

## Customization on 'Latepoint' Plugin

All the below changes are to be done to the backend dashboards and login page. (No frontend)

Rename the Following:

**Agents → Hon. Quorum**

**Appointments → Hearings**

**Services → Types**

**1. Cases:** A New Tab to be added 'Cases' to the Dashboard. It should be viewed like the Appointments Tab.

'ADD NEW CASE'

Title, Description, Complainants (Multiple), Respondents (Multiple), Case Details, Additional Information, Evidences (upload), Other Attachments (upload), Comments by Members, Comments by Staff.

All this information to be viewed upon clicking on any case in the Cases List.

### 2. Add Staff, Complainants, and Respondents:

**STAFF:** This should be like Agents. A new tab to be added in the Dashboard and function to Add Staff

**COMPLAINANTS:** This should be like Customers. A new tab to be added in the Dashboard and a function to Add Complainants. The admin can also create a complainant while Creating Appointments like Customers.

**RESPONDENTS:** This should be like Customers. A new tab to be added in the Dashboard and a function to Add Respondents. The admin can also create a respondent while Creating Appointments like Customers.

### 3. New Appointment

- Option to select multiple agents
- Option to select multiple staff
- Change 'Comments left by Customer' to Comments
- Option to select the Case (this will automatically link respondents and complainants)
- Option to select multiple respondents
- Option to select multiple complainants
- Remove Payments

Reminders, SMS, Email needs to be sent to Staff, Agents, Complainants, & Respondents

The Add Appointment window needs to be like a popup window in the centre with more width. (The current one is narrow and at the side.)

#### **4. Integration of msg91**

Currently the plugin provides integration with Twillio, we want to have same functionalities but with msg91. We also would like to send Whatsapp Notification to the attendees.

#### **5. Remove all Payments, Revenue aspects.**

#### **6. Changes in Dashboard**

Upcoming : This cards needs replace 'Customer Name' with 'Case Name'

#### **7. Agents/ Staff login with OTP**

**8. Agents/Staff/Respondents:** Option to input their Designation (Designation should be seen on their profile card like a badge.)