

Uplift Dawah Mobile Application

Statement of Work

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Concept

Uplift Dawah Mobile Application sole purpose is to groom and motivate newly converted Muslims by connecting them to the fellow Muslims and getting their social and religious problems solved. This application will act as an interface between the new and older Muslims and will help in strengthening bond among the Muslim Ummah.

This interactive Mobile Application comprises of three primary flows:

- ✓ Admin
- ✓ Volunteer
- ✓ New Muslims

There shall be these mainly three parties working through the app. Admin will control the system by registering new Volunteers or New Muslims and having volunteers to help New Muslims in different ways.

Volunteers are the people who will be logging in the app with the intentions of offering their services to New Muslims in resolving their tickets.

There will also be a fourth party with the name of 'Other Members' who will act as just viewers who are signed in the app just to follow along the good work being done at Uplift Dawah.

1. SPLASH, LAUNCH SCREENS

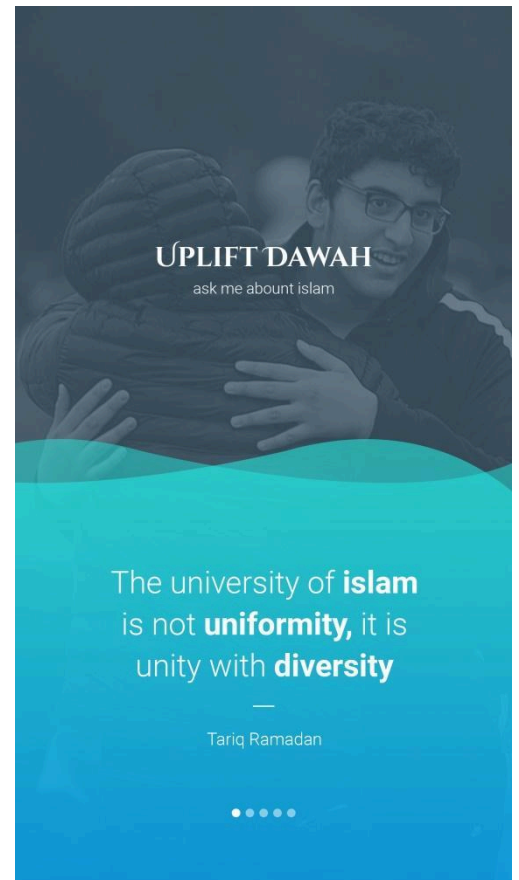
AND LOGIN FLOW

0.1 Splash Screen:

- The app starts off with a splash screen followed by a launch screen.
- The Splash screen will contain a logo and it will be shown for two seconds.

0.2 Launch Screen:

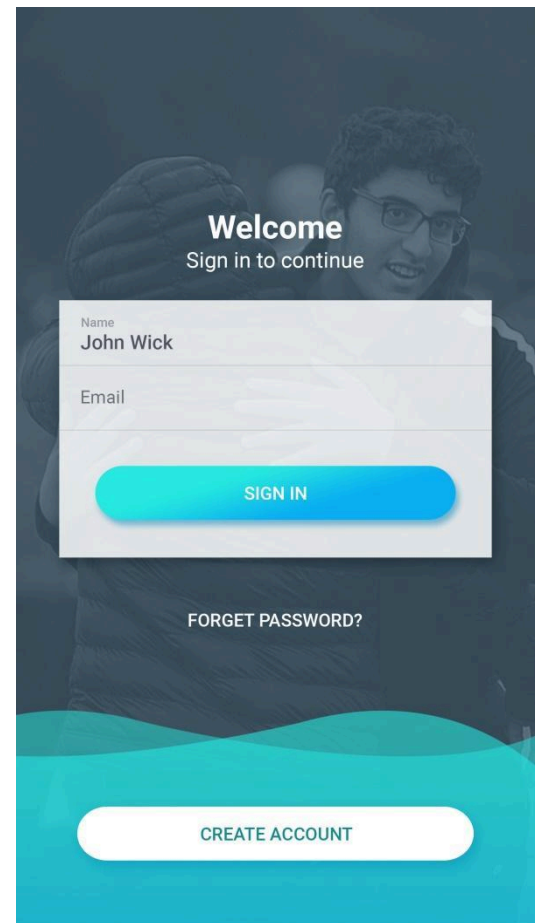
- The Launch screen will be loaded automatically after the splash screen.
- The Launch screen will be coming once in a week for every user.
- The Launch screen will contain a slideshow of the images and inspirational quotes regarding Islam and ethics.
-



0.3 Login

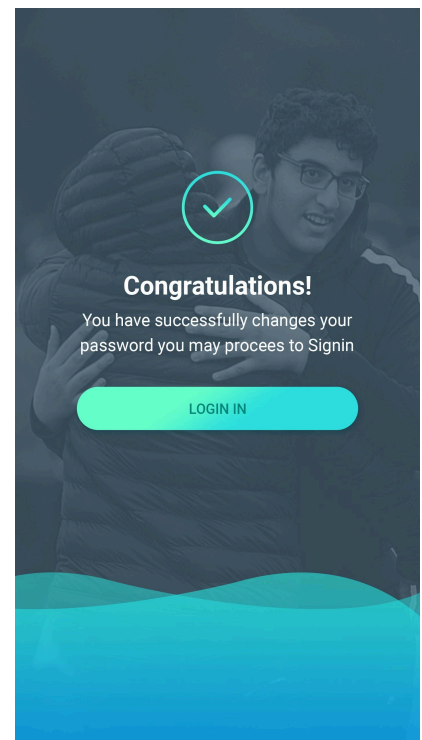
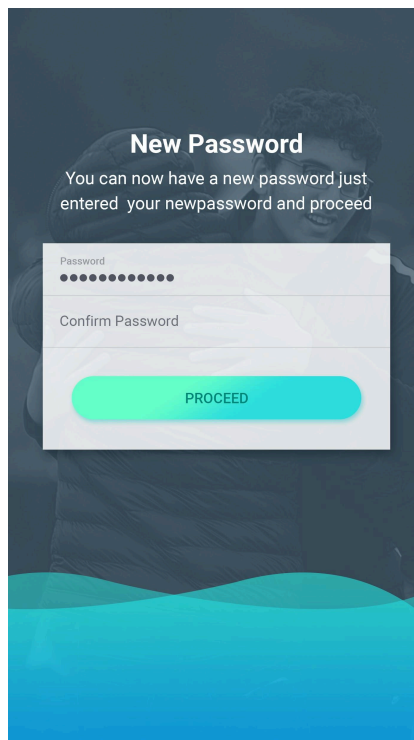
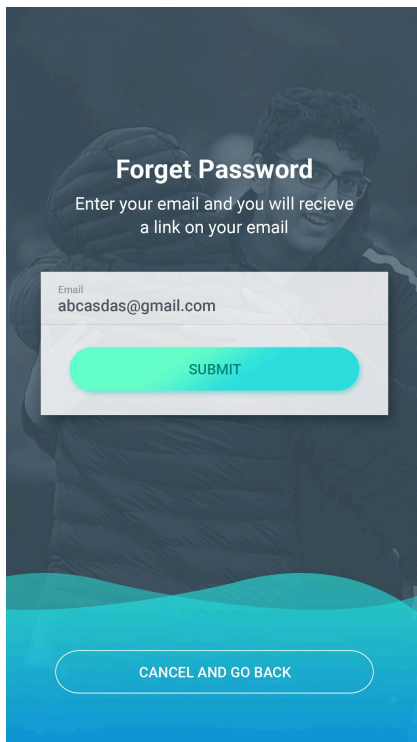
User can slide through all slides or skip anytime, he then moves onto the Login screen.

- Signing in is mandatory for accessing this application so this screen will be significant.
- This screen comprises of Email and Password fields to sign in.
- After entering Login details, the user will hit the sign in button. And if his details are found correct he will be signed in to the app.
- User can tap on the Forgot Password link to renew password for his id.
- On tapping Forgot Password
- ***Please Note: Email Address shall be the identifying factor for a User to be an Admin, Volunteer, New Muslim or other member***
- If the user doesn't have an account, he will tap on the 'Create Account' button and move onto the Create Account Screen.



0.4 Forgot Password:

- A changing password link would be shared with the user through which he shall reset his password.
- After clicking on the link the user may proceed by entering his new password on the next screen.
- It will then be followed by a third screen with a confirmation message.



0.5 Create Account:

User needs to enter the following details to create an account:

- Full Name
- Phone No
- Email
- Password
- Confirm Password
- Address
- Date of Birth
- Reference Message – User will mention the name of the person who has referred him to sign up in this app.
- Select Role – User will select the role for which he shall use this app. There are four roles to select between; Admin, Volunteer, New Muslim and Other Member.

Address will have google address lookup if available or we will break address into Address1, Address2, City, State, Zip. Only name, email, role and password fields are mandatory. If the google address lookup works address field would be mandatory otherwise only zip code would be mandatory.

After completing all the details the user will hit the SIGN UP button to create his account.

Create Account
Sign up to continue

Name
John Wick

Phone No

Email

Password

Address

Date of Birth

Reference Message

Admin Volunteer New Muslim

SIGN UP

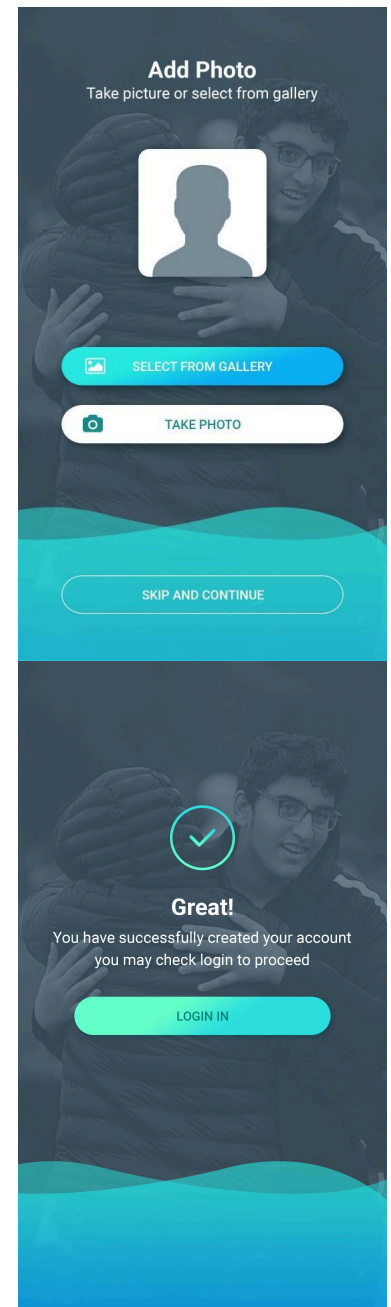
0.6 Add Profile Photo:

- After user creates a new account he will be directed to this screen where he will be asked to add a profile photo.
- User can either select from gallery by tapping on 'Select from Gallery' button or he can take a new photo by tapping on 'Take Photo'.
- User can skip this and continue by tapping on the button on the bottom of the screen.
- After signing up, the user will only be able to login once the account is approved by the admins "Your request is pending" screen will be shown if user login with correct id and password.

The 'Your request is pending' screen needs to be designed.

- Once the account details are incurred and the request has been accepted, this screen will be shown about the confirmation of new account.

No, User can login into the app but couldn't be able to see any flow except your signing request is pending. As the request get accepted by any of the admin, only then user would be able to see their related flow.



0.7 Revised Notes:

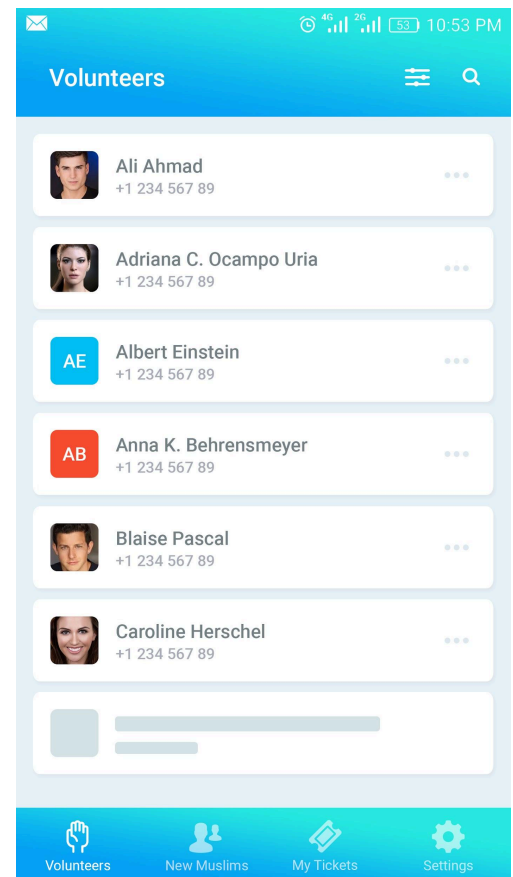
- User should be able to skip the slides and go directly onto the login screen (Refer to 0.3)
- Confirm password field will be added below Password field. (Refer to 0.4)
- Address field will be broken down into Address 1, Address 2, City, State and Zip Code fields. (Refer to 0.4)
- Mandatory fields in Sign Up form will be Email, Password, Role and Zip Code fields.(Refer to 0.4)

1. Admin Flow

- The Admin flow consists of ***four*** menus:
 - Volunteers
 - New Muslims
 - My Tickets
 - Settings

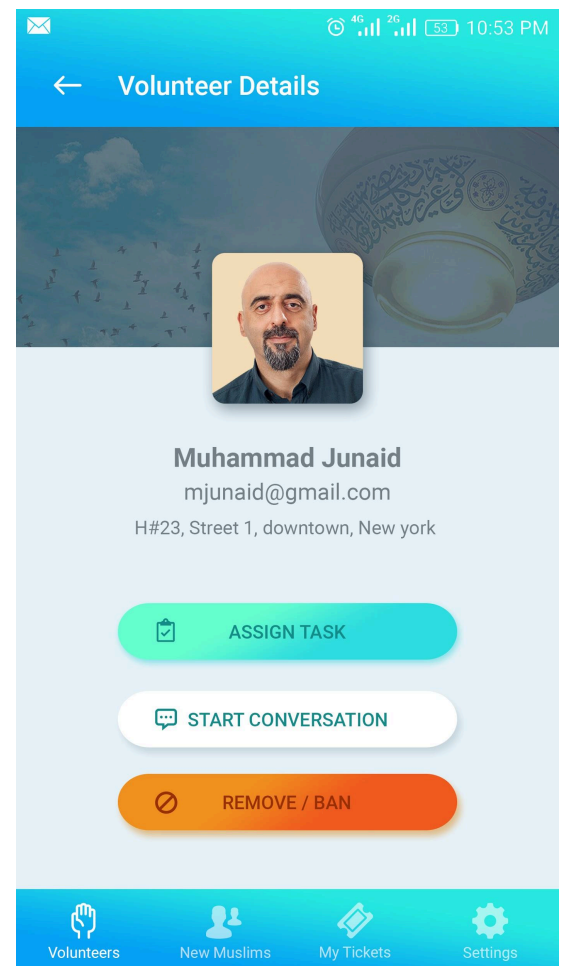
1.1 Volunteers Menu:

- The volunteers screen shows the lists of all volunteers registered on the application.
- Note that Admin can view all registered volunteers.
- Search icon on the top right is used to search for a particular volunteer.
- Sort icon on the left of search feature helps to sort out volunteers by *name, registration date*.
- There will be two filters as well:
 1. The status of user: (e.g. Active, inactive etc.) by default only active users will be shown
 2. Zone of the user: See later section for what is "Zone". By default it should show volunteers from all zone
- Tapping on any volunteer takes you to the Volunteer Detail screen.



1.2 Volunteer Details:

- Volunteer Details includes the profile image, full name, email Address and residential address of the volunteer.
- It will also contain a drop down for Zone which will allow admin to change their zone if needed. (Not presented in the screen placed on the right at the moment)
- Admin can assign a task to this volunteer via the 'Assign task' button. Tapping on this button will take him to Assign Task screen.
- Start Conversation feature allows the admin to contact this volunteer through voice call or text message. Note that this communication WILL NOT be made inside this app. The default call and



messaging apps in the phone shall be used for this purpose.

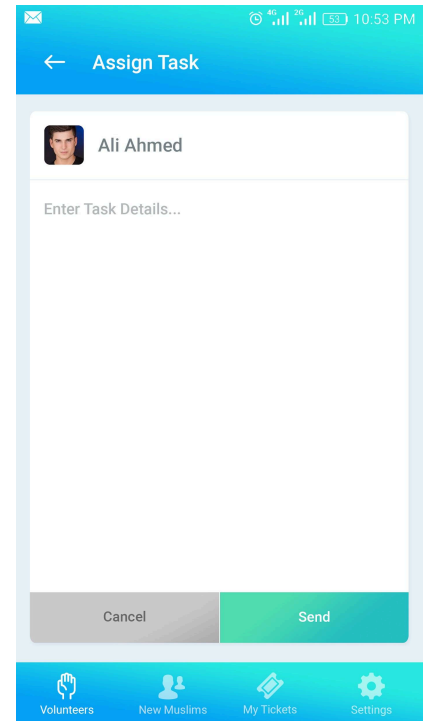
- P.S If the phone number is not provided or is invalid then the Start Conversation option will be grayed out with appropriate message
- Admin may also remove or ban this volunteer.

1.3 Assign Task:

The Assign task button on Volunteer Details screen will land user on Assign Task Screen.

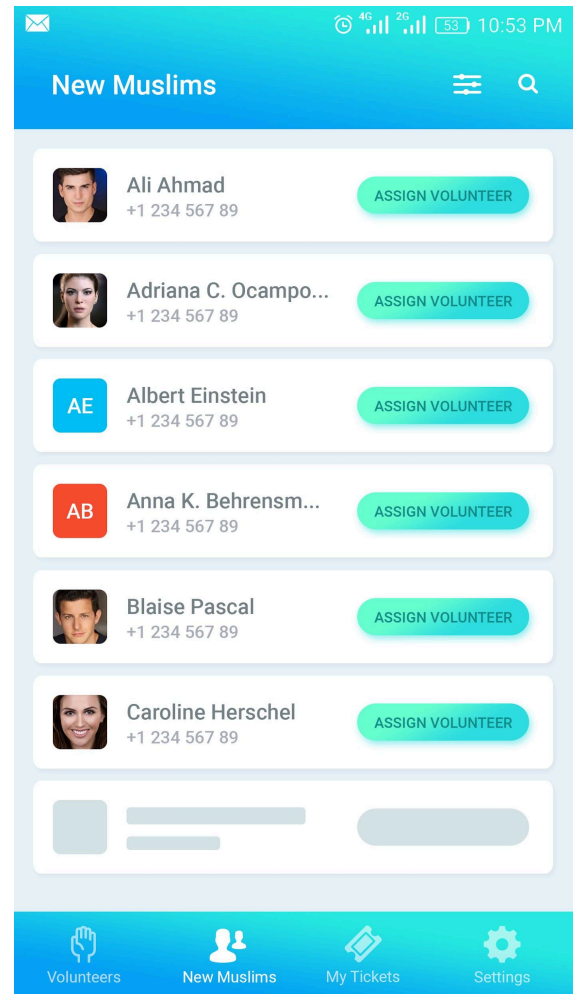
- The admin may assign any~ task to the volunteer selected on Screen 1.1. The task will be defined in the Enter Task Details section.
- Send Button assigns the task while cancel will take admin back to the previous screen i.e. Screen 1.2.

Task title is missing by the designer



1.4 New Muslims Menu:

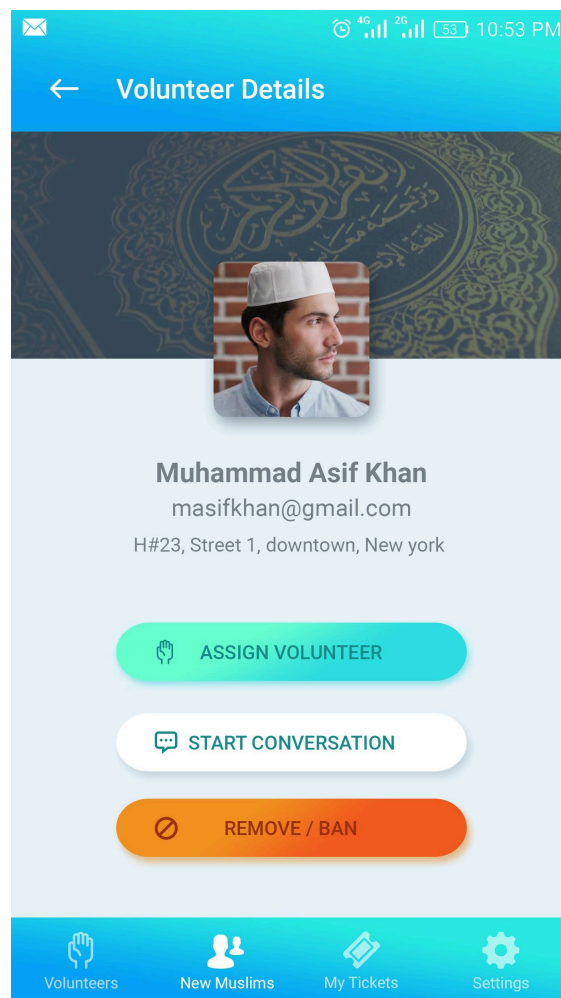
- This is the New Muslims menu screen. Admin can view all new Muslims listed on the app.
- Each item on this screen displays the Name, phone number and Zone fields of the new Muslim and contains 'Assign Volunteer' button
- There will be a sort option on the top right which would allow sorting on multiple fields:
 1. Zone
 2. Whether a volunteer is assigned or not
 3. Date of joining
- There will also be a filter option with following fields:
 1. Zone
 2. User status (e.g. active, inactive, banned etc.).P.S the filter option needs to be added in the design.
- Again, the admin has the privilege to view all the new Muslims and can assign volunteer to any Muslim upon request.
- There will be some indication on each list item which tells admin if a volunteer is assigned to a muslim or not. (Will be designed)
- This should also have some indication that will tell how long a new muslim has not been contact (Will be designed).
- Assign Volunteer Button will take admin to the Assign Volunteer screen 1.5.



1.5 New Muslim Details:

P.S: Ignore the header on the design; this is New Muslim Details screen.

- New Muslim Details includes the profile image, full name, email Address residential address and a drop down for Zone of the new Muslim.
- Admin can assign a volunteer to this new Muslim via the 'Assign Volunteer' button. Tapping on this button will take him to Assign Volunteer screen
- Start Conversation feature allows the admin to contact this New Muslim through voice call or text message. Note that this communication WILL NOT be made inside this app. The default call and messaging apps in the phone shall be used for this purpose.
This will be grayed out if the phone number is not provided or is invalid.
- Admin may also remove or ban this new Muslim.
- There will be an option 'Contact history' which will open the list of notes that has been entered by the volunteers/admin for this new muslim. The list will be in descending order of date. The list will be read only for now. (Will be added in the design)
- There will be a button for "Add Notes" which will have two fields. Date and Text field. The entry will go in the list described above. Once an entry is saved, user will not be able to edit/delete it. (Will be added in the design)
- There will be a Post Educational Material field where user can type anything or paste a link (no images) which will be shown to that new muslim, It is just a one-way communication and not a chat. (Will be added in the design)



1.6 My Tickets Menu

This is the My Tickets Menu screen. As discussed, tickets are the problems our new Muslims are facing and need to solve. We help them solve our problem by assigning one or more volunteers to the new Muslims.

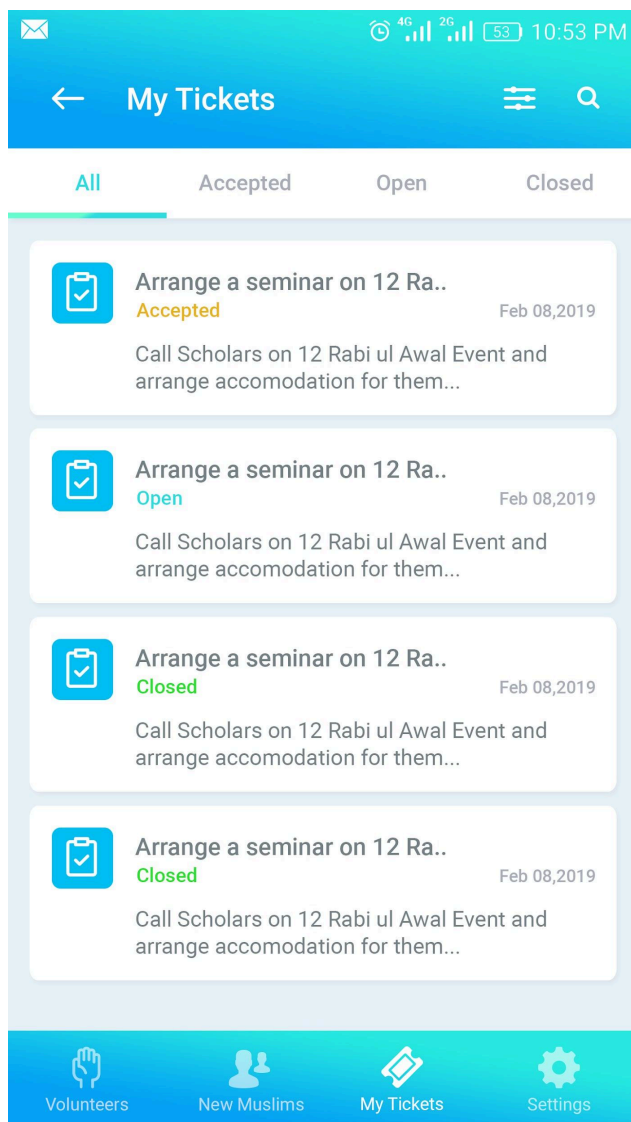
- There are three tabs given on My Tickets screen (Ignore All tickets Tab):-

Tab # 1 (Accepted) include the listing of only those tickets which were accepted by the admin only one admin would be able to care, for one ticket at a time.

Tab # 2 (Open) includes the listing of those tickets which were open to accept.

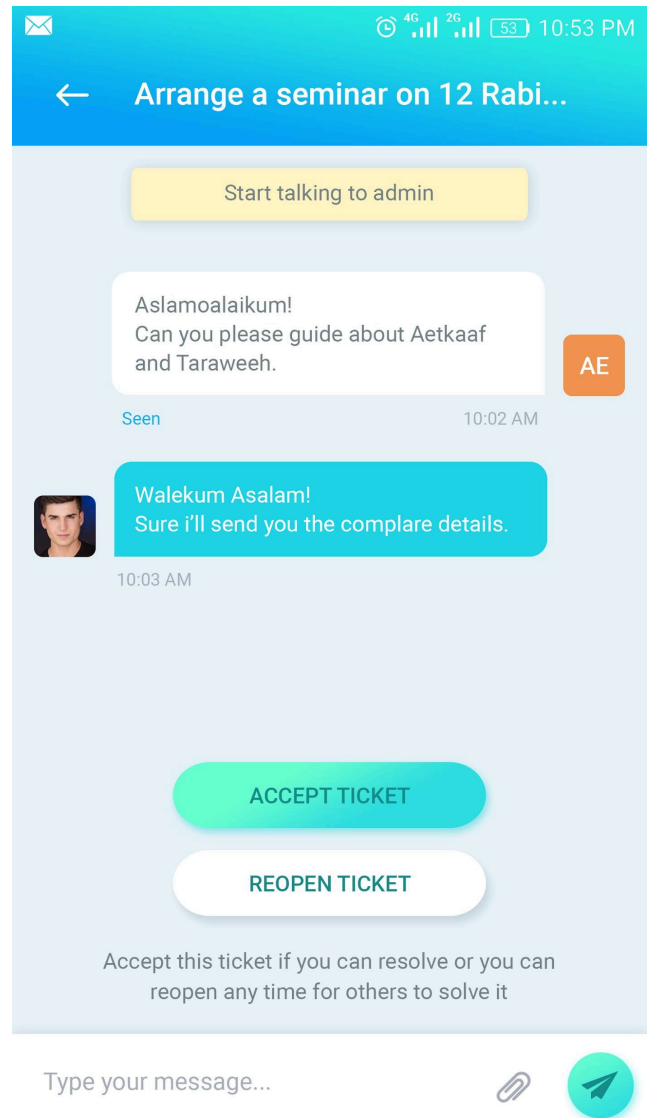
Tab # 3 (Closed) includes the listing of those tickets which were closed

- Each item on the each tab's list shows the Title of the ticket, status, date it was added by the new Muslim and the description of the ticket.
- Tapping on an item will open the next screen where the New Muslim will chat with the admin to ask.



1.7 Talk With New Muslim:

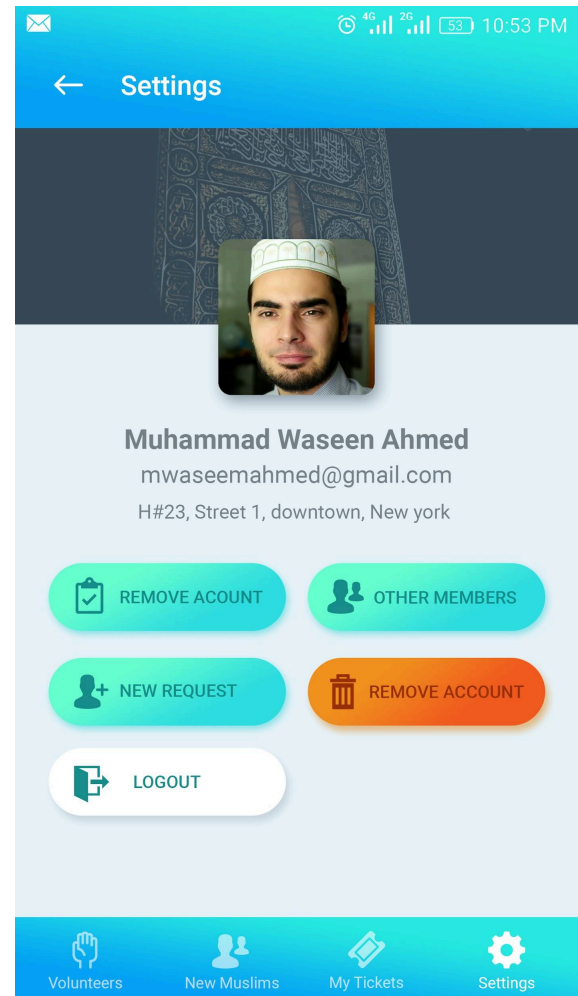
- Here the New Muslim can ask his queries regarding any matter in the app from the Admin.
- First admin will tap “Accept ticket” if he can solve the problem.
- Once he accepts it, the ticket will be removed for other admins.
- However if the admin is unable to resolve the issue the Admin can reopen it for others to solve.



1.8 Settings:

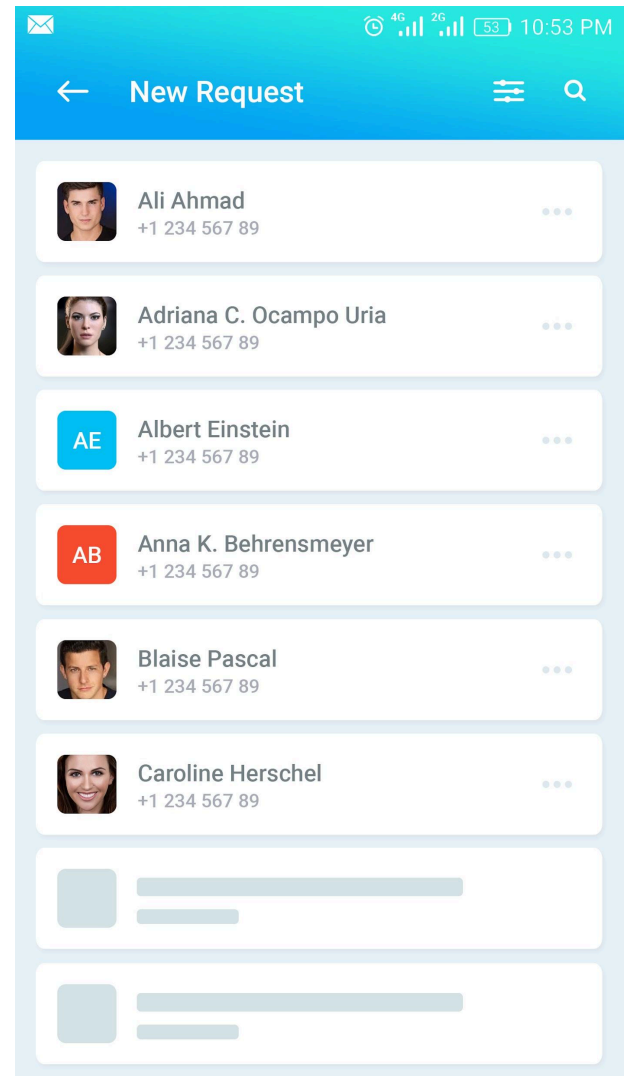
This is the settings menu screen which involves the admin's basic info with a number of sub menus:

- **My Tasks** featuring the lists of all tasks created by him and assigned to one or more volunteers.
- **Other Members** contains the records of all other members on the app. Remember other members are those who are neither Volunteers nor New Muslims, they are just there to watch out things happening on the Uplift Dawah application!
- **New Requests** is the list of all pending requests by people who have requested to join Uplift Dawah Mobile Application but their approval is awaited.
- **Remove Account** will remove this admin's account.
- **Logout** is the traditional logout feature in the app. Here Admin will logout by selecting this option.



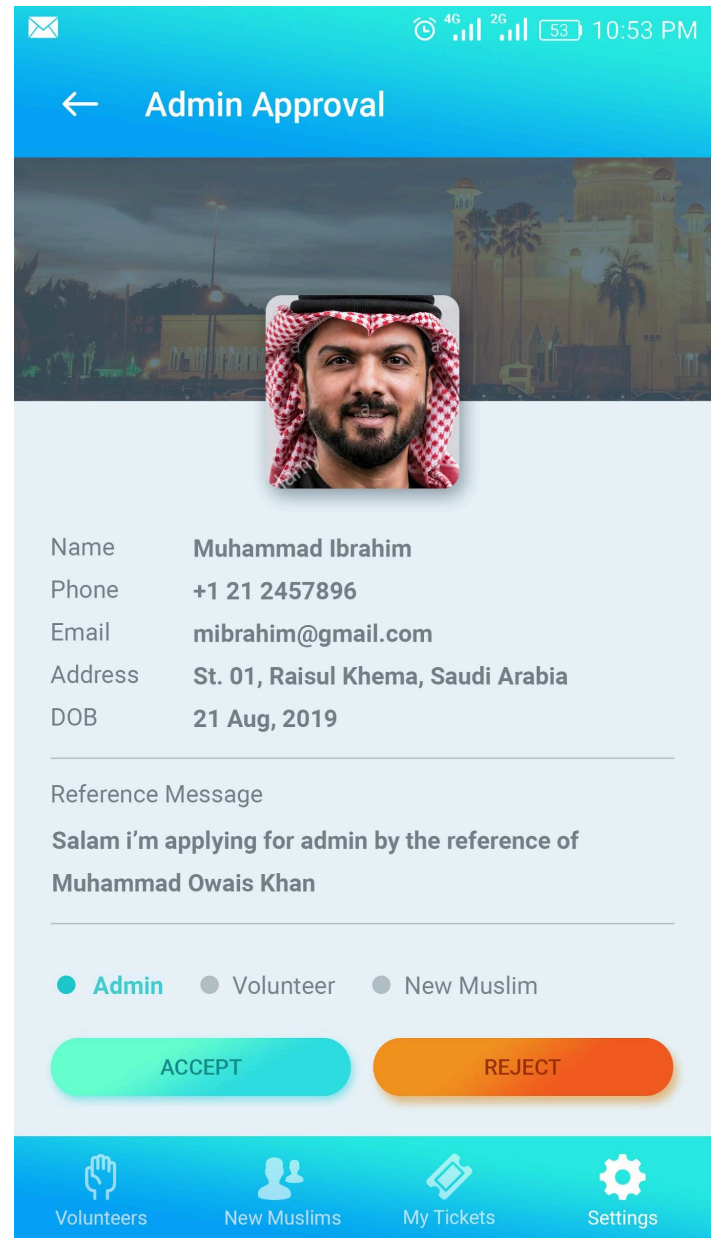
1.9 New Requests

- By tapping on the 'New Request' feature on the screen 1.8, the admin will land on this screen which is the New Request screen.
- This screen comprises the list of pending requests those are awaiting for approval by one of the admins.
- Each of the items on the list shows the name and phone number of the request maker.
- Will also show 'Zone' and 'Role' fields as read only.
- The search option on top right of the screen may help an admin in searching for a particular request.
- While there is also a sorting feature along the search icon with which request can be sorted out date wise as well as alphabetical wise.
- Tapping on any item on the list will take admin to the next screen which is the 'Admin Approval' screen.



1.10 Admin Approval Screen

- The Admin Approval screen shows all the necessary details of the person who has requested. The details include name, phone, email, address and date of birth.
- There will be a dropdown for Zone, which admin can change
- Each request is made through a reference of an existing admin/ volunteer/ New Muslim/ Other Member so he will be mentioning the name of the person who has referred him.
- There are 4 roles in this application to apply for; Admin, Volunteer, New Muslim and Other Member (missing on the design on the right)
- There are two buttons at the bottom of the screen where Admin can accept the request or else he would reject it.
- All users in the system will have hidden field of Zone. A user will not be able to edit this field for himself but an Admin can change Zone for himself or other users in the system. Zone is a list of geo locations which represents a set of zip codes (This will be a hardcoded mapping in DB between all possible zip codes and zones). When user will enter their address/zip code system will pick up the zone by default using that mapping and assign it to the field in user table but Admin will be able to change/override it if needed. The purpose of this field is to be able to group the volunteers, admin and muslims who live in same area.



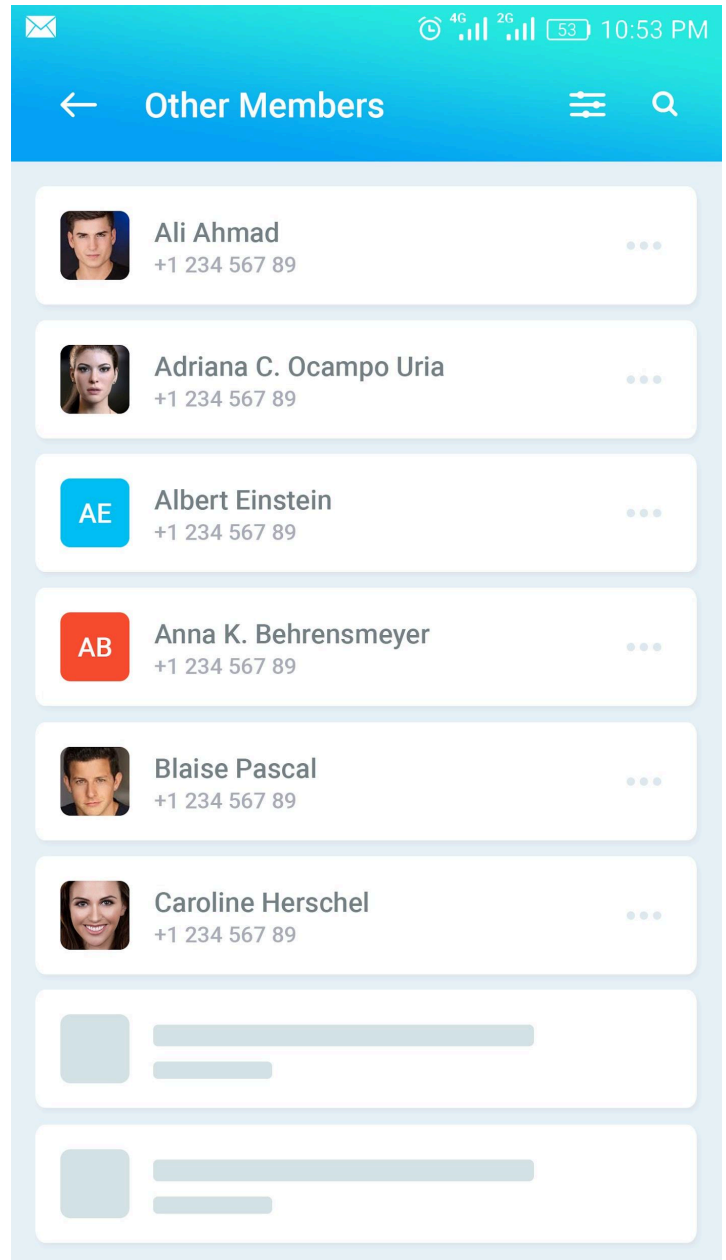
1.11 Dawah Workers:

- As mentioned earlier, the other members are those who have joined Uplift Dawah Application just for the sake of keeping a watch at the things going on in the app.
- This screen shows the list of all other members who are registered in the application.
- Each item on the list contains the thumb image of the other member, his name and phone number.
- Admin can search particular Other Member via the search icon on the top-right.
- Admin can sort the Other Members according to name and their registration date.
- Tapping on any particular item, the admin will move onto the Other Member's detail information screen.

There will be only 2 screens for this user:

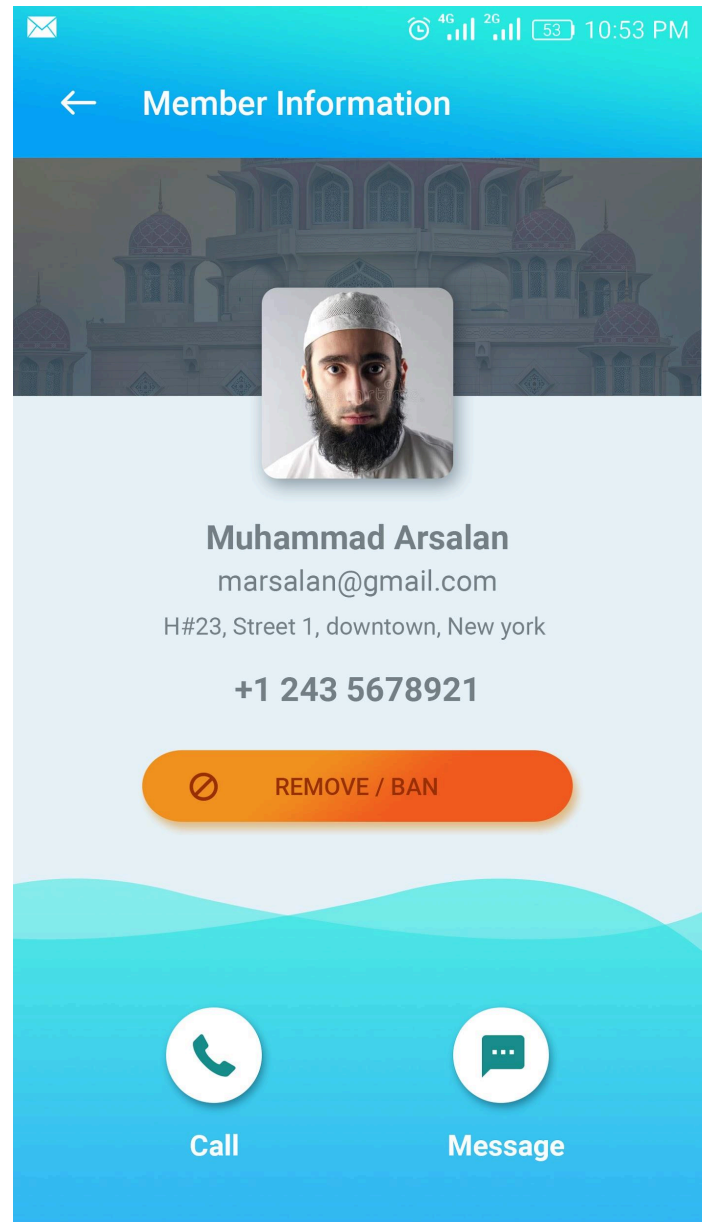
1. Home screen: Which will contain a banner and a button to add a new muslim (We can decide later what we want to put on that banner, maybe we can have rotation of nice quotes/ayahs etc.)

2. Enter new muslim form: This will be similar to register field, but the role will be hidden and will always be set to 'New Muslim'



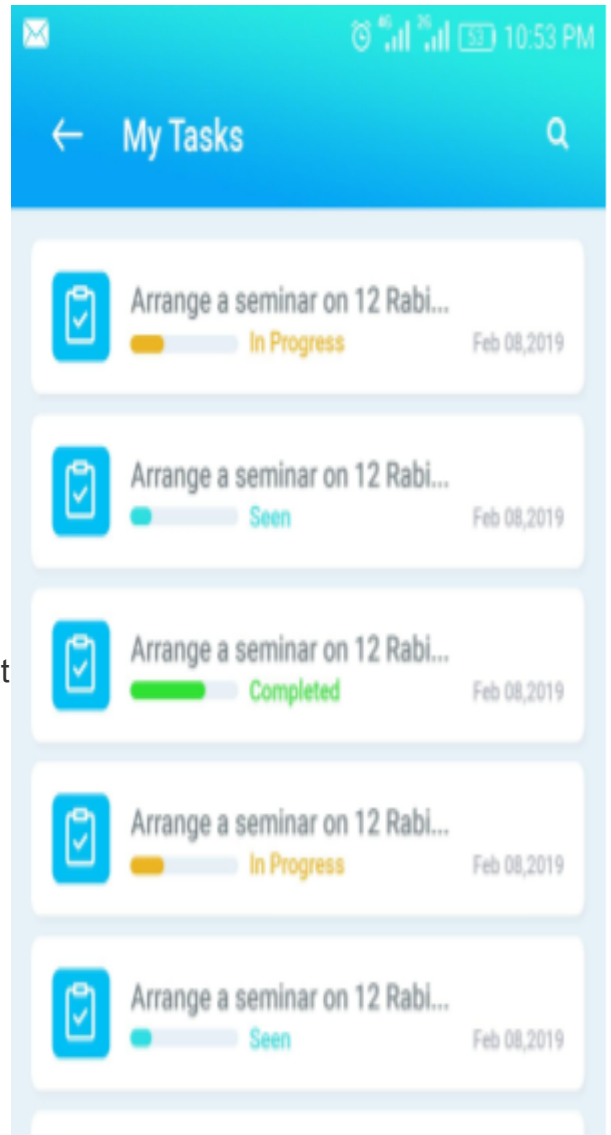
1.12 Dawah Worker Details:

- Member's information includes his profile image, name, email, residential address and phone number.
- Remove/Ban button will allow admin to remove this other member from the application.
- Call and Message features at the bottom will allow Admin to contact this member through the default calling or messaging apps on the phone.



1.13 My Tasks:

- By tapping on the 'My Tasks' feature on screen 1.8, the admin will land on this screen which is the My Tasks screen.
- This screen shows the list of all tasks this admin has assigned to the volunteers.
- Each item on the list shows the title of the task, its status and the date at which it was assigned.
p.s: The progress bar will be replaced by an icon.
- Status marked as Seen means the assigned volunteer has seen it. A task will only be assigned to one volunteer and assignee will not change.
- Status marked as Completed means the task has been completed.
- In progress means the volunteer has marked the task as in progress after seeing it.
- 'Opt Out' will mean the assigned volunteer has apologized or opt out from executing that task.

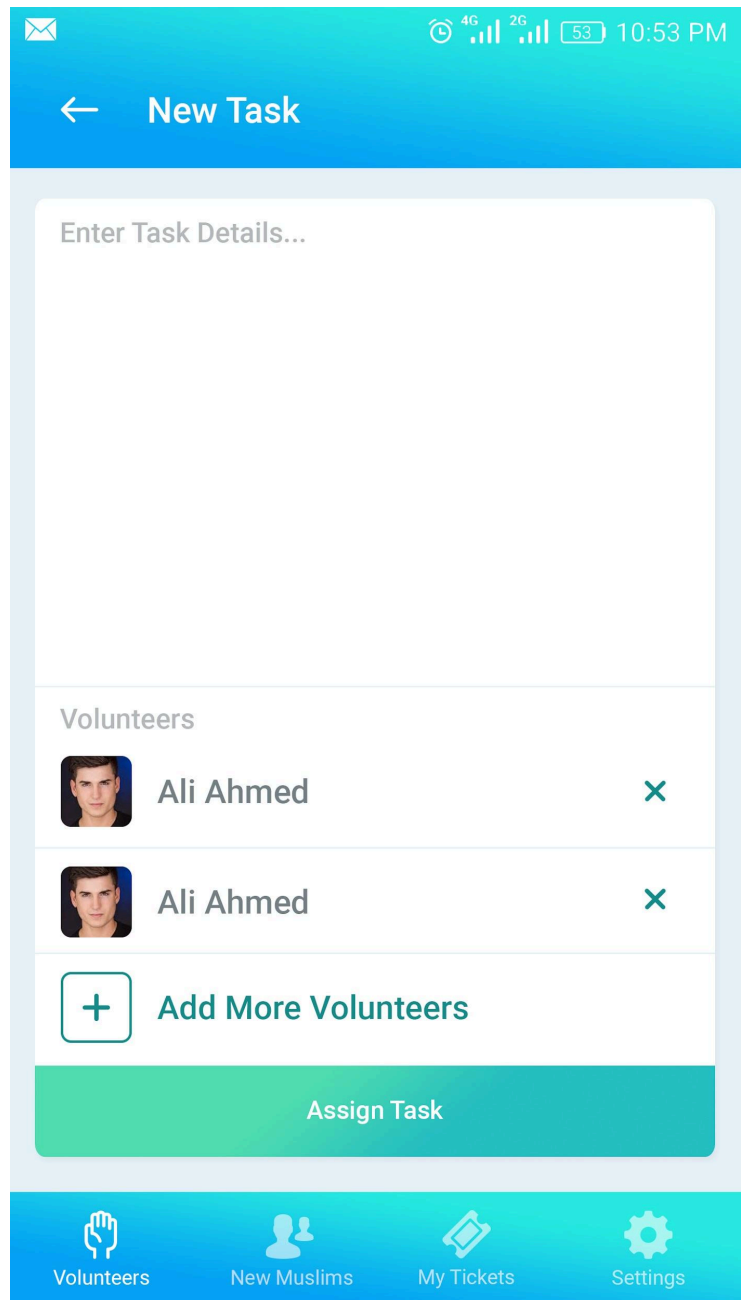


1.14 New Task:

- New Task screen where an admin can create new task and assign it to the volunteers.
- This screen includes the Enter Task Details text area, List of volunteers added to accomplish this task with an option to add more volunteers below it.
- Admin will hit the 'Assign Task' button to assign it the volunteers added.

Change:

Only one volunteer should be allowed to be selected.



2. **VOLUNTEER FLOW**

This is the Volunteers Module of the Application. It contains four tabs on the main screen which will be our four menus.

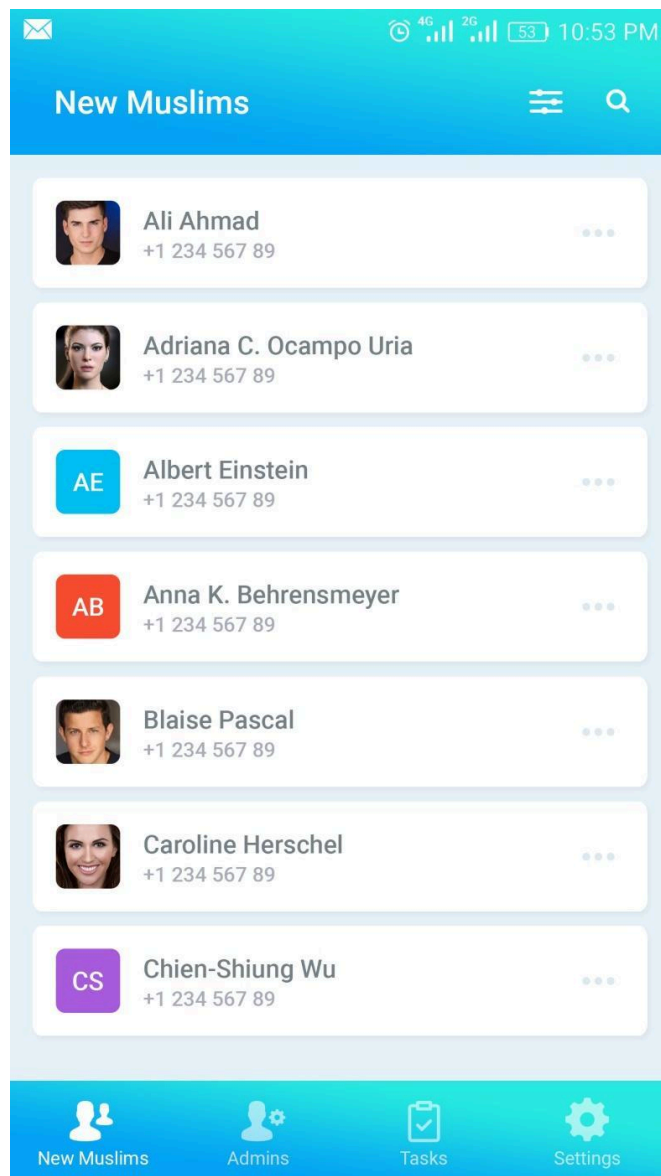
The four menus are:

- New Muslims
- Admins
- Tasks
- Settings
- Notifications

As discussed the Volunteers are those people who have signed up on this application to help new Muslims in collaboration with the admins.

2.1 New Muslims:

- Screen 2.1 shows the menu screen of New Muslims. This screen shows the list of New Muslims.
- Note that Volunteer cannot view all the New Muslims, but only those he is assigned to.
- There is a Search icon on the top-right of the screen through which the volunteer can search for a particular New Muslim.
- The Sorting icon on the left of Search icon enables the Volunteer to sort New Muslims by their name or date.
- There will be a sort option for last contacted.
- Each of the items on the list contains the thumbnail picture and the phone number of the new Muslim.
- We will show date for when last time this new muslims was contacted
- There should be a text field which will indicate what was the last time user was contacted.
- Tapping on any item on the list takes the Volunteer to the 'Conversation with New Muslim' screen.



Screen 2.1: New Muslims

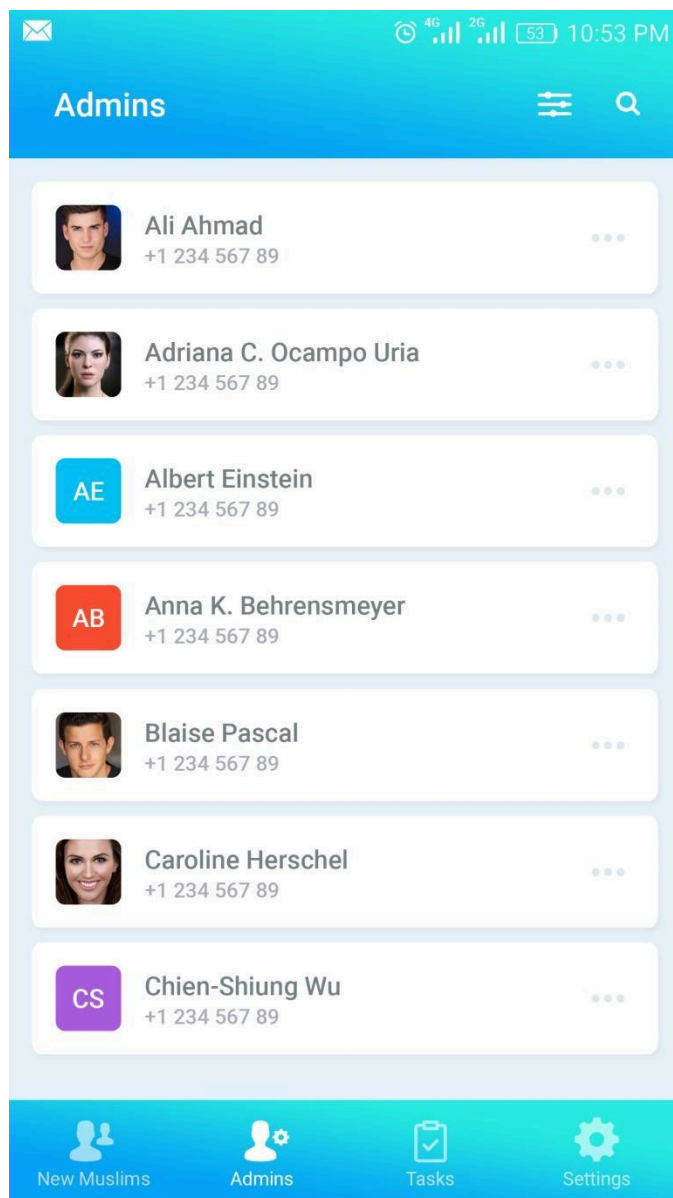
Conversation with New Muslim has been removed as per the directions of the client to avoid unnecessary complications. Instead tapping on the item on the previous screen will take user to the New Muslim Details screen.

2.2 New Muslim Detail:

This will be the same page as it is in the admin flow accept for it won't have the ban option.

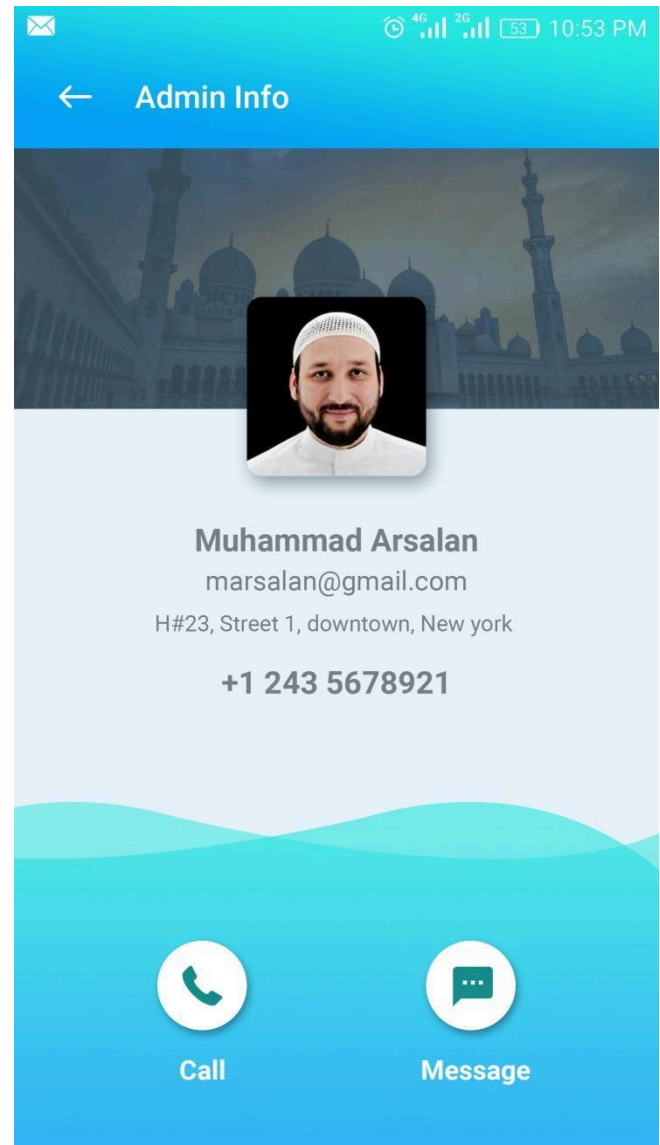
2.3 Admins Menu:

- This is the Admins Menu screen of the Volunteer flow.
- Here Volunteer can view all the admins who have assigned him tasks. He will not view all the admins.
- The search icon on the top-right of the screen lets Volunteer to search for particular admin.
- The Sort icon adjacent to the Search icon enables the Volunteer to sort out the Admins according to their name.
- Each item on the list contains the thumb image, name and phone number of the admin.



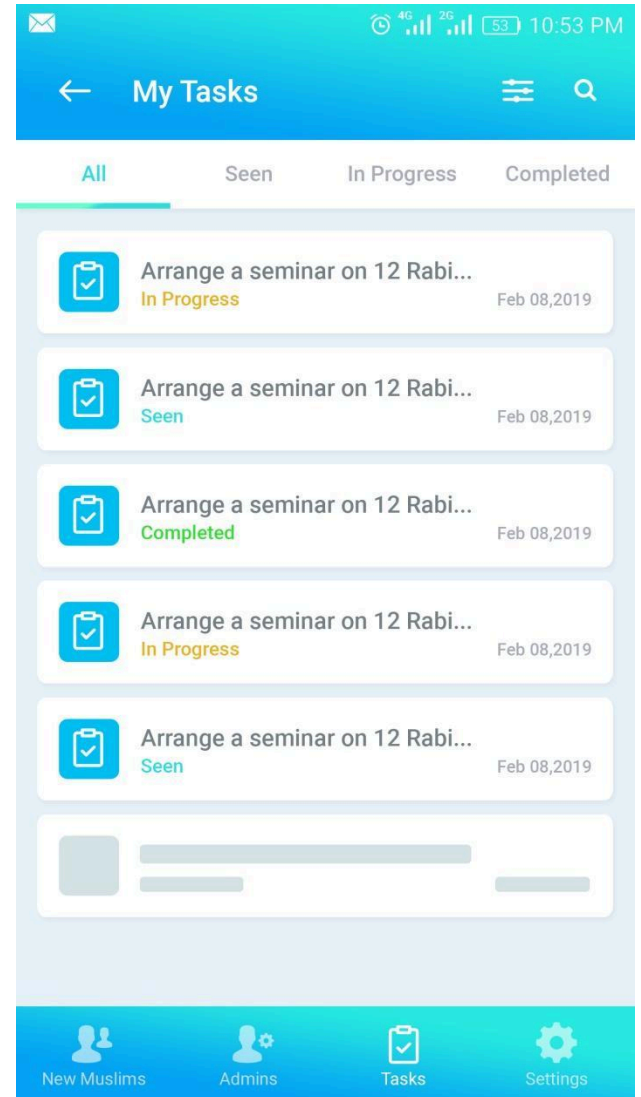
2.4 Admin Info:

- This screen shows the information of the admin.
 - The information includes profile picture, name, email address, residential address and phone number of the admin.
 - There is call and message options in this screen where the Volunteer may contact this admin via default calling and messaging apps of the phone.
-



2.5 My Tasks Menu:

- Volunteer can view all tasks that were assigned to him on this screen.
- There are four tabs on this screen; All, Seen, In Progress, Completed. These tabs are basically the statuses of the tasks.
- All (tab) will have the list of all the tasks which are assigned to him from day one.
- Seen Tab contains the list of the tasks which were just seen by him but he hasn't started working on it.
- In Progress tab lists down all those task which the Volunteer has marked as In Progress.
- Completed Tab lists down all the tasks which have been completed by this volunteer.
- Each item on all the lists carries Task title, Task status and Task assignment date.
- Tapping on any task will take user to the next screen i.e. Task Details screen.



2.6 Task Detail:

This screen shows the details of the task.

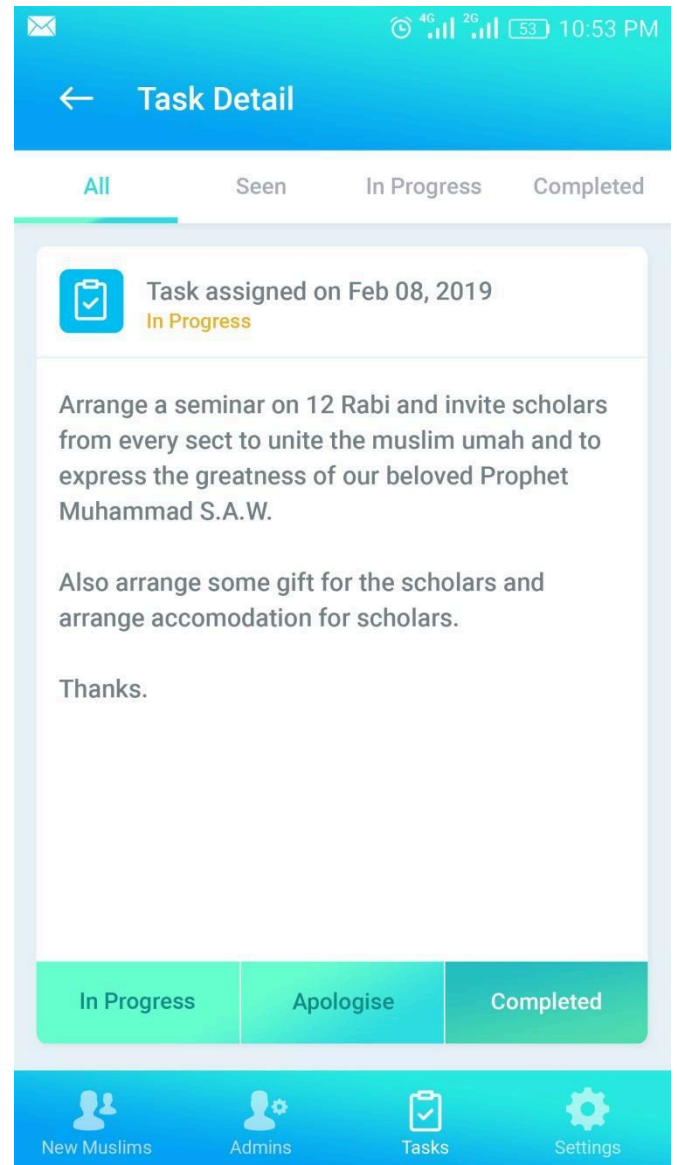
Task Detail has the Task Title, Task Status, Task Description.

There are three buttons at the bottom; In Progress, Apologize and Completed.

User can hit 'In Progress' button when he starts this task.

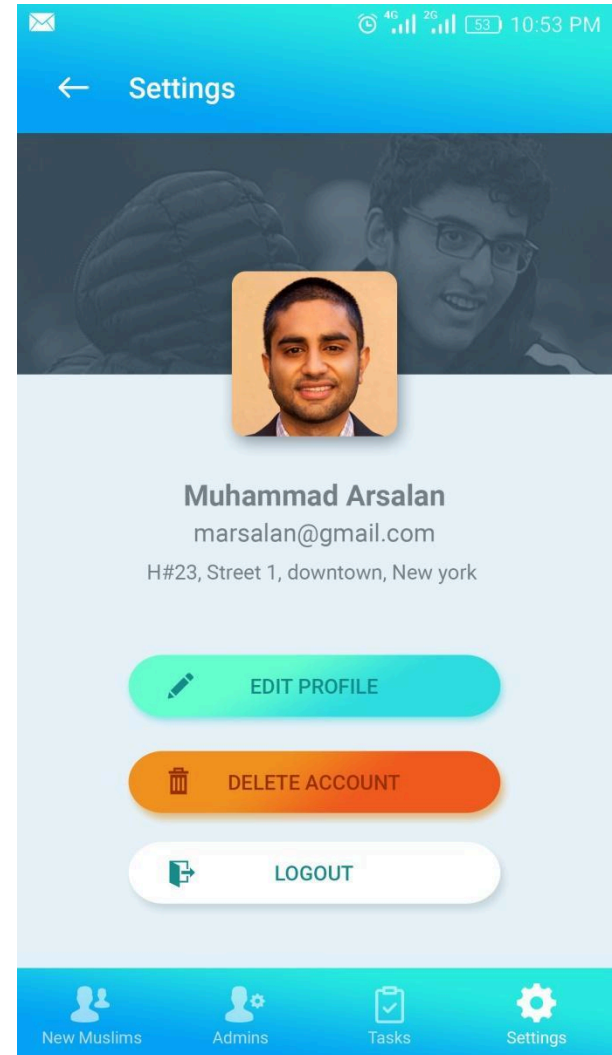
User will tap 'Apologize' button if he wants to withdraw from doing this task.

User will tap 'Completed' button when has completed his task.



2.7 Settings:

- This is the settings screen of the Volunteer flow.
- This screen contains the profile picture, name, email address and residential address of the Volunteer.
- Volunteer can edit his profile by tapping on Edit Profile button.
- Volunteer can delete his account by tapping on the Delete Account button.
- Volunteer can logout from the application by tapping on the Logout button.



Screen 2.6: Settings

2.7 Notifications:

There should a 5th menu for "Home" which will be first in the list. The home screen will show following sections:

1. New Tasks: It will show the list of unacknowledged tasks in descending order of create date. We should show 3 items and "See More" link which should take user to the tasks screen with appropriate sort and filter applied
2. New Assignees: This will list any new muslims assigned to him who he has not yet contacted. (the sorting and number of items are same as above)
3. Unattended assignees: This will be the similar list as described as "Unattended muslims" in the admin home page.

3. NEW MUSLIMS FLOW

This is the 'New Muslims' Module of the Application. It contains four tabs on the main screen which will be our **five** menus.

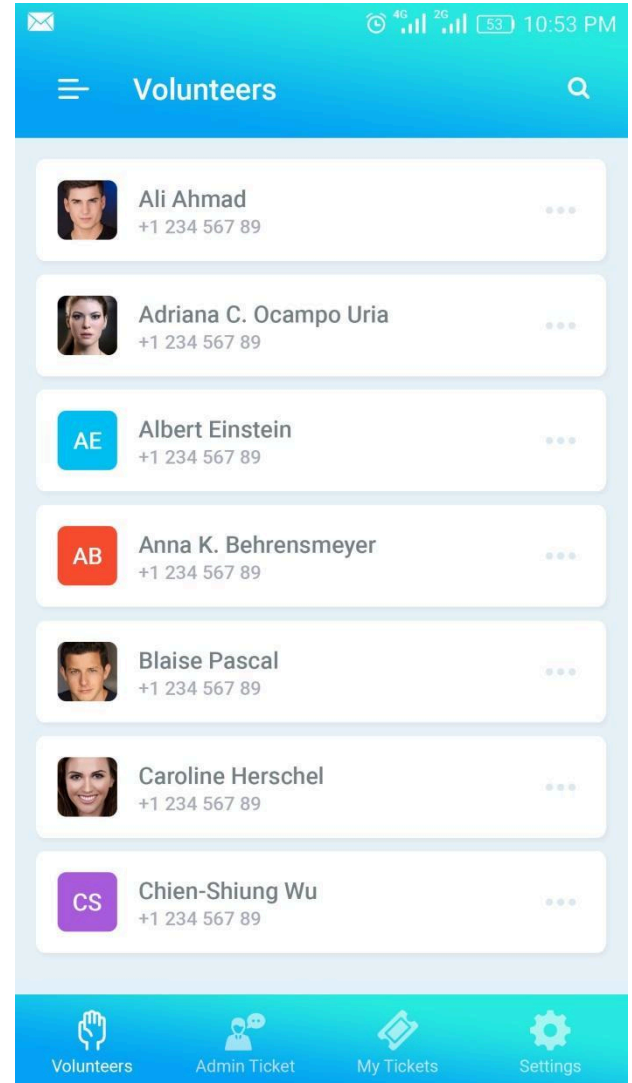
The **five** menus are:

- Volunteers
- Admin Ticket
- My Tickets
- Settings
- Notifications

As discussed the New Muslims are the newly converted Muslims and have signed up on this application to get their problems solved and get connected with their Muslim community.

3.1 Volunteers:

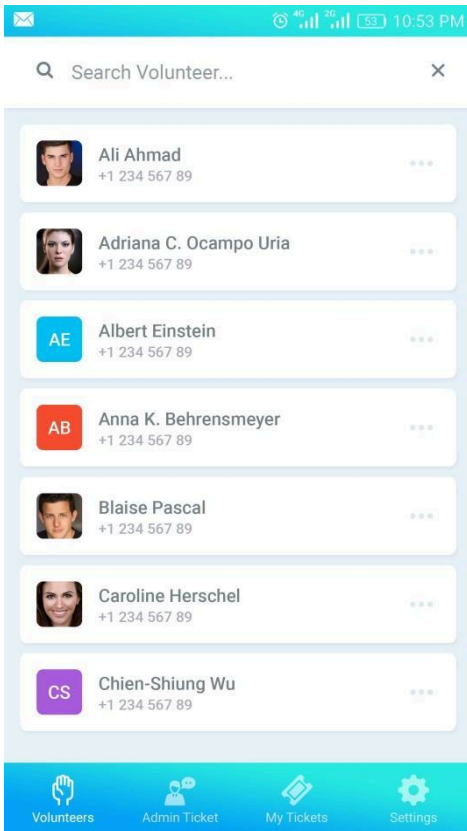
- Screen 3.1 shows the menu screen of Volunteers.
- Note that a New Muslim can only view those Volunteers which are assigned to him.
- This screen lists down all volunteers associated with this New Muslim.
- Tapping on an item on this list will open the next screen i.e. volunteer details screen (with may be few fields hidden). They use the conversation option there to communicate if needed.



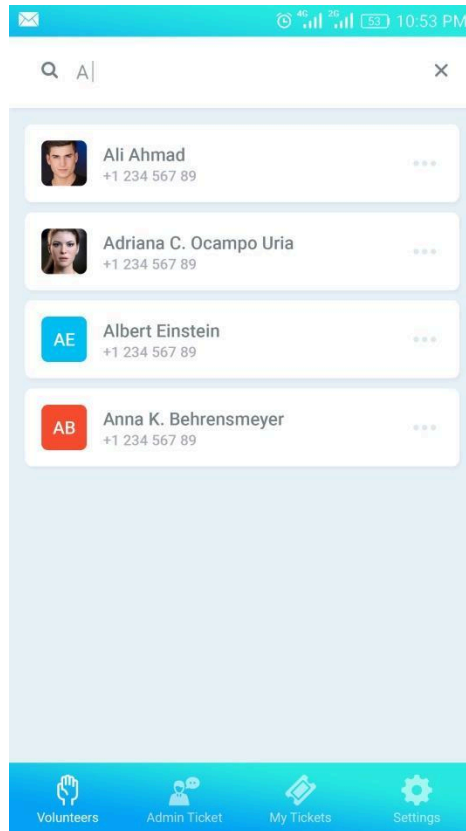
Screen 3.1.1: Volunteers

3.1.1 Search Volunteers:

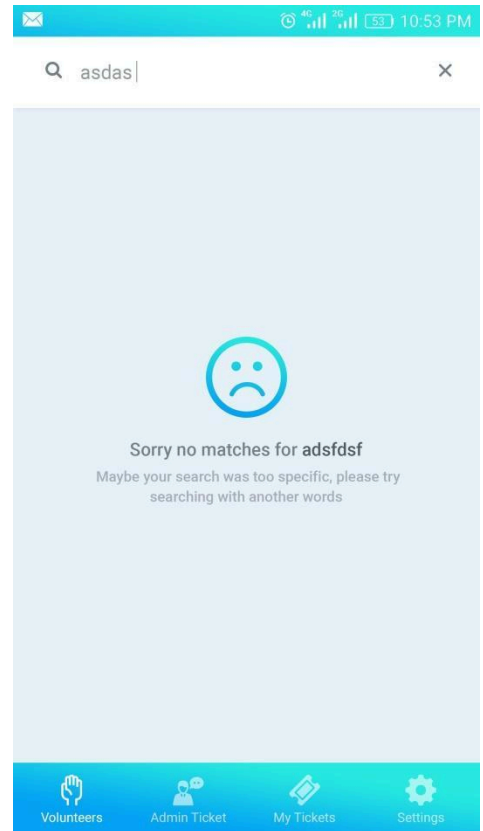
New Muslims can search for the volunteers through the search feature on the top right of the screen 3.1.



Screen 3.1.2: Search Volunteers



Screen 3.1.3: Search Results Volunteers



Screen 3.1.4: No match for Search Volunteers found

Chat with volunteer screen was removed as per the client's instructions.

3.2 Volunteer Details:

This screen will be loaded when the user taps on an item on the Volunteer screen.

This screen will contain few volunteer details with a conversation option to communicate if needed.

Screen 3.2: Chat with Volunteer

Chat with Admin Screen is removed as per the client's instructions. Any communications with Admin will happen through tickets.

3.5 My Tickets:

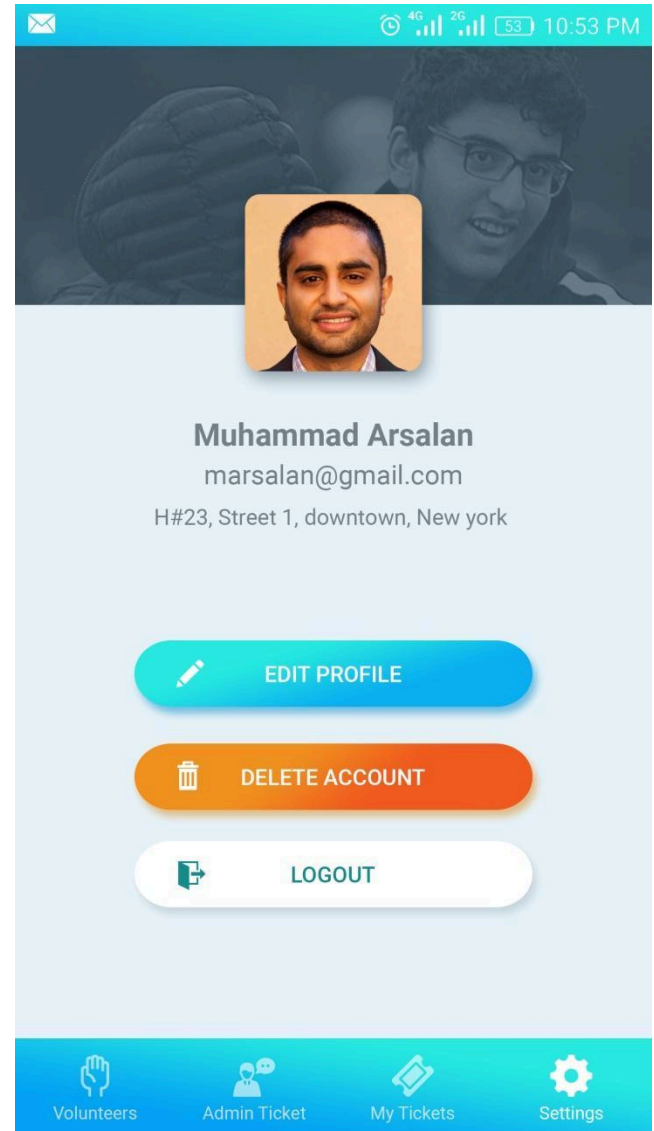
- This screen has the list of all the tickets made by the New Muslim.
- Each item on this list has the Ticket Title, an ellipsis of Ticket description and the date at which the ticket was made.
- Tickets should be sorted with latest activity ticket at the top by default. There should be a filter for "Open/Closed" tickets. By default we should only show open tickets
- There is a floating button at the bottom-right of the screen which will be used to add a new ticket.



Screen 3.5: My Tickets

3.6 Settings:

- This screen contains the Profile picture, name, email address and residential address of the New Muslim.
- The Edit Profile button on the screen will enable the New Muslim to edit his profile.
- New Muslim can delete his account by tapping on the Delete Account button. A confirmation dialog will pop-up before finally deleting the account.
- Logout button provides an option to logout from the application.



Screen 3.6: Settings

4.1 Notifications:

This screen will be loaded over the main tabbed flow, when there exist any of the notifications below.

This menu will contain the following sections:

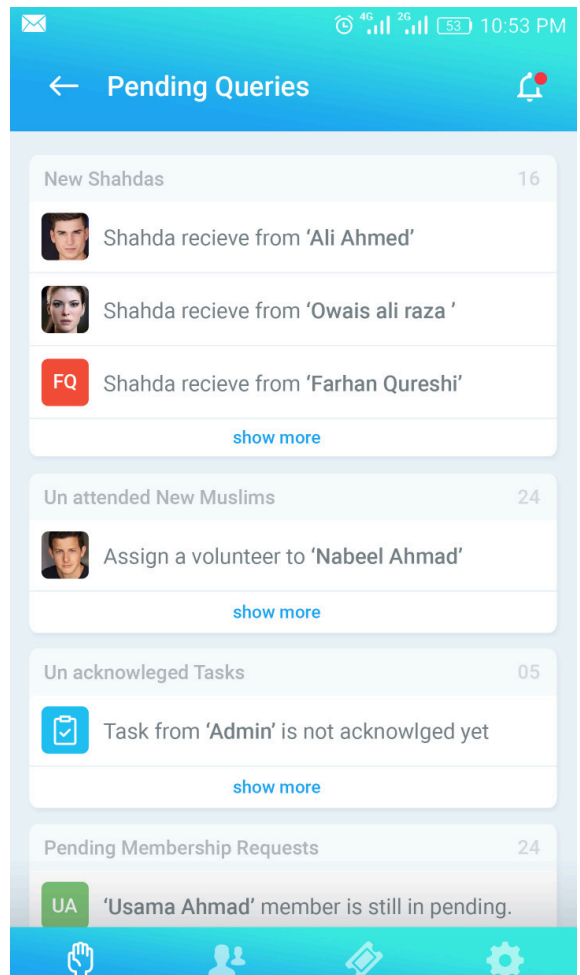
1. New Shahadas:

This section will list all the new muslims who are not yet assigned to a volunteer in descending order of date. It will list up to 3 items and will have a “See more” option which should take user to the new muslim tab and by default sort them in the same order described above.

2. Un Attended new Muslim

This will show the list of new muslims who have not been contacted with indication (i.e. icon or color) will be shown to mention the criticality of it. See volunteers section for details on how we will track if a new muslim is contacted or not.

3. Unacknowledged Task



Unacknowledged task list will come in same ordering and number of items as above.

4. Pending Membership Request

This is a new user signup request, there ordering and numbering will be same as above.

5. Unanswered Tickets

Tickets that has not been handled by any admin.