Team Green Screen

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Product Name: KnowsWhere

Vision/Value: With our project we want to provide a service for tourists to get insight on the best places to go to while they travel from locals in the area by being able to talk to those locals through either video chat or by messaging each other. The customer would tell the advisor when they would be going, where they would be going, and what type of activities they would like to do, while the advisor would give their best insight on where the best places to go would be for those activities while also providing helpful tips such as what to wear and if a restaurant only accepts cash or card. While there are other apps such as Trip Advisor that show you restaurants and attractions, our main goal is to provide travelers a more detailed way of planning their trip with advice that comes from someone that actually lives in the area. With this we hope that we can provide people with a more personal experience and to find hidden gems on their trip.

User Types:

- Super Admin: Super admins are able to monitor what is being posted by locals publicly. They have the power to take down posts that are inappropriate or are harmful to others. Super admins can also track reported locals and other users. If there is a reported user or local, super admin's are able to check the chat logs between said reported user and the person who submitted the report in order to assess the validity of the claims. Chat logs aren't available to super admins unless there is a report submitted. Super Admins also have the power to ban Public Users and Private Users based on reports,

- Admin Delegates: Admin delegates have all the same powers as super admins however they can only do so for designated areas. So Super admins can oversee all locations for the site and the admin delegates only oversee a particular area. For example an admin delegate living in the LA area would only oversee the LA area.

- Private: With a private user, users have an account they can also keep track of posts they've rated, ask locals advice either through chat or video calls. Private Users can also be classified as "locals". To be classified as a local user, you can submit proof of

residence for a particular area you want to give advice in. Local Users are able to answer questions, recommend places to visit, and set up video chat or text chats with regular private users.

- Public: Public users are able to search for reviews, view all publicly posted reviews and recomendations from locals, and like reviews that were helpful/useful to them.

Features (15 total /3 per person):

1. Phase 1:

a. Feature with medium to high complexity

- Trusted locals: Locals that give good advice and are rated highly by users will be featured as such as a Trusted Local. If a local has received 90% positive reviews after 10 reviews, their profile will show that they are a trusted local for their location.

- Map Overview: Public Users are able to enter a location and see local advisors in the area that they can chat with.

- Star Rating: Public Users are able to rate advisors from 1-5 stars based on how good their advice was and private users are able to see what they are being rated.

- Feedback Mechanism: Encourage users to provide feedback on the platform and their overall experience. Use this feedback for continuous improvement.

- Background Checks: Checks on the local advisors to see if they really are from the area that they say they are.

b. Feature with low to medium complexity

- Text Chat Q&A: Private Users are able to set up text chat with a user if they want to have a more in depth conversation about a certain destination and ask for more in depth advice for navigating a certain location

- User Registration: Allow users to create accounts using their email addresses.

- Profile Management: Provide users with the ability to manage their profiles. They should be able to upload a profile picture, update personal information, and set preferences.

- User Dashboard: Create a dashboard where users can see a summary of their activity, including recent reviews, messages, and notifications.

- Available consultant: Allows you to search for people who have free time. This function is combined with the Q&A function. Consultants announce their availability and users can contact them immediately.

2. **Phase 2:**

- New place: Introduce to users the new places introduced by users. Users or consultants can recommend new locations according to their location.

- Advice articles from tutors: Tutors can be tour guides, journalists or KOLs. They will write their reviews. Additionally, they can evaluate consultants

- Products and places: Users can introduce their local products and places to visit along with public amenities.

- Assess the safety level of the area: There are 2 assessments in this section: security level and weather. The system will rely on information from the police and consultants to assess the safety level of the area. Besides, consultants or travelers at that location update the weather or general situation.

- Featured Locations by Locals: Private Users that are classified as locals for a specific location are able to promote certain attractions and locations that they can endorse and explain why they're worth visiting.

Glossary of Terms:

- Local Users: Local Users are local residents to a given destination. For instance if someone were looking for trip advice to London, a local user would be living in the London area to give advice.

- Public Users: Public users are customers that want to travel to a location and wish to use our application to plan out their trip. They would connect with Local Users that they choose and Local Users would give Public Users advice.

- Consultant: Consultants are Locals who are available to give advice and answer questions

- Trusted Locals: Locals with high reliability based on reviews