*4. Regarding Offline/Online status:*

**Q : *Offline/Online status of Consultant and customer will be come to the app from admin. I think it will be done by session management from login to log out. But If anyone logged in to the app but without logging out close the app(not background). Then basically that consultant is offline. but how admin can know the status?***

***Log in log out session management is correct, but if user force close app the user will show as offline in admin panel (customer and consultant) and app listings (only consultant) until the user opens the app again***

***Response:  
Q. So if force close has been happened then app need to notify the admin at that time. Right? Actually, perhaps we change this so they will still appear as online – they will not be logged out when force quit, correct?***

***Response:OK. As per your last revised mail you have written that,   
If user force shut app = status will be offline in app and admin panel***

***If user is using the app, but shuffles to another app and are not actually using the app, he will still be online***

***Is this final?***

***Yes***

***Q. ”app listinng” meanns consultants listing? Yes***

***Response: OK***

5. Regarding Double Rating System:

**Q : In double rating system how the second rating will be handled from app end? I understood that for the second rating after 2 weeks of call a mail will be send to the customer. Is there any interference of app end?**

The ’second user rating’ mail is triggered by the end of the video call. The rating from this will be part of the consultants overall rating in the app, see description as well.

***Response: As per your doc after video call the user do the first rating and after 2 weeks of video call user get a mail to rate again. That is ”second user rating”. I want to know for this second user rating what is the purpose of app end because it should be submitted to admin panel from that mail or there sould be a link which can open the app for user rating? Which one is required?***

***It is unclear what you mean – do you mean how the rating will happen? If the app will re-open or it should be done online somehow? Please elaborate, so we can clarify.***

Response:  
‘Double rating system’

Rating system can be managed and monitored through the admin panel.

The rating double rating system should be implemented to the app in this step as well. It works like this:

1. After a call has ended with a consultant the customer have to rate the consultant from 1-5 stars, with optional note
2. 2 weeks after the call was ended the user will receive a mail to rate again based on that call, in case the experience has changed.

Above mentioned lines are there in your doc to describe double rating. I have understood the '1st rating'. That will be happened after a call has been ended and customer need to do the rating to that consultant from 1-5 stars and then submit that to admin panel. Thats fine.  
But my question is about '2nd rating' as this will be happened after 2 weeks of call and customer will be notified to do rating for 2nd time by mail. So can you please explain the '2nd rating' system? How that will be happened by any customer after notify by mail?

All customers have to use their mail to signup – or it will come with Facebook signup.  
The 2nd rating mail is auomatically generated from the system.

7. “Payment approval will automatically be sent to the customer after 60 seconds after the call is intiated as a pop-up - if the customer doesn’t accept or ar inactive the call will end (60 second further delay)”

**Q : After 60 seconds how the approval pop up will be sent to the customer? I mean is it coming from admin?**

**It comes automatically from the app – so the payment is mandatory part of the call.**

**Response: Ok. That means is it handled in app end?**

**No, it it an automated feature from the app – please elaborate so we can clarify.**

**Response: Suppose a customer initiate a call and start talking wioth consultant. From the begining of the call after 60 secs how the customer will be notified that he/she need to approve the payment? Automated features means what? From app end the 60 secs timer will be handled and after 60 secs a pop up will be shown? If the customer doesn't accept or inactive then the call will end automatically. Right?**

**It is a simple pop-up inside the video call.**

**It happens after 60 seconds if the consultant doesn’t send the request before.**

**If customer doesn’t accept or inactive, the call will end.**

8.”Consultant can push payment approval earlier than after 60 seconds as well.”

**Q : Please clear this statement.**

**If the consultant wants to initiate payment request earlier then 60 seconds, he can do so from his end. Eg., if he already know the customer from earlier, it is not neccessary with 60 seconds (free) introduction time.**

**Response: OK. But i have question regarding this. How the consultant initiate payment request earlier than 60 seconds as that time the video calling is going on?**

**The consultant will have a button in his screen ’Send payment request (60 secs) ’ – here will also be a countdown so after 60 seconds it will automatically send . So it will be like this:**

**Send payment request (60 secs)**

**Send payment request (59 secs)**

**Send payment request (58 secs)**

**Send payment request (57 secs) ….**

**Response: OK. So the consultant don't need to press the any button for payment request. It will automatically send after every 60 secs time countdown. Right?**

**Yes and no. The consultant don’t have to push the button, as it will happen after 60 seconds, but he has the possibiltiy to do so, if he wants to send the payment request before.**