**FONCTIONNALITIES**

**🔍 General Presentation**

Ulixai is an international platform that connects mobile people (expats, travellers, foreigners) with individual or professional service providers (legal, administrative, linguistic, moving, renovation, guides, translators, etc.) in all country in a world.

The system is based on:

* **Commissions** (Ulixai only takes platform fees, never provider revenue)
* **Automatic affiliation** (every role has an affiliate link)
* **Reputation** (reviews + badges)
* **Multilingual interfaces** (with automatic translation) and multi‑currency

**📦 Provided Files & References**

* ✅ Full Figma UX (interfaces & user flows)
* ✅ Excel “Ulixai Backend” (data models, roles, rules)
* ✅ “Ulixai Payment System” document
* ✅ Backend PowerPoint mockup
* ✅ Image bank (badges, icons, categories, visuals)
* ✅ Email automation stack: Make + GPT + Brevo
* ✅ Others

**🧩 Functional Modules (Overview)**

**✅ Phase 1: Module 1 – Smart Authentication & Security**

**🔐 Module 1 – Smart Authentication & Security**

**🎯 Goal**

Enable users to sign up or log in frictionlessly—even during spontaneous actions (creating a mission)—while ensuring high security standards.

**🔁 1.1 User Entry Scenarios**

**Case 1: Mission creation by an unregistered user**

* If the provided email isn’t tied to an existing account:
  + Automatically create an account (role = “service requester”)
  + Auto‑signup at mission creation; automatic login if email already exists
  + Send a welcome email + access link
  + Automatically detect language, country, IP, and store these
  + Assign a unique affiliate link

**Case 2: Mission creation by a registered user**

* If the email is recognized:
  + Automatically log in the user
  + Send an access link if user isn’t already logged in

**🔐 1.2 Authentication Security**

* Auth via **Laravel Sanctum** (token‑based for API, cookie‑based for web)
* Rate limiting & anti‑brute-force
* CSRF protection (forms)
* XSS/SQLi protection via Eloquent and escaping
* Audit logs of connections and suspicions

**🧠 1.3 System Particularities**

* All users—even “active visitors” (mission creators)—become full accounts
* No anonymous access to user areas
* Each user automatically gets:
  + A personalized dashboard
  + An affiliate link
  + A potential public profile page (depending on role)

**👥 Module 2 – User Role Management**

**🎯 Goal**

Provide flexible and comprehensive role management: allow all users to become providers, and clearly associate them with collective entities (companies or associations).

**🔑 2.1 Fundamental Principles**

* Any registered user can evolve: a visitor can become a provider at any time
* No exclusive roles: a user may hold multiple roles (e.g. provider + member of association)
* Every user receives a personal affiliate link upon registration, regardless of role

**👤 2.2 Available Roles**

1. **Service requester**
   * Can create service requests
   * Can interact with providers via public then private messaging
   * Can open disputes, cancel missions, leave reviews
2. **Service provider**
   * Must complete profile to be publicly visible
   * Receives automatic proposals based on profile
   * Can respond to missions, be chosen, paid, rated
   * May be an individual or professional
3. **Ulixplorer**
   * Presents as expat/traveller
   * Appears on the world map with country, language, photo, duration abroad
   * Cannot create or receive missions
4. **Influencer**
   * Receives elevated affiliate commission
   * Visible on a special ambassadors page (if enabled)
   * Can track impact (sign‑ups, clicks, earnings) via dedicated dashboard
5. **Association**
   * Represented by one or more “association admin” members
   * Can invite simple members via special link or email
   * Receives collective commission from referrals
6. **Company**
   * Same logic as an association
   * Multi-admin/multi-member team structure under one banner
7. **Moderator / Support / Admin**
   * Backend-only roles
   * Access the admin interface with read/write/delete/stats functionality, message moderation, cancellations, etc.

**🧭 2.3 Entity Behavior (Associations / Companies)**

* Each entity is clearly identifiable with: name, description, logo, country/language, and type (association or company)
* Joining is via affiliate/invitation link or manual admin selection
* All members are linked to the entity for stats and commissions, and visible in the entity's dashboard

**⚙️ 2.4 Role-Specific Features**

* Providers must validate profile steps (photo, language, category, description, country, availability) to appear publicly
* Influencers/entities gain access to an impact dashboard
* Provider role automatically unlocks an SEO public profile
* Ulixplorer role only unlocks map visibility (no messaging or missions)
* Admins can assign, modify or remove roles dynamically without re-registration

**🛠️ 2.5 Admin Role Management**

* Full interface to assign or revoke roles
* Ability to add future custom roles (regional ambassador, mentor, VIP…)
* Roles modifiable without new sign-up
* Admin can temporarily suspend or remove a role without deleting the user

**🛠️ Module 3 – Interactive World Map**

**🎯 Goal**

Dynamically display all public users (providers, ulixplorers, entities) on an interactive map that’s filterable, shareable, and viewable without login.

**🗺️ 3.1 Map Content**

* **Profiles shown**:
  + Validated public providers (photo, language, location, sub-category)
  + Ulixplorers
  + Entities (companies, associations with logo and location)
* **Map pin info**:
  + Photo or logo
  + First name or entity name
  + Profession or status (e.g., lawyer, translator, expat 5y)
  + Country flag
  + Badge if applicable
  + Link to public profile

**🧭 3.2 Interactive Filters**

Users can filter by: country; city (autocomplete); language; category/job; profile type; badges (e.g., Diamond, lawyer, etc.). Filters are combinable and reactive (AJAX, Vue/React).

**🌐 3.3 Behavior & Navigation**

* Smooth zoom/pan (Mapbox, Leaflet, or Google Maps)
* Click on pin opens mini‑card with profile link
* “See all providers in this city/country” option
* Mobile‑friendly, responsive view

**🔗 3.4 Sharing & Indexing**

* Dedicated SEO URL (e.g., ulixai.com/world-map)
* Shareable on social networks
* SEO tags (title, meta-description, og:image)
* Previews optimized for WhatsApp, Messenger, Facebook, X (Twitter)

**🔐 3.5 Privacy & Display Rules**

* Only profiles opting in (“appear on map”) are shown
* Suspended/deactivated users are hidden
* Exact coordinates never revealed (city-level approximation only)

**🛠️ 3.6 Admin Options**

* Back-office view of map
* Ability to force or remove public visibility
* Option to manually adjust point location (fix bugs)

**🧾 Module 4 – SEO Public Profiles & Shareable URLs**

**🎯 Goal**

Each provider gets a professional public profile, indexed by Google and optimized for conversion (contact, visibility, social proof). Also applies to key pages like provider lists or the SOS page.

**👤 4.1 Public Provider Profile**

* Publicly accessible without login
* Includes: profile photo; first name + country + city; languages; job/sub-category; reputation badges; average rating + review count; multilingual auto-translated bio; optional indicative rate; contact button via public/private messaging
* No personal data (email, phone) visible

**🔗 4.2 URL Structure**

SEO‑friendly URLs:

perl

CopierModifier

ulixai.com/{first-name}-{sub-category}-{city}-{country}-{lang}-{identifier}

Example:

bash

CopierModifier

ulixai.com/sophie-avocat-bangkok-th-fr-7aG9k2

* Unique ID prevents collisions
* Each profile individually indexable by Google
* Compatible with WhatsApp, Facebook sharing

**📋 4.3 Public Provider List**

* URL: ulixai.com/providers (or country/language-specific versions)
* Filters: category, language, country/city, badges (Ulysse, specific jobs, etc.)
* Results shown as clickable cards
* Optimized pagination (infinite scroll or “load more”)

**🆘 4.4 SOS Public Page (V2)**

* URL: ulixai.com/sos
* Highlights most responsive profiles for urgent help (lawyers, guides, translators…)
* Filterable by nature of request
* Direct order button (immediate payment)

**📣 4.5 Sharing & SEO**

* Each page and profile shareable individually
* Social share preview — image, description, link
* Auto Open Graph/Twitter Card tags
* Canonical tags to prevent duplicates
* Automated sitemap generation (profiles, lists, SOS)

**🛠️ 4.6 Admin Tools**

* Disable public profiles manually
* Pin top profiles at top of list
* Content moderation tools (block, suspend, modify profile)

**🔗 Module 5 – Automatic Affiliation System**

**🎯 Goal**

Turn every user into a potential ambassador with a personal affiliate link that tracks and yields recurring revenue from Ulixai commissions.

**⚙️ 5.1 General Mechanics**

* All users (any role) get a personal affiliate link at registration
* Any sign-up via this link is permanently linked to referrer
* Referrer receives percentage on Ulixai’s commission (never on provider earnings)

**🧩 5.2 Tracked Data**

System tracks per affiliate:

* Number of signups
* Names, roles, and countries of referrals
* Revenue generated from each referral’s missions
* Total commission due
* Payment history

**💸 5.3 Customisable Commission Rates**

Default rates by user type:

| **Type** | **Commission on Ulixai fees** |
| --- | --- |
| Individual user | 15 % |
| Verified influencer | 30–75 % (per agreement) |
| Association | 20 % (divided across team) |
| Partner company | 25 % (if approved) |

Admins can customise rates per user or role.

**🏁 5.4 Commission Payouts**

* Payments made after manual verification (Wise, Revolut, PayPal)
* Minimum payout threshold (e.g. €50)
* “My affiliation earnings” tab in affiliate dashboard

**🧪 5.5 Scenarios Covered**

* Provider refers another provider → commissions on future missions
* Association registers 100 members → commission on all their paid activity
* Influencer shares link → any validated signup gives lifetime commission
* Users can refer requester or provider

**📊 5.6 Affiliate Dashboard (User Side)**

Includes:

* Personal affiliate link
* QR code
* Number of referrals
* Breakdown of referral earnings
* Payment history
* Shareable visual (Ulixai branding + link)

**🛠️ 5.7 Admin Affiliation Management**

* Filtering by date, country, role, language, influencer status, entity
* Manual editing of payable amounts
* Retroactive linking (reassign referrals)
* Block affiliate accounts if fraudulent
* Global stats: top affiliates, conversion by country/language

**💬 Module 6 – Public & Private Messaging with Contact Filtering**

**🎯 Goal**

Allow users to freely exchange about missions while protecting transactions, preventing bypassing payments, and keeping conversations within platform rules.

**🧾 6.1 Two Messaging Types**

**Public messaging**

* Available when a provider responds to a service request
* Visible to requester and each provider individually (1‑to‑1)
* For inquiries, negotiation, proposals
* WhatsApp visible if provided

**Private messaging**

* Unlocks after selection and payment
* Secure chat for final exchanges, files, private info
* Direct access to support/dispute features

**🚫 6.2 Automated Contact Filtering (public chat)**

**Goal**: prohibit sharing direct contact (email, phone, social) before payment

**Mechanism**:

* Messages auto‑scanned at send time
* If contact details detected:
  + Replaced with “XXXXXX”
  + User notified
  + Infraction counter incremented

**Tracking**:

* Admin sees filtered messages in dedicated tab
* Stats: attempts by user, country, category
* Auto‑block after threshold (e.g. 3 attempts)

**Filtering examples**: patterns like @, .com/.fr, “whatsapp”, “telegram”, “tel:”, “phone:”, “+33/66”, disguised forms like “gmail(dot)com” or 06 xx xx xx

**📁 6.3 Additional Features**

* Real‑time receipt (websocket or polling)
* Attachments allowed in private messaging only
* Full history accessible anytime
* Option to report suspicious messages
* Notifications (email + in‑platform) for each new message
* Admin stats on contact bypass attempts with frequency, date, sanctions

**🛠️ 6.4 Admin Features**

* Full overview of all exchanges
* View deleted/filtered messages
* Option to delete, ban, or manually promote to private messaging
* Retained message history even after user deletion
* Admin can contact users manually from console

**💳 Module 7 – Secure Payments via Stripe Connect (Escrow)**

**🎯 Goal**

Provide a reliable international payment system based on Stripe Connect and escrow model: funds are held at booking and released post‑completion, with Ulixai commission payment.

**🧾 7.1 General Flow**

1. Requester selects provider and pays via Stripe (card, wallet…)
2. Funds are held in escrow on Ulixai's Stripe Connect account
3. Once mission is completed (or after a set period without dispute):
   * Provider is paid (minus Ulixai commission)
   * Ulixai commission is directly retained
4. In event of dispute or cancellation:
   * Ulixai can force refund or arbitrate

**💰 7.2 Ulixai Commissions**

* 5 % charged to requester
* 15 % deducted from provider payout

Ulixai revenue derives solely from these fees.

**🔒 7.3 Stripe Security & Compliance**

* Stripe Connect with KYC verification for providers
* Country, currency, payment method support
* Chargeback management
* Test/sandbox mode available

**🛍️ 7.4 Specific Features**

* EUR in Version 1; USD launch planned in September; other currencies phased in later
* Automatic currency conversion handling
* Auto‑creation of provider Stripe accounts upon profile completion
* Payment status tracking: pending, paid, released, refunded, in dispute

**🔁 7.5 Refunds & Cancellations**

* *Before payment*: requester may cancel free of charge
* *After payment, before start*:
  + Requester cancels → full refund minus 5 % (credited to Ulixai wallet)
* *Post-start disputes*:
  + Provider may accept/refuse
  + If no response in 48h → automatic refund
  + Admin can intervene

All transactions are logged in admin interface: who paid what, when, and where funds went.

**🧾 7.6 Internal Ulixai Wallet**

* Credits usable for future payments (e.g. partial refunds)
* Visible in user dashboard
* Auto-applied if positive balance

**🛠️ 7.7 Admin Payment Interface**

* View all transactions
* Track Ulixai commissions
* Manually edit transactions if needed
* Filter by country, currency, role, status, disputes

**🏅 Module 8 – Reputation & Status Badges**

**🎯 Goal**

Highlight users based on reputation and professional status via badges, visible on public profiles, listings, and dashboards.

**🌟 8.1 Reputation Badges – “Ulysse Progression”**

Automatically awarded based on points accrued via:

* Missions completed
* Positive reviews
* Tenure
* Responsiveness
* Behaviour (cancellations/disputes)

**Standard thresholds**:

* Ulysse+ → 100 pts
* Top Ulysse → 200 pts
* Ulysse Diamond → 300 pts

**Display**:

* On profile photo, map pin, public listing, badge progression UI with motivational text like:

“Only 42 points to reach Top Ulysse!”

**Admin Controls**:

* Editable thresholds
* Manual score adjustment
* Change history logged

**🏷️ 8.2 Professional or Personal Status Badges**

Assigned based on profile fields; current list includes:  
Expat 2–5y, 5–10y, 10+y; Lawyer; Legal advisor; Translator; Guide; Language teacher; Influencer; Association member; Company member; Other (admin‑creatable)

**Details**:

* Auto-assigned if corresponding profile data exists
* Users can hold multiple badges
* Visible on public profile, world map, and listings
* Customisable icons from provided image bank

**🧰 8.3 Admin Badge Management**

* Create/modify/delete badges with icon, title, filters (expat, job, reputation, etc.)
* Manual assignment possible by admin or moderator
* Overview of badge holders
* Global leaderboard per badge (e.g. top 100 lawyers)

**🔍 8.4 Visibility & Search**

* Filters apply on profiles and world map (e.g. French‑speaking guides in Lisbon)
* SEO integrations include badge filters (e.g. “Certified French translators in Tokyo – Ulixai”)

**🤖 Module 9 – Intelligent Matching & Automatic Proposals**

**🎯 Goal**

Automatically match service requests with the most relevant providers based on objective criteria (language, location, category, availability, reputation…).

**🧬 9.1 Automatic Matching Trigger**

* When a requester posts a mission:
  1. System finds available providers matching category and location
  2. Calculates relevance scores
  3. Alerts top 10 providers via email and platform notification
  4. Displays them prominently under “Suggested providers” for requester

**📊 9.2 Matching Criteria & Weights**

Indicative weights:

* Spoken language → 30 %
* Exact city/country → 25 %
* Category/sub-category → 20 %
* Reputation (badges, reviews) → 10 %
* Average responsiveness → 5 %
* Indicated availability → 5 %
* Tenure on platform → 5 %

Minimum score of 60 % required to qualify for automatic suggestion.

**✉️ 9.3 Provider Notification**

* Personalized message (e.g., “New French↔Portuguese translation mission in Lisbon. You match. Click here to apply.”)
* Sent immediately (Day 0)
* Direct link to public messaging with requester
* Tracks open and click rates

**📌 9.4 Display to Requester**

* “Suggested providers” section shows clickable cards: photo, name, language, profession, badge
* Sorted by descending relevance
* If no provider meets 60 %, space remains empty with suggestion to broaden criteria

**🛠️ 9.5 Admin Tools**

* Configure matching criteria and weights in admin interface
* View recent automated matchings
* Add providers manually to a mission
* Performance stats: matchings/week, average response rate

**⭐ Module 10 – Reviews, Points & User Progression**

**🎯 Goal**

Reward reliable, active providers with ratings, automated points, and badges—and penalize harmful behavior (cancellations, disputes).

**📝 10.1 Client-to‑Provider Reviews**

* Triggered when mission status is “completed” or after set days without action
* Review includes:
  + Overall rating (out of 5)
  + Three criteria:
    1. Service quality
    2. Responsiveness/communication
    3. Timeliness
  + Optional written comment
  + Checkbox: “I recommend this provider”
* Display:
  + Public on provider’s profile (newest first)
  + Average rating + review count
  + Provider cannot modify or delete review (admin moderation possible)

**🧮 10.2 Reputation Points System**

Points awarded or deducted automatically:

| **Action** | **Points** |
| --- | --- |
| Completed mission with review | +20 |
| Received 5-star review | +10 |
| Received 4-star review | +5 |
| Responded to a request within 24h | +5 |
| Completed profile 100% | +10 |
| Active >3 months | +10 |
| Active >12 months | +15 |
| No disputes over 5 missions | +15 |
| Gained 3 client recommendations (“I recommend”) | +15 |
| Client abuse report filed | –10 |
| Confirmed dispute and refund | –30 |
| Provider cancels mission | –150 ❗ |
| No reply to 5 consecutive requests | –20 |

**💎 10.3 Reputation Badge System**

Same as earlier thresholds (Ulysse+, Top Ulysse, Diamond). Badge displayed in profile, map pin, public page. Users get progress updates like:

“You’re 34 points away from Top Ulysse. Keep going!”

**🔄 10.4 Point Calculation & Updates**

* Automatically after each mission or event
* Daily full recalc (cron job) ensures consistency
* Badges update immediately
* Users are notified on badge changes

**🛠️ 10.5 Admin Controls**

* View points leaderboard by user
* See point event breakdown (positive & negative)
* Manual adjustments with logged history
* Dashboards by country, language, category, badge
* Stats: top providers, poor performers, providers to monitor, etc.

**🌍 Module 11 – Automatic Translation & Multilingual Support**

**🎯 Goal**

Allow Ulixai to operate in any language or country via automatic translation stored permanently—not at view time.

**🌐 11.1 Activatable Languages**

* Any language can be enabled/disabled via admin
* One default platform language (e.g. French or English)
* Users choose interface language among enabled options
* All system labels and user-generated content are displayed in selected language

**🔁 11.2 Automatic Translation Flow**

* On creation or editing of content (profiles, mission requests, messages…), automatic translation is generated into all enabled languages except the original
* No on-the-fly translation at view time
* No translation API calls at page loading

**🧠 11.3 Translation Storage**

* Each multilingual field (e.g., title, description) stores versions per language (e.g. title\_fr, title\_en, title\_es)
* Original text always retained
* Translated versions persist over time

**✏️ 11.4 Manual Edits**

* Admins may manually edit any translated version
* Once edited, that version is locked (cannot be overwritten automatically)
* Indicator marks that it was edited manually

**💸 11.5 Cost Optimization**

* Translations generated once per language/content
* No repeat API calls to minimize cost
* Scalable worldwide even with thousands of content items

**🗺️ 11.6 Multi‑Country Behavior**

* Countries visible can be activated/deactivated via admin
* Content visibility (providers, missions, offers) filtered by active countries
* Geolocation may help suggest default language/country

**📌 Summary Table**

| **Feature** | **Available** |
| --- | --- |
| Auto-translate on creation | ✅ Yes |
| Multilingual version storage | ✅ Yes |
| Manual admin edit of translations | ✅ Yes |
| Real-time translation (on view) | ❌ No |
| Admin activation/deactivation of languages | ✅ Yes |
| Admin activation/deactivation of countries | ✅ Yes |
| API call cost at view | ❌ Zero |
| True global scalability | ✅ Yes |

Existing content is batch-translated when a new language is activated—triggered automatically (via Make or Laravel script).

**🧪 Module 12 – Fake Content Generation (Profiles, Missions, Requesters)**

**🎯 Goal**

Allow admins to quickly generate realistic fake profiles, mission requests, and requestors for demonstration/testing, internally flagged and invisible to users.

**👥 12.1 Fake Provider Profiles**

Include:

* Realistic first name, profile photo, country/city, language, job category/subcategory, coherent description, optional badge(s), active availability
* SEO‑friendly public profile
* Visible on world map
* May receive simulated ratings/reviews
* Can be deactivated manually

**🧑💼 12.2 Fake Service Requesters**

Include:

* Realistic first name, origin country, main language, fake email (not verified)
* Isolated from real user base, only tied to fake missions

**📝 12.3 Fake Service Requests**

Parameters:

* Country/city, category/subcategory, language, simulated budget, fake deadline (7–30 days), generated or custom text  
  Features:
* Public Listing
* Tied to fake requesters
* Can trigger matching if enabled
* May receive proposals from fake providers

**🛠️ 12.4 Admin Tools**

Admin interface allows:

* Generate N fake providers (by country, language, job)
* Generate N fake missions (by country, language, category)
* Generate N fake requesters (by country/language)
* Bulk delete or invisibilise missions
* Add simulated reviews/ratings for credibility  
  Fully editable by admin.

**🔒 12.5 Internal Flagging**

* Fake items tagged internally (e.g. generated = true)
* No visible terms like “fake” in databases
* Completely indistinguishable for end users

**📊 12.6 Statistics**

Admin stats include:

* Total fake profiles generated
* Country/language/category distribution
* Percentage of catalog from fake content
* Deactivation tracking

**🧭 Module 13 – Dynamic Admin Console & Full Control**

**🎯 Goal**

Give administrators complete control over platform: users, content, translations, payments, commissions, badges, stats, fake content, affiliation, disputes, etc., via a secure, responsive, daily-use console.

**🧩 13.1 Admin Console Structure**

Menu-based modular interface including:

| **Module** | **Main Function** |
| --- | --- |
| Users | View/filter/edit all registered users |
| Providers | Manage provider profiles, status, points, badges |
| Requesters | Manage missions, cancellations, histories |
| Missions | View all published requests |
| Moderation | Moderate messages, reports, reviews |
| Payments & Commissions | View, adjust, refund, reprocess transactions |
| Affiliations | Track referrals and affiliate links |
| Languages & Translations | Add, disable, manually edit translations |
| Countries & Currencies | Enable/disable countries or currencies |
| Badges | Create, edit, delete special badges |
| Email Automation | Modify email content & sequences (Make + GPT + Brevo) |
| Fake Content | Generate/deactivate fake profiles or missions |
| Statistics | Live dashboards, KPI exports |
| Backups | Run manual backup |
| General Settings | Site title, legal info, backups |

**🧠 13.2 Platform-wide Features**

* Universal search across all data/entities
* Advanced filters by date, country, role, status
* Inline editing for all fields
* Batch actions (delete, activate, deactivate, notify)
* CSV/Excel exports for any module
* Admin activity log with timestamps

**🔐 13.3 Admin Access Levels**

* **Super admin**: full access
* **Regional admin**: limited to specific countries/languages
* **Moderator**: restricted (moderation, reports, disputes only)
* **Read-only guest**: optional for auditors or partners

**🛑 13.4 Moderation Tools**

* Automatic internal alerts (cancellation abuses, spam, contact-sharing…)
* Dispute detail pages (messages, files, history)
* Interface to approve/refuse flagged messages
* View contact bypass attempts

**🔧 13.5 Technical Control Features**

* Manual trigger for scheduled tasks (points recalc, Stripe resync)
* Manual SEO re-indexing
* Content import from external sources (migrations, partner data)
* Rule adjustment for point systems, commission sets, badge flows

**💾 13.6 Backup & Security**

* Immediate manual backup button
* Automatic backups every 12 hours (files + DB)
* Access to critical admin features protected by password or 2FA
* Weekly automated export to external cloud storage (configurable)

**📬 Module 14 – Email Automation (Make + GPT + Brevo)**

**🎯 Goal**

Send personalized email sequences over 30 days to new users based on role, language, country, and journey stage, using GPT-generated content delivered via Brevo orchestrated by Make.

**⚙️ 14.1 Trigger**

* Every registration (even auto-generated during mission creation) sends webhook to Make
* If email is existing: auto-login, no sequence restart
* New contact added to Brevo + Airtable or MySQL

**📆 14.2 Email Schedule**

* Day 0: Welcome email (role-specific)
* Day 2: Showcase initial services or providers
* Day 4: Highlight a key feature or tip
* Day 6: Share testimonials  
  … up to Day 30 (email every 2 days), maximum 15 emails

**🧠 14.3 GPT‑Generated Personalization**

Each email includes:

* Main text from GPT (based on role/country)
* Tone and language adapted (e.g. US English, Canadian French)
* Contextual call-to-action
* Optional prefilled or dynamic image

**🌍 14.4 Data Used for Personalization**

* Selected or detected language
* Residence country
* Assigned role
* Journey step (new, pending completion, active, etc.)
* Registration date (to compute J+x)

**📊 14.5 Tracking & Database**

Stored fields (in Airtable or MySQL):

* Email, language, country, registration date, current step, last sent date
* Automatic updates per email; ensures no duplicates or post-unsubscribe sends

**📤 14.6 Delivery via Brevo**

* Dynamic recipient lists
* Editable email templates (HTML or plain text)
* Tracking opens, clicks, and unsubscribes

**🔁 14.7 Sequence Evolution**

* After each send, step is updated (J+x)
* After Day 30, user exits sequence or enters follow-up series (based on activity)

**🛠️ 14.8 Admin Interface for Email Automation**

* View user’s progress in sequence
* Force or block email sends
* Manually modify user’s language or step
* Reports: deliverability rate, active countries/languages, click heatmaps

All form submissions (signup, request, contact) send data to Make via webhook plus database storage.

**🚨 Module 15 – Public SOS Page, Shareable & Monetised (Version 2)**

**🎯 Goal**

Create a public SOS interface to connect expats/travelers with expert online helpers (lawyers, experienced expats, translators…), with immediate payment and without requiring prior sign-up.

⚠️ Note: This module will launch in Version 2. In Version 1, it’s shown as “coming soon,” with a call‑to‑action for expert sign-up.

**🌐 15.1 Public Interface (Version 1)**

Available to everyone (no login) featuring:

* Title: “ULIXAI SOS Emergency Help”
* Tagline: “Talk to a trusted expert in under 5 minutes”
* Social sharing icons
* Section “Who can you reach?” listing expected types of help
* Visual alert: “These services will be available soon. Stay tuned.”
* Buttons inviting experts: “Sign up as a lawyer” or “I’m signing up to help by phone”

**🔧 15.2 Version 2 Features (Planned)**

User flow:

1. Short urgent help form
2. Immediate payment via Stripe (e.g. €25 / 30 min)
3. Contact with qualified provider
4. Response or call within minutes
5. Provider paid; Ulixai receives commission

Technical features:

* Matching by language/country
* Provider availability toggles
* SMS/call or in‑platform chat
* Review possible
* Localised SEO (e.g. SOS page per city/country)

**🔐 15.3 Admin Tools**

* Manage SOS role sign-ups (lawyers, helpers…)
* Set pricing and rules for calls
* Track calls, response rate, and revenue

**💱 Module 16 – Multi-Currency System (EUR, USD, others)**

**🎯 Goal**

Allow all users to view, pay, and receive in preferred currencies—while central accounting remains in EUR.

**🗓️ 16.1 Phased Roll‑out**

* **Version 1**: EUR only
* **Version 2** (target: September): add USD
* **Version 3**: additional currencies (CAD, GBP, BRL, THB, JPY…)

**⚙️ 16.2 Functional Mechanics**

* Users select preferred currency during registration or in profile
* Prices adjust dynamically per currency
* Actual transactions processed via Stripe Connect, handling conversion, fees, and payouts in provider currency where supported

**💼 16.3 Conversion Management**

* Core prices stored in EUR
* Conversion via daily exchange rate API or Stripe rate
* Front-end displays preferred currency; backend stores EUR only
* Commission calculated in EUR and converted as needed

**💳 16.4 User Payment & Display Behavior**

For requesters:

* Price shown in their currency
* Payment receipt shows both EUR and currency totals  
  For providers:
* Payable amount in preferred currency (with Stripe support)
* Internal wallet balance always in EUR

**🛠️ 16.5 Admin Currency Management**

* Enable or disable currencies via admin panel
* Apply manual rules (fixed rates, surcharges, minimums)
* Financial stats display in EUR
* Schedule USD activation date (e.g. September 1)

**🚫 16.6 Restrictions & Alerts**

* If user selects disabled currency: “Not available in your region”
* Messaging, reviews, badges unaffected by currency
* Shopping cart and commission calculations always based on EUR

**✅ Note: Module 15 (SOS) is not active in Version 1, merely shown as coming soon to expert sign‑ups.**