**Scope Document for AL Nokhba Admin & Mobile Application**

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# 

# Project Overview

This project involves developing a single mobile application used by both lawyers and end users (individuals and companies). The app will support secure login, profile management, service requests (chat, call, video), document uploads, wallet payments, real-time consultations, and feedback. Depending on the user role, features will adjust dynamically. End users can request services, while lawyers can view and manage incoming requests, consult users, and share files via chat.

An admin dashboard will allow platform administrators to manage system users and lawyers, view platform stats, track consultations and wallet transactions, configure service categories and pricing, and monitor activity through notifications, including user feedback and lawyer performance.

# Project Requirement Scope for Mobile Application

# Company and Individual users (Mobile application)

## User Authentication

* 1. Signup/Login (Phone and password)
  2. Reset password

## Profile

* 1. Face recognition/Fingerprint
  2. Update Individual company details
     1. In case of company, additional details will be added.
  3. Terms and conditions & privacy policies.
  4. Ratings.
  5. Support
     1. Email support

## Home

* 1. Services
  2. Request Service
     1. Select service and fill service details
     2. Upload required document
     3. Selection type (service mode), duration, and lawyer type.
     4. Payment and time selection (Now or schedule)
  3. View Lawyers
  4. FAQ

## My Consultation

* 1. View and manage the consultations
     1. Chat
        1. Can chat with the lawyer related to the service
     2. Call
     3. Video Call
  2. View Lawyers details
  3. Rate lawyers and give feedback
  4. Convert to legal session

## My Wallet

* 1. Add amount to the wallet
  2. Wallet amount and transaction history

## Notifications and Alerts

* 1. Receive notifications for the service approvals.

# Lawyers (Mobile application)

## User Authentication & Profile

* 1. Login and Verification (Username and password)
     + 1. The username and password share by the admin.
  2. Update Profile

## Home

* 1. My Requests
     1. All the user service requests
        1. View and accept the service request of end users.
  2. My Consultation
     1. View all rejected, completed, and In-progress service consultations
     2. View all the in-progress consultations.
  3. Active status
     1. Online and Offline

## Service (Consultation)

* 1. View all service and requests
     1. Share images and documents in chat.
     2. View user details who has requested the service
     3. Action on [View, accept service request]
  2. View upcoming and past appointments.

## Notifications and Alerts

* 1. Receive a notification for a new consultation chat.

# Project Requirement Scope for Admin

## Dashboard

* 1. Basic stats related to the platform, like.
     1. No of users, Lawyers, Services (Call, video call, and chat), total earnings.
        1. Basic filters for the stats.
  2. Lawyers
     1. Stats for the number of lawyers online and offline.

## Admin Management

* 1. Invite and manage system users.
  2. Admin profile management and reset password

## Lawyer Management

* 1. Invite and manage lawyers across the system.
     1. Lawyers' basic details
        1. Create a lawyer and invite the lawyer.
           1. Set username and Password
        2. All lawyer Basic details
        3. Lawyer's current status. (Offline and Online)
     2. Action of lawyers
        1. Reset the password and disable the lawyer.
     3. Lawyers' Service history
        1. Service Category and service type (Chat, Call, or Video Call)
        2. Lawyers Chat
           1. All the services chat with the user.
        3. Lawyer’s feedback and ratings

## End User Management

* 1. View and manage all the end users
     1. View users details
        1. All user basic details
           1. This will include all the types of end users (Individual and Company)
     2. User wallet details
        1. Wallet Amount and Transaction History (Incoming, Outgoing, and Failed)
     3. User Purchase History
        1. End user service purchase history and details
     4. User Service Details
        1. Service request type and details
           1. View uploaded documents and details.
        2. Chat, Voice, and Video Call Details.
        3. Service Request Status (Accepted, Pending, and Ongoing)
        4. Service feedback (summary) and ratings

## Service Management

* 1. Create and manage the services
     1. Service type and details (Master)
        1. Create and manage a service category.
        2. Publish/unpublish service.
     2. Service Payment configuration
        1. Configuration for the service cost.
  2. View and manage service requests
     1. Requested service details from the end users.
     2. Filter by lawyer, service, date, and status.

## Notifications and Alerts

* 1. Receive alerts on user feedback on service and late or delayed lawyers.

## Reports

* 1. Basic reports for the services, payments, and user.

## Support

* 1. View all the support requests raised by the enduser.

## Transaction Management

* 1. All wallet transaction listings for the services.

# Questions

1. There is a section for “Cases.” Are "Cases" and "Services" considered the same thing? [Link](https://www.figma.com/design/GJtGAmbvmuuC7uV4gTzb23/App-Elite?node-id=143-5832&t=Y0I27y1b7dKJtFKZ-0)
2. In the service mode, there are three options: chat, voice call, and video call. Since we are displaying chat history for chat-based services, do we also need to show call or video recordings for the other two service modes, provided the system supports it?
3. In the service module, when a user purchases a service, they can select the mode (Chat, voice call, or video call) and also choose a consultation duration (15, 30, or 45 minutes). Does the selected duration apply to all service modes or only to voice and video calls?
4. What will be the case when a service requested by enduser remains in pending and no lawyer accepts it? And can a lawyer reject the service request?
5. What are the features that will be allowed in chat, call, and video call?
6. “Convert to Session” the screen for this action is already available in the current Figma design. We need clarity on the expected behavior: when a user clicks the Convert to Session button, should we initiate a refund, or should the consultation be cancelled?
7. Can an end end users make themself online/offline?
8. In notifications, there are different colors for different notifications. Are there any specified colors for it? And what notification that will be sent?
9. For a session there is one session id On what basis we need to generate the session

# Assumptions

1. The service-related support will be managed outside of the admin platform.
2. Lawyers' payouts and performance will be managed externally out of the admin platform.
3. Chat Assumptions: Text, emoji, camera upload image, File upload image, and basic documents.
4. FAQ on home page will be static and that will not be editable from the admin.

# **Challenge**

Many online forums suggest that it's possible to collect payments for online consultations using third-party services. However, Apple hasn’t clearly stated this in their guidelines. Therefore, we should keep in mind that during the app submission process, Apple may require us to use In-App Purchases (IAP) for credit purchases. If that happens, it could result in additional development time.

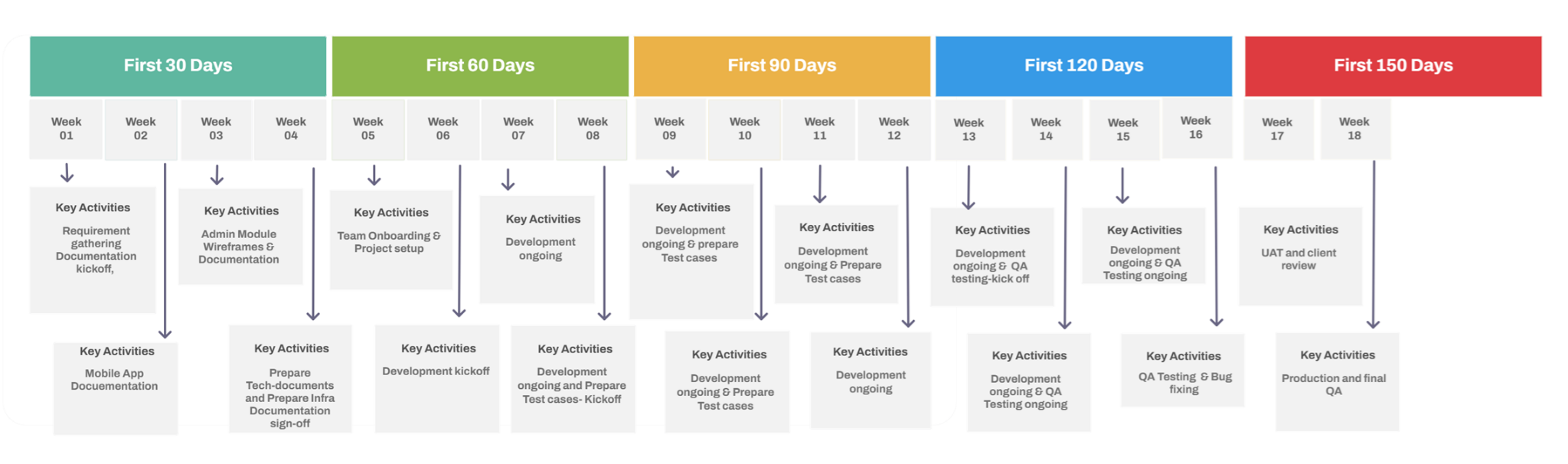
# Language

1. Mobile application: Arabic
   1. Everything across the mobile application will be in the Arabic language.
2. Admin webapp: Arabic
   1. Everything across the admin webapp will be in the Arabic language.

# Tech Stack

| **Department** | **Tools and Technologies** |
| --- | --- |
|  |  |
| **Project Management** | Google Workspace: For documents and files  ClickUp: For task management |
| **Tech** | TypeScript, NodeJS, Apollo GraphQL |
| **Database** | PostgreSQL, Redis |
| **Infra** | AWS and services (Backend & Admin)  S3 (File Storage)  AWS Cloudfront (CDN) |
| **Mail** | AWS SES / Zepto by Zoho |
| **SMS (Auth)** | Twilio Verify |
| **Analytics** | GA4 |
| **Error Tracking** | Sentry |
| **Payment** | TBD (Will be provided by client) |
| **Call & Video** | Agora |
| **Pusher** | Realtime chat |
| **Flutter** | Mobile application framework |
| **Notification** | Onesignal |
| **Crashytics** | Firebase |

**Project Timeline**

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