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# ANNEX B

## FSD for Online Service Marketplace Platform



TOGACOIN

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# 1 - GENERAL INFORMATION

## 1.1 - PURPOSE OF PROJECT

Purpose of the proposed project is to develop Online Service marketplace platform. User will be able to register in the APP and will be able to post a service in the APP as a seller and at the same time user can also post a buying request and can hire a seller. User can place an order in the APP and order will get started.

## 1.2 - PROJECT FLOW

**Project flow for the proposed project is explained as follows:**

**There are three user-types in the APP:**

**Seller** - Who posts his/her service in the APP and send custom offer on buyer's request

**Buyer** - Who posts buyer request, accept/reject seller's quote and can place an order to work with seller for the service provided by seller

**Admin** - Who approves buyer request posted by buyer and service posted by seller and managed order and dispute happens between buyer and seller

**Project flow related to Seller:**

- Seller will be able to register in the APP and will be able to post his/her service in the APP
- Seller can send offer to buyer's request in the APP
- Seller will be able to send message to buyer and can also send final offer to buyer from message section
- Seller can get hired by the buyer for the service requirement of buyer
- Seller can complete the assigned work of buyer and will be able to deliver order
- Seller will be able to raise a dispute for an order
- Seller will receive amount once order has been accepted by buyer and can also leave a review for the project
- Seller can leave a review to buyer once order has been accepted

**Project flow related to Buyer:**

- Buyer can search different services of sellers in the APP and can choose service as per his/her requirement
- Buyer can post his/her requirement to receive offers from different sellers
- Buyer can accept/reject offer of seller and can also initiate discussion with seller
- Buyer can hire seller in the APP by placing an order and submitting requirement to seller
- Buyer can accept/request for revision for the delivery of seller

- Once order is accepted buyer can leave a review for seller
- Buyer can also raise a dispute for an order
- Buyer can give a tip to seller if he/she likes work of seller

### **Admin Panel:**

- Admin will be able to **manage different modules** as follows:
  - ↳ Common Menu
  - ↳ User Management
  - ↳ Skills Management
  - ↳ Language Management
  - ↳ Degree Management
  - ↳ Service Category Management
  - ↳ Service Subcategory Management
  - ↳ Services Management
  - ↳ Buyer requests management
  - ↳ Orders Management
  - ↳ Coupon code Management
  - ↳ Newsletter Management
  - ↳ Abuse keywords Management
  - ↳ Contact us form Management
- Admin will be able to **accept/reject services posted by sellers as well as requests posted by buyers**. Once it has been accepted by admin then only it will be displayed in the APP
- Admin will be able to **manage dispute** which has been raised for the project and can accept/reject dispute

## 2 - BUSINESS CONTEXT

### 2.1 - REVENUE MODEL

**Admin will earn revenues from following ways in the APP:**

- **Processing Fees** - Buyer needs to pay processing fees while processing an order and it will be managed by admin.
- **Admin Commission** - Seller will receive order amount after deducting admin commission.
- **Mark Service as Featured** - Seller needs to pay price if he/she wants to mark his/her service as Featured.

### 2.2 - PAYMENT FLOW

**Payment Flow for the proposed project is explained as follows:**

- If buyer has purchased a service of \$50 and if admin commission is 20% then amount seller will get is mentioned as follows-
- Total amount seller will get = Order amount (\$50) - Admin commission (20% of \$50 = \$10) = \$50 - \$10 = \$40
- This amount will be deposited in seller's wallet once buyer marks the order as Completed

# 3 - FUNCTIONALITY SPECIFICATIONS

## 3.1 - MODULE DESCRIPTION - FRONT END

### 3.1.1 - FRONT SCREEN

Front Screen of user contains details as follows:

- **Username**
- **User Profile Picture**
- **Seller Level**
- **User Statistics:**
  - ↳ Positive Rating
  - ↳ Delivered On Time
  - ↳ Response Rate
  - ↳ Response Time
- **Order Statistics:**
  - ↳ Personal Balance
  - ↳ Active Orders
  - ↳ Cancelled Orders
- **No. of Unread messages**
- **Categories:**
- **Category Name** – Select Category
- **SubCategory** – Based on selected Category, user needs to select Subcategory from the list

### 3.1.2 - SIGN UP SCREEN

**1. User will be able to sign up in the APP by filling the required details of the form. User needs to enter/select details as follows:**

- ↳ Enter Email ID\*
- ↳ Enter username\* - Validation must be set here that user won't be able to enter username which is already taken by other registered users of APP
- ↳ Enter Password\*
- ↳ Enter Confirm Password\*
- ↳ CAPTCHA - User needs to enter CAPTCHA in a text-box:
  - Refresh CAPTCHA - User can refresh CAPTCHA by clicking on Refresh option
- ↳ Create Account - By clicking on Create account option, user will be able to sign up in APP

**2. Email Activation** - User will receive Email verification mail with an activation link when he/she registers in the APP. User needs to click on activation link and his/her Email ID will get verified

**3. Sign up with Facebook** - User will be able to Sign up with his/her Facebook credentials

**4. Sign up with Google plus** - User will be able to login with his/her Google plus credentials

### 3.1.3 - LOGIN SCREEN

**1. User will be able to login in the APP with his/her credentials.** User needs to enter details as follows:

- ↳ Enter Email ID\*
- ↳ Enter Password\*
- ↳ Login - By clicking on this option, user will be able to login with his/her credentials
- ↳ Forgot Password - If user has forgotten his/her password then user needs to click on Forgot password option. User needs to enter his/her Email Id and by clicking on 'Reset password' option, user will receive Email for the same which contains instructions to reset his/her password

**2. Login with Facebook** – User will be able to login with his/her Facebook credentials

**3. Login with Google plus** - User will be able to login with his/her Google plus credentials

### 3.1.4 - USER DASHBOARD

#### 3.1.4.1 - USER PROFILE

**User Profile contains details as follows:**

- User name
- User Profile Picture
- Average Star ratings of user
- Timezone of User
- Languages spoken by user
- Avg. Response time
- Description
- Services – List of services of user will be displayed with details as follows:
  - ↳ Service Title
  - ↳ Service Image thumbnail
  - ↳ Starting From Price
  - ↳ Avg. Star Ratings
  - ↳ Total no. of reviews
- Reviews – List of reviews that user has received from customers will be displayed with details as follows:
  - ↳ Review Description
  - ↳ Given Star Ratings

### 3.1.4.2 - LISTED SERVICES

**List of Active Services that are listed by user (i.e. Seller) will be displayed with details as follows:**

- Service Title
- Service Image thumbnail
- Starting From Price
- Avg. Star Ratings
- Total no. of reviews
- Share Service-
- Services – List of services of user will be displayed with details as follows:
  - ↳ Service Title
  - ↳ Service Image thumbnail
- Operations (Add, View, Edit and Delete)

### 3.1.4.3 - BUYER REQUESTS

**User (i.e. Seller) will be able to view List of buyer requests that matches to his/her service requirement. It contains details as follows:**

- Search by keyword
- Filter by (All/Category/Other)
- User name
- User profile image thumbnail
- Posted Date
- Description
- Category
- No. of Offers Submitted
- Duration
- Budget
- Criteria – Tags added by user
- Send offer – By clicking on this option, user will be able to send his/her offer. User needs to enter details as follows:
  1. Select Service - User will be displayed list of services added by him/her in a pop-up. User needs to select particular service:
    - Service name
    - Service Image thumbnail
  2. Describe Offer - Once user has selected service, he/she will be displayed next pop-up in which user needs to enter/select details as follows:
    - Select No. of Revision
    - Select Delivery time
    - Enter Total offer amount\*



- Enter Description\*
3. Send Offer - By clicking on this option, user will be able to send his/her offer to Buyer. Buyer will receive notification for the same

**Remarks:** - This offer will be considered as 'Initial offer' to initiate the discussion of project between seller and buyer. Seller can send Final offer from his/her message(s) section

### 3.1.4.4 - USER WALLET

**Wallet contains details as follows:**

- **Credit amount** - Credit amount which user has in his/her wallet will be displayed
- **On Hold amount (For Buyer)** - Amount which is yet to be paid to seller will be displayed as On-Hold amount
- **Pending amount (For Seller)** - Amount which is yet to be earned will be displayed as pending amount
- **Redeem request amount (For Seller)** - Amount which is requested for redeem will be displayed as Redeem request amount
- **Deposit amount (For Buyer)** - User will be able to deposit amount in his/her wallet. User needs to enter details as follows:
  1. **Enter amount\***
  2. **Pay** - By clicking on this option, user will be redirected to payment detail page where he/she will be able to pay amount and that amount will get added in user's wallet
- **Deposit History (For Buyer)** - Amount that is deposited by user will be displayed with details as follows:
  1. **Added amount**
  2. **Added Date**
  3. **Transaction ID**
- **Make a Redeem request** - User will be able to send redeem request to admin, user needs to enter details as follows:
  1. **Available amount (i.e. Credit balance)**
  2. **Payment gateway ID\*** - User can edit this also
  3. **Enter Redeem amount\*** - While redeeming amount one remark that will be displayed to user is that 'You will receive redemption amount after deduction of payment gateway charges'
  4. **Send/Cancel** - By clicking on send option, user will be able to send redeem request to

admin and by clicking on cancel option, user won't be able to send redeem request to admin.

**Remark 1:** Once user has made a redeem request, requested amount from credit amount will be displayed as Redeem request amount

**Remark 2:** User can only send redeem request till he/she has credit amount left in his/her wallet.

- **Redeem Request History** - User will be able to view his/her redeem request history from this section. It contains details as follows:
  - ↳ **Transaction ID** (Only if request status is paid)
  - ↳ **Redeem request amount**
  - ↳ **Request Date**
  - ↳ **Description** (If Any)
  - ↳ **Request status** - Pending/Paid
  - ↳ **Send Reminder** - In case user has sent redeem request/reminder and admin has not taken any action within 72 hours then user can send reminder. Admin will receive notification for the same

### 3.1.4.5 - POSTED REQUESTS (FOR BUYER)

- **List of requests that are posted by buyer** will be displayed with details as follows:
  - ↳ **Filter option** (Active/Paused/Pending/Unapproved)
  - ↳ **Posted Date**
  - ↳ **Request Title**
  - ↳ **Delivery Time**
  - ↳ **Criteria** - List of criteria added by user will be displayed
- **View Quotes** – User will be able to view quotes that are placed by different sellers from this section. It contains details as follows:
  1. **Username** - By clicking on username, user will be redirected to user profile page
  2. **User profile image thumbnail** - By clicking on user profile image thumbnail, user will be redirected to user profile page
  3. **Online** - If user is Online then Online status will be displayed
  4. **User Badge** - Level 1 Seller/Level 2 Seller/Top Seller
  5. **Average star ratings of user**
  6. **Total no. of reviews of user**
  7. **No. of days of delivery**
  8. **No. of revisions**
  9. **Remove Quote** - By clicking on this option, user will be able to remove quote of Seller
  10. **Order Now** - By clicking on this option, Order confirmation screen

### 3.1.4.6 - MY ORDERS (FOR SELLER)

#### My Orders contains details as follows:

- **Filter by Order status** (New/Active/Late/Delivered/Completed/Cancelled) - User will be able to filter the results by selecting status from the list:
  1. **New** - List of new orders of user has received will be displayed
  2. **Active** - List of active orders of user will be displayed
  3. **Late** - List of orders for which user has delivered late (i.e. After his/her given deadline) will be displayed
  4. **Delivered** - List of orders that are delivered by user will be displayed
  5. **Completed** - List of orders that are 'Mark as completed' by buyer will be displayed
  6. **Cancelled** - List of cancelled orders of user will be displayed
- **Buyer name** - By clicking on buyer name, user will be redirected to user's profile page
- **Buyer profile image thumbnail** - By clicking on buyer profile image, user will be redirected to user's profile page
- **Service Title** - By clicking on Service title, user will be redirected to Order detail page
- **Custom Order** - If order is a custom order then 'Custom Order' label will be displayed
- **Due On Date**
- **Delivered at**
- **Total amount**
- **Rating** - In case order is completed then rating that user has got will be displayed
- **Status** - New/In Progress/Completed/Cancelled

#### Order Detail Screen:

- **Order ID**
- **View Service** - By clicking on this option, user will be redirected to Service detail page
- **Custom Order** - If order is a custom order then custom order label will be displayed
- **Buyer name** - By clicking on buyer name, user will be redirected to user's profile page
- **Buyer profile image thumbnail** - By clicking on buyer profile image, user will be redirected to user's profile page
- **Purchased amount**
- **Delivered date**
- **Service details:**
  - ↳ Service name

- ↳ Package name
- ↳ No. of revisions
- ↳ Purchased Quantity
- ↳ Duration
- ↳ Amount
- ↳ Total order amount
- **Counter** - No. of days, No. of hours, No. of minutes, No. of Seconds.
- **Order Requirements:**
  - ↳ **Attached File** - User will be able to download file by clicking on File name
- **Deliver Now** - Seller will be able to deliver order by clicking on 'Deliver Now' option. Seller needs to enter details as follows:
  1. **Enter Detailed description\***
  2. **Upload File** - User will be able to upload file by browsing from the system
  3. **Submit/Cancel** - By clicking on Submit option, user will be able to Submit delivery and by clicking on Cancel option, user will be able to close pop-up

**Remarks:** 'Deliver Now' option will be displayed till order has been accepted by buyer.

- **Buyer Review** - Review which seller has received from buyer will be displayed with details as follows:
  1. **Review description**
  2. **Average star rating** - Average star rating will be counted as average of star rating given in all 3 criteria:
    - **Communication with seller** - Rating out of 5\*
    - **Service as described** - Rating out of 5\*
    - **Buy again or recommended** - Rating out of 5\*
  3. **Review posted date**
- **Seller Review** - Review which seller has given to buyer will be displayed with details as follows:
  1. **Review description**
  2. **Star rating** - Out of 5\*
  3. **Review posted date**
- **Leave a Review** - Seller will be able to leave a review to buyer if he/she hasn't given a review. Seller needs to enter details as follows:
  1. **Enter Review description\***
  2. **Select Star rating - Out of 5\***
  3. **Send Feedback** - By clicking on this option, seller will be able to send Feedback (i.e. Review) to buyer

**Remarks:** Fields marked as \* are mandatory fields for user to enter details

- **Raise a Dispute** - Seller will be able to raise a dispute by clicking on this option,

seller needs to enter details as follows:

1. **Enter Description\*** - Seller needs to enter detailed description and reason for raising a dispute
  2. **Upload File** - Seller will be able to upload file by browsing from the system
  3. **Submit/Cancel** - By clicking on 'Submit' option, seller will be able to raise dispute
- **Dispute Details** - Dispute which has been created for order will be displayed with details as follows:
    1. **Description**
    2. **Attached File**
    3. **Dispute Status** (Pending/Accepted/Rejected) - Dispute status will be displayed as follows:
      - **Pending** - If no action is taken by admin then pending status will be displayed.
      - **Accepted** - If seller has raised dispute and if is accepted by admin then seller will get amount deposited in his/her wallet. If buyer has raised dispute and if it is accepted by admin then buyer will get full amount refunded in his/her wallet.
      - **Rejected** - If seller has raised dispute and if is rejected by admin then buyer will get full amount refunded in his/her wallet. If buyer has raised dispute and if it is rejected by admin then seller will get amount deposited in his/her wallet.

### 3.1.4.7 - MY ORDERS (FOR BUYER)

**My Orders contains details as follows:**

- **Filter by Order status (Active/Missing details/Awaiting my review/Delivered/Completed/Cancelled)** - User will be able to filter the results by selecting status from the list:
  - ↳ **Active** - List of active orders of user will be displayed
  - ↳ **Missing details** - List of orders for which details are missing will be displayed
  - ↳ **Delivered** - List of orders that are delivered by user will be displayed
  - ↳ **Completed** - List of orders that are 'Mark as completed' by buyer will be displayed
  - ↳ **Cancelled** - List of cancelled orders will be displayed
  - ↳ **All** - List of all orders of user will be displayed
- **Seller name**
- **Seller profile image thumbnail**
- **Service Title**
- **Custom Order**
- **Order Date**
- **Due On Date**

- **Delivered at**
- **Total amount**
- **Status** - New/In Progress/Delivered/Completed/Cancelled

#### **Order Detail Screen - Order detail screen contains details as follows:**

- **Order ID**
- **View Service** - By clicking on this option, user will be redirected to Service detail screen
- **Custom Order** - If order is a custom order then custom order label will be displayed
- **Seller name** - By clicking on seller name, user will be redirected to user's profile page
- **Seller profile image thumbnail** - By clicking on seller profile image, user will be redirected to user's profile page
- **Purchased amount**
- **Order Date**
- **Delivered date**
- **Service details:**
  1. **Service name**
  2. **Package name**
  3. **No. of revisions**
  4. **Purchased Quantity**
  5. **Duration**
  6. **Amount**
  7. **Total order amount**
- **Counter** - No. of days, No. of hours, No. of minutes, No. of Seconds. Once delivered date and time is reached then 'Late' Label will be displayed and user's order will be marked as 'Late'
- **Order Requirements:**
  - ↳ **Attached File** - User will be able to download file by clicking on File name
  - ↳ **Delivery Details** - Delivery details of seller will be displayed as follows.
  - ↳ **Description**
- **Attached File** - User will be able to download file by clicking on File name
- **Accept and Review Revision** - By clicking on this option, buyer will be able to accept an order and order will be marked as completed
- **Request Revision** - By clicking on this option, buyer will be able to request revision to seller. Buyer can request revision for Free till it is mentioned in the service
- **Buyer Review** - Review which buyer has given to seller will be displayed with details as follows:
  1. **Review description**
  2. **Average star rating** - Average star rating will be counted as average of star rating given in all 3 criteria

- ↳ Communication with seller - Rating out of 5\*
- ↳ Service as described - Rating out of 5\*
- ↳ Buy again or recommended - Rating out of 5\*

### 3. Review posted date

- **Seller Review** - Review which buyer has received from buyer will be displayed with details as follows:
  1. **Review description**
  2. **Star rating - Out of 5\***
  3. **Review posted date**
  
- **Leave a Review** - Once order has been accepted by buyer, he/she will be able to leave a review for order. Buyer needs to enter details as follows:
  1. **Enter Review description\***
  2. **Give Star ratings\*** - Buyer needs to give star ratings as follows-
    - **Communication with seller** - Select rating out of 5\*
    - **Service as described** - Select rating out of 5\*
    - **Buy again or recommended** - Select rating out of 5\*
  3. **Send Feedback** - By clicking on this option, buyer will be able to send Feedback (i.e. Review) to seller
  
- **Raise a Dispute** - Raise a dispute option will be displayed till order has been accepted by buyer. Buyer will be able to raise a dispute by clicking on this option, buyer needs to enter details as follows:
  1. **Enter Description\*** - Buyer needs to enter detailed description and reason for raising a dispute
  2. **Upload File** - Buyer will be able to upload file by browsing from the system
  3. **Submit/Cancel** - By clicking on 'Submit' option, buyer will be able to able to raise dispute
  
- **Dispute Details** - Dispute which has been created for order will be displayed with details as follows:
  1. **Description**
  2. **Attached File**
  3. **Dispute Status (Pending/Accepted/Rejected)** - Dispute status will be displayed as follows:
    - **Pending** - If no action is taken by admin then pending status will be displayed
    - **Accepted** - If buyer has raised dispute and if is accepted by admin then buyer will receive full amount refunded in his/her wallet. If seller has raised dispute and if it is accepted by admin then seller will get amount deposited in his/her wallet
    - **Rejected** - If buyer has raised dispute and if is rejected by admin then

seller will get amount deposited in his/her wallet. If seller has raised dispute and if it is rejected by admin then buyer will get full amount refunded in his/her wallet

- **Leave a Tip (Optional)** - If Buyer has liked seller's work then buyer will be able to leave a Tip for seller. Buyer needs to enter/select details as follows:
  1. **Select Tip (\$5/\$10/Custom Tip)** - In case custom Tip is selected by buyer then buyer needs to enter Tip amount.
  2. **Submit** - Money will be deducted from user's wallet if user has money in his wallet and if not then user will be redirected to payment detail screen to make payment.

### 3.1.4.8 - MANAGE SALES

List of sales user has made from his/her orders will be displayed with details as follows:

- **Filter by Completed (Number)/Cancelled (Number)**
- **User name**
- **User profile image thumbnail**
- **Selected Service**
- **Order Status (Completed/Cancelled)**
- **Order completion/cancellation date**
- **Order Revenues**

### 3.1.4.9 - MY EARNINGS

Earning of user contains details as follows:

- **Total amount earned till now**
- **Total amount used for purchase**
- **Total amount Redeemed**
- **Total amount pending**
- **Total amount for Withdrawal**

**Order Details** - List of orders that are completed by user and for which user has earned revenues will be displayed with details as follows:

- **Filter by Date** - User will be able to filter orders by selecting From and To date from Date range picker
- **Order ID**
- **Service Title**
- **Delivered Date**
- **Earned revenue**



- **Order Status** – Completed

**Remarks:** In My Earnings, user will only be displayed ‘Completed Orders’

### 3.1.4.10 - FAVORITE SERVICES

**List of services that are made as favorite by user will be displayed with details as follows:**

- **Service name**
- **Service Image Thumbnail**
- **Username**
- **User profile image thumbnail**
- **Average star ratings of service**
- **Total no. of reviews of service**
- **Featured Label**
- **Starting at Price** - Starting From price of service will be displayed.
- **Remove from Favorite** - By clicking on this option, user will be able to remove service from his/her favorite list.

### 3.1.4.11 - NOTIFICATIONS

**User will receive following notifications on his/her dashboard:**

- When someone sends a message to user
- When user’s service has been approved by admin
- When admin has suggested modification in user’s service
- When user (i.e. Seller) reaches to a level based on criteria defined by admin
- When buyer has placed an order of seller’s service
- When buyer has given review to seller
- If dispute has been raised for an order
- When a dispute is raised by buyer/seller then other user will receive notification
- When seller has delivered order
- When Order is marked as completed by buyer then seller will receive notification
- When admin has paid redeem request amount of user
- When user’s buyer request has been approved by admin
- When seller has made an offer on buyer’s request
- When buyer gives a tip to seller

### 3.1.4.12 - ACCOUNT SETTINGS

Account settings contains details as follows:

- **Manage Email notification Settings** - User will be able to manage his/her Email notification settings from this section. User can set Email notification as ON/OFF-
  - ↳ Notify me when someone sends a message to me - ON/OFF
  - ↳ Notify me when my service has been approved by admin - ON/OFF
  - ↳ Notify me when admin has suggested modification in my service - ON/OFF
  - ↳ Notify me when I reaches to a level based on criteria defined by admin - ON/OFF
  - ↳ Notify me when buyer has placed an order of my service - ON/OFF
  - ↳ Notify me when buyer has leave a review - ON/OFF
  - ↳ Notify me when a dispute has been raised for order - ON/OFF
  - ↳ Notify me when seller has delivered order - ON/OFF
  - ↳ Notify me when Order is accepted/requested for revision by buyer - ON/OFF
  - ↳ Notify me when admin has paid my redeem request amount - ON/OFF
  - ↳ Notify me when my buyer request has been approved by admin - ON/OFF
  - ↳ Notify me when seller has made an offer on my request - ON/OFF
  - ↳ Notify me when buyer gives a tip to me - ON/OFF
  
- **Change Password** - User will be able to change his/her password by clicking on 'Change Password' option. User needs to enter details as follows:
  1. **Enter Current Password\***
  2. **Enter New Password\***
  3. **Enter Confirm New Password\***
  4. **Submit/Cancel** - By clicking on submit option, user will be able to change his/her password and by clicking on cancel option, user won't be able to change his/her password

### 3.1.4.13 - LOG OUT

By clicking on this option, user will be able to Log Out from his/her account.

## 3.1.5 - SEARCH

- **Search result screen – Search result screen contains details as follows:**
  1. Service Title
  2. Service Image thumbnail
  3. Starting From Price
  4. Avg. Star Ratings
  5. Total no. of reviews
  6. Add to Favorite

- **Filter Options:**
  7. Category
  8. SubCategory
  9. Delivery Time
  10. Seller Level
  11. Seller Language
  12. Price Range (From – To)
  13. Online Status (Show Online Sellers)

### 3.1.6 - PRIVATE MESSAGE BOARD (PMB)

- **Message/Chat conversation of user with other user will be displayed with details as follows:**
  1. **User name**
  2. **User Profile image thumbnail**
  3. **Last message date**
  4. **Online** – If user is Online then Online label will be displayed
  5. **Message Communication:**
    - Message Description
    - Message sent date
    - Send Offer Option
    - Send attachment
    - Send message
    - Delete

### 3.1.7 - POST A NEW BUYING REQUEST

**User needs to enter following details while creating a new request:**

- **Enter Detailed description\***
- **Attach File\*** - User will be able to attach file by browsing from the mobile system. User will be able to add doc/Pdf/Image (JPG/PNG/JPEG) file only
- **Select Category\*** - Select Category from the list
- **Select Sub Category\*** - Based on select category, user will be displayed list of subcategories contained in a category. User can select a subcategory from the list
- **Select Duration\* (24 hours/3 Days/7 Days/Other)** - In case other option is selected by user then user needs to enter duration between 1-30 days
- **Enter Service Budget (Optional)** - User needs to enter service budget. Validation must be set here that min. budget should be min. 5 and max. budget should be max. \$100000
- **Submit** - By clicking on this option, user will be able to post a new request.

**Remark 1:** Fields marked as \* are mandatory fields for user to post a new request

**Remark 2:** Admin approval is required once user has posted a request. Once admin has approved user's request then only it will be displayed to sellers who matches user's request.

### 3.1.8 - ADD NEW SERVICE

User will be able to add new service by clicking on 'Add' option. User needs to enter details as follows:

**Step 1 : Overview** - User needs to enter/select details as follows:

- **Enter Service Title\***
- **Select Category\***
- **Select Subcategory\***
- **Dynamic Fields** - Based on selected subcategory, user will be able to view dynamic fields that are added by admin
- **Enter Service Tags** - User will be able to add service tags that are helpful to identify his/her service. User will be able to add maximum 5 tags for his/her service
- **Save/Cancel** - By clicking on Save option, user will be able to save details and by clicking on 'Cancel' option, user will be redirected to 'Manage Services' Section

**Step 2 : Pricing** - User needs enter/select details as follows:

- **3 Packages (ON/OFF)** - User can set if he/she wants to set 1 package OR multiple packages for his/her service. User needs to enter details as follows:
  1. **Enter Package name\***
  2. **Enter description\***
  3. **Select No. of days of delivery\***
  4. **Price\***

**Step 3 : Description and FAQ** -

- **Enter detailed description\***
- **Add FAQ:**
  1. Add Question
  2. Add Answer
  3. Add/Cancel
- **Edit FAQ**
- **Delete FAQ**

**Step 4 : Attachments** –

- **Upload File** – User can upload file by browsing from the mobile system
- **Delete File**

**Step 5 : Gallery** -

- **Upload Image**

- **Add more Image**
- **Submit/Cancel**

**Remark 1:** - Admin approval is required for user's service to be displayed in the APP. Once user has posted a service it will be displayed in 'Manage Services' section with pending approval status

**Remark 2:** - User must need to fill up the details which are marked as \* otherwise it will be saved in 'Draft'.

### **3.1.9 - ADD NEW SERVICE**

**Service detail screen contains details as follows:**

- **Service Title**
- **Service Image(s)**
  1. **View Service Images**
- **User name**
- **User profile image thumbnail**
- **User Level**
- **Service Packages:**
  1. **Package Price**
  2. **Package Description**
  3. **No. of Revisions**
  4. **Delivery (In No. of Days)**
  5. **Order** – User will be able to Order service by clicking on this option
- **FAQ's-**
  1. **Question**
  2. **Answer**
- **Service Reviews-**
  1. **Star Ratings by criteria:**
    - **Communication with Seller**
    - **Service as Described**
    - **Buy again or Recommended**
  2. **User name**
  3. **User profile image thumbnail**
  4. **Given Star Ratings**
  5. **Review Description**
  6. **Review posted date**

### 3.1.10 - ORDER DETAIL SCREEN

Order detail screen contains details as follows:

- **Service Title**
- **Service Image thumbnail**
- **Selected Package**
  1. **Title**
  2. **Quantity**
  3. **Amount**
- **Sub-Total**
- **Processing Fee**
- **Total**
- **Expected Delivery Date**
- **Continue** – User will be redirected to Payment detail screen to make payment

### 3.1.11 - USER PROFILE SCREEN

User profile screen contains details as follows:

- **User name**
- **User Profile Picture**
- **Average Star ratings of user**
- **Timezone of User**
- **Languages spoken by user**
- **Avg. Response time**
- **Description**
- **Services** – List of services of user will be displayed with details as follows:
  1. **Service Title**
  2. **Service Image thumbnail**
  3. **Starting From Price**
  4. **Avg. Star Ratings**
  5. **Total no. of reviews**
- **Reviews** – List of reviews that user has received from customers will be displayed with details as follows:
  1. **Review Description**
  2. **Star Ratings**

### 3.1.12 - PAYMENT GATEWAY

PayPal Standard payment gateway will be integrated in the APP.

### 3.1.13 - CONTACT US FORM

User will be able to send his/her query/message to admin from contact us form. User needs to enter details as follows:

- ↳ **Enter First name\***
- ↳ **Enter Last name\***
- ↳ **Enter Email ID\***
- ↳ **Enter Location\***
- ↳ **Enter Description\*** - User needs to enter detailed description in a text-area
- ↳ **Submit/Cancel** - By clicking on submit option, user will be able to submit contact us details to admin and by clicking on cancel option, user won't be able to submit details.

**Remarks:** Fields marked as \* are mandatory fields for user to fill up the details of contact us form.

## 4 - FUNCTIONALITY SPECIFICATIONS

### 4.1 - MODULE DESCRIPTION - ADMIN PANEL

#### 4.1.1 - ADMIN LOGIN

Admin will be able to login to admin panel with his/her credentials. Admin needs to enter details as follows:

- **Enter user name**
- **Enter Password**
- **Login** - By clicking on Login option, admin will be able to login to admin panel provided credentials entered by admin are correct
- **Forgot Password?** – Admin will also be displayed link to ‘Forgot Password’ and by clicking on Forgot password option, admin needs to enter Email Id. Once admin has entered Email Id then he/she will be able to reset his/her password.

#### 4.1.2 - ADMIN DASHBOARD

Admin will be able to login to admin panel and will be able to view details as follows:

- **Statistics - Admin will be able to view below mentioned statistics-**
  1. **Total no. of users**
  2. **Total no. of services**
  3. **Total no. of orders**
  4. **Total no. of completed orders**
  5. **Total no. of cancelled orders**
  6. **Total no. of disputed orders**
  7. **Total revenues earned**
  8. **Total redemption amount**
  9. **Net Profit** = Total revenues earned - Total redemption amount
  10. **Total Subscribers**
- **Notifications** - Admin will be able to view notifications under notification symbol. By clicking on ‘Notification’ symbol admin will be displayed an option of ‘See All Notifications’ and by clicking on that admin will be redirected to notifications section
- **Static Text** - Static Text will be displayed to admin with ‘Welcome Admin’
- **Log Out** – By clicking on ‘Log Out’ option, admin will be logged out from his/her account



## 4.1.3 - COMMON MENU

### 4.1.3.1 - SITE SETTINGS

Admin will be able to view and edit details of site settings, site settings contains details as follows:

1. **Site name\***
2. **Admin Email\***
3. **Site Logo** – Admin will be able to upload/change site logo by browsing from the system
4. **Email from name\***
5. **From Email\***
6. **Site Favicon** – Admin will be able to upload/change site Favicon by browsing from the system
7. **Admin Commission (In %)\***
8. **Processing Fee (In %)\***
9. **Per day price to feature Service\***
10. **No. of quotes user can send per day\***
11. **Google analytics code\***
12. **Footer Site Logo**
13. **Edit** – By clicking on Edit button, admin will be able to edit details

**Remarks:** Fields marked as \* are mandatory fields for admin to edit/update site setting details.

### 4.1.3.2 - NOTIFICATIONS

Admin will receive following notifications in the admin panel:

- ↳ **When a new user registers in the APP**
- ↳ **When Order is placed on the APP**
- ↳ **When a new service has been added in the APP**
- ↳ **When a new buying request has been posted in the APP**
- ↳ **When Order is marked as completed by buyer**
- ↳ **When Dispute is raised for an order**

### 4.1.3.3 - CHANGE PASSWORD

Admin will be able to change his/her password by clicking on this option. Admin needs to enter details as follows:

- **Enter Old Password\***
- **Enter New Password\***

- **Enter Confirm New Password\***
- **Submit and Cancel** - By clicking on 'Submit', admin will successfully be able to change his/her password and by clicking on 'Cancel', admin won't be able to change his/her password and will be redirected to Welcome page

**Remarks:** Fields marked as \* are mandatory fields for admin to 'Change password'

#### 4.1.3.4 - EMAIL TEMPLATES MANAGEMENT

**Admin will be able to manage Email templates from this section. Email templates will be based on activities performed by user and user will receive Email for the same. It contains details as follows:**

- **Search by keyword** – Admin will be able to search Email template by entering search keywords.
- **Email template Type**
- **Email template description**
- **Current Status of Email template (Activate/Deactivate)** – Admin will be able to change the current status of Email template as activate/deactivate. If deactivated by admin then user won't receive Email for the same however admin can change status as per requirement.
- **Operations (View, Edit)**

#### 4.1.4 - CONTENT (I.E. CMS) MANAGEMENT

**Admin will be able to manage the content of all static pages using CMS (Content Management System). It contains details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords.
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin.
- **Page Title**
- **Page Slug**
- **Current Status of Page (Activate/Deactivate)** – Admin will be able to change the status of page as activate/deactivate. If deactivated by admin than page won't be displayed in the front end however admin can change the status as per requirement.
- **Operations** (Add, View, Edit and Delete)

#### 4.1.5 - USER MANAGEMENT

##### 4.1.5.1 - MANAGE USERS

**Admin will be able to manage users from this section. Admin will be able to manage details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords. Username will be considered for searching
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **User name**
- **User Email Id**
- **User Location (i.e. Country)**
- **Registered On** - Month and year when user has joined will be displayed
- **Status (Activate/Deactivate)** - Admin will be able to change the current status of user as activate/deactivate. If deactivated by admin user won't be able to login to APP however admin can change status as per requirement
- **Operations** (View details, Edit details, Export to CSV, Export to Excel and Delete)
- **View** – Admin will be redirected to user profile page to view all details of user

### 4.1.5.3 - MANAGE REDEEM REQUESTS

**Admin will be able to manage redeem requests of users from this section. It contains details as follows:**

- **Search by keyword** - Admin will be able to search redeem requests by entering search keywords. User name will be considered for searching
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Filter Options** - Admin will have following filter options to filter the results of redeem requests. Filter options are as follows:
  1. **Filter by Date (From - To)** - Admin will be able to filter the results of redeem requests of user by selecting From and To Date from Date range picker. Admin will also have an option of 'Apply' for applying the selected date(s) and 'Cancel' to cancel the details
  2. **Payment Status (Pending/Paid)** - Admin will be able to filter the results of redeem requests by selecting payment status from the list
- **User name**
- **Requested amount**
- **Requested On Date**
- **Payment Status (Pending/Paid)**
- **Operations (View details, Pay to User, Export to CSV, Export to Excel)**

### 4.1.5.4 - USER (I.E. SELLER) LEVELS MANAGEMENT

**Admin will be able to manage user (i.e. Seller) levels from this section. It contains details as follows:**

- **Search by keyword** - Admin will be able to search level using search keyword. Level name will be considered for searching

- **Level name**
- **Badge (i.e. Image)**
- **Added Date**
- **Criteria's to achieve Level-**
  1. **No. of completed Orders**
  2. **Maintain a min. star rating**
  3. **No. of cancelled orders**
- **Status (Activate/Deactivate)** - Admin will be able to change the current status of level as activate/deactivate. If deactivated by admin than user level won't be displayed for selection however admin can change status as per requirement
- **Operations (Add, View, Edit and Delete)**

## 4.1.6 - SERVICE MANAGEMENT

### 4.1.6.1 - SERVICE CATEGORY MANAGEMENT

**Admin will be able to manage users from this section. Admin will be able to manage details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Category name**
- **Current Status of Category (Activate/Deactivate)** – Admin will be able to change the status of Category as activate/deactivate. If deactivated by admin then Category won't be displayed for selection to user however admin can change the status as per requirement
- **Operations (Add, Edit, Delete)**

### 4.1.6.2 - SERVICE SUB CATEGORY MANAGEMENT

**Admin will be able to manage different subcategories from this section. It contains details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Category name**
- **Sub Category name**
- **Current Status of Subcategory (Activate/Deactivate)** – Admin will be able to change the status of Subcategory as activate/deactivate. If deactivated by admin

then Subcategory won't be displayed for selection to user however admin can change the status as per requirement

- **Add/Remove from Popular Service** - By clicking on this option, admin will be able to Add/Remove in/from popular service. It will be displayed in homepage in popular services panel
- **Operations (Add, Edit, Delete)**

### 4.1.6.3 - MANAGE SERVICES

**Admin will be able to manage services which are posted by users (i.e. sellers) from this section. It contains details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Filter options for Service** - Admin will have following filter option to filter the results of service. Filter options are as follows:
  1. **Approval status (Accepted/Rejected/Pending)** - Admin will be able to filter the results by selecting approval status from the list
- **Service name** - By clicking on Service name, admin will be redirected to Service detail page
- **Category**
- **Sub-category**
- **Username** - Who has posted a service
- **Starting From Price**
- **Approval Status (Accepted/Rejected/Pending)**
- **Accept/Reject Request**
- **Operations (Accept/Reject Service, View details, Edit details, Export to CSV, Export to Excel and Delete)**

**Accept/Reject Request** - Admin will be able to accept/reject request by selecting Accept/Reject option. If request is accepted by admin then service will be displayed in the APP however if rejected by admin then service won't be displayed in the APP.

### 4.1.7 - BUYER REQUESTS MANAGEMENT

**Admin will be able to manage buyer requests of buyers from this section. It contains details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords

- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Filter options for buying requests** - Admin will have following filter options to filter the results of buying requests. Filter options are as follows:
  1. **Approval status (Accepted/Rejected/Pending)** - Admin will be able to filter the results by selecting approval status from the list
- **Username** - Who has posted a request
- **Brief Description**
- **Category**
- **Budget**
- **Approval status (Pending/Accepted/Rejected)**
- **Operations (View details, Accept/Reject Request, Delete)**

## 4.1.8 - ORDERS MANAGEMENT

### 4.1.8.1 - MANAGE ORDERS

Admin will be able to manage orders of APP from this section. It contains details as follows:

- **Search by keyword** - Admin will be able to search orders using search keyword. Order ID will be considered for searching
- **Filter options for order** - Admin will have following filter options to filter the results of orders. Filter options are as follows:
  1. **Order Status (In-progress/Delivered/Completed/Disputed)** - Admin will be able to filter the results by selecting order status from the list
- **Order ID**
- **Service name**
- **Order amount**
- **Order Date**
- **Seller name**
- **Buyer name**
- **Operations (View details, Export to CSV, Export to Excel)**

### 4.1.8.2 - MANAGE DISPUTES

Admin will be able to manage order disputes from this section. It contains details as follows:

- **Search by keyword** - Admin will be able to search orders using search keyword
- **Filter options for order** - Admin will have following filter options to filter the results of orders. Filter options are as follows:
  1. **Order Status (In-progress/Delivered/Completed/Disputed)** - Admin

will be able to filter the results by selecting order status from the list

- **Order ID**
- **Service name**
- **Order amount**
- **Order Date**
- **Username (Usertype)** - Who has raised dispute
- **Username (Usertype)** - User against which dispute is raised
- **Dispute Status (Accepted/Rejected/Pending)**
- **Operations (View details, Accept/Reject Dispute)**

#### 4.1.9 - COUPON CODE MANAGEMENT

**Admin will be able to manage different Coupon from this section. Admin will be able to do following operations:**

- **Search by keyword** - Admin will be able to search Coupons using search keyword. Coupon code will be considered for searching
- **Coupon Code**
- **Type** - %/Fix Amount
- **Start Date**
- **End date**
- **Max. No. of redemptions per user**
- **Total no. of redemptions**
- **Current Status of Coupon Code (Activate/Deactivate)** - Admin will be able to change the status of Coupon code. If status is deactivated by admin then coupon code won't be displayed in front end however admin can change status as per requirement
- **Operations (Add, View, Edit and Delete)**

#### 4.1.10 - SKILLS MANAGEMENT

**Admin will be able to manage different skills from this section. It contains details as follows:**

- **Search by keyword** - Admin will be able to search skill using search keyword
- **Skill name**
- **Skill added date**
- **Status (Activate/Deactivate)** - Admin will be able to change the status of skill as activate/deactivate. If status is deactivated by admin then skill won't be displayed in the front end however admin can change status as per requirement
- **Operations (Add, View, Edit and Delete)**

#### 4.1.11 - LANGUAGE MANAGEMENT

Admin will be able to manage different languages from this section. It contains details as follows:

- **Search by keyword** - Admin will be able to search language using search keyword. Language name will be considered for searching
- **Language name (For Ex: - English/French/Spanish)**
- **Language added date**
- **Status (Activate/Deactivate)** - Admin will be able to change the status of language as activate/deactivate. If status is deactivated by admin then language won't be displayed in the front end however admin can change status as per requirement
- **Operations (Add, Edit and Delete)**

#### 4.1.12 - DEGREE MANAGEMENT

Admin will be able to manage different degrees from this section. It contains details as follows:

- **Search by keyword** - Admin will be able to search degree using search keyword. Degree name will be considered for searching
- **Degree name**
- **Added date**
- **Status (Activate/Deactivate)** - Admin will be able to change the status of degree as activate/deactivate. If status is deactivated by admin then degree won't be displayed in the front end however admin can change status as per requirement
- **Operations (Add, Edit and Delete)**

#### 4.1.13 - NEWSLETTER MANAGEMENT

##### 4.1.13.1 - MANAGE NEWSLETTER

Admin will be able manage newsletters and can send the newsletters to the no. of users who have subscribed for newsletter from 'Manage newsletter' section. It contains details as follows:

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **Newsletter name**
- **Newsletter Subject**
- **Status (Activate/Deactivate)** - Admin will be able to change the current status



of newsletter as activate/deactivate. If status is deactivated by admin then it will be disabled however admin can change status as per requirement

- **Operations (Add, View, Edit, Delete and Send mail to subscribers)**

#### 4.1.13.2 - MANAGE NEWSLETTER SUBSCRIBERS

**Admin will be able to manage newsletter subscribers from this section. It contains details as follows:**

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **User Email ID**
- **Subscribed On**
- **IP address** - From which user has subscribed to newsletter
- **Status (Activate/Deactivate)** - Admin will be able to change the current status of subscriber as activate/deactivate. If status is deactivated by admin then user will successfully be unsubscribed from newsletter however admin can change status as per requirement
- **Operations (Delete)**

#### 4.1.14 - MANAGE ABUSE KEYWORDS

**Admin will be able to manage abuse keywords from this section. It contains details as follows:**

- **Search by keyword** - Admin will be able to search degree using search keyword
- **Abuse keyword name**
- **Added date**
- **Status (Activate/Deactivate)** - Admin will be able to change the status of abuse keyword as activate/deactivate
- **Operations (Add, Edit and Delete)**

**Remarks:** Any user won't be able to add those abuse keywords in the APP which are added by admin in the APP

#### 4.1.15 - PAYMENT HISTORY OF USERS

Admin will be able to view payment history of users from this section. It contains details as follows:

- **Filter by Date (From – To)**
- **User name**
- **Transaction ID**
- **Paid amount**
- **Payment Date**

#### 4.1.16 - MANAGE CONTACT US FORM

Admin will be able to manage contact us form from this section. It contains details as follows:

- **Search by keyword** – Admin will be able to search results by entering search keywords
- **Select Records (25/50/75/100)** - Admin will be able to select records and based on that no. of records will be displayed to admin
- **User name**
- **User Email ID**
- **User Location (Country)**
- **Description**
- **Operations (Reply, Delete)**
- **Reply to user** - By clicking on this option, admin will be able to send his/her reply to user. User will receive reply on his/her Email ID
- **Delete** - Admin will be able to delete record by clicking on 'Delete' option