# **PROJECT DOCUMENTATION:** TAPTIME- EXPERT & PROFESSIONAL NETWORKING PLATFORM

# **PREPARED FOR:**

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**1. Project Overview**   
**1.1 Project Summary** : Expert & Professional Networking Web Application  
**Taptime** is a web-based **expert marketplace and networking platform** that enables users to **connect with trusted professionals, advisors, and mentors** across the Middle East and beyond. It offers ***seamless booking, real-time availability, flexible pricing, and live or classroom-style sessions*** — all within a structured, intuitive platform.

Target Users

1. **Expert Professionals** – Consultants, advisors, industry specialists offering paid expertise.
2. **General Users** – Individuals or businesses seeking expert advice, mentorship, or knowledge sessions.
3. **Admin Users** – Platform managers handling user access, payments, content, and system operations.

### **Key Features**

Expert Professionals

* SSO-based registration (Google, LinkedIn, etc.) .  
  [Signin - signup](https://docs.google.com/document/d/1juX98tpZEZqV9tCiRQaMPh5B-tZFhG1cX2NSoMHaXck/edit?usp=sharing)  
  Login with OTP and build profile (May be for future feature)  
  Create & manage profile: Bio(Text box), Name, Email, Phone, title, Position, Timezone, Country,Gender)  
   + Expert details (Expertize(Options), Industry(Options)  
  Fee/slot/session, Language Preference, Availability timing,   
  Donating to a charity(Name, website)  
  \*Allow AI to fetch information from social links?
* Calendar sync and availability settings (daily/weekly/monthly).
* Set custom pricing for 15, 30, 45, 60-minute sessions + package options.
* Free/NGO support options and classroom-style session creation (with seat cap, waitlist, and F2F location).
* Withdraw funds via bank linking (offline settlement).
* Dashboard with profile settings, session history, upcoming meetings, and payments.

#### **General Users**

* Browse/search experts as guest using keywords, AI search, and category filters.
* SSO-based registration (Google, LinkedIn, etc.) .
  + [Signin - Signup](https://docs.google.com/document/d/1juX98tpZEZqV9tCiRQaMPh5B-tZFhG1cX2NSoMHaXck/edit?usp=sharing)   
      
    Login with OTP/SSO and build profile (May be for future feature)  
    name, email, interests, social links, timezone.
  + Fill profile (Name, Email, Phone, Interests) Company, Position, Timezone, Country,Gender, Language Preference, Bio(Text box)  
    \*Allow AI to fetch information from social links?
* Book sessions with experts, use vouchers, and manage appointments.
* Mark favorites, leave reviews, download invoices.
* Access personalized dashboard with booking history and profile settings.
* Optional chat with experts pre-session (limited time window).
* One-to-one video sessions supported via third-party (e.g., Google Meet or AI agent-generated links).
* Gift sessions and bundle bookings.

#### **Admin Panel**

* Approve/manage expert and user accounts.
* Create/manage industries, categories, filters.
* View all bookings: expert, user, date, time, price.
* Track all orders, payment settlement requests, and platform activity.
* Configure global/user-level commission settings.
* View search data and user activity.
* Role-based permissions and event management (past/upcoming events with dedicated pages).
* AI-based post-call summary: key takeaways, suggested follow-ups, action points.

**1.2 Industry**   
**Professional Services & Knowledge Economy** — specifically targeting the **expert consultation and professional networking sector** with a focus on the **Middle East and emerging global markets**.

The **Taptime platform** is designed to serve:

* **Expert professionals** seeking a trusted platform to monetize their knowledge and offer advisory sessions, workshops, or mentorship to relevant audiences.
* **Business users, entrepreneurs, and individuals** who need **on-demand access to trusted expertise** across various fields such as legal, finance, technology, healthcare, education, and strategy.
* **NGOs and impact-driven organizations** looking for **pro bono or discounted expert support** for mission-aligned projects.
* **Professional communities and thought leaders** aiming to **build visibility and authority** through public profiles, hosted events, and educational sessions.

Taptime operates at the intersection of **professional networking**, **expert marketplaces**, and **impact consulting**, providing a digital-first solution for seamless expert-user interactions—via private sessions, class-style bookings, and customized packages.

**1.3 Website Type**   
Taptime is a modern, AI-assisted, multi-role expert consultation and professional networking web application that combines the utility of a session-booking marketplace with the depth and personalization of a global expert community.

Core platform types include:

* Expert Marketplace Portal – enabling discovery, filtering, and booking of vetted experts across industries and geographies, with support for 1:1 sessions, bundles, and classroom-style offerings.
* Scheduling & Availability Engine – allowing real-time calendar syncing, session slot management, timezone handling, and waitlist functionality for overbooked experts.
* Flexible Pricing & Payment Module – supporting dynamic pricing (15, 30, 45, 60 min), custom packages, free/NGO options, voucher codes, and secure transactions with withdrawal management for experts.
* Public Networking & Profile System – empowering experts and users with customizable public profiles, social media linking, and visibility tools (favorites, reviews, and digital business cards).
* AI-Enhanced Engagement Tools – powering smart expert recommendations, AI-assisted search, post-call summaries, and auto-generated session notes with suggested follow-ups and future connections.
* Admin Moderation & Analytics Hub – for managing user roles, approving profiles, monitoring bookings and payments, and tracking platform usage, searches, and settlement flows.
* Event & Community Layer – enabling listing of upcoming and past events, classroom sessions, and thought leadership content across industries and causes.

**1.4 Objectives & Goals**

### **Objectives**

1. To provide a seamless platform that connects users with verified experts for one-on-one sessions.
2. To enable AI-driven expert matching for faster and more accurate discovery.
3. To allow experts to manage their availability, pricing, and scheduling with flexibility.
4. To ensure smooth end-to-end booking, scheduling, and payment workflows.
5. To build trust through transparent reviews, ratings, and verified profiles.
6. To offer a scalable and user-friendly interface optimized for both seekers and experts.

### **Goals**

### **For Users (Seekers):**

* + Easily find and connect with the right expert.
  + Save time with AI-assisted matchmaking.
  + Access experts globally with localized options (language, country filters).
  + Gain practical, actionable insights to achieve personal and professional goals.

### **For Experts (Advisors/Mentors):**

* + Provide a flexible platform to showcase expertise.
  + Manage availability and bookings effortlessly.
  + Earn income through secure transactions(Withdrawal).
  + Build reputation via ratings and reviews.

### **For Platform (Admin/Business):**

* + Establish TapTime as a trusted hub for expert guidance.
  + Drive engagement and repeat usage through community and loyalty offers (e.g., credits, discounts).
  + Ensure compliance, quality, and transparency through admin moderation tools.
  + Generate sustainable revenue through commissions, featured listings, and premium features.

### 

**2. Scope of Work**

The Scope of Work defines all the **functionalities, deliverables, and services** that are part of the Taptime development project, as well as the items explicitly excluded from this engagement. It serves as the contractual reference for what will and will not be developed within the current phase of the project.   
  
**2.1 In Scope – Features**  
The following features and functionalities are included in the initial scope of the Tap time web application:

### **1. Expert Professional Module**

* Registration & login using **SSO**.
* Expert profile creation & updates (bio, profile picture, personal/professional details, Name, Email, Phone, Company, Position, Timezone, Country ,Gender  
   + Expert details (Expertize(Options), Industry(Options)  
  Fee/hour, Language Preference,  
  Bio(Text box), Availability timing, Donating to a charity(Name, website)
* Capture mandatory fields: Name, Email, Company, Position, Country, TimeZone, Gender.
* Manage expertise, industry, social media handles, description, and external links.
* Calendar integration (Google / Outlook) & availability management (daily, weekly, monthly).
* Pricing setup: per 15, 30, 45, 60 minutes, with **bundles/packages/Sessions**, **NGO/free options**.
* Waitlist for fully booked calendars.
* Bank details linking for fund withdrawal.  
  Bank details / payout setup KYC or certification upload (Optional: Admin Approval)
* Expert dashboard: profile settings, past & upcoming meetings, payments (with withdrawal limits \*\*\*Provide Withdrawal Request (>250$) ), NGO options.

### **2. General User Module**

* Guest user search:
  + Keyword-based search (AI-powered).
  + Category-based search (pre-defined).
* Filter & sort search results (price, ratings, relevance).
* User registration/login via **SSO**.
* User profile creation & updates (Role, profile info).
* Book expert sessions (day/time slots) with payment or gift vouchers.
* Mark experts as favorites.
* Download invoices for booked sessions.
* View past & upcoming sessions.
* Gift sessions / bundle session offers.
* User dashboard: profile settings, meetings, payments, favorites.
* Native video calling hosted within the platform itself (AI insights enabled).
* Optional external meeting link (Google Meet) as backup if required.

### **3. Admin Module**

* Manage categories, industries, and expertise fields.
* Approve/reject expert registrations.
* Manage general user list (list & image view).
* View/manage all booked meetings with expert/user details, time, price, duration.
* Track all orders, payments, and search activity.
* Payment settlement processing.
* Configure commissions at platform & user level (visible as deductions to expert).
* Manage events (add upcoming & past events with dedicated pages).
* Generate AI-powered post-call summaries (summary, key points, recommended connections).
* Admin dashboard with full reporting.

### **4. Platform & Shared Features**

* SSO login across user types.
* Calendar sync & availability management (**Calendly integration**).
* Payments, vouchers, NGO/free options.
* Role-based access (Admin, Expert, User).
* Responsive UI/UX for web.
* Analytics on searches, sessions, payments.
* Event management.
* Automated **payment gateway integration (Stripe/Credit Card) for user payments**
* Reminders for upcoming meetings with time for Experts (Whats app integration)
* Advanced Analytics
* Automated refund workflows
* SLA monitoring, customer support ticketing system.
* Multi-language translations  **(**Multi-Region & Localization (UAE/KSA))

**2.2 Out-of-Scope Items**   
**1. Integrations & Advanced Features**

* **Group Sessions / Multi-user bookings** – Only 1:1 expert-user sessions are supported.
* **Offline / In-person meetings** – Platform supports only online sessions, no physical meetups.
* **Automated Rescheduling & Cancellations** – Experts and users can manually manage changes; automated rules are not included.
* **Mobile App Support** – Current scope is limited to the web platform (desktop/mobile responsive web only).
* Real-time chat or in-app messaging between users and experts.

### **2. User Engagement Features**

* Gamification features (badges, points, leaderboards).
* AI-driven **career guidance/chatbot**.
* Loyalty programs, discounts, or promo codes beyond **gift vouchers**.

**3. Functional Requirements**   
This section defines all functional requirements for the **Tap time** platform. Each module and feature has been described in terms of its **purpose, functional behavior, user interactions, and system rules**.  
**“UI/UX Design Features”**[**Landing page/Home page**](https://docs.google.com/document/d/1io49C-RtUelIfDbD9eFD3nN6w_C-dMt8PViaetX-PMU/edit?usp=sharing)  
[**Browse expert Page**](https://docs.google.com/document/d/1z6B_lBlYgA3XWj8xmBhkgzy-H_aPqReemfHaeJ2AovQ/edit?usp=sharing)   
[**Match with AI**](https://docs.google.com/document/d/1SkilxbMbZUoUzMA_hlI4aowlNq6mlUluCBeF15ZZIwU/edit?usp=sharing)  
[**Website Landing Pages -> Filter View**](https://docs.google.com/document/d/1VgTAq7zZwSXcyjFJAqP_i6DGqu4lsh5Nwy1RVN4iLIM/edit?usp=sharing)  
[**Expert Onboarding Flow (Step 1 - Step 6)**](https://docs.google.com/document/d/1DVY3YLqyUPTTwZcEvtkru9pIpKIKS0UaDrXvJIuVvfw/edit?usp=sharing)  
[**Blog**](https://docs.google.com/document/d/1bnWr4mrDIPwgkcsvqIHtX6KyXro8pXZyXge7JdT1YGM/edit?usp=sharing)   
[**Join as expert**](https://docs.google.com/document/d/10aOt-jDS1FbzJHcGuB8Eadi6q5kTrKA6eGRtwEkEWI8/edit?usp=sharing)  
[**Login page**](https://docs.google.com/document/d/1xZch2N6A6t5pdIRDo0xout3KarZ1fxdJclAVV2HcXtg/edit?usp=sharing)[**Sign up**](https://docs.google.com/document/d/13E-XlU5biHdkEzJSVRJuMys2Tt-fhGjqlovFqpS2Gn4/edit?usp=sharing)[**User Dashboard**](https://docs.google.com/document/d/148WOmtwsEl9_5tiucQRqZtw2MekhsDm3IgKU7keIcqQ/edit?usp=sharing)[**Expert Dashboard**](https://docs.google.com/document/d/1TJ9AF94vGZSITpLvj0IRO0bwH1rCCWF91sffqtCaa2c/edit?usp=sharing)  
[**Admin Dashboard**](https://docs.google.com/document/d/1HXp7AoniR9n7J1hflKJTepBftpHa1cVCsg3qJGbzUgU/edit?usp=sharing)  
[**Gift Time**](https://docs.google.com/document/d/1_QFg7rrzOqj3soOV0EgasyRGsPO9GaPodFjK2iPHQNc/edit?usp=sharing)

**3.1 User Management**

TapTime has three primary user roles: Admin, Client, and Expert. Each role has specific privileges and permissions.

* **Admin:**  
   Admins have full access to all platform features, settings, and data. They can create, edit, deactivate, or delete user accounts. Admins manage expert approvals, subscription plans, session monitoring, and overall system settings.
* **Client (User/Customer):**  
   Clients can browse expert profiles, book sessions, make payments, and access scheduled calls. They can also manage their profile, view past bookings, and provide ratings or reviews for completed sessions. Clients do not have access to expert management or system settings.
* **Expert:**  
   Experts can create and manage their profiles, list their availability, accept or reject client bookings, and conduct paid sessions via the platform. Experts also have access to their earnings dashboard, where they can track completed sessions and payouts. They cannot modify client accounts or system-wide settings

| **Role** | **Permissions** |
| --- | --- |
| Admin | - Full control over platform settings, dashboards, and user management.  - Manage subscriptions, billing, and reports.  - Approve or reject experts.  - Access analytics and monitoring. |
| Expert | - Create and manage profiles (skills, experience, availability).  - Host sessions (video/audio/chat).  - Manage session notes, ratings & feedback. |
| User (Seeker) | - Browse experts and filter by category.  - Book, reschedule, or cancel sessions.  - Join sessions (video/audio).  - Rate and review experts.  - Access saved experts & session history.  - Manage subscription and payments. |

**User Flow Diagram:**

## *This diagram illustrates the typical user journey through the Tap time platform, highlighting the key actions and decisions a user takes from login to expert discovery, session booking, payment, and post-session engagement.* [*User journeys*](https://docs.google.com/document/d/1SZw4Ioolk9eNHKROonWNZEqmuGeUs5lfI_djehzQB7A/edit?usp=sharing)**1. User Registration & Login**

* Users can sign up using **email and password**.
* **Login functionality** with session management.
* **Forgot password** flow via email.
* **OTP Verification**: *planned for future phases.*

## **2. User Management**

### **General User Profile**

General users must be able to create and manage their profiles with the following fields:

* **Name** (Text, mandatory)
* **Email** (Email field, mandatory, unique identifier)
* **Phone** (Optional)
* **Company** (Text, optional)
* **Position** (Text, optional)
* **Interests** (Multi-select options / tags, optional)
* **Timezone** (Dropdown, mandatory – auto-detect with option to update)
* **Country** (Dropdown, mandatory)
* **Gender** (Dropdown: Male / Female / Non-binary / Prefer not to say)
* **Language Preference** (Dropdown / multi-select, mandatory)
* **Social Links** (LinkedIn, Twitter, etc. – optional)
* **Bio** (Text area, short description, optional)

### **Expert Profile**

Experts must be able to create and manage their profiles with the following fields (including all general user fields plus expert-specific details):

* **Expertise** (Predefined categories / multi-select options, mandatory)
* **Industry** (Predefined categories / dropdown, mandatory)
* **Fee duration 15/30/45/60 minutes and bundles**  (Numeric input, mandatory, currency predefined by system)
* **Availability Timing** (Day & time slots selection, mandatory)
* **Donating to a Charity** (Optional – fields: Charity Name + Charity Website)

### **Profile Functionalities**

* **Create & Manage Profile:**
  + Users and experts can create, edit, and update their profiles.
  + Users can upload a profile picture (optional).
  + Experts’ profiles will be **publicly discoverable** for booking and networking.
  + General user profiles will remain **private** (visible only to the user and admin).
  + Admins can view, edit, or deactivate any profile.
* **Profile Validation:**
  + Mandatory fields must be completed before profile submission.
  + Email must be unique and valid.
  + Availability must follow valid time slot rules.

## **3. Search & Match with AI**

* Users can search for experts based on two text fields given and the suggestions will dynamically changes to give them idea what is being asked.  
  **Field 1** “What kind of expertise, advice, or mentorship are you seeking today?  
  **Field 2** “To match you better, tell us a little about yourself (e.g., your role, goal, or industry).”?
* **AI-powered recommendations** suggest relevant experts based on user profile, interests, and past interactions.

## **4. Booking & Scheduling**

**Expert Availability Setup**

* Time Slots: Specific hours/days available.
* Session Duration: (e.g., 30 min, 45 min, 1 hr).
* Buffer Time: Gap between sessions (e.g., 15 min).
* Blackout Dates: Days/times when experts are unavailable.

**User Booking Flow**

* Users browse experts (via search, AI match, or categories).
* View real-time availability calendar (synced with expert’s settings).
* Select preferred slot → Proceed to booking.
* Booking confirmation includes date, time, duration, price, and session details.

**Rescheduling & Cancellations**

* Users can request rescheduling up to **48 hours before the meeting**, subject to the expert’s updated availability.
* **Cancellations are not supported** once a meeting is booked.

**Calendar & Notifications**

* Session automatically added to user and expert dashboards.
* Email/SMS/Push notifications sent for:
* Booking confirmation
* 24-hour reminder
* 1-hour reminder
* Any rescheduling/cancellations

**Integration Support (Future Phases)**

* Sync with Google Calendar, Outlook, iCal.
* Smart timezone detection (auto-adjust session times).
* Confirmed bookings are added to both user and expert **calendars** (basic scheduling within the app).
* Users can view **upcoming & past sessions**.

**6. Notifications**

* Email notifications for:
  + Profile creation success
  + Booking request sent/received
  + Booking confirmation/cancellation
* Push notifications: *Planned for future phases.*

**3.2 Browse Experts**

* **Search Options**
  + Keyword-based search across expert profiles, expertise, and industries.
  + AI-powered search recommendations based on user profile, past behavior, and query relevance.
* **Filters & Sorting**

1. **Filter By Industry:** This seems to allow the user to filter content based on different industries.
2. **Other Filter Categories (suggested by comment):**
   * Sex/Gender
   * Country
   * Top Experts
   * Language

### **Sorting Options:**

**Sort By:**

* + Recommended
  + Price high - low
  + Price low - high
  + Highest ratings
  + Most reviews

**1. Browse & Discovery Features**

* + Category-based browsing (industry/skill-based navigation).
  + Highlighted/featured experts (premium visibility options).
  + “Favorites” – users can save experts for quick access later.
  + Zero-result handling – AI suggests similar or related experts when no direct match is found.

#### **2. Expert Profile View**

* Public expert profile includes:
  + Profile picture, bio, expertise, industry.
  + Fee/hour, languages, timezone, country.
  + Availability calendar with session slots.
  + Reviews & ratings from past users.
  + NGO/free session availability (if enabled).
  + Links to social media or charity details (optional).
* Profile interaction:
  + Add to favorites.
  + Share profile via link.
  + Book session directly from calendar widget.

#### **3. Booking Flow**

* **Step 1 – Select Expert**   
  [Expert page](https://docs.google.com/document/d/15xfwFRavpO2GOOHKkNcHmeJsf2CtTnr08t766r5JnqA/edit?usp=drive_link) User selects expert from search results or profile view.
* **Step 2 – Choose Session Type**
  + Session length options: 15 / 30 / 45 / 60 minutes.
  + Package/bundle options (if offered by expert).
* **Step 3 – Availability & Calendar Sync**
  + Real-time availability displayed via expert’s synced calendly.
  + User selects preferred time slot.
* **Step 4 – Payment / Voucher Application**
  + Session fee displayed before confirmation.
  + Apply vouchers or gift codes.
* **Step 5 – Confirmation & Notifications**
  + Booking confirmation sent via email to both user and expert.
  + Calendar invites generated automatically.
  + Reminders (email/SMS) sent 24 hrs & 1 hr before the session.

#### **4. Post-Booking Features**

* Users can:
  + View, reschedule, or cancel upcoming bookings.
  + Download invoice for payment.
  + Leave ratings & reviews after session completion.
* Experts can:
  + View upcoming & past bookings from dashboard.
  + Accept/reject session requests
* Admin can:
  + Monitor all bookings, cancellations, and trends.
  + Generate AI-powered session summaries (planned for later phases).

### **Business Rules**

1. A confirmed booking locks the expert’s availability slot (prevents double-booking).
2. Cancellations allowed within policy defined by platform (e.g., 24 hrs before session).
3. Experts cannot list availability without completing mandatory profile details.
4. Reviews & ratings only available after confirmed completed sessions.
5. integrate automated settlements.

### **Future Enhancements**

* In-app chat before/after booking.
* AI-based expert matching (personalized recommendations).
* Automated refund & rescheduling workflows.
* Multi-currency and real-time payment gateway integration.
* Mobile push notifications for booking updates.

**3.3 Payments & Gift Vouchers**

* Secure payment gateway integration (Stripe/PayPal/local UAE/KSA providers).
* Support for credit/debit cards, Apple Pay, Google Pay, and wallets where available.
* Ability for users to purchase gift vouchers (fixed denominations or custom amount).
* Gift voucher redemption during expert booking flow.
* Store and track gift voucher balance in user’s account.
* Refunds / cancellations processed via same payment channel.
* Currency support for AED / SAR / USD, auto-detected by region.
* Invoice generation & download after every transaction.

**3.4 Session Management**

* Experts can set availability (time slots, duration).
* Users can book sessions based on expert availability.
* Session reminders (email + push notifications) sent to both expert and user.
* Reschedule & cancellation options (with defined policies).
* Real-time session status: *upcoming, Ongoing, Completed, Cancelled*.
* Integrated video conferencing link generated automatically after booking.
* Post-session: mark as completed, trigger review flow.
* Session history stored in user & expert dashboards.

**3.5 Reviews & Ratings**

* Users can rate experts (e.g., 1–5 stars) after completed sessions.
* Option to write textual feedback with character limit.
* Reviews visible on expert’s profile (with moderation control).
* Average rating auto-calculated & displayed.
* Experts can respond to reviews (optional).
* Admin can flag, edit, or remove inappropriate reviews.
* Sorting/filtering of experts by rating.

**3.6 Admin Panel**  
**Admin Panel**

* Admins must be able to log in via secure credentials (SSO/Email-Password).
* Admins can manage their own account settings (name, email, role).
* Roles include: Super Admin, Ops, Finance, Support, Read-only.
* Permissions are governed by Role-Based Access Control (RBAC).
* All actions are logged for audit purposes.

## **2. Categories & Taxonomy Management**

* Add, edit, delete, and reorder **categories & subcategories**.
* Assign icons, descriptions, and sort order.
* Cannot delete a category if active experts are mapped (system prompts reassign/merge).
* Bulk reassign experts if categories are merged.
* Changes are immediately reflected in the **User search filters**.

## **3. Expert Onboarding & Approval**

* Admin can view all pending expert registrations.
* Approval flow states: **Submitted → In Review → Approved/Rejected → Suspended**.
* Admin can request changes, approve, reject with reasons.
* Notifications sent to experts on every status change.
* Audit trail maintained for all actions.

## **4. User & Expert Management**

* View, edit, or deactivate **any profile** (general user or expert).
* Admins can reset passwords or trigger re-verification emails.
* Filter users by country, category, status (active/inactive).
* Access booking history for each user or expert.
* Export user lists as CSV/XLS for reporting.

## **5. Booking & Scheduling Oversight**

* Admin can view all bookings across the platform (pending, confirmed, cancelled, completed).
* Admin may intervene to **reschedule or cancel** with notes.
* Bulk operations: cancel multiple bookings for system incidents.
* Booking board with filters by date, category, expert, user.
* Reporting on booking trends, cancellations, and no-shows.

## **6. Payments & Settlements**

* View all transactions.
* Configure **platform commission** (global and per-expert override).
* Manage withdrawal requests from experts: approve, reject, or hold.
* Set thresholds: minimum payout, dispute hold, verification required.
* Export financial data (revenue, withdrawals, fees) to CSV/XLS.
* Future Phase: Full integration with PSPs (Stripe, Razorpay, PayPal).

## **7. Charity & NGO Oversight**

* Manage **charity listings** (add/edit/delete).
* Verify charity documents.
* Track donations per charity and per expert.
* Enable/disable NGO badge on expert profiles.
* Generate donation reports (monthly/quarterly).

## **8. Insights & Analytics**

* Access dashboards showing:
  + Active users & experts
  + Bookings trend
  + Revenue/profits/withdrawals
  + Top categories & industries
  + Platform issues & flagged reviews
* AI Insights:
  + Zero-result search queries
  + Supply gaps (demand > available experts)
  + Recommendations for new categories/tags
* Export reports for offline analysis.

## **9. Notifications**

* Receive alerts for:
  + New expert submissions
  + Withdrawal requests \*When a withdrawal request is made - Admin should have a notification and on the dashboard list all the requests
  + Escalated issues (reviews flagged, payment disputes)
* Notification channels: **In-app dashboard + Email**.
* Future Phase: Push notifications and Slack/MS Teams integration.

## **10. Reviews & Moderation**

* Admins can monitor all reviews submitted by users.
* Actions: flag, approve, delete with reasons.
* Automated abuse detection highlights suspicious reviews.
* Reports on review volume, ratings distribution, flagged cases.

## **11. System Settings**

* Configure platform-wide settings:
  + Currency & locale defaults
  + Email templates
  + Legal pages (ToS, Privacy, Refund policy)
* API key and integration settings (Google Calendar, Video Calls, PSP).
* Manage environment toggles (Sandbox vs Production).

## **12. Validation & Rules**

* Only **Admins** can assign/revoke admin roles.
* Withdrawal approvals require **Finance role**.
* Profile deletions require confirmation with audit logging.
* Commission changes apply only to **future bookings**, not past ones.

**3.7 Content & Marketing  
Content Pages**

* + About Us, [FAQ](https://docs.google.com/document/d/1tW2l-gi67ou6FsxKTCh6SYynscz1ThO-dmOS3q97HzI/edit?usp=sharing), Contact, Careers, Pricing, and Policies (Terms, Privacy, Refund).
  + Admin-manageable content blocks.
* **Events & Campaigns**
  + Publish upcoming and past events/webinars.
  + Highlight featured experts and campaigns on landing and dashboard.
  + Dedicated event detail page with description, date/time, and registration CTA.
* **Promotional Content**
  + Ability to showcase featured experts (premium visibility).
  + Banner placements for promotions or NGO campaigns.
* **SEO & Visibility**
  + SEO-friendly URL structure, metadata, and schema markup.
  + Region-specific SEO tags (hreflang for UAE/KSA, English/Arabic).
* **Marketing Tools**
  + Newsletter subscription form integration.
  + Lead capture via landing page forms.
  + Analytics tracking (user acquisition, conversion funnels).

**3.8 Third-Party Integrations**  
**Calendar Integration**

* + Sync expert availability with **Google Calendar**, **Outlook**, and **Calendly**.
  + Auto-block booked slots; update on cancellations/reschedules.
* **Video Conferencing**
  + Generate meeting links via **any provider**
* **Payment Providers**
  + integration with **Stripe, Razorpay, or PayPal.**
* **Authentication**
  + SSO with Google and **LinkedIn for registration/login.**
* **Analytics & Tracking**
  + Integration with **providers**
* **Notifications**
  + Integration with **email/SMS gateways** for booking confirmations, reminders, and alerts.

**3.9 Multi-Region & Localization (UAE/KSA)**  
The platform must support **multi-region operations** with specific focus on **UAE** and **KSA** markets. Users should be able to switch the website/app experience between Global, UAE, and KSA variants.

**Scope & Requirements:**

* **Region Switcher**: Allow users to select UAE/KSA; persist preference via cookie/profile.
* **Language Support**: English + Arabic (RTL layout).
* **Currency & Tax**: Display AED (UAE) and SAR (KSA); apply region-specific VAT (e.g., 5% UAE, 15% KSA).
* **Payments & Vouchers**: Region-specific payment methods and voucher pools.
* **Search & Availability**: Expert discovery and booking scoped to selected region; cross-region fallback configurable.
* **Content & Legal**: Region-specific terms, privacy, refund policies, and localized SEO metadata (hreflang tags).
* **Admin Controls**: Configure per-region settings (currency, tax, payment gateways, vouchers, holidays, legal URLs).
* **Non-Functional**: Ensure full i18n, RTL compliance, SEO for each region, and CDN caching based on region + language.

**4. Non-Functional Requirements**

Non-functional requirements define the operational characteristics, quality benchmarks, and constraints of the TapTime platform. While functional requirements specify *what* the system should do, non-functional requirements define *how well* the system should perform, behave, and be experienced by its users.  
 These requirements ensure that TapTime is not only feature-complete but also reliable, secure, performant, scalable, discoverable, and inclusive.

**4.1 Performance**

The platform’s performance directly impacts user satisfaction, engagement, and conversion. TapTime must be optimized to handle high-traffic periods, such as live campaigns, influencer promotions, or expert panel events.

**Key Requirements:**

* **Response Time**
  + Average page load time must not exceed …..seconds for authenticated and guest users.
  + API response times must remain under …..milliseconds for …..of requests.
* **Concurrent Users**
  + Platform must support at least **………………….** in initial phase, scalable up to **……..** without degradation.
* **Image & Media Optimization**
  + Expert profile images and marketing assets must be optimized and served via a **CDN**.
  + Video content (promotional clips, session recordings if applicable) should use **adaptive bitrate streaming**.
* **Database Performance**
  + Indexed queries must retrieve search/match results in under **……second** for standard filters (category, location, budget).
* **Caching Strategy**
  + Use caching (Redis or equivalent) for frequently accessed data such as expert lists, session availability, and content blocks.

**4.2 Security**

Given TapTime’s handling of personal data, expert profiles, and payment information, strong security is critical.

**Key Requirements:**

* **Data Encryption**
  + All data in transit must use **……**
  + Sensitive data at rest encrypted using…...
* **User Authentication & Authorization**
  + Secure login with support for **social logins** (Google, LinkedIn, Apple).
  + **Role-Based Access Control (RBAC):** Admin, Expert, User.
* **Payment Security**
  + Comply with **PCI-DSS** standards.
  + Card details tokenized — no storage on TapTime servers.
* **Fraud Prevention**
  + AI-based anomaly detection for duplicate accounts, suspicious bookings, and potential misuse of vouchers.
* **Backup & Disaster Recovery**
  + Automated daily backups.
  + **RTO:** 4 hours, **RPO:** 1 hour.

**4.3 Scalability**

TapTime must be designed to grow with demand, adding new features, markets (e.g., UAE, KSA, global), and integrations without major rework.

**Key Requirements:**

* **Horizontal & Vertical Scaling** via cloud infrastructure.
* **Cloud Hosting** (AWS/Azure/GCP) with auto-scaling and load balancing.
* Modular **microservices-ready** architecture.
* Database scalability with **read replicas** and **partitioning/sharding** for expert/session data.

**4.4 SEO**

SEO is critical for expert discovery and organic growth.

**Key Requirements:**

* **Technical SEO**
  + SEO-friendly URLs for expert profiles, categories, and blogs.
  + Structured data (Schema.org) for expert details, reviews, and FAQs.
  + Optimized meta titles, descriptions, and alt text.
* **Performance & Mobile Friendliness**
  + Google PageSpeed Insights score of **…….**.
  + Fully mobile responsive design.
* **Content Strategy**
  + Dynamic meta tags per expert and category.
  + Enable blog / resource center for organic keyword targeting.

**4.5 Accessibility**

TapTime must be inclusive and WCAG 2.1 compliant.

**Key Requirements:**

* **Keyboard Navigation** for all interactive elements.
* **Screen Reader Compatibility** with semantic HTML + ARIA attributes.
* **Color Contrast & Text Size** accessible up to 200% zoom.
* **Form Accessibility** with labels, error messaging, and hints.
* **Alt text** for all images, **captions/transcripts** for promotional videos.

**5. Technology Stack**

The technology stack defines the frameworks, languages, and tools to build TapTime, ensuring scalability, security, and ease of enhancement.

**Frontend Technologies**

The frontend will be responsible for **user interface rendering, responsiveness, and client-side interactivity**.

**Chosen Technologies:**

1. Should be added by Tech team

**Key Frontend Requirements:**

**5.2 Backend Technologies**

The backend will handle **business logic, API endpoints, authentication, and integration with external services**.

**Backend Technologies**

The backend handles all business logic, API endpoints, authentication, and integrations with third-party services.

Chosen Technologies:

1. Should be added by Tech team

**Key Backend Requirements:**

**5.3 Database**

The database will store **user data, property listings, auction details, transactions, and system configurations**.

**Chosen Database:**

**5.4 Infrastructure & Hosting**

**Infrastructure Components:**

* Should be added by Tech team

**Hosting Goals:**

* **99.9% uptime SLA**.
* Auto-scaling during traffic spikes.
* Real-time monitoring & alerts.

**5.5 APIs & Integrations**

**Planned Integrations:**

* **Calendly API** – Scheduling.
* **Stripe / Tap Payments** – Payments & vouchers.
* **Google Maps API** – Regional/language-based discovery.
* **Twilio / SendGrid** – SMS/email notifications.

**Integration Requirements:**



**5.6 Version Control**

**Chosen System:**



**Practices:**



**6. Development Process**

**6.1 Methodology**

* The development will follow an **Agile Scrum methodology** to ensure iterative progress and adaptability.
* Work will be organized into **sprints (2–3 weeks)** with defined sprint goals and deliverables.
* Each sprint will include:
  + Sprint Planning
  + Daily Standups
  + Sprint Review & Demo
  + Sprint Retrospective
* Regular client involvement will be ensured to validate features, gather feedback, and refine requirements.
* Functional, integration, and user acceptance testing (UAT) will be conducted in each sprint to maintain quality.

**6.2 Collaboration Tools**

The following tools will be used to ensure seamless collaboration, transparency, and tracking:

* **Project Management**: Jira / Trello (for sprint backlog, tasks, issue tracking)
* **Communication**: Slack / Microsoft Teams (for daily communication & updates)
* **Documentation**: Confluence / Google Docs (for requirements, meeting notes, technical docs)
* **Design Collaboration**: Figma (for wireframes, UI/UX prototypes, design feedback)
* **Version Control**: GitHub / GitLab (for code repository & CI/CD pipeline)
* **File Sharing**: Google Drive (for shared project assets & deliverables)

**7. Testing & Quality Assurance**

**7.1 Methodology**

* **Hybrid Agile** with milestone-based sign-offs.
* **Sprints** for incremental features.
* Weekly demos to stakeholders.
* Continuous integration & testing pipeline.

**7.2 Collaboration Tools**

* **Project Management**: Jira / ClickUp.
* **Version Control**: GitHub.
* **Communication**: Slack, Zoom, Email.
* **Design Reviews**: Figma.

**8. Deployment**

#### **8.1 Hosting & Domain Details**

#### **8.2 Deployment Steps**

#### **8.3 Backup & Rollback Plan**

### **9. Maintenance & Support**

#### **9.1 Support Period**

#### **9.2 Update Policy**

#### **9.3 Handover Documentation**

### **10. Challenges & Solutions**

### **11. Final Deliverables**

#### **11.1 Live URL**

* Production deployment accessible at: (Add the url here)

#### **11.2 Admin Credentials**

* Secure credentials (username/password) for admin panel.
* Role-based accounts (Super Admin, Ops, Finance, Support).

#### **11.3 Source Code**

* Full source code in GitHub repository (main + dev branches).
* Version control with documented commit history.

#### **11.4 Design Files**

* Figma files for all UI screens.
* Assets library (icons, images, logos).

#### **11.5 Documentation Files**

* Technical documentation (architecture, APIs, DB schema).
* User guides (Admin, Expert, General User).
* QA reports (test cases, bug reports, resolutions).

**12. Appendix**

#### **12.1 Glossary of Terms**

* **Admin:** Platform manager with full system control.
* **Expert:** Professional offering consultation/mentorship.
* **User (Seeker):** Individual booking sessions with experts.
* **Session:** A scheduled consultation between user and expert.
* **Voucher:** A pre-purchased credit that can be redeemed for sessions.
* **RTO (Recovery Time Objective):** Max time to restore after failure.
* **RPO (Recovery Point Objective):** Max acceptable data loss time window.