**BOAME PROPOSED FUTURE UPDATE**

**September 16, 2020.**

*By WekiWork Creative Lab.*

**Proposed Update**

The following features are enlisted for future updates, and cannot be merged with the present system requirements for the web and mobile application.

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| --- | --- | --- | --- |
| **Feature** | **Objective** | **Cost** | **Status** |
| **Automatic routing of cases reported to counsellors** | The system will assign cases to next available counsellor for counselling. | N200,000 |  |
| **Counseling history** | The system will provide full history of conversations between a counselor and a reporter.  Platform administrators, able to access the counseling history, reopen closed sessions or reassign counselling sessions. | N300,000 |  |
| **Audio Recording on chat with counselors** | The system would allow audio transfer during chat between a counselor and a reporter | N200,000 |  |
| **Monitor / Track Voice calling** | The system would enable voice call through the application for tracking and recording conversations for later action and analytics. | N400,000 |  |
| **Management of Non-App Victim reports** | This enables Administrators to access the dashboard and manage the bios and records of users who call the helpline directly without using the app. | N500,000 |  |
|  |  | **N1,600,000** |  |

**Conclusion**

We want to establish the understanding of implementing these feature for the next update. If however, the client decides that these updates will be implemented during this phase of the project, they will be implemented after a revision of the project budget.

Please your acknowledgement is required before we begin development.

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***Signature Date***

***Acknowledged by***

WekiWork Creative Lab

***Issued by***

08-Sep-2020

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***Date Issued***