

Project Scope for Website

Objective

- Build a web-based MVP of **Nexpert.ai** that connects experts with learners, allowing **expert onboarding, learner discovery & booking, workflow-driven sessions, payments, and admin oversight.**



Number of Panels Needed for MVP

 **3 Panels are must-have for MVP:**

1. Learner Panel
2. Expert Panel
3. Admin Panel

Main Panels (who will log in & what they see)

1. Learner Panel (End User)

👉 For learners who want to book experts.

Features:

- Sign up / login (email, Google, phone OTP)
 - Profile management (basic info, preferences, goals)
 - Browse/search experts (filters: category, price, availability, outcomes)
 - Expert profile view (bio, pricing, SoW/programs offered, reviews)
 - Booking & calendar (choose date/time, reschedule/cancel)
 - Payments (per session, packages, subscriptions)
 - Dashboard:
 - Upcoming sessions
 - Completed sessions (recordings, notes, assignments)
 - Assignments / progress tracking
 - Notifications (email/SMS/WhatsApp reminders)
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2. Expert Panel (Coaches, Mentors, Trainers)

👉 For experts to create & manage offerings.

Features:

- Sign up / login + verification (KYC/doc upload)
- Profile setup (bio, expertise, verticals, pricing, availability)
- Workflow/SoW builder (AI-assisted template + manual editing)
- Booking management (approve/reject, reschedule)
- Session execution (join video call, upload resources, give assignments)
- Earnings dashboard (bookings, payouts, revenue)
- Learner management (active clients, progress tracking, follow-ups)

- Notifications (new booking, cancellations, payout updates)

3. Admin Panel (Internal Ops Team)

👉 For platform operators to manage everything.

Features:

- User management (view/edit/suspend experts & learners)
- Expert verification (approve/reject profiles)
- Booking & payments management (refunds, disputes, commissions)
- Content moderation (reviews, testimonials, programs)
- Reports & analytics (revenue, active users, rebooking %, GMV)
- Marketing tools (discount codes, featured experts, banners)
- Escalation & support (tickets, issues log)

Learner Panel – Detailed Scope

1. Authentication / Sign Up & Login

Modules:

- **Email/Password Login**
- **Google OAuth**
- **Phone OTP Login**
- **Forgot Password / Reset**

Fields:

- Email
- Password (hashed in DB)
- Phone number (OTP validation)
- Google ID (if social login)
- Timestamps (created_at, last_login, last_device)

Components:

- Login form
- OTP modal
- Google OAuth button

2. Profile Management

Modules:

- **Basic Info**
- **Preferences / Interests**
- **Goals (per vertical: fitness, parenting, career, etc.)**

Fields:

- Full name
- Profile photo (upload URL)
- Age / Gender / Location (optional, if needed)
- Goals (text or predefined dropdown)
- Preferences (categories of experts interested in)
- Language preference
- Time zone
- Notifications settings (email/SMS/WhatsApp toggle)

Components:

- Profile edit form
- Image uploader
- Preference selector (multi-select chips/tags)
- Save button with success/error toast

3. Browse / Search Experts

Modules:

- Search bar + filters
- Expert list view / grid view
- Sorting (price, rating, availability)

Fields:

- Search query (keyword, name, outcome)
- Filters:
 - Category (Fitness, Career, etc.)
 - Price range (min/max)
 - Availability (date/time slots)
 - Outcomes (tags set by expert)
- Sort: relevance, price (low→high), rating

Components:

- Search bar (with suggestions)
- Filter sidebar (checkboxes, sliders)
- Expert card (name, rating, price, taglines)
- Pagination or infinite scroll

4. Expert Profile View

Modules:

- Expert overview
- Programs / SoW offered
- Ratings & reviews
- Booking CTA

Fields:

- Expert name, photo, designation
- Bio (short + full)
- Expertise vertical(s)
- Pricing (per session / package)
- Availability calendar (synced with booking)
- Programs / SoW (structured list: goal, steps, outcomes)
- Testimonials (reviewer name, rating, text)

Components:

- Profile header card (expert info + photo)
- Tabs (About | Programs | Reviews)
- Program cards (title, duration, outcomes, price)
- Booking button

5. Booking & Calendar

Modules:

- Choose slot
- Reschedule/cancel flow
- Confirmation & reminders

Fields:

- Expert ID
- Learner ID
- Session date/time (ISO format)
- Duration (mins)
- Booking status (pending, confirmed, cancelled, completed)
- Reschedule reason (optional text)
- Calendar sync token (Google/Outlook)

Components:

- Date/time picker (availability fetched from expert)
- Confirmation modal
- Reschedule button
- Cancel button with reason form

- Calendar integration button
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6. Payments

Modules:

- Checkout flow
- Single session / package / subscription
- Invoice & refunds

Fields:

- Booking ID
- Payment ID (gateway reference)
- Amount
- Currency (INR)
- Payment type (one-time, package, subscription)
- Status (success, pending, failed, refunded)
- Commission & payout tracking

Components:

- Checkout page (summary of booking)
- Razorpay integration button
- Success/failure page

- Invoice generator (Email)
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7. Dashboard

a) Upcoming Sessions

Fields:

- Session date/time
- Expert name & photo
- Join link (video session)
- Status (upcoming, cancelled)

Components:

- Session list with countdown timer
- Join session button

b) Completed Sessions

Fields:

- Session ID
- Expert name
- Recording link (if stored)
- Notes from expert
- Assignments given

Components:

- Completed session card
- Recording player (if allowed)
- Download notes

c) Assignments / Progress Tracking**Fields:**

- Assignment ID
- Title & description
- Due date
- Status (pending, completed)
- Submission (file/text link)
- Feedback from expert

Components:

- Assignment list/table
 - Progress tracker (completion %)
 - Submit assignment button
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8. Notifications

Modules:

- System notifications (in-app)
- Email/SMS/WhatsApp alerts

Fields:

- Notification ID
- User ID
- Type (booking, payment, assignment, reminder)
- Message text
- Delivery channel (in-app/email/SMS/WhatsApp)
- Status (sent, pending, failed, read/unread)

Components:

- Notification bell icon (with badge count)
- Notification dropdown (list with time)
- Settings toggle for each channel

Expert Panel – Detailed Scope

1. Authentication / Sign Up + Verification

Modules:

- **Registration flow** (email, phone OTP, Google login)
- **KYC/verification upload** (for trust & payouts)
- **Account approval by Admin**

Fields:

- Email / Password (hashed)
- Phone number (OTP verified)
- Google ID (if OAuth)
- Govt ID upload (Aadhaar/Passport/PAN – file URL)
- Certification documents (optional, PDF upload)
- Verification status (pending/approved/rejected)
- Timestamps (created_at, verified_at, last_login)

Components:

- Signup/Login form
 - OTP modal
 - File uploader (for KYC)
 - Status indicator (e.g., “Your profile is under review”)
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2. Profile Setup

Modules:

- **Personal & professional info**
- **Expertise tagging** (categories/verticals)
- **Pricing models** (per session, packages, subscriptions)
- **Availability management** (calendar slots)

Fields:

- Full name & photo
- Short tagline (“Fitness Coach | 5+ years experience”)
- Bio / About me
- Expertise verticals (Fitness, Career, Parenting, etc.) [multi-select tags]
- Credentials / Experience (text + doc upload)
- Pricing table:
 - Per session (amount, duration)
 - Package (sessions X amount)
 - Subscription (monthly fee, benefits)
- Availability:
 - Days of week + time slots
 - Blackout dates
 - Time zone

Components:

- Profile edit form
 - Tag selector (multi-select chips for verticals)
 - Pricing card editor
 - Availability calendar UI (drag/drop or toggle slots)
 - Save/Publish button
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3. Workflow / SoW Builder (AI + Manual)

Modules:

- **AI-assisted SoW template generation**
- **Manual editing & customization**
- **Assignment/survey builder**

Fields:

- Workflow ID
- Title (e.g., “12-Week Fitness Transformation”)
- Goal/outcome (free text or dropdown)
- Steps/phases (multi-step list: sessions, assignments, follow-ups)
- Duration (days/weeks)
- Assignments: title, description, due date, resources, completion criteria
- Surveys (pre/post session) – question text, type (MCQ, text)

Components:

- AI SoW generator button (“Draft with AI”)
 - Text editor for manual edit
 - Step builder (add/remove session/assignment)
 - Assignment form builder
 - Save as template option
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4. Booking Management

Modules:

- **Booking requests** (new bookings pending approval if manual)
- **Confirmed sessions list**
- **Reschedule/cancel tools**

Fields:

- Booking ID
- Learner ID & name
- Session date/time
- Status (pending/confirmed/rescheduled/cancelled/completed)
- Reschedule reason (optional)
- Join link (auto-generated)

Components:

- Booking table (with filters by status/date)
 - Approve/reject buttons (if manual confirmation enabled)
 - Reschedule modal (calendar + message to learner)
 - Cancel button with reason form
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5. Session Execution

Modules:

- **Video session integration**
- **Resource sharing (docs, links, slides)**
- **Assignments post-session**

Fields:

- Session ID
- Join link (Zoom/Jitsi/embedded)
- Recording link (if enabled)
- Shared resources (file uploads, URLs)
- Notes for learner (text field)
- Assignments: title, due date, description, resources

Components:

- Session card with countdown timer + Join button
 - In-session dashboard (optional embed, otherwise external link)
 - Resource uploader (drag-drop)
 - Assignment creation form
 - Notes text editor
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6. Earnings Dashboard

Modules:

- **Bookings revenue summary**
- **Payout history**
- **Commission deductions**

Fields:

- Total earnings (lifetime)
- Current balance (pending payout)
- Commission % (platform take rate)
- Payout ID, amount, status (pending/processed/failed)
- Booking-wise revenue breakdown
- Invoice downloads (PDF)

Components:

- Earnings summary card (today / this month / lifetime)
 - Revenue graph (line or bar chart)
 - Payout history table
 - Export CSV/PDF button
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7. Learner Management

Modules:

- **List of active learners**
- **Learner progress tracking**
- **Follow-up reminders**

Fields:

- Learner ID & profile photo
- Workflow/program enrolled in
- Progress % (based on assignments completed)
- Session history (dates, recordings, notes)
- Notes from expert (private)
- Follow-up reminders (date/time, message)

Components:

- Learner list view (cards or table)
 - Progress tracker bar per learner
 - Learner profile view (timeline of interactions)
 - Reminder scheduler
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8. Notifications

Modules:

- **New booking alerts**
- **Session cancellation/reschedule updates**
- **Payout updates**

Fields:

- Notification ID
- Expert ID
- Type (booking, payout, cancellation, assignment submitted)
- Message text
- Delivery channel (in-app/email/SMS/WhatsApp)
- Status (read/unread, sent/pending)

Components:

- Notification bell (with unread count)

- Dropdown list of notifications
- Settings page for notification preferences

Admin Panel – Detailed Scope

1. User Management (Experts & Learners)

Modules:

- **View all users** (experts + learners)
- **Search/filter** (by name, email, role, status)
- **Edit / suspend / delete users**

Fields:

- User ID
- Role (Expert / Learner / Admin)
- Full name, photo
- Email / Phone
- Status (active, suspended, deleted)
- Created date / Last login
- KYC verification status (for experts)
- Total bookings (count)
- Total revenue (if expert)

Components:

- User list table (sortable by role, date)
- Profile detail view (side panel or modal)

- Action buttons: **Edit / Suspend / Delete / Reset Password**
 - Search + filter bar
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2. Expert Verification

Modules:

- Pending expert applications list
- Document review (KYC, certifications)
- Approve / reject experts

Fields:

- Expert ID
- Name, email, phone
- KYC documents (links/files)
- Certifications uploaded
- Verification status (pending/approved/rejected)
- Reviewer admin ID
- Review notes

Components:

- Pending applications dashboard
- Document viewer (image/PDF preview)
- Approve / Reject buttons with notes box

- Status badge (Pending | Approved | Rejected)
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3. Booking & Payments Management

Modules:

- **Bookings overview** (all sessions)
- **Refund processing**
- **Dispute resolution**
- **Commission management**

Fields:

- Booking ID
- Learner & Expert IDs (with names)
- Session date/time & status (confirmed, completed, cancelled)
- Payment ID (gateway reference)
- Amount paid, commission cut, payout due
- Refund status (requested/pending/approved/rejected)
- Dispute notes & resolution outcome

Components:

- Booking list table (filter by status/date/expert)
- Payment summary card (GMV, commission, payouts)
- Refund action modal (approve/reject + reason)

- Dispute resolution chat/log box
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4. Content Moderation

Modules:

- **Review management** (approve/remove learner reviews)
- **Testimonials curation** (for marketing use)
- **Program/SoW moderation** (flagged content check)

Fields:

- Review ID
- Learner ID
- Expert ID
- Rating (1–5)
- Review text
- Status (approved, flagged, removed)
- Program ID (for SoW/program moderation)
- Admin notes (why removed/approved)

Components:

- Reviews table (with filters: flagged, pending, approved)
- Approve / Reject buttons
- Program moderation list (flagged by AI or user)

- Content preview modal
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5. Reports & Analytics

Modules:

- **Revenue dashboard** (GMV, net revenue, payouts)
- **User activity metrics** (new users, DAU, MAU)
- **Rebooking % tracker**
- **Vertical/category analytics**

Fields:

- Total GMV (Gross Merchandise Value)
- Platform commission earned
- Active experts / learners (count)
- Session completion %
- Rebooking % (returning learners)
- Top verticals (by bookings, revenue)
- Conversion funnel (visits → bookings → completions)

Components:

- KPI cards (GMV, Active Users, Commission, etc.)
- Charts: line (growth trend), bar (verticals), pie (distribution)
- Download/export CSV/PDF reports

- Date filter (daily, weekly, monthly, custom range)
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6. Marketing Tools

Modules:

- **Discount / coupon codes**
- **Featured experts** (boosted profiles)
- **Banner & promotion management**

Fields:

- Coupon ID
- Code string (e.g., WELCOME50)
- Discount type (flat, % off)
- Validity dates (start/end)
- Usage limit (per user / total)
- Featured expert ID + duration
- Banner ID, image, target URL, active status

Components:

- Coupon manager table (create/edit/delete codes)
- Featured expert selector (toggle “featured” status)
- Banner uploader (image upload + link field)
- Status toggle (active/inactive)

7. Escalation & Support

Modules:

- **Ticket system** (issues raised by learners/experts)
- **Issue assignment** (assign to support agents/admins)
- **Resolution tracking**

Fields:

- Ticket ID
- User ID (expert/learner)
- Category (payment, booking, technical, abuse, other)
- Issue description
- Priority (low/medium/high)
- Assigned admin/support staff ID
- Status (open, in-progress, resolved, closed)
- Resolution notes
- Created_at, updated_at timestamps

Components:

- Ticket list (filter by category/status)
- Issue detail view with conversation log
- Assign-to dropdown (for agents/admins)
- Status change buttons (Open → Resolved → Closed)

Payment Terms

1. Token = Rs 50,000
2. On completing expert panel = Rs 50,000 on 15th day
3. On completing user panel = Rs 1,50,000 on 40th day
4. On completing entire project = Rs 1,64,000 on 60th day

Kindly review and check all the points module and feature wise.