Sept 6, 2018

Subscriptions:

Problem: Subscription expiration
Subscriptions expire without any notification to the user.
Expired subscriptions delete all content the user had acquired.
This causes the user to have to call in, renew via phone, pay again, and then figure out how to get all of their content back.
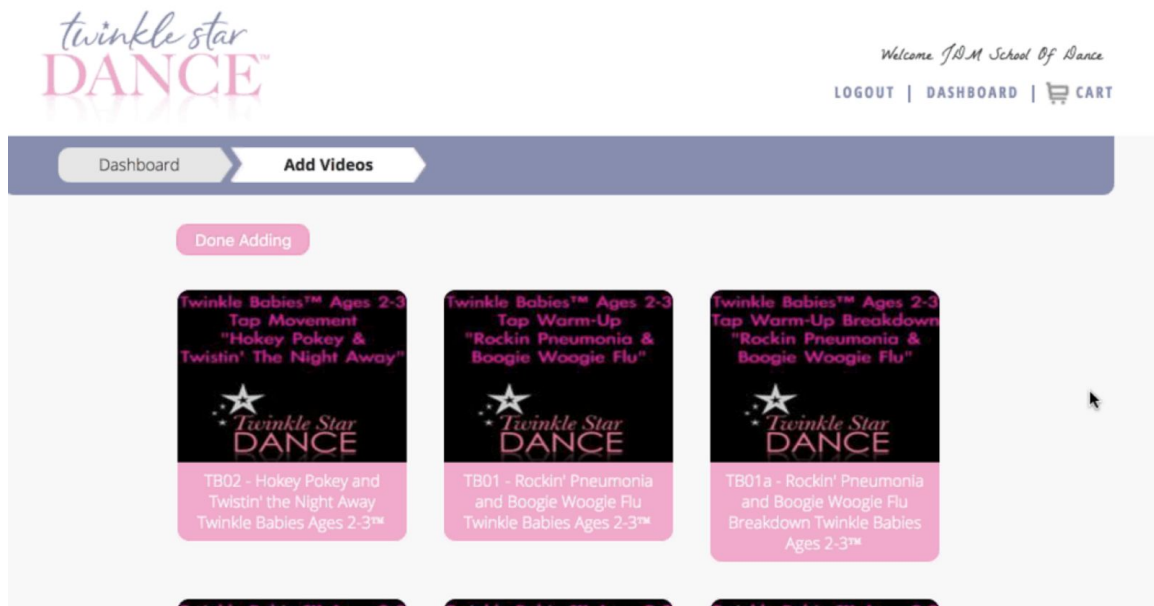
Solution: Notify customers that all subscriptions auto-renew unless canceled.

We need to put in place an alert to notify consumer and TSD when a subscription is going to auto-renew. 30 days before a subscription expires, add a notification to the subscribers dashboard that we will be renewing the subscription on {expiration date}. This will result in a charge of $x to the users card on file. This notification should have a "Cancel my Subscription" button and also a Update Subscription terms (monthly or up front), and also a change payment method link.

If a studio's subscription expires, preserve their acquired content so that she can restore them easily once her subscription is renewed.

Customer Portal:

"Class" object.

Problem: When viewing a "Class" by clicking on a class from the Class tile and trying to "Add a Video" to the class, the display of available videos contains all videos to which the user has subscribed. Since they are in a "tile" view, it is very difficult for users to find the video they need. They spend a lot of time scrolling and trying to read the descriptions.

Solution:

1 Add a List View button
2 Create a page showing the videos in a list
3 Default all views to List View instead of Tile View.
4 Add search and filter options:
    a. Keyword Search – to search video title and any descriptive text or tags associated with the video.
    b. Category Filter by subscription type
    c. Genre – filter by genre type
    d. Age – filter by age

Example: the below keyword search and filter options should appear as default when user tries to add a video to a class.

Search videos

Title

Genre   Any

Category   Any

Age Range   Any

Search

Search videos

Title

Genre   Any

Category

Age Range

Search

✓ Any
Curriculum
Choreography
Holiday/Seasonal
Daddy Daughter Dance
Fire It Up
Camp
Top Hats and Tails

Documents:

Default sort by Class header.

Problem: In the Document's "Add to Class" page (below), there are some issues.

1. The list of documents does not scroll. It's impossible to see all of the documents available to the user unless the user types in a keyword.
2. The keyword search is not clearly labeled as such.

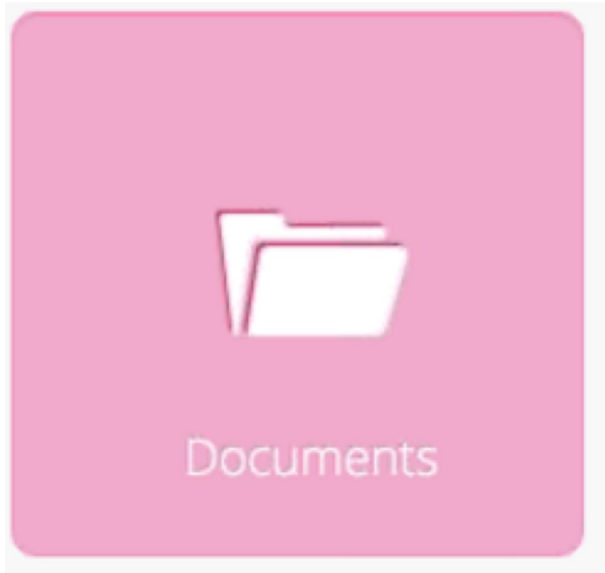**Solutions**:

1. Add Scroll bar to document list.
2. Add "Start typing to search documents" in the keyword search field.

3. Make a New Master Document page that displays all documents.
4. Add Keyword search and filters (same as class videos above)
5. From Master Document Page, Create a way to select documents to add to classes on this page. and add them to one or more classes simultaneously.

In this Tile, Change "Documents" to "My Assigned Documents"

Add a new tile called "Master Document Folder". This folder lists all available docs in list view with keyword search and filter by category, genre, age. And then make it so that a selected doc can be assigned to one or more classes via a checkbox.

My Account:

Problem: users don't know when their subscriptions expire.
Solution: Add Expiration Date column to each subscription and populate with the expiration date. *I'm not sure where this is stored.*

Sr. No.	Description	Amount	Payment Mode	Paid On	Term	Notes	Payment Status
1	Curriculum ShowStars™ Jazz, Tap, Ballet, Hip-Hop ages 5-12	$1999.00	Yearly Payment	09/05/2018	Yearly	Show Stars Curr Renewal -RM	Paid
2	Fire it Up™ Adult Dance Fitness	$999.00	Yearly Payment	08/22/2018	Yearly	Paying monthly- vc	Paid
3	Cinderella - Recital Choreography	$599.00	Yearly Payment	12/07/2017	Yearly		Paid
4	Daddy/Daughter Dance	$299.00	Yearly Payment	01/27/2017	Yearly		Paid
5	Choreography ShowStars™ Jazz, Tap, Ballet, Hip-Hop	$1349.00	Yearly Payment	08/31/2016	Yearly		Paid
6	Curriculum ShowStars™ Jazz, Tap, Ballet, Hip-Hop ages 5-12	$1899.00	Yearly Payment	08/31/2016	Yearly		Paid
7	Choreography Twinkle Babies™ / Twinkle Stars™ Ages 2-6	$1999.00	Yearly Payment	01/11/2016	Yearly	pays monthly thru SD	Paid
8	Dancin' Holiday Magic and Mini Nutcracker Choreography	$69.99	Monthly Recurring	11/16/2015	Monthly		Paid
9	DSO Twinkle Babies/ Twinkle Stars Subscription	$1599.2	Yearly Payment	08/11/2015	Yearly	Pays monthly thru SD	Paid

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Sr. No.	Description	Amount	Payment Mode	Paid On	Term	Notes	Payment Status
						Displaying 1-9 of 9 results.	
1	Curriculum ShowStars™ Jazz, Tap, Ballet, Hip-Hop ages 5-12	$1999.00	Yearly Payment	09/05/2018	Yearly	Show Stars Curr Renewal -RM	Paid

Help to Create workflow email templates to alert subscribers of when their subscriptions are expiring and that they will auto-renew unless the user logs into their account and cancels. 1 month, 2 weeks 1 week 3 days, 1 day and the day of expiration. Email templates will be provided by TSD.

Build a way for a user to note on their subscription that they wish to cancel. The subscription should remain active until 1 day after their expiration date.

TSD - Auto renew

Class Object:
Problem: Classes currently have an expiration date.When they expire, the class is unable to be accessed by instructors.

Solution: Create an email workflow that notifies users that a class is expiring. Link the users to expiring classes so they may update the expiration dates. Class Expiration warning so that classes don't disappear.

Create a pop-up that appears 1 week before a class or group of classes is set to expire. Pop-up will say: One or more classes are set to expire soon. Please review your class expiration dates. Expired classes are invisible to instructors. {link to list view of classes with expiration date column visible.} Each class name should be a link to the class detail.

Add a Class expiration report to show all classes that are expiring.