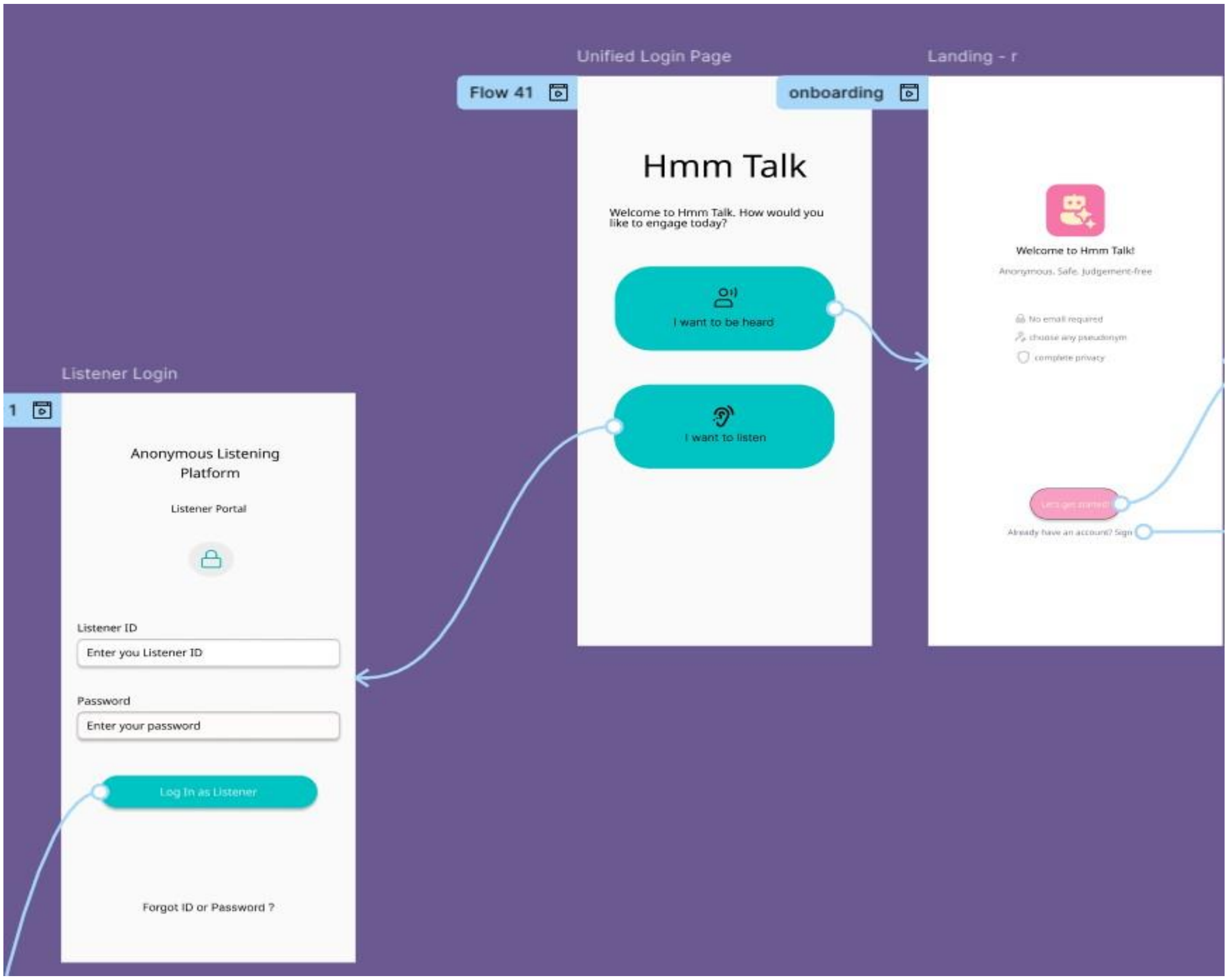
- **Font Family:** Koroko
- **Font Sizes Used:**
    - 15px – Primary Headings / Buttons
    - 13px – Secondary Headings / CheckBoxes

Color Palette

- **Primary Action Color:** Teal / Aqua (e.g., #00BFA5) to represent healing and professional trust.
- **Secondary Elements:** Soft grey / Blue-grey for cards and dividers.
- **Text Colors:** White / Dark grey based on contrast

3. Entry Point: Unified Login Page

Purpose: Acts as the entry point of the application which determines whether the flow goes to the user panel or the listener panel.



Components

- **Page Header:** Unified Login Page
- **Buttons:**
  - **I Want to be heard:** Navigates user to User Panel
  - **I Want to listen:** Navigates user to Listener Panel

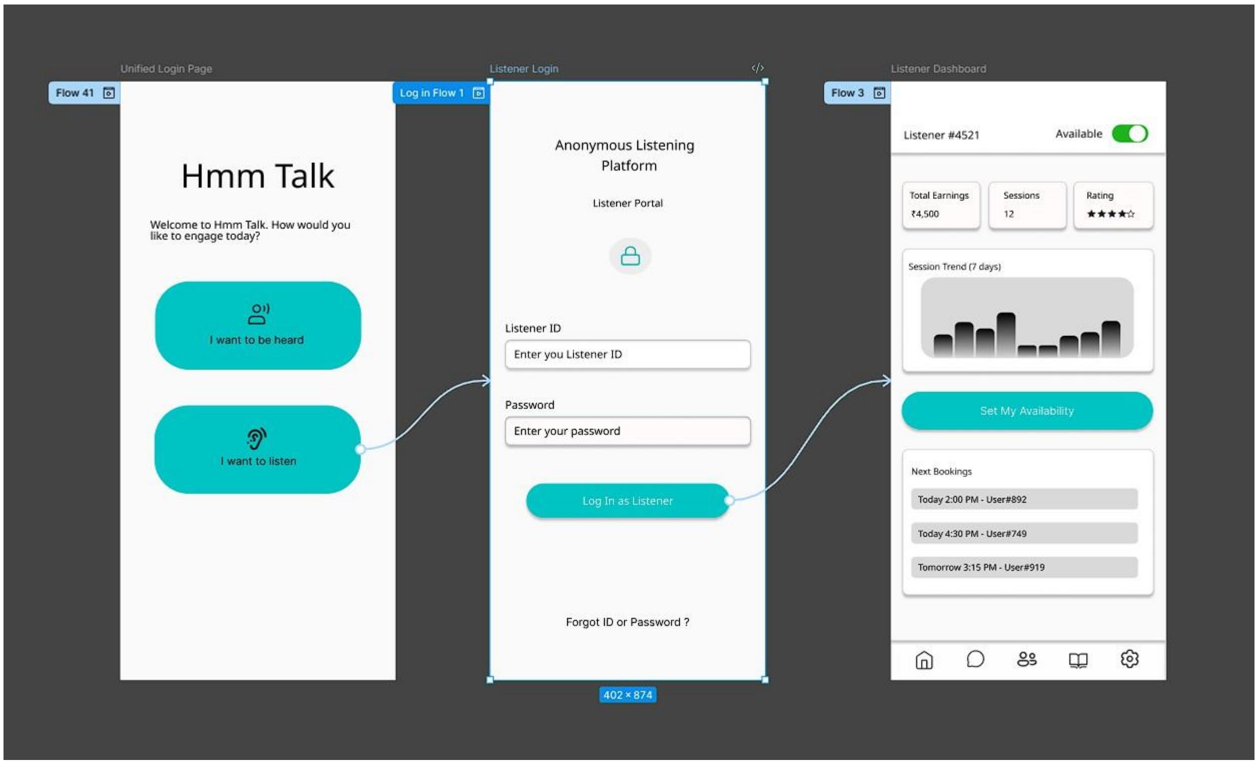
- **Primary Action Cards**
  - **Account Creation:** Handles setting up Anonymous Id, Getting to know user, Language preferences, Password and Security Question Setup etc.

- **User Login:** Page which handles user login navigating user to the dashboard.

- **Navigation Flow**
  - **Tapping "I Want to be heard"** → Navigates to User Panel
  - **Tapping "I Want to listen"** → Navigates to Listener Panel

4. Listener Login

Purpose: This flow allows verified listeners to securely access the platform, manage their availability, and monitor their performance metrics.



Components

- **Unified Login Page:** Acts as the primary entry point for the application to determine the user role.
  - **I Want to Listen Button:** Navigates the user specifically to the Listener Portal login flow.
- **Listener Login Page:**
- **Listener ID:** A unique identifier assigned during the onboarding/verification process.
  - **Password:** Secure credentials set by the listener to access their dashboard.

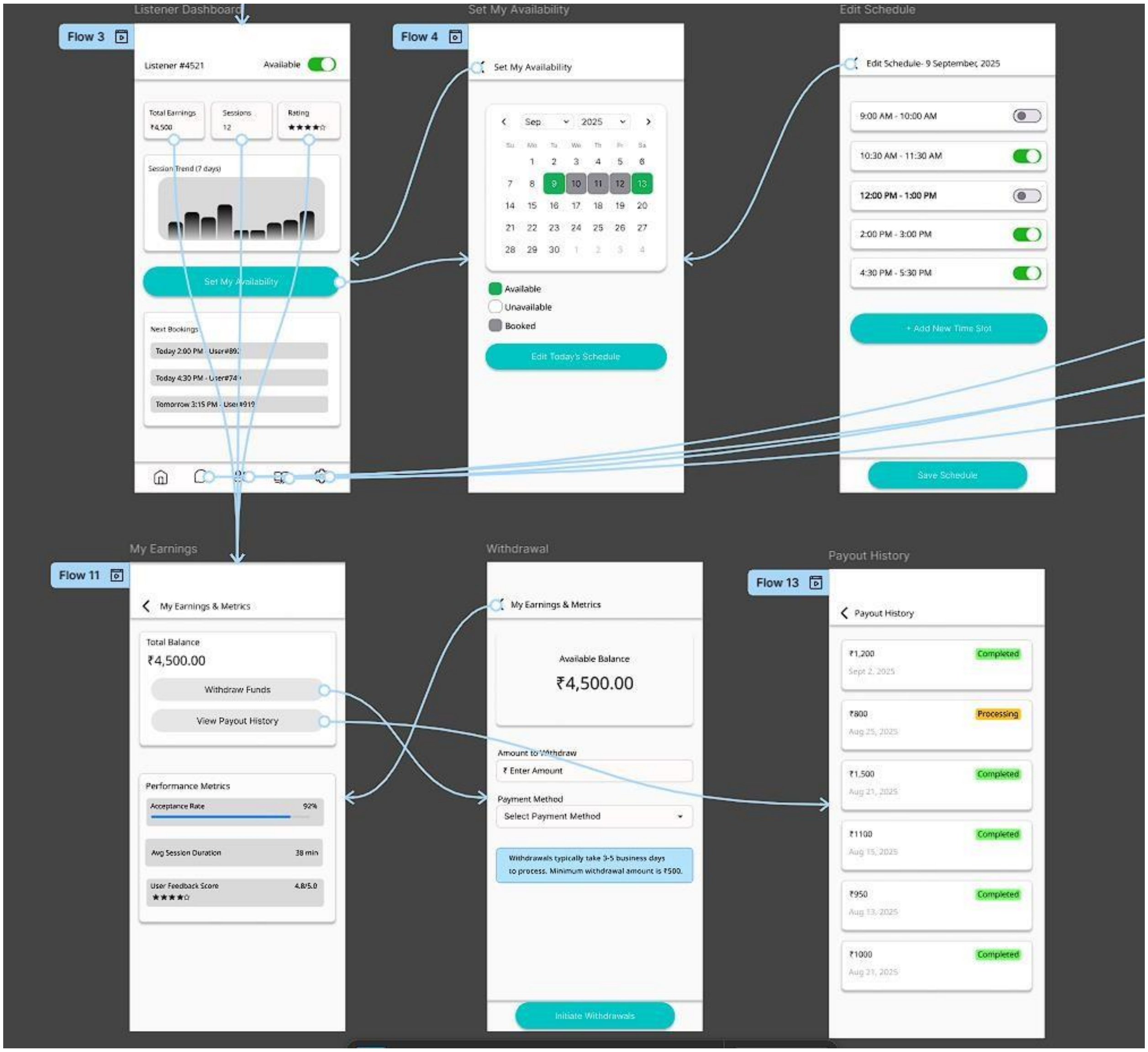
- **Forgot ID or Password?:** Link to initiate the account recovery process.

- **Listener Dashboard:** The central hub for listener operations.
  - **Availability Toggle:** A main switch (ON/OFF) to control the listener's active status.
  - **Metrics Cards:** High-level summary of 'Total Earnings', 'Sessions Completed', and 'Current Rating'.
  - **Session Trend:** A visual graph showing performance trends over the last 7 days.
  - **Next Bookings:** A list of upcoming scheduled sessions with Speaker IDs and times.
  - **Set My Availability Button:** Direct link to manage the calendar and daily time slots.

- **Navigation Flow**
  - **Tapping "I want to listen"** on the Unified Login Page → Navigates to **Listener Login Page**.
  - **Tapping "Log In as Listener"** → Navigates to **Listener Dashboard**.
  - **Tapping "Set My Availability"** on the Dashboard → Navigates to **Availability Calendar**.
  - **Tapping "Forgot Password?"** → Navigates to **Security Question/Recovery Flow**.
  - **Navigation Bar:** Provides quick access to **Home (Dashboard)**, **Chat**, **Sessions**, **Training Hub**, and **Settings**.

5. Listener Dashboard

Purpose: The Listener Dashboard serves as a command center, allowing vetted listeners to manage real-time availability, monitor detailed performance metrics, and access professional development resources. The five-button navigation system ensures all operational tools are accessible within a single tap.



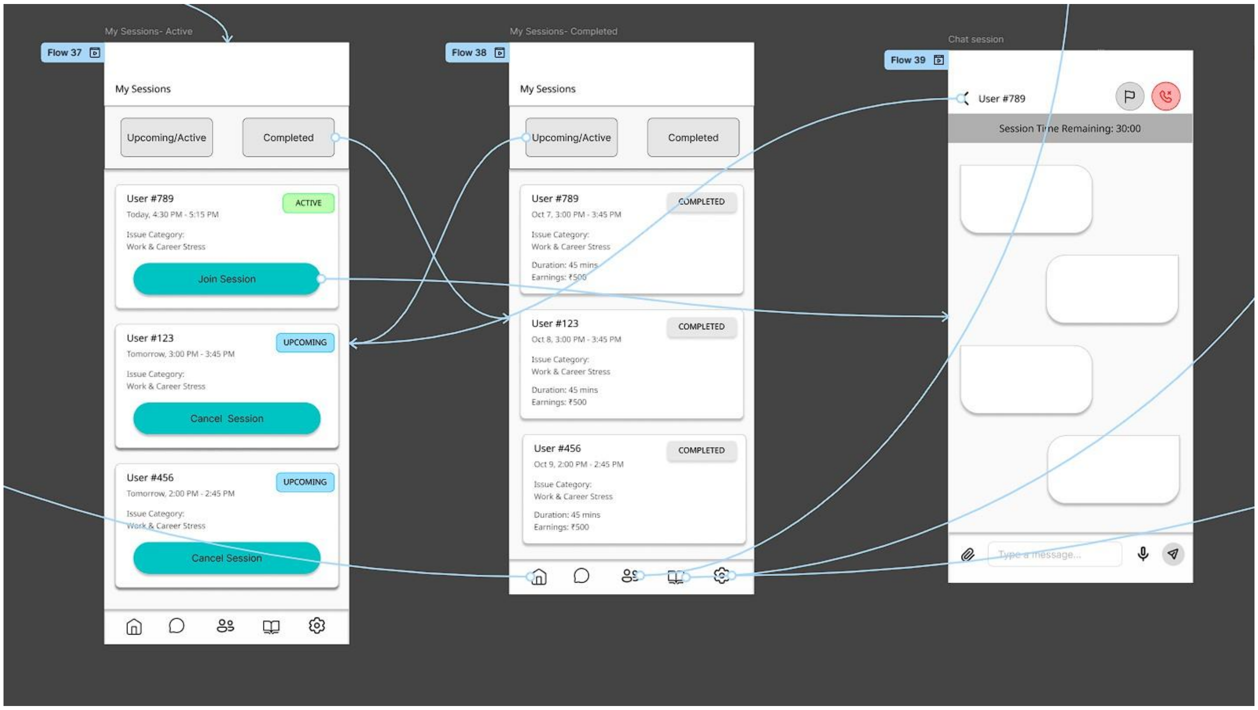
Components

- **Listener Dashboard (Home):**
  - **Availability Toggle:** A primary switch (ON/OFF) to control the listener's active status on the platform.
  - **Quick Metrics Cards:** Three interactive cards for **Total Earnings**, **Sessions Completed**, and **Current Rating**.
    - *Navigation Action:* Tapping any of these cards navigates the user to the **My Earnings & Metrics** page.
  - **Session Trend (7 days):** A performance chart showing daily engagement volume.
  - **Set My Availability CTA:** A prominent button leading directly to calendar management.

    - **Next Bookings List:** A summary of upcoming scheduled sessions with Speaker IDs.
- **Five-Button Navigation Bar (Left to Right):**
    - **Dashboard:** Returns the user to the main Listener Home screen.
    - **My Sessions:** A hub for managing active, upcoming, and completed session histories.
    - **Session Requests:** The dedicated area for reviewing and accepting/rejecting incoming live session invites.
    - **Training Hub:** Access to professional modules and crisis intervention resources.
    - **Settings:** Personal account management, including password resets and support.
- **My Earnings & Metrics (Accessed via Dashboard Cards):**
    - **Financial Overview:** Displays available balance with options to **Withdraw Funds** or **View Payout History**.
    - **Performance Metrics:** Granular data on **Acceptance Rate**, **Average Session Duration**, and **User Feedback Score**.
- **Navigation Flow**
    - **Tapping any Dashboard Metric Card (Earnings/Sessions/Rating) →** Navigates to **My Earnings & Metrics**.
    - **Tapping "My Sessions" (Nav Button 2)** → Navigates to the **Session Management** screen, showing Upcoming/Active and Completed tabs.
    - **Tapping "Session Requests" (Nav Button 3)** → Navigates to the **Incoming Request Flow** to view speaker details and accept/reject requests.
    - **Tapping "Training Hub" (Nav Button 4)** → Navigates to **Listener Training Hub** directory and specific **Module Categories**.
    - **Tapping "Settings" (Nav Button 5)** → Navigates to **Listener Settings** for Account Management, Compliance, and Support.
    - **From Dashboard:** Tapping **"Set My Availability"** → Navigates to **Monthly Calendar**.
    - **From Monthly Calendar:** Selecting a date and tapping **"Edit Today's Schedule"** → Navigates to **Hourly Schedule Manager**.
    - **Within Hourly Manager:** Tapping **"+ Add New Time Slot"** → Opens a time-picker to create a custom availability block.
    - **Tapping "Withdraw Funds" on My Earnings & Metrics** → Navigates to the Withdrawal screen to enter amount and payment method.
    - **Tapping "Initiate Withdrawals" on Withdrawal Page** → Finalizes the request and begins the 3-5 business day processing period.
    - **Tapping "View Payout History" on My Earnings & Metrics** → Navigates to the Payout History log.
    - **Tapping any record in Payout History** → Displays transaction details including Date, Amount, and Status (Completed/Processing).

6. My Sessions

Purpose: This section allows listeners to distinguish between active appointments and their historical session data while providing direct access to live chat interfaces.



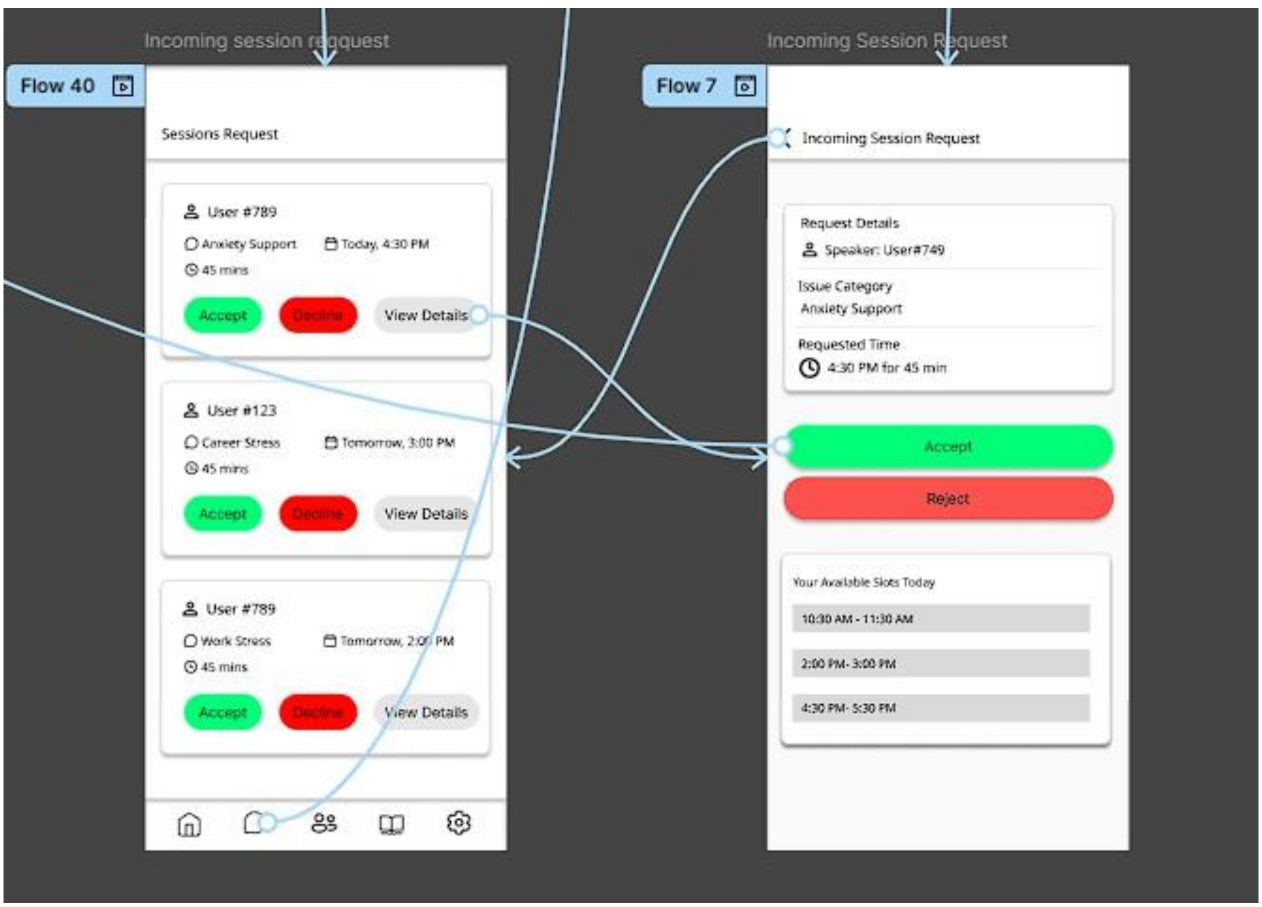
Components

- **Segmented Tab Control:**
  - **Upcoming/Active Tab:** Displays current live sessions and future bookings.
  - **Completed Tab:** Displays a log of all finalized sessions.
- **Active Session Card:**
  - **Status Badge:** Labeled "ACTIVE" in green.
  - **Action Button:** A primary **"Join Session"** button to enter the live chat.
- **Upcoming Session Card:**
  - **Status Badge:** Labeled "UPCOMING" in blue.
  - **Action Button:** A secondary **"Cancel Session"** button to remove the booking.
- **Completed Session Card:**
  - **Status Badge:** Labeled "COMPLETED" in grey.
  - **Data Breakdown:** Lists User ID, Date/Time, Issue Category (e.g., Work & Career Stress), Duration, and specific Earnings (e.g., ₹500).
- **Navigation**
  - **Tapping the "Completed" Tab** → Switches the display to the historical session record list.
  - **Tapping the "Upcoming/Active" Tab** → Returns the user to the active and scheduled sessions view.

- **Tapping "Join Session" on an Active Card** → Launches the **Chat Session** interface to begin the conversation.
- **Tapping "Cancel Session" on an Upcoming Card** → Triggers a confirmation process to cancel the scheduled booking.
- **Tapping the Home Icon (Nav Button 1)** → Returns the listener to the **Listener Dashboard**.
- **Tapping "Session Requests" (Nav Button 3)** → Navigates to the **Incoming Request Flow** to view speaker details and accept/reject requests.
- **Tapping "Training Hub" (Nav Button 4)** → Navigates to **Listener Training Hub** directory and specific **Module Categories**.
- **Tapping "Settings" (Nav Button 5)** → Navigates to **Listener Settings** for Account Management, Compliance, and Support.

7. Incoming Session Request

Purpose: This flow allows listeners to manage real-time session invites from users by reviewing speaker needs and comparing them against their own daily availability.

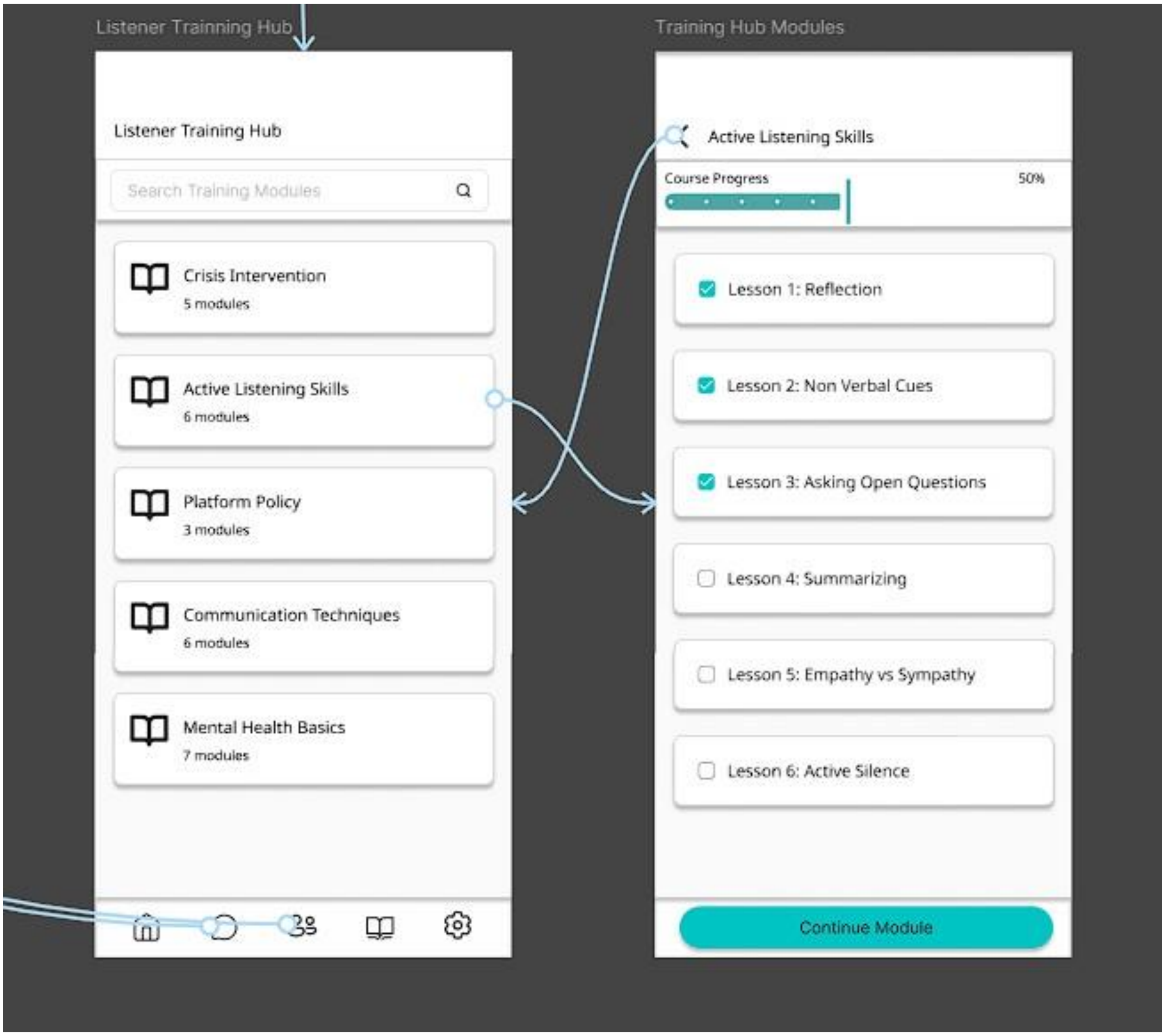


Components

- **Sessions Request List:**
  - **Speaker Profile:** Displays the unique User ID (e.g., User #789).
  - **Context Details:** Lists the Issue Category (e.g., Anxiety Support, Career Stress) and the requested duration (e.g., 45 mins).
  - **Time Stamp:** Shows the specific date and time requested (e.g., Today, 4:30 PM).
  - **Action Buttons:** Each card contains **"Accept"** (Green), **"Decline/Reject"** (Red), and **"View Details"** buttons.
- **Request Detailed View:**
  - **Request Summary:** A focused card reiterating the speaker ID, category, and requested time.
  - **Primary Actions:** Large, high-contrast **"Accept"** and **"Reject"** buttons.
  - **Availability Context:** A section labeled **"Your Available Slots Today"** showing the listener's pre-set time blocks to assist in decision-making.
- **Navigation**
  - **Tapping "View Details" on a Request Card** → Navigates to the expanded **Incoming Session Request** detail page.
  - **Tapping "Accept" (on either screen)** → Confirms the session and navigates directly to the **Chat Session** interface to begin the live conversation.
  - **Tapping "Decline" or "Reject"** → Dismisses the invitation and returns the listener to the pending request list.
  - **Tapping the Home Icon (Nav Button 1)** → Returns the listener to the **Listener Dashboard**.
  - **Tapping "My Sessions" (Nav Button 2)** → Navigates to the **Session Management** screen, showing Upcoming/Active and Completed tabs.
  - **Tapping "Training Hub" (Nav Button 4)** → Navigates to **Listener Training Hub** directory and specific **Module Categories**.
  - **Tapping "Settings" (Nav Button 5)** → Navigates to **Listener Settings** for Account Management, Compliance, and Support.

8. Listener Training Hub

Purpose: This section provides a centralized hub for listeners to access professional development courses and specialized training modules, such as crisis intervention and active listening, to ensure high standards of platform engagement.



Components

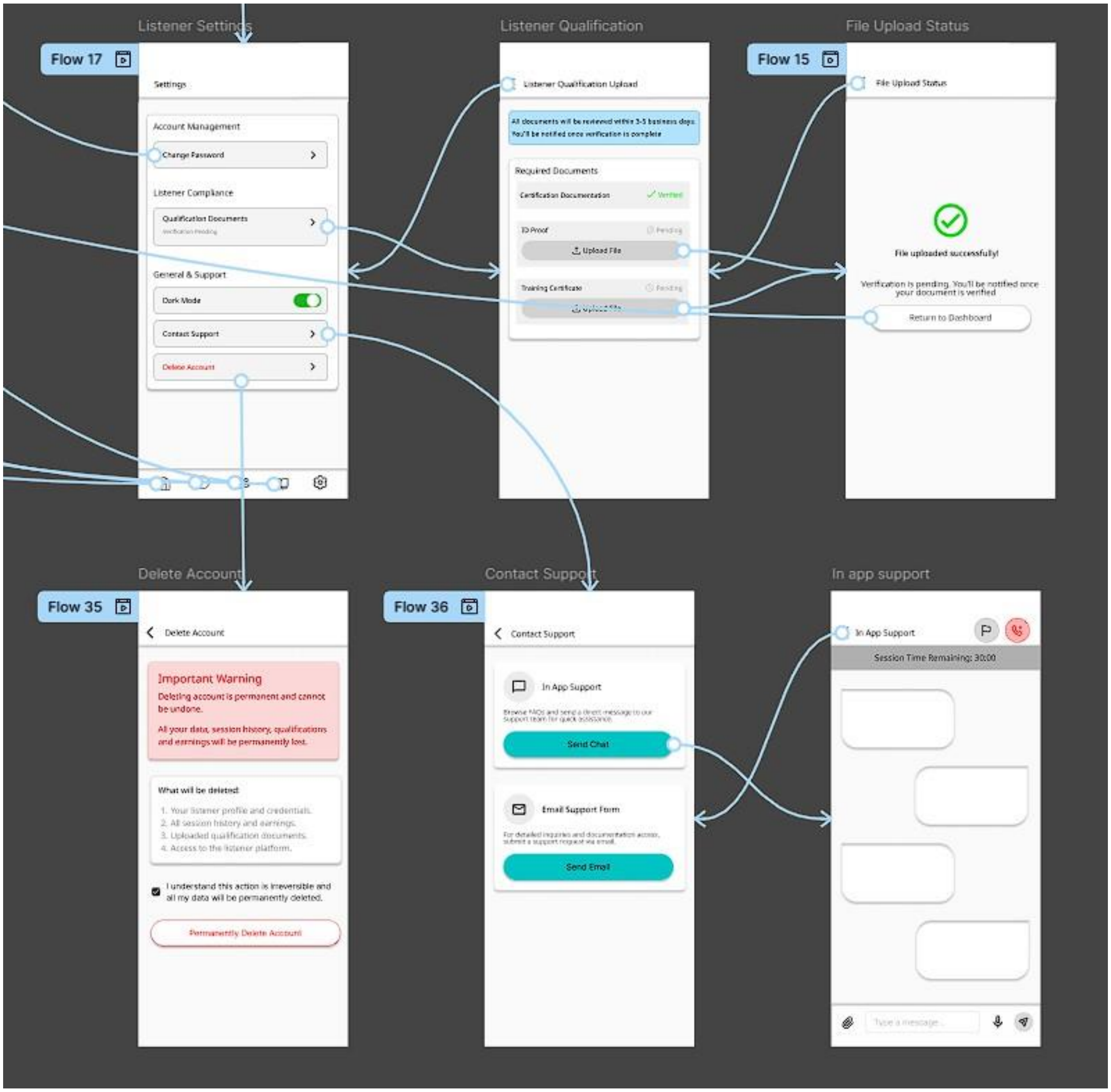
- **Listener Training Hub (Main Directory):**
  - **Search Interface:** A dedicated "Search Training Modules" bar at the top for rapid resource discovery.
  - **Module Categorization:** A list of categorized training cards including **Crisis Intervention**, **Active Listening Skills**, **Platform Policy**, **Communication Techniques**, and **Mental Health Basics**.
  - **Module Summary:** Each card displays the total number of modules or lessons contained within that specific category.
- **Training Hub Modules (Specific Course View):**
  - **Course Progress Tracker:** A visual progress bar at the top indicating the listener's completion percentage (e.g., 50%) for the active course.

- **Lesson Directory:** A sequential list of lessons (e.g., Lesson 1: Reflection to Lesson 6: Active Silence).
- **Completion Indicators:** Interactive checkboxes that visually distinguish between completed lessons (teal checkmarks) and pending lessons (empty circles).
- **Persistent Primary Action:** A "Continue Module" button pinned to the bottom for seamless progression through the course.

- **Navigation:**
  - **Tapping a Module Card (e.g., Active Listening Skills)** → Navigates to the specific **Training Hub Modules** lesson list for that category.
  - **Tapping "Continue Module"** → Automatically opens the next incomplete lesson in the current training sequence.
  - **Tapping the Back Arrow (<)** → Returns the listener from a specific module view to the main **Training Hub Directory**.
  - **Tapping the Home Icon (Nav Button 1)** → Returns the listener to the **Listener Dashboard**.
  - **Tapping "My Sessions" (Nav Button 2)** → Navigates to the **Session Management** screen, showing Upcoming/Active and Completed tabs.
  - **Tapping "Session Requests" (Nav Button 3)** → Navigates to the **Incoming Request Flow** to view speaker details and accept/reject requests.
  - **Tapping "Settings" (Nav Button 5)** → Navigates to **Listener Settings** for Account Management, Compliance, and Support.

9. Listener Settings

Purpose: This section provides centralized control for account security, verification compliance, and professional support, ensuring the listener’s profile remains secure and platform-ready.



Components

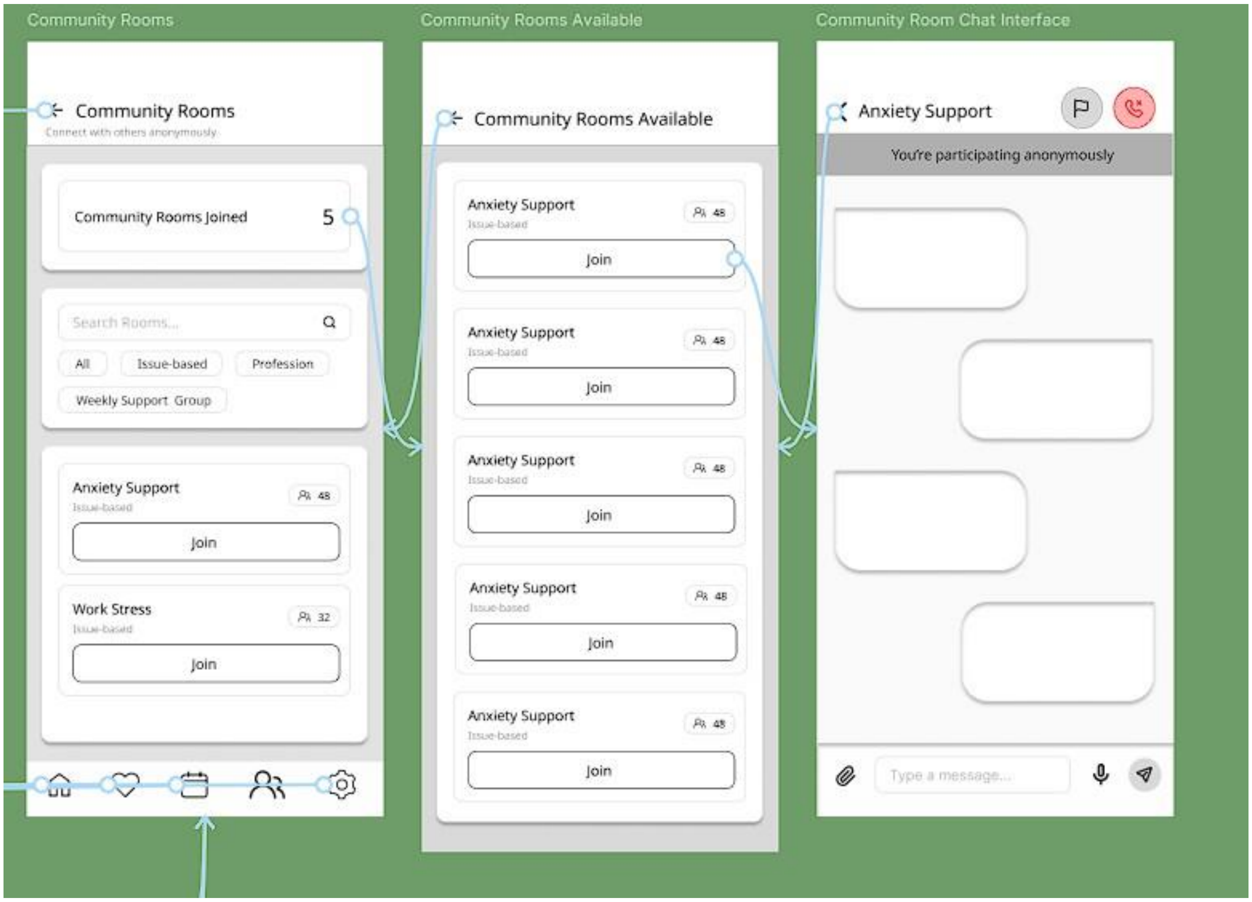
- **Settings Hub:**
  - **Account Management:** Includes a primary action for **"Change Password"**.
  - **Listener Compliance:** A section for **"Qualification Documents"** displaying current verification status (e.g., Verification Pending).
  - **General & Support:** Features a **Dark Mode** toggle, a **"Contact Support"** menu, and a high-alert **"Delete Account"** option.
- **Change Password Screen:**

    - **Security Fields:** Input fields for Current Password, New Password, and Confirm New Password.
    - **Password Requirements:** Text indicator stating the password must be at least 8 characters and include uppercase, lowercase, and numbers.
- **Listener Qualification & Upload:**
    - **Required Documents:** A checklist for Certification Documentation, ID Proof, and Training Certificates.
    - **Status Indicators:** Color-coded badges showing "Verified" (green), "Pending" (orange), or "Upload File" actions.
    - **File Upload Status:** A confirmation screen showing **"File uploaded successfully!"** with a **"Return to Dashboard"** button.
- **Contact Support Options:**
    - **In-App Support:** Features a **"Send Chat"** button for quick assistance and FAQs.
    - **Email Support Form:** Features a **"Send Email"** button for detailed inquiries and document access.
- **Delete Account (Security Flow):**
    - **Important Warning:** A red highlighted section explaining that account deletion is permanent and all data, history, and earnings will be lost.
    - **Confirmation Checkbox:** An acknowledgment statement: "I understand this action is irreversible...".
    - **Final Action:** A **"Permanently Delete Account"** button.

- **Navigation:**
    - **Tapping "Change Password" → Navigates to the Change Password input screen.**
    - **Tapping "Qualification Documents" → Navigates to the Listener Qualification Upload page.**
    - **Tapping "Upload File" → Opens the system file selector and, upon success, navigates to File Upload Status.**
    - **Tapping "Contact Support" → Navigates to the Contact Support selection menu.**
    - **Tapping "Send Chat" → Navigates to the In App Support live chat interface.**
    - **Tapping "Delete Account" → Navigates to the Delete Account warning and confirmation page.**
    - **Tapping the Home Icon (Nav Button 1)** → Returns the listener to the **Listener Dashboard**.
    - **Tapping "My Sessions" (Nav Button 2)** → Navigates to the **Session Management** screen, showing Upcoming/Active and Completed tabs.
    - **Tapping "Session Requests" (Nav Button 3)** → Navigates to the **Incoming Request Flow** to view speaker details and accept/reject requests.
    - **Tapping "Training Hub" (Nav Button 4)** → Navigates to **Listener Training Hub** directory and specific **Module Categories**.

10. Community Rooms- User Panel

Purpose: This section provides a space for users to connect with others anonymously through issue-based or profession-based support groups.



Components

- **Community Rooms Main Hub:**
  - **Joined Rooms Tracker:** A card at the top displaying the total number of community rooms the user has joined (e.g., 5).
  - **Search and Filter Bar:** Includes a "Search Rooms..." field and quick filters for "All," "Issue-based," "Profession," and "Weekly Support Group".
  - **Recommended Rooms:** A list of available rooms showing the topic (e.g., Anxiety Support, Work Stress), room type, and current active member count.
  - **Join Button:** Primary action on each room card to enter the specific community.
- **Community Rooms Available (Expanded List):**
  - A full vertical directory of available rooms categorized by specific mental health topics.
- **Community Room Chat Interface:**

- **Anonymity Banner:** A top notification stating, "You're participating anonymously".
- **Active Group Chat:** A display of message bubbles from various anonymous participants.
- **Session Controls:** Includes a "Flag" icon for reporting and a red "End/Exit" icon.
- **Input Area:** Features for attaching files, typing messages, and voice notes.

- **Navigation:**
  - **Tapping "Community Rooms Joined" Card** → Navigates to the **Community Rooms Available** list to browse more options.
  - **Tapping "Join" on any Room Card** → Launches the **Community Room Chat Interface** for that specific group.
  - **Tapping the Back Arrow (<)** → Returns the user to the previous directory or main hub.
  - **Tapping the Home Icon (Nav Button 1)** → Navigates to the User Dashboard.
  - **Tapping the Heart Icon (Nav Button 2)** → Navigates to the My Companions list.
  - **Tapping the Calendar Icon (Nav Button 3)** → Navigates to the Session History page.
  - **Tapping the Gear Icon (Nav Button 5)** → Navigates to User Settings for profile and account management.

11. UI UX Consideration

1. Trust & Anonymity-First Design

- **Privacy Preservation**: No collection of email addresses or phone numbers ensures user trust and lowers the barrier to entry.
  +1
- **Anonymity Indicators**: Clear banners in chat interfaces, such as "You're participating anonymously," remind users of their safety.
- **Pseudonym System**: Users interact via predefined categories (e.g., Anime, Planets) to maintain a friendly yet non-identifiable presence.

2. Role-Specific Visual Identity

- **Color-Coded Ecosystem**:
  - **User Panel**: Utilizes a **Violet Gradient** theme to create a calm and welcoming environment.
  - **Listener Panel**: Utilizes a **Teal/Aqua** theme to represent professional trust and clarity.
- **Typography Consistency**: Both panels use the **Koroko** font family to maintain a unified brand feel across roles.

3. Minimal Cognitive Load

- **Progressive Disclosure**: Detailed or sensitive inputs, such as security questions and recovery settings, are introduced only when necessary in the flow.
- **Step-Based Onboarding**: Complex account setup is broken into small, sequential screens (e.g., ID Setup → About You → Language) to avoid overwhelming the user.
- **Clean Layouts**: Generous white space and simple monochromatic outlines ensure the interface remains non-stressful.

4. Operational Efficiency & Safety

- **Real-Time Decision Making**: The Listener's "Session Request" page displays the user's issue and the listener's own schedule simultaneously to prevent double-booking.
- **Emergency Controls**: Chat interfaces for both roles include "Flag" (Report) and "End Session" buttons for immediate safety intervention.
- **Verification Transparency**: Listeners can track the status of their qualification documents (Verified, Pending, or Upload) directly within their settings.

5. Accessibility & Inclusivity

- **Multilingual Support**: Users and listeners can select from seven predefined languages (e.g., Hindi, Tamil, Bengali) to ensure comfortable and effective matching.
  +1
- **Intuitive Navigation**: A persistent five-button bottom navigation bar allows for seamless switching between core tasks without getting lost in sub-menus.

12. Conclusion

The **Hmm Talk** platform is designed as a balanced, two-sided ecosystem that prioritizes emotional safety, anonymity, and professional support. For the **User**, the experience is centered on a low-friction, welcoming entry point that removes the stigma of seeking help through pseudonym-based interactions and calm visual aesthetics. For the **Listener**, the platform provides a robust, professional suite of tools—including scheduling management, performance metrics, and a dedicated Training Hub—to ensure high-quality care delivery.

By maintaining a consistent design system (using **Koroko** typography and role-specific color palettes) and implementing a modular, scalable structure, the platform successfully bridges the gap between those who need to be heard and those who are trained to listen. The end result is a secure, intuitive, and trustworthy environment that fosters mental wellness through anonymous connection.

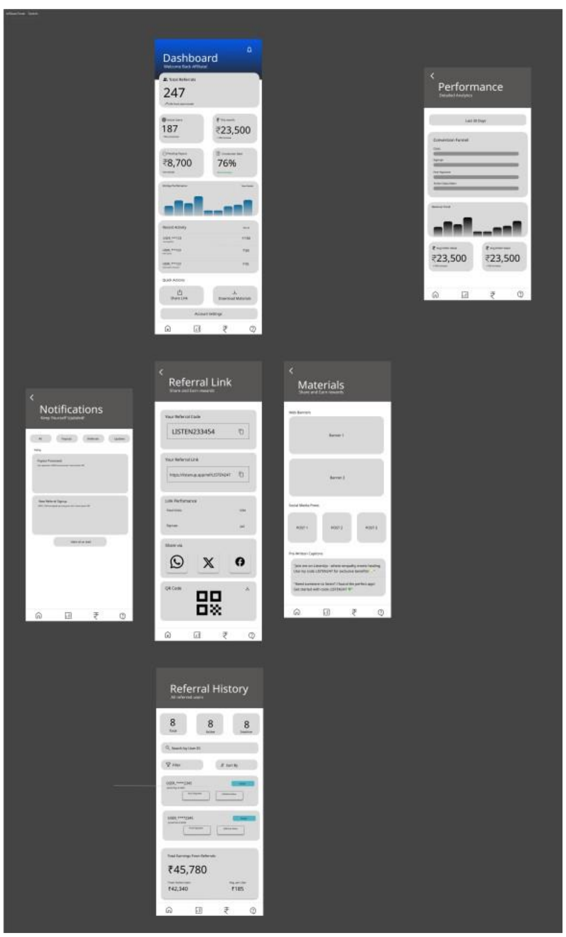
Affiliate Panel – Complete Design Documentation

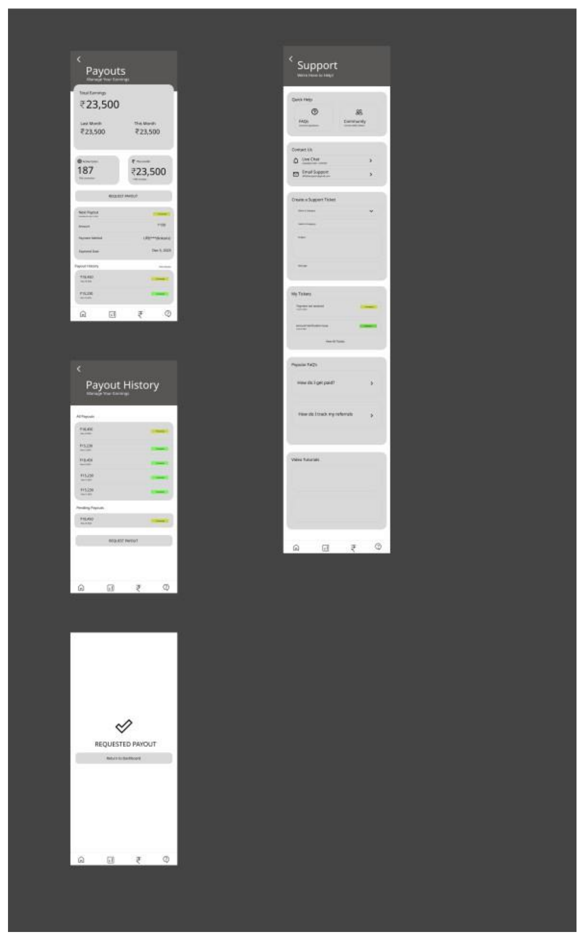
Designed by: - Tamizhselvan

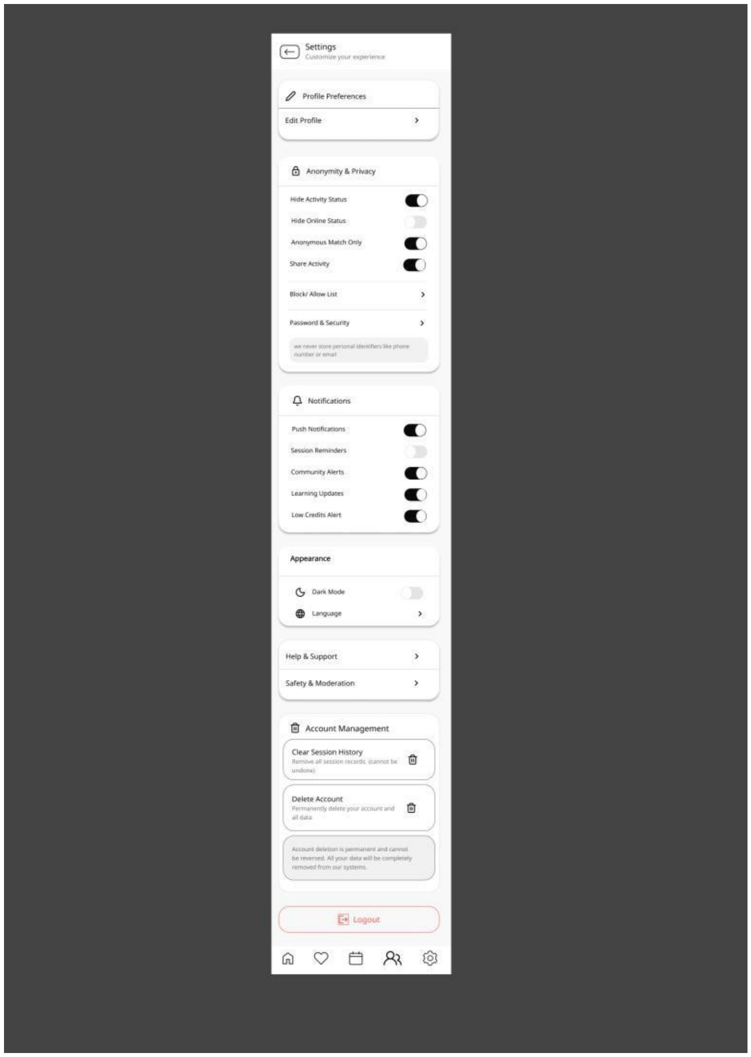
Overview: The Affiliate Panel moves away from traditional, sterile corporate dashboards. Instead, it adopts a "Cyber-FinTech" visual language. By combining the data-heavy requirements of a financial dashboard with a Cyberpunk/Glassmorphism aesthetic, the design achieves two goals:

1. **Immersive Experience: The dark mode reduces eye strain for power users.**
2. **Gamification: The neon accents make earning money and tracking stats feel like a high-score screen in a video game, encouraging user engagement.**

Screens Designed:







2. Visual Identity System (VIS)

A. Color Theory s Hierarchy

The design relies on a strict 60-30-10 rule adapted for dark mode.

- **The Canvas (60%):** Deep Purple (#1A1225 and #251D30). Unlike "True Black" (#000000), deep purple adds warmth and prevents the "smearing" effect often seen on OLED screens with true black. It creates a premium, velvety backdrop.
- **The Typography (30%):**
    - **Primary:** White (#FFFFFF) for critical data (earnings, headers). High contrast for readability.

- **Secondary:** Grey (#A0A0A0) for labels and metadata. This establishes a clear **Visual Hierarchy**—the user sees the *value* first, then the *label*.

- **The Accents (10%):**
  - **Neon Cyan (#00FFFF):** The primary brand color. Used for interactions (Switches), active states, and growth metrics. It signifies "Energy" and "Action."
  - **Neon Green (#00FFGD):** Semantic color for "Success" (Completed payouts, positive trends).
  - **Gold (#FFD700):** Semantic color for "Processing" or "Warning."

B. Shape Language s Spacing

- **Soft Geometry:** Despite the "sharp" neon colors, the geometry is friendly. Cards use borderRadius: 20, and buttons use borderRadius: 12-16. This juxtaposition of sharp colors and soft shapes makes the app feel modern but approachable.
- **Card-Based Layout:** Content is not free-floating; it is contained within "Cards" with distinct borders (borderColor: #3A3045). This compartmentalizes information, making the dashboard scanable.

C. Depth s Texture (Glassmorphism)

The design avoids flat 2D design by using **Layering**:

1. **Base Layer:** The Deep Background.
2. **Atmosphere Layer:** Top-aligned LinearGradient (rgba(0, 255, 255, 0.08)). This simulates a light source coming from the top, adding dimension.
3. **Content Layer:** Semi-transparent cards (rgba backgrounds) and input fields.

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3. Screen-by-Screen Design Analysis

1. Dashboard (The Command Center)

- **Focal Point:** The "Hero Card" (Total Referrals) dominates the visual hierarchy. The 42px font size creates an immediate anchor for the eye.
- **Data Viz:** The custom bar chart uses gradients inside the bars. This is a subtle but powerful design detail—it makes the data look "alive" rather than static.

- **Grid System:** The 2x2 grid for secondary stats uses balanced negative space, allowing users to digest four complex metrics at a glance without feeling overwhelmed.

2. **Analytics (The Storyteller)**

- **Funnel Visualization:** The design shifts from vertical bars to horizontal progress bars for the "Conversion Funnel." This utilizes the "Left-to-Right" reading pattern to tell a story: *Traffic -> Signups -> Money*.
- **Neon Beams:** The gradient fills on the progress bars (start={{x:0}} to end={{x:1}}) mimic neon laser beams, reinforcing the futuristic theme.

3. **Payouts (Trust s Action)**

- **The "Glow" Button:** The *Request Payout* button is the most visually aggressive element in the entire module. By adding a high-opacity shadow (shadowOpacity: 0.6, shadowRadius: 15), the button appears to glow. In UX terms, this is a **High Affordance** cue—it begs to be pressed.
- **Status Badging:** The use of "Pills" (rounded small containers) for status text ensures that "Processing" and "Completed" states are distinct from the rest of the text data.

4. **Marketing s Referral (Friction Reduction)**

- **Click-to-Copy:** The UI pattern here focuses on utility. Input fields look like text boxes but function as buttons (triggering the copy action). The "Italic" typography in the Captions section visually suggests "Quote" or "Copyable text."
- **Visual Thumbnails:** The 3-column grid for social posts uses placeholders effectively. Even without real images, the layout allows users to visualize the asset density.

5. **Settings (State Clarity)**

- **Toggle Design:** Standard OS switches often clash with custom themes. This design customizes the track and thumb colors (switchTrackOn: rgba(0, 255, 255, 0.5)), ensuring the "Settings" screen feels like a native part of the app, not a generic system menu.
- **Destructive Actions:** The "Logout" and "Delete Account" buttons utilize Red (#FF4D4D). In color psychology, this signals danger/stop, preventing accidental clicks on irreversible actions.

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4. UX s Accessibility Evaluation

Strengths

- **Scannability:** The high contrast between the White text and Dark Purple background is excellent for readability.
- **Thumb Zone Optimization:** Primary actions (Payout Request, Quick Actions) are generally placed within easy reach of the thumb on mobile devices.
- **Consistency:** The reuse of THEME constants ensures that margins, paddings (20px), and colors are mathematically consistent across all seven screens.

Considerations (Design Critiques)

- **Contrast Ratios:** While Neon Cyan on Dark Purple looks cool, thin fonts in Cyan can sometimes be hard to read for users with visual impairments. The design wisely uses Cyan mostly for *graphical* elements (icons, borders) rather than long blocks of text.
- **Touch Targets:** The "View Details" text links are small. A design improvement would be to increase the touchable padding around these text links to ensure accuracy for users with larger fingers.

5. Conclusion

From a design perspective, the **Hmm Talk Affiliate Panel** is a cohesive, high-fidelity interface. It successfully balances the **functional requirements** of a financial dashboard (clarity, trust, data density) with an **emotional aesthetic** (excitement, modernity, exclusivity). It transforms a typically boring administrative task (checking stats) into a visually engaging experience.