Global Engage

Website Requirement Specification

Author	Date	Version
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1. OVERVIEW OF PLATFORM, ARCHITECTURE & SETTINGS

1.1. DOMAIN NAMES

Task	Detail
1.	The website domain will be https://www.global-engage.com/
2.	The www version should redirect to the non www version

1.2. DESIGN LINKS

Task	Detail
	• Homepage https://xd.adobe.com/view/b4f14eed-fda4-4773-ae84-7d8c30a4f13f-e1a2/ • Login / Create Account https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/d77ce03b-1952-40c9-9d6e-45bba63ae990 • Become a Sponsor https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/158983a1-2716-45e9-8653-72ed603d4033 • About https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/1b761cde-bd97-4e10-a9fa-1de594d46e09 • Resource Centre https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/4bce34b3-b756-42e2-8e93-cd2a187670f7 • Conferences and Training / Product Listing https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/6de0c58a-a8d7-4162-ade3-68a47731883c • Webinar Landing https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/b0453fba-d394-462b-a69c-dea8d8bbb4c2 • Training Course Landing https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/7bc6f5da-daa0-45f8-83a0-cc917ae413e6

	• Conference Landing Page https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/4584fa9f-122c-4326-84f7-722d6bf400a5 • Conference Product Page https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/dd61f9ce-060d-4dfa-9218-08b517ff2ca3 • Basket Page https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/fb6aa835-25f7-4210-bf9e-b5ac5034cbb8 • Order Confirmation https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/cbd24949-2ad3-4d9f-b013-3b64fc25ac28 • Account Type 1 https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/65e7cd2b-5e7c-4e7d-a275-fe84c6ab75c4 • Account Type 2 https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/1066aee6-770a-44c1-971c-279736f29291 • Delegate Questionnaire https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/0c4f389f-2b6e-42de-897e-6775162e36d1 • Account Type 3 https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/a999d570-7d2d-4b3e-b9fb-2b65c073b6bf • FAQs https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/281dd825-7fab-4d07-81b1-475455c911d6 • Legal Listing https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/7f95bc94-909f-4b26-a0ee-ce9cb3cc122a • Legal Landing

	https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/628d3e0e-242a-4dc3-9e7d-d5191bb7356f

1.3. Security

Task	Detail
3.	WordPress admin to be a random string of numbers and letters and not the default /admin. For example ,domainname.com/dhdh4j21mds23
4.	No admin usernames to be set to ‘admin’
5.	Disable directory listing through .htaccess file
6.	In WordPress remove the WordPress Version, script version and Site Editor under appearance menu
7.	All website Admin logins must use Two Factor Authentication.
8.	Set %MAGENTO_ROOT%/pub as a Web server root directory.

1.4. Cross Browser Compatibility

Task	Detail
9.	The website application must be responsive and work on the following operating systems, browsers and devices: • Windows PC / Laptop / Desktop: Google Chrome | Firefox |Safari (Latest versions) | Edge • Apple Mac Laptop / Desktop: Last 3 years operating systems | Safari | Google Chrome | Firefox • Apple iPhone Released in the last 3 years Default Safari browser • Android phones Released in last 2 years | Samsung | Google Pixel | Sony Default Chrome browser • Apple iPads Released in the last 3 years Default Safari browser • Android tablets

	Released in last 2 years | Samsung | Google Pixel | Sony Default Chrome browser

1.5. Responsive design

Task	Detail
10.	Responsive design should work for the following screen resolutions: • Desktop: 1366x768 | 1920x1080 | 1440x900 | 1536x864 | 1600x900 | 1280x720 | 1280x800 | 1280x1024 | 1024x768 | 1680x1050 | 2560x1440 | 1360x768 | 1920x1200 • Tablet: 768x1024 | 1280x800 | 1024x1366 | 800x1280 | 834x1112 | 600x1024 | 1024x768 | 962x601 | 1024x600 • Mobile: 360x640 | 375x667 | 360x720 | 414x736 | 412x846 | 360x760 | 375x812 | 360x740 | 412x732

1.6. SEO

Task	Detail
11.	Ensure Yoast is installed and reads all the page content (description and repeater fields).
12.	Having structured data (www.schema.com being the best format to use) on your website increases the number of ways Google can display your content, thus increasing opportunities for users to engage with your website and specific content.
13.	Automated XML Sitemap generator with url domainname.com/sitemap.xml
14.	Site must be submitted to webmaster tools and all URLs must pass.
15.	Favicon must be added.
16.	Site title must be the clients brand name spelt correctly with grammar and spacing.
17.	URL Structure • No underscores (_) in URL's – use hyphen's (-) • All URL;s to be friendly (for example www.domainname.com/category/page-name) • No file extensions such as .html / .htm /.etc • When filtering search results / product categories / blog listings the URL must build up and be unique • Product should not include category in URL. They should be domainname.com/product-name. Not domainname.com/category name/product-name

18.	Duplicate Content and pages • Having any form of duplicate content can confuse Google as to which page to rank, potentially affecting your rankings and in turn your traffic and conversions/sales. • Page URLs; from multiple site versions - "www." / "non-www • Site will use non www and the www version will redirect to it • Homepage: Specifically checking variations of your homepage such as "/home", "/index.php", "/index/html" etc.
19.	Canonical tags for categories • When using product and category listings in WooCommerce we are specifically checking pages that share an identical title, meta description and near identical content with another page found on the site. To resolve this issue, the site must use canonical tags so if a page is listed in more than one category it automatically points to the original URL • To aid this and reduce reliance on canonical tags all products should be shown without category path. For example o Domainname.com/product1 o Domainname.com/product2
20.	Robots TXT file • A robots.txt file tells Google which pages not to crawl on your site. This must be included. By default, it should allow all pages to be crawled.
21.	JavaScript rendering – • JavaScript takes twice as long to crawl and render by Google, this is why it's pertinent to check whether all of pages are able to be crawled and indexed in a timely manner. Please keep rendering to a minimum. • Page content must use header hierarchy H1, H2, H3, H4, H5, H6 • All pages in the eCommerce flow must have configurable meta titles, keywords etc. This includes all category pages, products pages, basket, checkout etc. • 301 Redirects should be controlled through htaccess file and will be supplied in Excel format as part of the go live procedure.
22.	For all pages on the website and all product pages we need: - Ability to write and amend SEO Tags in CMS - Ability to write and amend Meta Descriptions in CMS - Ability to write and amend Meta Tags in CMS - Ability to write and amend Alt tags in CMS

	- Ability to write and amend URL Slug in CMS
23.	The ability to redirect and implement rules for discontinued products and campaigns.
24.	Ability to stop search engines indexing pages by adding no follow tags.
25.	Ability to add alt texts to all images.
26.	Website needs to optimise images for web automatically. So, if a website admin uploads a large file the website compresses and saves for web.
27.	Programming of website to include all SEO best practices.

1.7. Website Performance

Task	Detail
28.	Using Google Page Speed Insights website must score about 80 for mobile and desktop - https://developers.google.com/speed/pagespeed/insights/
29.	Using GT Metrix, the site must score a A for Page Speed Score andA for Y-Slow Score - https://gtmetrix.com/

1.8. Cookies

Task	Detail
30.	On site load (no matter what page) the user must be presented with a cookie acceptance widget where we ask the user to either agree or disagree to using the cookies. Based on decision by the user the website should disable the cookies accordingly or use them.
31.	No cookies will be placed until accepted by the website user.

1.9. WordPress General Settings

Task	Detail
32.	• Site Title = Global Engage • Tagline = Blank • Administration Email Address = info@cda.group • Site Language = English (US) • Timezone = London • Date Format = written in full e.g. 11th March 2023 • Time Format = hh:mm • Week starts on = Monday • Change the theme name to the client's name – Global Engage

1.10. WordPress

Task	Detail

33.	Guttenburg / Elemantor editor to be removed in WordPress as this will be replaced with CDA flexible repeater row.
34.	No plugins should be used for content, such as Divi in WordPress.
35.	Bullet point formatting should match the site design and style of the website, including spacing between lines and indentation.
36.	WordPress Posts (Blogs etc) • Posts must be set up with featured image for the listing page and a second featured image for the article page itself. If no article page image is added, then the default featured image is shown. • There must be a desktop and mobile image upload field for both listing featured, and article featured images • Filters must be dynamic and only show the filter options that have been tagged to the content shown. After the user selects a filter option to filter the articles shown, the other filter options should then reflect what has been tagged for the remaining content only, until the user clears the filters. • On post listing pages where there is a filter, the filter should not be selected or filtered in any way on page load, until the user selects an option. • There must always be a ‘clear filters’ option and page should use ajax and not refresh when narrowing choices on filters. • Where we have a ‘latest post’ widget on a page, by default the latest articles are shown, with the most recent on the left. If admin requires, they can override this per page and choose which articles show based on either tags or by selecting the articles themselves. • The other default functionality of WordPress posts should remain. Such as published date, authors, title, categories • For authors, the admin will be able to create a list of authors and then assign one to an article. For each Author we will require name, title, description and image. This is not mandatory or neither are the fields. • The blog post should allow the website admin to tag SKU codes of related products. These products are then shown on the post page as per the design.
37.	Custom Post Type • If the website is designed with pages such as events, recipes, team members, FAQ’s case studies, attractions, jobs, testimonials specification will be provided for that project.

	However, all these custom post types must utilise WordPress best practise and allow website admin multiple tags. • Unless stated per project the custom post should not be viewable out of a page URL. For example, if we had team post type then they would only be viewable on a team page that uses custom post type rather than the raw data contained in the post on its own URL. • All data filed should be based on repeater content blocks so that the website admin only has to enter the data via fields and the general editor. • If a featured image is set for a post type, both mobile and desktop options should be presented. If the mobile image is not uploaded, then it will default to the desktop. • Where we have a 'latest XXX' widget on a page, by default the latest posts are shown, with the most recent on the left. If admin requires, they can override this per page and choose which posts show based on either tags or by selecting the articles themselves. • Unless the design dictates, comments should be disabled.
38.	Pages • All pages will have a designed template as per the design assets provided • All content templates to be correctly named in the WordPress admin • Default text editor and flexible content rows should be available • If a featured image is set for a post type both mobile and desktop options should be presented. If the mobile image is not uploaded, then it will default to the desktop.
39.	Flexible Content Rows • The Flexible Content field provides a simple, structured, block-based editor. All posts and pages should allow users to create content using these rows • The website admin will be able to drag and drop the row order • In each row the website admin will be able to control all content
40.	Content Scrollers / Image Banners • Admin can choose auto scroll on/off • If admin sets auto scroll can choose time delay between slides • All content will have image fields and content fields to construct the content

	• Image fields for mobile and desktop imagery
41.	Keeping The CMS Tidy • No fields should be shown in the CMS which are not used in the website. In other words, no content is asked for in the CMS that is not used.

1.11. Contact Forms

Task	Detail
42.	All contact forms to have a Google Captcha
43.	All contact form data entry to be saved in wordpress
44.	All contact forms to use SendInBlue to send emails
45.	On submission of a contact form the sender (website user) will receive a confirmation email that their enquiry has been sent with details of the messaging. This should be styled as per the website brand and be in HTML5/CSS3 format, so it responds to the users device.
46.	On submission of a contact for the receiving email address (website admin) the email should contain all form information in a clear table. When they click reply from their email client it should be populate the email address of the sender in the “to field”. These emails should be in HTML5/CSS3 format, so it responds to the admin device.
47.	All mandatory fields to be highlighted with an Asterix after the label
48.	If field validation is not met each field is highlighted with an error description that matches the website design.

1.12. Form Field Validation

Task	Detail
49.	If a form is incorrectly submitted the user must be shown what fields are incorrect and a message so they can correct.
50.	All mandatory fields should be shown with an *

1.13. Images

Task	Detail
51.	All images uploaded via the website admin to be compressed and made web safe on upload.
52.	In the admin, where we ask the user to add an image to a field, such as a ‘featured image’ on a blog page on a blog page, the field in the CMS must indicate in the description the optimal width and height dimensions so the user knows what size to upload for both desktop and mobile.
53.	The media library functionality in WordPress as per WordPress default
54.	The product images as per Magento default and will be uploaded in the product details page in the Magento CMS

55.	All images will have an alt tag.

1.14. Videos

Task	Detail
56.	Videos will either be file uploads or external URLS from Vimeo or YouTube. Admin can choose either option for any video
57.	Admin can set whether they want the video to auto play on page load or not
58.	Videos will have a field for mobile and desktop thumbnail.

1.15. Links

Task	Detail
59.	All internal links should open in same window
60.	External links should open in a new window
61.	Admin can overrule these options if required
62.	If a content block is a link such as an image or an image with a title under it all the content will be clickable (mouse cursor should be hand tool)
63.	Links should be styled as per design
64.	Links should be relative and not hard coded

1.16. Content Sharing

Task	Detail
65.	The site will incorporate social sharing of products and content through the sharing widget.

1.17. Animation

Task	Detail
66.	Subtle animation such as pinch images should be used when a user hover over or touches an image that is linked.
67.	Animation must be consistent. What you use for one must be used throughout the site. Consistency is key
68.	All images that are linked on hover over should change the cursor to the hand tool

2. CRM INTEGRATION

2.1. Overview

Task	Detail
69.	The CRM used by Global Engage is Zimplify (https://zymplify.com/) which will be integrated to the website.

70.	We will integrate the following forms from the website –
	- Newsletter Sign Up
	    o Name
	    o Email
	    o Interest (not asked on all signs up)
	    o Page signed up from
	- Account Registration
	    o All fields
	    o If the user signs up for Newsletter during process this is populated in the newsletter sign up as well
	- Contact Form
	    o All fields
	    o If the user signs up for Newsletter during process this is populated in the newsletter sign up as well
	- Sponsorship Contact Form
	    o All fields
	    o If the user signs up for Newsletter during process this is populated in the newsletter sign up as well
	- Webinar recording
	    o All fields
	    o If the user signs up for Newsletter during process this is populated in the newsletter sign up as well
	- Checkout
	    o All fields
	    o If the user signs up for Newsletter during process this is populated in the newsletter sign up as well

71.	Order details When an order is placed on the website all the order information and customer/attendee information should be sent to the CRM.

3. ACCOUNTS INTEGRATION

3.1. Overview

Task	Detail
72.	The accounts software used by Global Engage is Xero (https://www.xero.com/uk/)
73.	Customers have the choice on the website to pay by online payment (credit/debit card) or manually after receiving an invoice. Either way the transaction must raise a XERO invoice and link together for auditing purposes. If the order is paid for online and payment is successful, the invoice will be raised in XERO and marked as paid providing XERO with the STRIPE authorisation/transaction details. If the order is paid for offline XERO creates a draft invoice and notifies admin. The invoice is then checked and triggered manually. WooCommerce will show a thank you page and order ID number, but payment will be pending. When the payment is received by the business and marked as paid in XERO the website should move the order into paid status along with audit tracking information.

4. REVIEWS PLATFORM

4.1. OVERVIEW

Task	Detail
74.	Indiscussions with Global Engage
75.	
76.	
77.	

5. PAYMENT GATEWAYS

5.1. Overview

Task	Detail
78.	When a customer pays on the website the online payments will be via credit and debit cards processed by STRIPE or through PayPal.
79.	The other options is an offline payment via receiving an invoice and paying manually.

5.2. Stripe

Task	Detail
80.	STRIPE will be powered by API integration.
81.	Depending on the product setup prices can be shown in GBP, UDS and EUR. When processed on STRIPE the debit will be made in UKP.

5.3. PayPal

Task	Detail
82.	A second online payment offered is PayPal which should be integrated using their API.
83.	Depending on the product setup prices can be shown in GBP, UDS and EUR. When processed on PayPal the debit will be made in UKP.

6. SYSTEMS EMAILS

6.1. Overview

Task	Detail
84.	All system emails will be designed and match the website design and brand.
85.	All email content to be editable in the CMS.
86.	The email sending address will be configurable and cover all emails.
87.	Admin will be able to add an email address if they require a blind carbon copy of any email. This will be controlled per email.

6.2. Send In Blue

Task	Detail
88.	Emails must go to inboxes via the SendInBlue SMTP system and Global Engage will add required DNS entries.

6.3. Customer Emails

Task	Detail
89.	Account welcome when the user signs up
90.	Account forgot password
91.	Order confirmation/receipt
92.	Add Delegate Reminders
93.	Delegate added to an event set up an account
94.	Delegate questionnaire reminder
95.	Delegate removed notification
96.	Sponsor, please create an account
97.	New resource for an event going to delegates
98.	Update for sponsor for an event they are sponsoring
99.	New update for attendees, bookers & sponsors for event
100.	Contact form submission confirmation
101.	Newsletter Sign up

6.4. Admin Emails

Task	Detail
102.	Delegate questionnaire completed
103.	Contact form enquiries
104.	Order confirmation/receipt
105.	If a user has an item in their basket but then leaves the site the website should send admin an email notifying them of this
106.	Attendees added or removed

7. TRACKING

7.1. Google Analytics

Task	Detail
107.	The website will use Google Analytics 4. Tracking code – Client to provide
108.	eCommerce tracking to be set up

7.2. ZYMPLIFY

Task	Detail
109.	Zymplify tracking as per CRM integration

8. VAT

8.1. Overview

Task	Detail
110.	This is a B2B website and must show a full breakdown of the price with and without VAT in the basket, checkout and order emails.
111.	Prices will be loaded as a NET price and for each event. In each event set up the admin will say yes or no to VAT per country. For example – UK - Yes USA - No JAPAN – No
112.	The list of countries shown for VAT will be global and admin can edit at any time. Any previous sales with old values will not be affected. For each country Admin can 1. Create a country 2. Select a currency 3. Add VAT name 4. Enter a % Once a country is added it will show in the product (event) set up as per the above requirement.
113.	If admin changes the VAT rate and previous sales/order history will be the Vat rate as it was at time of booking, VAT changes only affect sales from that moment forward.

9. WIDGETS

9.1. Shared Across The Site

Task	Detail
114.	The website has common functionality widgets that are used across the website. The idea is these are updated globally and shown on different pages.
115.	The admin of these should be in settings or have its own menu option in WordPress Admin called “GE Widgets”
116.	Some of these widgets will also have post types in WordPress such as Team members, speakers, etc.

9.2. Show Me Widget

Task	Detail
117.	This is a shortcut drop down menu system that allows the customer to easily find events tailored to their needs. It allows the customer to filter events by type, about and specifically.
118.	The data in each proceeding drop down should be dynamic meaning as you pick each type the values in the next relate to the subject.
119.	Each event will need to be tagged with – Show me – “Conferences, option 2, option 3, option etc” About – “Technology, option 2, option 3, option etc” Specifically – “Blockchain, option 2, option 3, option etc” The values for these three categories are configurable in the admin so when creating events, they can be tagged.
120.	When showing on a page admin can select to make this sticky below the main navigation when they scroll down.

9.3. USP Bar Widget

Task	Detail
121.	The USP widget will allow 4 USP’s only. The content here should be created globally so if we use it on other pages, it’s the same content.
122.	Each USP will consist of an icon, bold text and un bolded text.
123.	The USP’s will contain no links.

9.4. Our People Widget

Task	Detail
124.	The application will have a post type called “Our People” that will control the content for each team member that works there.

125.	This pulls the main image and name of all the team members in the systems and displays them.
126.	As team members (people) are added, removed or edited in the teams section of the admin this grid will change.
127.	For each team member admin will need to enter - Image - Name - Job Title - Bio description - Sort order

9.5. Speakers Widget

Task	Detail
128.	The application will have a post type called "Speakers" that will control the content for speaker that is used for events.
129.	When setting up an event the admin can choose what speakers to show for that event.
130.	For each speaker admin will need to enter - Image - Name - Job Title - Bio description

9.6. Venue Widget

Task	Detail
131.	The application will have a post type called "Venues" that will control the content for venus that is used for events.
132.	When setting up an event the admin can choose what venues to show for that event.
133.	For each venue admin will need to enter - Image - Name - Address (shown on a google map on front end) - Text - Bio description

9.7. Teachers Widget

Task	Detail
134.	The application will have a post type called "teachers" that will control the content for teacher that is used in the events section.
135.	When setting up an event the admin can choose what teachers to show for that event.

136.	For each teacher admin will need to enter - Image - Name - Job Title - Bio description

9.8. Sponsors

Task	Detail
137.	The application will have a post type called “sponsors” that will control the content for sponsors that is used on the event templates.
138.	When setting up an event the admin can choose what sponsors to show for that event and in what category.
139.	For each sponsor admin will need to enter - Company name - Image for logo - Company description and website link (to show in pop up)

9.9. Sponsor An Event

Task	Detail
140.	Content widget and calls to action used primary on the event templates. Admin will need to enter - Image - Video (not mandatory) and image thumbnail - Title text - Text - Button label - Button link
141.	When setting up an event the admin can choose to show this or not.

9.10. Featured Event Widget

Task	Detail
142.	This widget will automatically create a widget that shows the next three events as a slider. For each event the widget will show - Widget image - Event name - Event Bio
143.	Each event (one per slide) will have a read more link to the event and a link to view all events.
144.	The widget will have arrows either side and show circles to show there are three events in the slider.

9.11. About Global Engage Widget

Task	Detail
145.	This widget will show a featured image, title and text that can be used on many pages.

9.12. Sustainability

Task	Detail
146.	This widget is primarily used on the event templates and will show a title and text.

9.13. Poster Presentation

Task	Detail
147.	This widget is primarily used on the event templates and will show a image, title, text and button with link.

9.14. Browse Events By Field Widget

Task	Detail
148.	This feature is a short cut into events filtered by field.
149.	The admin has the ability to have 3 options displayed here.
150.	For each type of event the admin will enter - Background Image - Title Text - Select event type from a drop down list populated from event type in the events section

9.15. FAQ Widget

Task	Detail
151.	The application will have a post type called “FAQ’s” that will ask a question and show an answer.
152.	For each FAQ the admin needs to enter - Question - Answer - Sort Order - Show on Contact page – Yes/No
153.	For the answer field admin should be able to add stylers of text and links.
154.	If the admin selects show on contact page this FAQ is shown on the contact page.

9.16. Reviews Widget

Task	Detail
155.	Shows the live review widget from Trustpilot. Action on pages and templates well be show or not to show.

10. CONTENT PAGES

10.1. Top Navigation

Task	Detail
156.	The top navigation will consist of a logo, menu navigation, search, account, basket and contact numbers.
157.	Logo – link to homepage
158.	Menu navigation – links to each of the sections
159.	Contact numbers will be linked. Maximum of 3 can be shown.
160.	Search- shown as icon which expands to search box
161.	Account – if the user is logged in will take them to account home. If user is logged out it will show a drop down login option.
162.	Basket – shows summary of added products (events)
163.	The top navigation will be sticky and always show at the top.
164.	On mobile the menu navigation will be shown as a hamburger menu.
165.	Menu items and phone numbers will be configurable in the CMS.

10.2. Footer

Task	Detail
166.	All content editable in the CMS
167.	Mailing list sign up will always show
168.	Social media icons are their links are editable in the CMS. Maximum of 3 which for launch will be Twitter, LinkedIn, YouTube – Twitter – https://twitter.com/lifesciences_GE LinkedIn – https://www.linkedin.com/company/global-engage-ltd-/ YouTube - https://www.youtube.com/user/GlobalEngageTV

10.3. Homepage

Task	Detail
169.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
170.	The large slide at the top of the page will have the following controls- - Text can stay the same for each slider. If this is the case when the image changes the text will not slide and be fixed. Only if the text changes per slide will the text slide as well. - The background can be either an image or video. On mobile an image will only be shown for SEO purposes - Depending on how many slides are added will determines the number or circles - The slider background image goes behind the top navigation bar

	- The normal rules of sliders then applies
171.	The show me widget will stick below the top navigation when the user scrolls down past it.

10.4. Account Registration

Task	Detail
172.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
173.	The data entered in the account creation form should be saved to the CRM on successful submission.
174.	Once registered the customer will get a welcome email.
175.	The unique identifier is always the email address. If a customer tries to register with an existing account email an error message should be shown.

10.5. Sponsorship

Task	Detail
176.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
177.	The show me widget will not stick like it does on the homepage.

10.6. About Us

Task	Detail
178.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.

10.7. Contact Us

Task	Detail
179.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
180.	The FAQ's will be shown that are selected from the FAQ widget.

10.8. FAQ's

Task	Detail
181.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
182.	FAQ's shown from the post type in the display order.

10.9. Legal Landing Page

Task	Detail
183.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.

184.	As they admin create new policies links will automatically be shown on this page to that policy.

10.10. Legal Content Page

Task	Detail
185.	The page will be set up as the design as this a text page.
186.	The terms and conditions policy will act as the content shown in the booking process pop up.

10.11. 404 Page

Task	Detail
187.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.

11. RESOURCE CENTRE

11.1. Overview

Task	Detail
188.	The resource centre allows the admin of the website to display blog content, webinar recordings and downloads for the customers to read.
189.	The titles of these resources should be configurable and admin.
190.	By default when the customer opens the resource centre all types of posts will be shown (blog, webinars, downloads)
191.	By default, on page load the blog listing page will be shown.

11.2. Data Capture To View

Task	Detail
192.	In the CMS the admin can switch on an option that means the user customer viewing the content must provide their data. They can also in the same form subscribe to the newsletter marketing list.
193.	Admin can choose between there between two different forms. A short form, shown here in the design: https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/b8bffc3d-d89a-46b4-a1e3-bf5b198bb553 and a long form, shown here: https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/0521b57a-5a99-436e-9f5a-6d901cd46680.
194.	When this option is switched on the clicking the article the overlay data capture form is shown. Without entering the data the customer cannot view.
195.	If a customer is logged in to the website the same form will be shown but the fields prepopulated.

11.3. Blog Listing

Task	Detail
196.	This page is created automatically from the blog articles.
197.	Newest posts are at the top.
198.	Filters are automatic based on the content of the blog articles.

11.4. Blog Article

Task	Detail
199.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
200.	When creating a blog article, the amin can tag related conferences coming up which are displayed on the page. There will be a maximum

	of 4 permitted. If the conference has passed it will automatically hide on the blog page.
201.	The about global block at the bottom will be driven from the main global about us widget. The admin can choose to show this or not per blog.

11.5. Webinar Listing

Task	Detail
202.	This page is created automatically from the webinars uploaded.
203.	Newest posts are at the top.
204.	Filters are automatic based on the content of the blog articles.

11.6. Webinar Article

Task	Detail
205.	The page will be set up as the design but each row should be programmed as flexible repeater row so admin can change if required.
206.	For each webinar the admin can upload a listing page image.
207.	If the webinar has more than one video the CMS will allow this via repeater rows.

11.7. Downloads

Task	Detail
208.	This page is created automatically from the downloads that have been uploaded.
209.	Newest downloads are at the top.
210.	Filters are automatic based on the content of the download content.

12. EVENTS

12.1. OVERVIEW

Task	Detail
211.	There are multiple types of events. These are - - Training - Conferences - Webinars - Virtual Conferences
212.	The admin can create/ edit these names of events.

12.2. EVENT LISTING

Task	Detail
213.	This page is created automatically from the events listed on the website.
214.	Soonest events (by event start date) are shown at the top by default.
215.	Filters are automatic based on the content of the event types and attributes.
216.	Customer can sort the events based on- - Date (Soonest First) - Date (Soonest Last) - A-Z - Z-A
217.	Page will use pagination
218.	Under the listings we will show content which is controlled by the CMS flexible row content.
219.	Events that has past are removed from the event listing page automatically one day after the final day of the event. For example if an event runs from the 1st to the 3rd of March the event is removed from the listing page on March the 4th

12.3. EVENT DETAILS

Task	Detail
220.	The page will be set up as the design and in the CMS each row will be set up in the same order.
221.	There will be a unique template for the type of event the admin is setting up - Webinar - Training - Conference - Event

12.4. WEBINAR

Task	Detail
222.	Set up as a unique template.
223.	Sections: - Header banner - Anchor links - Overview intro title and text - Timetable - Reviews widget - Speakers - Newsletter - Sponsors - Similar - About Global Engage
224.	Header Banner Admin will need to enter - Desktop image - Movie image - Title - Location - Date - Register button label - Register button link (if external) If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The register button will be the call to action and take the customer to the registration page.
225.	Anchor links The application will show anchor links to the overview section of the page, the speaker's section and the sponsor's section. It will only show sections that have been populated by the admin. If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The register button will be the call to action and take the customer to the registration page.

	This section will stick below the main navigation as the customer scrolls down the page.
226.	Overview intro title and text Admin will need to enter - Title - Text
227.	Timetable Admin will need to enter - Timings - Details
228.	Reviews Admin will need to say yes or no to display this widget.
229.	Speakers Admin will need to select what speakers they want to show from the speakers post types. For each speaker that is picked for this event the admin will need to enter - Featured: Yes/No - Sort Order From the front of the website when the user can view the speaker bio by clicking the speaker picture. This will show in a pop up.
230.	Newsletter Admin can choose to show this widget or not.
231.	Sponsors Admin will need to select what sponsors they want to show from the sponsors post types. For each sponsor that is picked for this event the admin will need to enter - Status: Gold | Silver | Bronze - Type: Content | Media | Partners | Last Year (admin can edit the types and labels per event) - Sort Order
232.	Similar

	Admin will need to say yes or no to display this widget. If they say yes they can select from other events to show there. If the select yes but don't select the events the default will be to show the next event by upcoming date.
233.	About Global Engage Admin will need to say yes or no to display this widget. If yes it will load the central content here.
234.	Agenda PDF Admin will upload a PDF. If added this will be a PDF download link that is gated with a long form data capture, fields shown here: https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/0521b57a-5a99-436e-9f5a-6d901cd46680 .

12.5. Training

Task	Detail
235.	Set up as a unique template.
236.	Sections: - Header banner - Anchor links - Overview intro title and text - USP's - Key Topics - Reviews widget - Course Content - Teachers - Newsletter - Price and book - Venue - Similar - About Global Engage
237.	Header Banner Admin will need to enter - Desktop image - Movie image - Title - Location - Date - Duration

	If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The book now button will be the call to action and scroll the customer down ther page to the booking call to action. The price display will take the cheapest price available and show as a leading price. It will also show any discounted prices by crossing out the original price.
238.	Anchor links The application will show anchor links to the overview section of the page, the content section and the teacher's section. It will only show sections that have been populated by the admin. If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The book now button will be the call to action and scroll the customer down ther page to the booking call to action. This section will stick below the main navigation as the customer scrolls down the page.
239.	Overview intro title and text Admin will need to enter - Title - Text
240.	USP's For each USP admin will need to enter - Icon - Title - Strap line Admin can have a maximum of 3 USP's USP's are unique to event and not global.
241.	Key Topics For each topic admin will need to enter - Display order

	- Text There is no maximum key topics. On desktop we show in rows of 3.
242.	Reviews Admin will need to say yes or no to display this widget.
243.	Course Content Admin will need to enter - Title - Text
244.	Teachers Admin will need to select what teachers they want to show from the teacher post types. For each teacher that is picked for this event the admin will need to enter - Sort Order From the front of the website when the user can view the teacher's bio by clicking the teachers picture. This will show in a pop up.
245.	Newsletter Admin can choose to show this widget or not.
246.	Price and book Section will take the prices loaded by admin and display with a book now button. For training there is a multi-buy discount which will be shown next to the book now button. The number of places will be in the booking flow.
247.	Venue Admin will need to select the venue they want to show from the venue post types.
248.	Similar Admin will need to say yes or no to display this widget. If they say yes they can select from other events to show there. If the select yes but

	don't select the events the default will be to show the next event by upcoming date.
249.	About Global Engage Admin will need to say yes or no to display this widget. If yes it will load the central content here.
250.	Agenda PDF Admin will upload a PDF. If added this will show as a download link as per the design.

12.6. CONFERENCE

Task	Detail
251.	Set up as a unique template.
252.	Sections: - Header banner - Overview intro title and text - USP's - Why Attend - Price and book - Speakers - Reviews widget - Sponsors - Previous clips - Sustainability - Similar - Sponsor an event
253.	Header Banner Admin will need to enter - Desktop image - Movie image - Title - Date The book now button will be the call to action and scroll the customer down ther page to the booking call to action.
254.	Overview intro title and text Admin will need to enter - Title - Text
255.	USP's

	For each USP admin will need to enter - Icon - Title - Strap line Admin can have a maximum of 3 USP's USP's are unique to event and not global.
256.	Why attend For each reason admin will need to enter - Display order - Text There is no maximum key topics. On desktop we show in rows of 3.
257.	Price and book Section will take the prices loaded by admin and display with a book now button. The price display will take the cheapest price available and show as a leading price. It will also show any discounted prices by crossing out the original price.
258.	Previous Speakers Admin will need to select what speakers they want to show from the speakers post types. For each speaker that is picked for this event the admin will need to enter - Sort Order From the front of the website when the user can view the speaker bio by clicking the speaker picture. This will show in a pop up.
259.	Reviews Admin will need to say yes or no to display this widget.
260.	Sponsors Admin will need to select what sponsors they want to show from the sponsors post types.

	For each sponsor that is picked for this event the admin will need to enter - Status: Gold | Silver | Bronze - Type: Content | Media | Partners | Last Year (admin can edit the types and labels per event) - Sort Order
261.	Previous clips Admin will be able to upload previous images and videos. They will be shown in left to right scroll widget with a loop. The customer will be able to navigate using side arrows.
262.	Sustainability Admin will need to say yes or no to display this widget. If yes it will load the central content here.
263.	Similar Admin will need to say yes or no to display this widget. If they say yes they can select from other events to show there. If the select yes but don’t select the events the default will be to show the next event by upcoming date.
264.	Sponsor an event Admin will need to say yes or no to display this widget. If yes it will load the central content here.

12.7. EVENT

Task	Detail
265.	Set up as a unique template.
266.	Sections: - Header banner - Anchor links - Overview intro title and text - USP - Why Attend - Speakers - Agenda - Reviews widget - Newsletter - Sponsors - Previous clips

	- Venue - Sustainability - Poster Presentation - Price and book - Similar - Sponsor an event
267.	Header Banner Admin will need to enter - Desktop image - Movie image - Title - Location - Date The book now button will be the call to action and scroll the customer down ther page to the booking call to action. If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The book now button will be the call to action and scroll the customer down ther page to the booking call to action.
268.	Anchor links The application will show anchor links to the overview section of the page, the speaker's section, sponsor's section Venue, Poster Presentation and Sponsor. It will only show sections that have been populated by the admin. If admin has uploaded an Agenda PDF a link to download this is shown in the header banner The book now button will be the call to action and scroll the customer down ther page to the booking call to action. This section will stick below the main navigation as the customer scrolls down the page.
269.	USP's For each USP admin will need to enter

	- Icon - Title - Strap line Admin can have a maximum of 3 USP's USP's are unique to event and not global.
270.	Why attend For each reason admin will need to enter - Display order - Text There is no maximum key topics. On desktop we show in rows of 3.
271.	Speakers Admin will need to select what speakers they want to show from the speakers post types. For each speaker that is picked for this event the admin will need to enter - Featured: Yes/No - Sort Order From the front of the website when the user can view the speaker bio by clicking the speaker picture. This will show in a pop up.
272.	Agenda Admin will need to be able to create a configurable date of dates and room details. Column titles need to be configurable.
273.	Reviews Admin will need to say yes or no to display this widget.
274.	Newsletter Admin can choose to show this widget or not.
275.	Sponsors Admin will need to select what sponsors they want to show from the sponsors post types.

	For each sponsor that is picked for this event the admin will need to enter - Status: Gold | Silver | Bronze - Type: Content | Media | Partners | Last Year (admin can edit the types and labels per event) - Sort Order
276.	Previous clips Admin will be able to upload previous images and videos. They will be shown in left to right scroll widget with a loop. The customer will be able to navigate using side arrows.
277.	Venue Admin will need to select the venue they want to show from the venue post types.
278.	Sustainability Admin will need to say yes or no to display this widget. If yes it will load the central content here.
279.	Poster Presentation Admin will need to say yes or no to display this widget. If yes it will load the central content here.
280.	Price and book Section will take the prices loaded by admin and display with a book now button. In the CMS the admin can create prices for 4 types of delegate and offer early bird discounts and multibuy discounts and a combination of the both. The price display will take the cheapest price available and show as a leading price. It will also show any discounted prices by crossing out the original price.
281.	Similar Admin will need to say yes or no to display this widget. If they say yes they can select from other events to show there. If the select yes but don't select the events the default will be to show the next event by upcoming date.

282.	Sponsor an event Admin will need to say yes or no to display this widget. If yes it will load the central content here.
283.	Agenda PDF Admin will upload a PDF. If added this will show as a download link as per the design.

12.8. Event Landing Page

Task	Detail
284.	In order to keep a consistent URL for search engine ranking purposes there will be a landing page for reoccurring conferences. Shown here: https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/4584fa9f-122c-4326-84f7-722d6bf400a5
285.	They will be set up in admin like other events where all content and details can be uploaded.
286.	This page will direct the user to the event page where they can book on to the event.
287.	If there hasn't been a correlating event page created the event landing page will show in the product listing page.
288.	When a correlating event page has been uploaded this page is removed from the event listing page, when that event has past (see point 219.) this page shows again on the event listing page.
289.	There will be an option to add a month and year to the event landing page. This will dictate where it shows in the event listing page which is organised in chronological order.

13. BOOKING

13.1. ADD TO BASKET CONFORMATION

Task	Detail
290.	When a customer adds to basket a product (webinar, event, training, conference) they are presented with a pop up showing the success of adding to basket. The pop up will have three calls to action – Continue Shopping – close pop and leave customer on same page View basket – navigate customer to basket page Checkout – bypass the basket page and start checkout
291.	If the customer is booking a conference an additional field asking if they would like to do a poster presentation is asked. If they click Yes a PDF download is shown. This PDF is unique to each conference and should be loaded per conference in the admin.
292.	If the customer has a voucher code (promotion code) they can apply on this pop up.

13.2. BASKET

Task	Detail
293.	This is a summary of the customers basket.
294.	The customer can change quantity and prices should adjust without page refresh.
295.	If the customer has a voucher code (promotion code) they can apply on the basket. If they added the voucher code at the previous stage (the add to basket confirmation) it will show as applied here.

13.3. CHECKOUT – ALL STAGES

Task	Detail
296.	Always in view the customer will see a basket summary. This is sticky as the form scrolls down.
297.	The header navigation is replaced with a logo.
298.	The customer can click a return to basket link to return to basket. If they do this the data they have entered will be saved so when they return it is populated.
299.	If the customer goes back and forward in the checkout process the data is saved.

13.4. CHECKOUT – STAGE 1 – YOUR DETAILS

Task	Detail

300.	If the user has a pre-exisitng account they can sign in here. If they have already signed in the contact details section is prepopulated with their details.
301.	A new customer must enter their details here.
302.	If the checkbox 'Booking for yourself?' is ticked then the details they have entered show as the attendee on the booking and in their user account.

13.5. CHECKOUT – STAGE 2 – BILLING INFO

Task	Detail
303.	The user must fill out their billing address this will have postcode lookup. Powered by Fetchify.
304.	The user can enter a promotion code here, which can be set up in admin. The promotion code will update the total shown in the summary, where it also can be removed.
305.	Here they enter payment details payment methods include: credit/debit card (which will be processed through Stripe), PayPal (processed through PayPal) and invoice.
306.	When 'invoice' is selected, the order is processed and a notification is sent to the a configurable email address.

13.6. CHECKOUT – STAGE 3 - CONFIRM

Task	Detail
307.	Before any transaction can be processed every user must set a password so they can create an account.
308.	Both terms and conditions and privacy policy must be agreed to by ticking the box before order can go through.
309.	Terms & conditions and privacy policy can both be read in a pop up.
310.	Once proceed to payment is selected a confirmation page shows with the products from that order.

13.7. FREE CHECKOUT

Task	Detail
311.	Some products will be free of charge.
312.	User must enter their details and create a password to check out.
313.	If the user is logged in their details prepopulate and they don't need to create a password.
314.	Both terms and conditions and privacy policy must be agreed to by ticking the box before order can go through.
315.	Once order is processed a confirmation shows with the products from that order listed.

14. USER REGISTRATION

14.1. Overview

Task	Detail
316.	There is one user account with three different scenarios that have different access.
317.	Scenario one is a user who booked an event
318.	Scenario two is some attending an event but that didn’t book it themselves
319.	Scenario three is an exhibitor / sponsor at an event

14.2. Registration

Task	Detail
320.	The user can register for an account here: https://xd.adobe.com/view/c5406135-c21c-4af0-a951-c9edf5dc9b34-9013/screen/d77ce03b-1952-40c9-9d6e-45bba63ae990
321.	When a user registers an account they have the same level of access as account scenario one.
322.	When an order is placed the user is forced to create an account in order to check out.
323.	Accounts can also be created, deleted and edited by admin.
324.	Only admin can create accounts that have scenario 3 access.

14.3. Forgotten Password

Task	Detail
325.	Forgotten password buttons email a password reset link to the user where they can create a new password.

14.4. Log Out

Task	Detail
326.	When they click logout from their account home menu a confirmation pop is shown asking: ‘Are you sure?’ And the user can choose ‘Yes, log me out’ and ‘No, stay logged in’

15. USER ACCOUNT SCENARIO 1 – BOOKED AN EVENT

15.1. My Events

Task	Detail
327.	This will show the users order history organised in chronological order of the event start date.
328.	Events that start after that day's date will show under 'Upcoming Events'.
329.	Events that started (indicated by start date entered by admin) before that day's date will show under 'Past Events'.
330.	There are four calls to action with each event: Add attendees (applies to upcoming events only), view agenda, view resource and download invoice.
331.	View agenda is a link to a pdf that would have been uploaded by admin and assigned to that event.
332.	When view resources is selected a drop down appears with the resources from that event. These will have been uploaded by admin. They can also be removed by admin.
333.	Download invoice is pdf download link.

15.2. Adding Attendees

Task	Detail
334.	Unless the user has selected 'The contact above is the attendee' at checkout they will need to add the details of the person/ people attending.
335.	When 'Add attendees' is selected the drop down 'Your Attendees' appears. Here you can see the people attending and whether they have filled out their delegate questionnaire and registered their account. You can also add and remove people.
336.	If no attendees have been selected the user can use the 'add attendees' drop down to add people. They can either select from previous attendees they have added or they can choose 'add person' and enter their details to add someone new.
337.	When a persons details are added here and they are chosen as an attendee an email is sent to that person asking them to register an account and fill out their delegate questionnaire.
338.	The person who booked them onto the event can see whether they have registered and filed out the questionnaire, they can use the 'send chase' button to resend the email to that person. The user can also fill out the delegate questionnaire for them.

339.	The user can also edit and remove attendees here. When the user selected ‘remove attendee’ a confirmation pop up shows asking them if they are sure they wanted to remove the attendee.
340.	If an attendee is removed from an event an email notification is sent to them.
341.	Once they have added the number of attendees that they have bought spaces for the notification bar to add attendees is removed and the button ‘Add attendees’ changes to ‘edit attendees’.
342.	When attendees are added or removed admin is notified

15.3. My Attendees

Task	Detail
343.	In ‘My Attendees’ a list of all the attendees they have previously added appears.
344.	The user can edit and remove attendees here.
345.	14.5. My Invoices
346.	In ‘My Inovices’ all previous invoices are listed in chronological order most recently issued first.
347.	The user can download use the download link to download their invoices. This will be a PDF download link.

15.4. My Profile

Task	Detail
348.	In ‘My Profile’ the user can view and edit the details of their account.
349.	When their details are edited a notification is sent to admin.

16. USER ACCOUNT SCENARIO 2 – ATTENDING AN EVENT (ATTENDEE)

16.1. USER ACCOUNT – GENERAL

Task	Detail
350.	When an attendee has been added to an event they must create an account to view resources from the event and fill out their delegate questionnaire.
351.	They have to create a password for their account and their email address is used at the username.
352.	If they already have an account they can sign in.
353.	Admin can also create this user type.

16.2. MY EVENTS

Task	Detail
354.	This will show all the events the user has been added as an attendee for.
355.	Events that start after that day's date will show under 'Upcoming Events'.
356.	Events that started (indicated by start date entered by admin) before that day's date will show under 'Past Events'.
357.	Upcoming events have three calls to action: 'fill out questionnaire', 'view agenda' and 'view resources'.
358.	The 'fill out questionnaire' button links to the Delegate Questionnaire page.
359.	View agenda is a link to a pdf that would have been uploaded by admin and assigned to that event.
360.	When view resources is selected a drop down appears with the resources from that event. These will have been uploaded by admin. They can also be removed by admin.

16.3. MY PROFILE

Task	Detail
361.	In 'My Profile' the user can view and edit the details of their account.
362.	When their details are edited a notification is sent to admin.

17. USER ACCOUNT SCENARIO 3 - SPONSOR / EXHIBITOR

17.1. GENERAL

Task	Detail
363.	This account type is for sponsors or exhibitors of an event to login and access a document library for events they are sponsoring.
364.	These documents are uploaded by admin and assigned to the account as ‘Sponsor documents’
365.	The user can add users to their account that can view the same information about the events.
366.	Only admin can create this account type and must assign each account to an event.

17.2. ACCOUNT OVERVIEW

Task	Detail
367.	The user can edit their account details here.
368.	The events they have been assigned to by admin are listed here.
369.	Each event has three calls to action: view agenda, view documents and view details.
370.	View documents shows the document library drop down. In this videos and PDF downloads that have been uploaded by admin will show.
371.	View agenda is a link to a PDF.
372.	View details opens the ‘Details’ dropdown. This is just a piece of content written by admin.

17.3. USERS

Task	Detail
373.	In the ‘Users’ tab the user can view the other people that have access to their account. They are organised by the date they were added.
374.	The user can add other people to their account so they can access the information stored there.
375.	The user (account owner) can edit the details and remove users here.

18. DELEGATE (ATTENDEE) QUESTIONNAIRE

18.1. CREATING THE QUESTIONNAIRE IN ADMIN

Task	Detail
376.	The delegate questionnaire is a form that is filled out by all attendees.
377.	Admin creates and assigns a delegate questionnaires to events. Each event has a delegate questionnaire.
378.	Every form has the ‘Badge Details’ section.
379.	All other sections can be added, repeated or removed by admin.

18.2. FILLING OUT

Task	Detail
380.	The delegate questionnaire is filled out in the account user account type 1 or 2.
381.	Admin is notified when a delegate questionnaire is completed.
382.	Once the questionnaire is completed only admin can edit it.

18.3. DATA FROM THE QUESTIONNAIRE

Task	Detail
383.	The data from the questionnaire is all saved in admin and can be exported to csv format.
384.	The answers to questionnaires can be edited by admin.
385.	Admin can fill out a delegate questionnaire for a user.

19. BOOKING ADMIN

19.1. Overview

Task	Detail
386.	In the CMS the admin can perform all customer and editing of all bookings.
387.	If booking edits generate additional revenue the STRIPE payment gateway is shown so payment can be taken.
388.	If booking edit generate a refund this will be manually done by admin offline. However the website will keep a log of that for the transaction.
389.	All booking information should be downloadable in Excel format.
390.	Admin can change the type of ticket the customer has purchased and charge the difference if any.