Vently:Anonymous Chat Scheduler for Mental Wellness

Business Requirements Document

version 1.0

April 2025

Vently

Revision History

Date	Version	Description	Author
24/4	0.1	Original	Akash k s

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1.Introduction

1.1 Purpose

The purpose of this document is to outline the business requirements for "Vently",a web-based platform that allows users to anonymously book time slots to chat with trained vounteers for emotional support.

1.2 Background

Increasing rate of loneliness, anxiety and emotional distress have created a demand for accessible emotional support systems.Professional therapy is often costly and inaccessible. Vently offers users a safe, judgement-free space to express their feelings to trained listeners without financial burden.

2.Business Requirements

2.1 Problem Statement

Users seeking emotional support often have no easy, affordable and anonymous way to talk to someone.Traditional therapy can be expensive, intimidating or unavailable, while casual conversations with friends/ family may not always be an option.

Vently solves this by offering scheduled, anonymous chat with trained volunteers.

2.2 Business Goals

- ➢ Enable users to anonymously book one-on-one chat sessions.
- ➢ Allow volunteers to offer scheduled availability for chats.
- ➢ Create a secure, private and user-friendly platform.
- ➢ Reduce the waiting time and difficulty in accessing emotional support.
- ➢ Promote mental well-being through casual, empathetic conversations.

2.3 Success Metrics

The success of the MVP version of vently will be measured using the following indicators:

- ➢ User Sign-ups:500+ users in the months.
- ➢ Booking Completion Rate: >70% booked chats actually happen.
- ➢ Volunteer Listener Retention :At least 60% listeners active after 1 month.
- ➢ User satisfaction Score :<4/5 from post-session feedback.
- ➢ Support Request Volume : <10% of users require admin intervention

3.Scope

3.1 In-Scope (MVP Version):

- User registration with minimal personal details
- Listener sign-up and profile management
- Booking system for 1-on-1 chat slots
- Real-time, anonymous chat interface (text-based)
- Notifications/reminders for upcoming sessions
- Admin panel for platform management.

3.2 Out-of-Scope (for MVP):

- Audio/video calls
- Professional therapy or diagnosis
- AI-based chatbots or automation
- Paid monetization features

3.3 Dependencies

Dependency	Description
Volunteer Recruitment	App success depends on having enough active listeners
Third-party Messaging API	Chat functionality may depend on external chat APIs
Notification Service	Timely email/SMS reminders depend on integration with a notification platform
Data Privacy Compliance	Needs to meet basic data protection regulations (e.g., GDPR-like standards)

3.4 Assumptions

➢ Users will have access to a stable internet connection

➢ Users understand that this is not a substitute for professional therapy

➢ Volunteers are trained or briefed for peer-support roles.

➢ Users will comply with community and behavior guidelines.

3.5 Constraints

➢ No video or voice calling features in the MVP.

➢ Strict adherence to user anonymity (no personal data sharing).

4.Stakeholders

Stakeholder	Role	Interest
End Users (Students, Employees)	Users booking emotional support sessions	Easy, safe, and anonymous way to talk
Volunteer Listeners	Provide emotional support	Flexible volunteering, fulfilling experience
Platform Admins	Manage users, monitor sessions	Ensure safety and smooth functioning
Partner Institutions (optional)	Colleges, NGOs promoting mental health	Broader support for users

5.Business Requirements

ID	Requirement
BR1	The system shall allow users to browse available listeners.
BR2	The system shall allow users to book a chat session anonymously.
BR3	The system shall enable volunteers to set their availability.
BR4	The system shall send booking confirmations and reminders.
BR5	The system shall support anonymous text-based chat functionality.

6.User Requirements

➢ Users can view available listeners and book a time slot.

➢ Users can reschedule or cancel their bookings.

➢ Volunteers can create and update their availability schedule.

➢ Both users and listeners can chat in real-time during booked sessions.

➢ The platform will maintain user anonymity at all times.

7.Functional Requirements

ID	Functionality
FR1	User Registration/Login (Minimal information needed)
FR2	Listener Profile Management
FR3	Session Booking and Calendar Integration
FR4	Real-Time Chat Module (Text Only)
FR5	Notification System (Email/SMS/Push reminders)
FR6	Admin Dashboard to manage users and listeners
FR7	Security Measures to protect chat data

7.Glossary

Term / Acronym	Definition
Anonymous User	A person using the Vently app to seek emotional support without revealing their identity.
Listener	A trained volunteer or professional who provides emotional support via chat.
Session	A scheduled, real-time chat interaction between a user and a listener.
Booking	The process of scheduling a chat session with a listener.
Tags	Keywords used to describe listener expertise or user concerns (e.g., anxiety, stress).
Availability Slots	Pre-set times a listener is available to take sessions.
Real-time Messaging	Instant text-based communication between the user and listener during sessions.
Feedback	User-submitted ratings and comments after a session.
Admin	The backend role responsible for managing users, listeners, reports, and overall platform health.
Flag/Report	An alert raised by users or listeners in case of inappropriate behavior or issues.
BR (Business Requirement)	A high-level need or goal the business must achieve through the system.
FR (Functional Requirement)	A specific behavior or function the system must perform to meet business needs.
NFR (Non-Functional Requirement)	A requirement defining system performance, security, usability, etc., rather than behaviors.
MVP (Minimum Viable Product)	The essential set of features required to launch the initial version of the app.