Introduction

Empower is an organization providing recruitment & coaching Services. Moweb needs to design and develop the platform with below functions/ features, which help them manage their business backend operations online, and provide online access of the system to their end users named: Candidates, R+ users, C+ users to make overall operation smooth and automated at all the possible levels.

We are supposed to provide below:

- Project understanding and user guide documents
- Wireframes and Designs of the Front Website and Mobile Apps
- Functional Website and Web Panels for Stakeholders
- APIs for Mobile App communication with the backend, and communication between the modules
- Functional Mobile Apps, for Android and iOS platforms (mobile + tablet and in portrait mode)
- Testing, Bug Solving, and Feedback accommodation within scope
- Going Live
- Technical Maintenance & Support

Purpose of the Document

This document aims to present your Business Requirement Specification and the understanding on the same; without going into much detail of functional flow and field level. If any feature is missed or misinterpreted, please let us know, we shall cover the same in next version of document.

Types of Users / System Stakeholders

Platform Owner (Orange) – Super Admin User & Other Employees of Empower

- Platform Owner is the Client and his team for whom we are developing this system
- Features for this type of user will be provided through **Backend Web Panel.**
- There will be various user roles within the team that allow for specific levels of accessibility in this system.

Master Franchise of Recruitment

- Master Franchise of Recruitment is the franchise of empower for R+ users, that will be working nationwide. There will be only one Master franchise of Recruitment in one country.
- Features for this type of user will be provided through **Backend Web Panel.**
- There will be various user roles within the team that allow for specific levels of accessibility in this system.

Master Franchise of Coaching

- Master Franchise of Recruitment is the franchise of empower for C+ users, that will be working nationwide. There will be only one Master franchise of Coaching in one country.
- Features for this type of user will be provided through **Backend Web Panel.**
- There will be various user roles within the team that allow for specific levels of accessibility in this system.

Branch Admin of Coaching

- Branch Admin of Coaching is the branch of coaching for C+ users, where certified C+ users will be allowed to give One to One coaching to candidates. There will be multiple branches of coaching in one country.
- Features for this type of user will be provided through **Backend Web Panel**.
- There will be various user roles within the team that allow for specific levels of accessibility in this system.

Candidates – End Users

- Candidates who are looking for job
- Features for this type of user will be provided on **Website** and **Android app & iOS Mobile & Tablet App** (portrait mode only)**.**

R+ Users

- Users who **recommend jobs** to candidates and work with Master Franchise of Recruitment within the country.
- Features for this type of user will be provided on **Website** and **Android app & iOS Mobile & Tablet App** (portrait mode only)**.**

C+ Users (for Meet the Coach)

- Internal Staff and External Users who went through the certification process, can apply to become C+ user. Master Franchise Admin of Coaching must approve C+ users and also approve which Course they can teach. After that C+ can set their availability and Candidate can book MTC session.
- Features for this type of user will be provided on **Website** and **Android app & iOS Mobile & Tablet App** (portrait mode only)**.**

Main Modules for each Stakeholder

Modules can be defined as individual areas within the system; these areas will visible to different users as per their roles and accessibility.

1) Super Admin Panel

=> Dashboard

- Useful statistics, charts and important data listing with filters

=> Settings

- Locations (Enable Country - Currency, Enable State - Time zone, Add City)
- Industry
- Job Categories
- Job Level
- Education Degree
- Course Categories
- Security Settings (Auto password change duration, Set IP Restriction of Super Admin panel)
- Financial Settings (Capping of R+ & C+)
- C+ Response Time (e.g. within 48 hours they need to respond)
- User Role (Manage roles with exact rights of the diff modules)

=> Franchise

- Franchises (with filters of Country, Franchise Types, etc and Franchise Detail View with overview, settings, financial statistics with date range option, etc)
- Add Franchise (Country, Type of Franchise, Commission Sharing, Annual Fees, Franchise Branding Material, Contract, Wallet Setup, etc)

=> Coaching

- Universal Courses (Add, View, Search, Edit, Delete, Pricing, Course Content / Documents, Statistics, etc)
- Local Courses (Requests, Approved Local Courses, Statistics, etc)
- Branches (Requests for new Branches, Approved Branches, and Branch Detail page)
- Candidates who booked MTC
- C+ (Filter of Country / Franchise, Courses, Statistics of Approved C+ vs Pending, Overall best performing C+)
- MTC Sessions / Schedules

=> Recruitment

- Companies
- Jobs
- Candidates
- R+
- CV Builder Statistics

=> Finance
- Dashboard
- Annual Franchise Fees Report
- C+ Commissions Report
- R+ Commissions Report
- Report on Due Payments of C+ and R+ at Franchise Level
- Wallet Transactions of Master Franchise and R+ & C+
- Invoices (Performa and Tax Invoices, both)
- Payment Vouchers

=> Directory / Contact Book
- Companies
- Suppliers / Vendors

=> Documents
- My Documents
- Shared Documents (Franchises, Branches, Companies, Candidates, R+, C+, etc)

=> Campaigns

=> Reports

=> Users
- Staff Users of Super Admin Panel can be managed from here

2) Master Franchise of Recruitment

=> Dashboard

=> Companies
- View Companies
- Add Company
- Add Company Contacts & Documents

=> Empower Job Cards
- Open Job Cards (Individual Job Cards detail page with detail like Job Info, Candidate Sourcing, Applicants (via smart algorithm), New Applications, Job & Candidate Progress)
- Closed Job Cards (with option of Re-open and Cancel)
- Paused Job Cards (with option of Re-open and Cancel)
- Cancelled Job Cards
- Add Job Card (Role Info, Min Req, Preferred Req, R+ Info)
- Auto Feedback System between Company Contact Person and Candidate after scheduled interview round

=> Candidates Database
- Candidates List (with status of each candidate like New | Screened | Profiled | Black Listed, and on Candidate Detail page have Candidate Profile | Activities | Documents and option of Book Candidate, Add candidate to specific Job, Suggest MTC Course, etc)
- Candidate Groups (within franchise)
- Add Candidate (generally only senior candidates will be added from here and only main admin will have this right)

=> R+
- R+ Lists (with Commission Payment, Rating and overall Statistics)
- R+ Requests (with option of approve and reject)

=> Calendar / Schedule
- Schedule of Client Meeting, Internal Meeting, Candidate Screening, and Candidate Interviews at Client side & Follow-ups with Notes
- Past Appointments

=> Finance
- Dashboard
- R+ Commission Report for Approval
- Wallet Transactions
- Invoices (Performa and Tax Invoices, both)
- Payment Vouchers

=> Directory / Contacts Book
- Companies
- Suppliers / Vendors

=> Documents
- Companies
- Candidates
- R+
- Other Documents

=> Users
- Staff Users
- Add User

=> Reports

=> Settings

<u>3) Master Franchise of Coaching</u>

=> Dashboard

=> Branches
- Manage Branches
- Add Branch (specify IP Range)

=> Courses
- View Courses
- Suggest a Course

=> C+
- C+ Lists (with Payment & Commission overall Statistics on main listing view)
- C+ Approval Requests (with option of approve & reject, manage each request status like Request Received | Induction Done | Contract Signed | Active C+, if approved then option to upload contracts, add commissions, etc. and if rejected then specify reason, etc.)
- C+ Course Approval Requests

=> Calendar / Schedule
- Calendar of MTC Sessions
- Past Bookings

=> Finance

- Dashboard
- C+ Commission Report for Approval
- Wallet Transactions
- Refund Requests (2nd level of approval after Coaching Branch Admin approves the request)
- Credit Logs
- Invoices (Performa and Tax Invoices, both)
- Payment Vouchers

=> Directory / Contacts Book
- Companies
- Suppliers / Vendors

=> Documents
- Companies
- Candidates
- C+
- Other Documents

=> Users
- Staff Users
- Add User

=> Reports

=> Settings

<u>**4) Branch Admin of Coaching**</u>

=> Dashboard

=> Courses
- View Courses

=> C+
- C+ Lists (who had MTC sessions in past at that branch)

=> Calendar / Schedule
- Calendar of MTC Sessions
- Booking List (Reschedule with same Coach, Reschedule with another Coach, Cancel Session with Refund, Cancel Session with Credit)
- Past Bookings

=> Finance
- Dashboard
- MTC Payments
- Refund Requests
- Credit Module (Invite / Send Credits on Email IDs, with exact amount and credit Expiry Date; here primary, secondary and work email will also work. And given Credit will be locked at Branch i.e. one needs to use that credit at the same Branch only from where they received it.)
- Invoices (Performa and Tax Invoices, both)
- Payment Vouchers

=> Directory / Contacts Book
- Companies
- Suppliers / Vendors

=> Documents
- Companies
- C+
- Other Documents

=> Users
- Staff Users
- Add User

=> Reports

=> Settings
- Business Operational Hours
- Business Vacation / Blocking Dates
- Branch Hosting Capacity

<u>5) Candidate</u>

=> Guest User Access for non-sign in users

=> Sign In / Sign Up

=> My Profile
- Apply for Special Profile or Data Privacy and see request status
- Personal Info
- Contact Info (can add Primary, Secondly & Work Emails, and Primary, Secondary & WhatsApp Mobile Numbers)
- Education & Qualification
- Employment History
- References
- Remuneration
- Upload CV
- Awards & Certificates
- Pay Slips and Other Documents upload at later stage of Recruitment

=> CV Builder
- Select CV Template, and Set one as a default (using which one can apply to job or choose to apply via PDF / Doc CV)

=> Empower Jobs
- All Jobs
- Recommended Jobs (smart algorithm of matching)
- Application Tracker (My Applied Jobs)

=> Meet the Coach
- Browse Course (Using Locations, Course Category, Course, Coach and Date & Time)
- Book MTC (for Cancelled MTC by Coach, one will have option of Reschedule with same Coach, Reschedule with another Coach, Cancel Session with Refund, Cancel Session with Credit)
- Request for MTC Session
- My MTC History (with option of give Feedback)

=> Payment History

=> Become a R+
- Landing page with nice Video and Content which motivates someone to become a R+

- Application Form and its Status

=> Become a C+
- Landing page with nice Video and Content which motivates someone to become a C+
- Application Form and its Status

=> Notifications

=> Settings

<u>6) C+</u>

=> Dashboard

=> Calendar
- My Bookings (List & Calendar View)
- Booking Requests
- Booking Detail (view selected Course Detail, Candidate Detail like Candidate Name | Gender | Current Employer | Current Position, Location Detail, option of Cancel Booking with details of connected Penalties)
- Set My Availability (at specific location on specific date & time, for all or selected courses)
- Set Vacation Period (select date & time duration)

=> Payments
- Wallet Transactions
- Due Payments
- Penalties (with option of Appeal against specific Penalty)

=> My Profile
- Profile Pic & Bio
- Ratings Statistics (on bad rating, C+ gets auto locked out from the system i.e. they will not receive any new booking on the system, but they can still attend their booked MTC sessions)
- My Approved Courses
- View All Courses (with option of Apply to teach that Course with its relevant document / certification details)

=> Notifications

=> Settings
- Wallet Setup
- Silent Mode On / Off (activate / deactivate profile of C+)

<u>7) R+</u>

=> Dashboard

=> Jobs
- All Jobs (with option of Refer Candidate in specific job)
- Application Tracker (to see progress of referred candidates)

=> Payments
- Wallet Transactions
- Due Payments

=> My Profile

=> Notifications

=> Settings
- Wallet Setup
- Set My Preferred Industries & Job Categories
- Silent Mode On / Off (activate / deactivate profile of R+)

Micro Services Architecture

Micro services are a software development technique—a variant of the service-oriented architecture (SOA) architectural style that structures an application as a collection of loosely coupled services. In micro services architecture, services are fine-grained and the protocols are lightweight. The benefit of decomposing an application into different smaller services is that it improves modularity. This makes the application easier to understand, develop, test, and become more resilient to architecture erosion. It parallelizes development by enabling small autonomous teams to develop, deploy and scale their respective services independently. It also allows the architecture of an individual service to emerge through continuous refactoring. Micro service-based architectures enable continuous delivery and deployment.

This method of architecture and development has been selected in order to efficiently support growth of the product; ability to increase services and uses of the data collected and the associated reports that will be designed in conjunction to the information within each micro service. The Micro services will be able to work in a mutually-independent manner; as such increasing additional data within a micro service is easily sent to any other micro service for use; this use can even be for other pieces of software that will feed on the database input but not provide any link to other R+ services

Below are the titled micro services necessary to deliver

Calendar / Scheduling

- This micro service will host all system information linked with scheduled appointments that will link an activity, relevant users, date & time + financial information; such appointments include
    - Candidate bookings on Meet The Coach
    - Admin User storage of MTC availability
    - Booked meetings using calendar whether internal or external meetings
    - Candidate booked for interviews with a client, new candidate statistics
    - Auto information - everything happening in the company, Relevant Statistics on the calendar, reminder of payments & rights to see it, Updating tasks on the calendar.
    - Personal view and list of tasks and events on calendar view.
    - Schedule: For front desk staff mainly, **In future, we may have app for this.**
    - Colours and filters must be there for better UI.

Settings

- This micro service will hold a range of fields and lists that will used across various other micro services; it will allow Empower to manage and feed new information into various other options and lists across the system; it will include and will not be limited to
    - Meet The Coach Courses
    - Categories for job seekers to input when registering a profile
    - Categories of industries, skills types etc.
    - Job posting lists that help categorize jobs that are posted
    - Departments & company bank accounts of which will be used in the finance portal
    - **Various other settings that will allow a dynamic and tailored system that is constantly evolving**
    - Primary Language: English, Time Zone: city wise, Currency: country wise
    - **Company credits (for finance entry / report purpose) and credits used for cancellation of transaction must be maintained differently.**

Finance

- This micro service will host all financial information collected across the entire system; this will include and not be limited to:
    - All wallet transactions; linking them with unique transaction codes that identify all transaction details and associated users within the transaction
    - All posted invoices & financial data associated with this – each Invoice transaction will have relevant information associated to it, amount of tax, linked to a company, the split of the total invoice in revenue centres.
    - Also, the invoice will have a combination of different departments, % revenue display, tax summary etc.
    - All payment vouchers and financial data associated with this – each **PV transaction** will have relevant information associated to it, amount of tax, linked to a company, the split of the total payment in cost centre.
    - If needed, the reconciliation with selcom wallet will be done to make sure transaction success/failure.
    - While creating the invoice, there will be some fields to enter commission %, charges, etc.
    - In a case of refunds, auto refunds will be reflected in respective finance tab of the user with transaction details.
    - Different voucher processes like,
        - **Create Voucher**: will include multiple departments and people in it.
        - **Receipt Voucher:** The confirmed invoice will be raised to acknowledge payment received.
        - **Payment Vouchers & Wallet:** all the details would be mentioned regarding people and departments involved in the same transaction.
    - R+ auto payment from wallet will be managed from wallet.
    - Project contribution must be considered just to understand contribution (MTC,R+, consultancy etc.)

Jobs

- This micro service will host all information linked with the creation and posting of a vacancy and subsequent activity log of each individual job card – this information will include information such as;
    - Job Categories and industries associated with a job
    - Company and company contacts linked to the job
    - Applicants to the role and their relevant status and individual process (feedback received, category of applicant, and all user ID details)
    - Candidates recommended for the role by R+ users and internal employees
    - Candidates shared with the client and the individual path of each shared candidates (interview dates, feedback dates & purposes, time stamps and info stamp for each procedure)
    - Email log of each job, the interactions with candidates, clients, R+ and all relevant user stakeholders
    - Job Card closure dates and relevant job closure details (successful candidate, statistics on the client)
    - Job Description, Title, Status, Level, Type, Location, Deadline, Min-max Budget, Category, Category2, Category 3, Roles & Responsibilities, Educational Qualification, Experience Requirements, Summary, Whatsapp, Social Media, Download will be managed from job cards.
    - Flexible job cards will have option to add candidate from the there.
    - Jobs will be applied by candidates, R+ can assign candidate to job, and admin of respective panel can assign candidates to jobs.
    - For each event like candidate has been assigned to particular job, new job in so and so location under so and so category etc. Will have notification/email sending functionality to respective/connected users with that function. Here, genuine reason must be specified in email/notification too. I.e.: For rejection/selection of candidate, closing job card etc.
    - Auto sorting and display of candidate will be there in backend of the panel.
    - In backend there has to be **2 people on the same level to make/approve job card** live/ to make the job card active.
    - Interviews for job will have: Location specific type, contact specific like Skype, telephonic interview etc. would be defined as well.

- Recommended jobs in backend/ candidate list display in backend will have algorithm for sorting in which: 'AND' will be used while fetching data to sort the applicants and display them in back and front end: Min and preferred both matters then minimum match and then others will be dialysed with different colours.

User Management

- This micro service will host all relevant information to do with individual user within the entire system, including admin, candidates. & R+; this information will assist the system in understanding various user group permissions and for further expansion of the system – it will store the following information;
  - Time stamp on registration
  - Registration information and registration method
  - User group registration and associated permissions
  - Registration password and details
  - Unique ID number for each user
  - Associated user status (active / inactive)
  - Stored user payment details & associated mobile wallets
  - Relevant user group information input (for candidates the entire candidate profile, job history etc.) + (for R+ their additional details and documents uploaded by R+ user)
  - Here **simple application assessment form** will be there for candidates to **apply as R+/ C+.**
  - All documents uploaded onto the system and associated with a particular user
  - The activity log and user path of each user – in particular the candidates & R+ users
  - There would be different user level management as per rights and roles and departments at each admin level throughout the system.
  - The IP address locking functionality for some internal staff of the particular franchise/branch would be managed as well.
  - AS the entire system users and admins are interconnected, Franchise partners (Recruitment, Coaching), Branch level admin and respective staffs under these entities will be managed assigned roles and rights wise in which SA will have rights to look at every admin level and SA can also masquerade as Branch admin/ franchise admin to view entire panel of the admins.
  - Franchise level admin will work at country level.
  - Candidates can apply across the globe and will have manual scanning for global job position once the internal manual communication between franchise admin staff of 2 different countries happens.
  - Company names would be anonymous throughout the system. Searching will be done by keyword and job categories.
  - Senior level people of the company will register to the system, as a normal candidate: Branch level admin will handle that person's profile and can invite that person to attend the private courses.

Courses

- This micro service will manage the courses that will be used throughout the system.
  - There will be 2 types of courses: Global & Local (Branch wise course). Both the courses will need approval of SA and SA will set the price for each course.
  - Courses will be visible to all the people and candidates. But once on detail: It will display the places where the courses are being conducted (IE: particular Location).
  - Course creation will be at franchise level. Franchise can add price to course as well but then it needs to be approved by SA.
  - The sessions of the courses will have 1-hour duration. Courses will be taught one to one only.
  - Coach will allocate his availability at so and so centre to teach assigned courses. (Coach wise price won't be there, just course wise pricing).
  - Candidate can book the coach by considering the criteria's like: Feedback / rating / longest duration etc.
  - Centre will provide training to local staff to teach the course as well. (Offline)
  - In a case company want its staff to get coaching, respective person will register into the system as a normal candidate, and the transaction for that will be managed credit wise. Company credit will be defined somewhere in the system (probably at SA/franchise level)

- Empower is charging the centre to run their own MTC & is free to work on company credits, so not concern to SA.
- In a case of coach replacement and cancelation of MTC session by branch admin: coach must be - cancelled compulsorily then will be booked again (reschedule).

Credit Calculation

- This micro service will take care of the credit calculation throughout the system.
  - Company Credits for MTC, and credits against cancellation of transaction must be maintained differently. **E.g.:** If I am the employee of Moweb company, and company wants me to get trained by empower then some of the credit will be added into my account by Brach of Coaching and using that credit I can book the course.
  - While spending credit, it must bind to specific course / the entire course, and with some expiry date to use the credit value.
  - There would be tab of credits and finance in the candidate profile.
  - Will put dropdown to enter invoice number with which credit can be bounded.

Campaign Management

- This micro service will manage various email / app notification campaigns – it will allow for information to be pulled from various user group and criteria in order to deliver notifications and campaigns; of which will be targeted to specific group at specific times, it will include and is not limited to;
  - Campaign titles, associated users within campaign, notification/email timings
  - Campaign statistics, reach, number who have viewed notification.
  - Links and written text associated with the campaign
  - Campaign details, date, time stamp
  - Notification & email queue – a list of all relevant and scheduled notification / mails ready for dispatch at various times
  - Email format must have some dynamic options to add reasons. Let us say messages related to feed back, rejection, selection etc. Should be dynamically available while making format of email.

Directory

- This micro service will deal with the storage of information associated with companies, suppliers, partners and the contacts or notes and categorisations added to this section; it will include and is not limited to:
  - Documents uploaded that are assigned to a company / contact
  - Categorisation and company information on creation
  - Associated contacts and contact categorisations
  - The **tags** associated with the company & the database information linked to the company
  - Companies will be managed at respective centre levels and there won't be any duplication.
  - Company information like details, locations, jobs, candidates, contacts, attachments, invoices, statistics etc. will be managed centrally so that it can have access throughout the system (approval, add, edit, delete rights still belongs to the SA). However assigning rights may be managed by respective admin/centre level.

Document

- **This micro service will deal with all the documents of the system where** Backend Web Panel Documents in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching are going to be different with relevant documents stored at respective levels.
- There will be a section to upload company documents; these may be agreements or MOU / SLA etc.
- Other documents that come into the system through different sources will be managed and stored here with an address to source.

CV Builder

- This micro service will store information relevant for the effective use of the CV builder tool; the information within this section will be fixed and will store all relevant data collected within this section; it will include but is not limited to:
  - CV templates, **template parameters**, required information to be includes and input for template completion
  - Template data – amount of users to use and complete template, number of times utilised when sent to client, downloads associated with template, popularity of template
  - Colour schemes associated with each template
  - PDF/Profile/CV Builder where - PDF must be generated dynamically while submitting candidate profile to client/company.

Some General Points

- Centre / branch staff will be locked for IP address of intranet, Branch admin can access from anywhere, auto password, change notification will be managed.
- Super admin action can't be overwritten by centre admin.
- Bad rated profile directly gets deactivated and notification comes to super admin. They need proper reason to activate them again.
- Senior candidate can mark privacy things, so once approval will go to admin, and after approval only certain staff can access their profile.
- **SA Statistics:** Revenue (Total), Refund, What wallet holds, Due payment, via C+, via r+, via recruitment
  Fees: Development, Hosting, App developer account, Support

Dashboard – Backend Web Panel

Note: Backend Web Panel Dashboard Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant statistics and information on it.

- Admin shall view daily statistics on the dashboard i.e. Job opening assigned to them @particular location/company, status on new applicants (Candidates/R+/C+) etc., their daily schedules, statistics about the system, registrants in last 24 hours, R+ recommendations made to their roles, Payments made & Received, Stats on Interviews scheduled for scanning the candidate/R+/C+ etc.
- Admin shall view his daily tasks on his schedule/calendar i.e. interviews, meet the coach schedules, internal meetings, external meetings, interviews with candidate/R+/C+, mark individual staff member's "meet the coach" availability and also mark own availability for different meetings.
- Admin shall view the action points and interesting knowledge of the system.

Candidates – Backend Web Panel

Note: Backend Web Panel Candidates Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant statistics and information on it.

- Admin shall view individual Candidate Profile and their Activities.
- This module will also have the detailed database available; there will be an advanced search & filter function to help shift through the database, as well as searching mechanisms to effectively identify talent within the database – on the database page there will also be some shortcuts on candidates; such as opening the CV and viewing other details, such as whether they are registered R+, have downloaded the app, or been profiles and sent to client before.
- For Candidates, admin will be able to see their uploaded CV, their basic profile, their educational and professional journey, schedule their interviews, upload documents, see their activity log, blacklist/white list them (internal note).
- Reference check docs of candidates, contract documents of candidate must be stored here as well

Schedule – Backend Web Panel

Note: Backend Web Panel Schedule Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant statistics and information on it.

- A scheduled table, showing the booked in Meat the Coach & Screening interviews of candidates/C+/R+ for the day & the allocated individual for the role.

- This module will serve purely as an operational tool allowing effective management candidates and visitors upon arrival at the office
- There will be a function to provide feedback on whether the session actually happened; and if it did happen; which member of staff actually attended the visitor; there will also be a function to input notes on the session that will be viewable on the candidate/C+/R+ profile for future admin users to view and understand

Calendar – Backend Web Panel

Note: Backend Web Panel Calendar Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant statistics and information on it.

- The calendar function will represent a calendar view; allowing for various activities to be monitored and viewed; it will act as a timeline for the organisation.
- The calendar will have information that is auto-input, and information that is manually input.
- **Auto-Input:** number of registrants each day, number of cvs submitted, companies added to the system, new contacts added to the system, jobs posted, applications received, R+ recommendations made, number of MTC sessions conducted, number of external interviews various facts drawn from all different areas of the system – there will also be confidential information available to certain users; financial information such as value of transactions on the wallet, amount of money received through company payments, payment made on system etc.
- **Manual-Input:** input your availability for MTC bookings; meetings with clients of which you will input which team member will be joining you and which company + contact within the company you are meeting, can book internal meetings and choose which team members will be included --- all such actions will send automated emails to the team members to confirm certain actions
- The system will be smart; not allowing for double bookings and allowing team members to view each other's schedules and calendar.
- The calendar will have a smart filtering system, allowing for someone to only view information about various categories and also to change the view of the calendar from monthly/weekly/daily and allowing filtering between general information, or viewing a particular staff member's information.
- There will be different viewing permissions to the calendar, not all information will be available to all admin users; different users will have different permissions.
- The calendar will allow for a input of member group notes; for example a finance team may input an annual event that on the 20th June every year a city service council tax is due; this input will be something anyone assigned to the finance member group can view; other such groups may be the HR group; whereby staff contract renewal dates may be input, or insurance renewal dates – these reminders are manually input and serve to improve transparency amongst relevant groups.

Directory (Clients /Suppliers & Partners) – Backend Web Panel

Note: Backend Web Panel Directory Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant Company details and information display.

- Admin shall create different categories and sub categories of the company in which the companies/clients profile can be created and maintained.
- Admin shall create a new profile and manage existing profiles of clients/companies/suppliers & partners. **(Here, the clients won't have the online direct access to the portal/website).**
- Once company profile created, admin users can manage the job openings for the company and also can get updated about all the statistics of jobs posted, how many CVS received, how many candidate hired etc.
- Contacts of individual people will always be assigned to a client/supplier --- partners will be individual consultants of whom are associated with the company – the reason for the separation is so that we can categories individuals when sending out mass communication
- When creating a client there will be various information input, office location, company address, company tax numbers, as well as categorizing the client as per industries of which they work in, categorization of client as to whether they are tier 1, 2, or 3 client – this is all manually input.

- When inputting suppliers; there will be space to input company bank account details etc. for effective use in the finance module.

Job Cards – Backend Web Panel

Note: Job cards will be managed by Master Franchise of Recruitment and permitted admin users of their staff.

- Admin users add Job Opening for specific Company with pre-defined set of data, and they make sure that they choose the correct Job Category (out of categories connected with that Company), and exact Location (out company's locations, if multiple).
- Admin also connects the keywords / tags with individual jobs.
- When posting a job, there will be a range of information to input, different information will be relevant for various other user groups and stakeholders in the process.
- **All applications for the role will be received in a smart manner – there will be an automated system / formula that determines the relevance of each applicant against the job posted; it will rank candidates in this order and have different thresholds (red, amber, green)**
- **Here, the candidates would be sorted by applying the formula: Candidates meeting Primary Requirement AND preferred requirement will be listed above then the candidates matching only Primary Requirement would be listed and then the rest will be listed.**
- The application list will have a feedback system; so that each candidate can receive a semi customized rejection to their application– this feedback will be delivered to candidate either via email or notification on the app or both.
- **The job card will have a system of which admin user can submit candidates to a client; there will be various different methods to submit a candidate; some can be submit using the candidates completed CV builder template, others using an uploaded PDF of their CV.** There will be various action functions once a CV is sent to a client, including booking the candidate for interview with the client, sending documents to the client – all actions will be accompanied by an app notification and email to the relevant stakeholders for notification.
- **To achieve the submission of the candidate system will have some checkboxes option to select from: submit as a completed CV builder template, Submit as an uploaded PDF/Doc version of their CV.**
- Job card can be closed when finished; there will also be an activity log of the job card; or a means of seeing the story and relevant information associated with the job.
- There will be automated emails that seek feedback from the client upon interviewing candidates; it will ask them to quickly rate the candidates met, and once the job card is closed it will also ask the client to provide feedback on the service provided; these scores will be stored providing us an indication of the candidates strengths and weaknesses; in the future we will use this information to recommend various MTC courses to them – the Empower employee score will be used to measure performance of the team.
- On close out of the job, an automated feedback form will be sent to the client where they will be asked a series of questions to rate the service received; this will be stored to rate the Job card holder on their performance.
- Job card will have status like: Running, Paused, Resumed etc.
- While posting jobs, we shall have option to mark that whether the candidate from other nation can apply for it or not.

R+ Management – Backend Web Panel

Note: R+ users will be managed at franchise level / by Super Admin.

- Admin users shall create and manage account of R+ users OR they can receive the application (simple form with some questions) filled by normal users to be the R+ users.
- Admin shall then able to see their profile, their domain expertise, their Rankings, their recommended jobs to candidates i.e. their activities on platform, block/suspend them, etc. and accordingly accept/reject their application to be the R+ User. Email notification will be sent for approval /rejection of R+ and when any job related to R+'s assigned category will be posted.
- For R+ Users, admin shall conduct the induction process, online test, face to face training, signing the R+ consultancy contract, approval of R+ consultancy contract etc. OFFLINE.

- Admin shall also view statistical details of commission earned, position engaged with, candidate recommended etc.
- R+ rating will be calculated as per the formulas provided in excel sheet previously.
- R+ will have tab: my favorite candidates.
- Priority to sort candidate would be: Minimum requirement, Preferred Requirement, Rest {while doing sorting it would always be AND}.
- Once the candidate will be scanned offline by recruiter, the feedback from the candidate will be taken by the system.
- Company will also provide feedback regarding candidate after confirming the candidate.
- Contract to be signed between candidates, company and r+ will have some doc usage and these docs will be managed category wise by document micro service.
- Each industry job will have different commission range / Fixed.

C+ Management – Backend Web Panel

Note: C+ users will be managed by Master Franchise of Coaching/ center admin of coaching. SA still will have higher rights to suspend/block C+. Ratings and feedbacks of C+ will be managed at branch level.

- C+ will enter the system as a normal candidate and will apply through normal form to be a C+/Coach.
- Admin shall then able to see their profile, their domain expertise, their Rankings i.e. their activities on platform, block/suspend them, etc. and accordingly accept/reject their application to be the C+ User.
- For C+ Users, admin shall conduct the induction process, online test, face to face training, signing the C+ contract, Agreement of commission %/coaching rate, approval of C+ contract etc. OFFLINE.
- Admin shall also view statistical details of commission earned, course coached by etc.
- Admin shall assign the course to C+ for coaching purpose.
- System at **admin Setting** side may auto switch ON/OFF certain c+ request and may also Switch ON/OFF certain date ranges.
- Branch admin will mark whichever session happened with coach OR other has to conduct it OR if it got cancelled.
- Down rating of C+ can be done.
- To own C+ franchise annual fee will be there and certain % from revenue generation will be calculated.
- **<u>C+ Rating:</u>**
  - Response Rate [0.5]: How many response / Out of requests received
  - Reliability [0.5]: How many sessions you have conducted/ how many sessions you are booked for
  - Engagement [0.5]: Every instance hoe many course availability one set/ Allowed one OR requested one
  - Candidate Feedback [3.5]: After every MTC, candidates will give rate it out of 5 on different aspects

  Note: The intention to collect feedback is, 1) To know how the coach was 2) To know how our business could get benefit from it. I.e. how was the coach? How were his fluency & how the price and time of each of the coach is getting benefited to Empower? [Helps generate the report]

Reports – Backend Web Panel

Note: Backend Web Panel Reports in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching are going to be different with relevant statistics and filters.

- **User Stats**: will be able to see reports on number of hours in MTC sessions, MTC session ratings and average ratings across the job cards and MTC sessions etc. -- there will be reports on meetings held, as well as type of clients engaged, reports that compare **admin users from their targeted numbers against actual numbers (This targeted numbers will be defined by SA but where?)**
- **Financial reports**: these reports will provide information to finance team such as accounts receivable, wallet transaction stats, cost center profit and loss etc., but also track revenue of each staff member, how much income they have raised for the company etc.
- **MTC Reports:** of trainings/courses and usage and popularity of certain courses, revenue earned by various courses and any associated patterns
- **Job Reports**: This will highlight success of various industries, **information about placements and patterns of what industries have been interacting with other industries**, amount of revenue earned by various

industries, top clients list in terms of revenue etc., as well as reports on CVs sent, success rates in various industries etc.etc.
- **R+ Reports:** R+ user and their ratings along with their commission and target achieved etc. **(how and where the targets are being provided to R+?)**
- **C+ Reports:** C+ user and their ratings along with their earnings.

Interviews – Backend Web Panel

Note: Interviews will be managed by R+/company

- R+ will book the appointment with candidate (date, time, location).
- R+ then will scan the candidate offline then accordingly give feedback, accept, reject the candidate and notify them by email/notification with specific reason. System will have auto reminder for interviews scheduled to concerned user involved.
- Rescheduling of interview can also be done with notification.
- Once, interviews are done: send docs, Reference check and send email to referee, Send Contract, Make offer, upload PDF, Joining date, notes, auto congratulations etc. will be managed by system automatically/manually by respective person.
- After a month of joining, send email to recruiter to check how candidate is doing, Auto generation of invoice on candidate gets contract.

Campaign Management – Backend Web Panel

Note: As per the need and rights allocated by Super Admin; Master Franchise Recruitment, Master Franchise coaching, Branch Admin coaching will run/auto runs the campaign.

- Admin can publish various types of content like Articles / Achievements / News; these would be available for end users on website and mobile apps.
- Admin can also send mass emails and notification messages to particular user groups / categories.
- This section will allow for targeted content; some of which can be on a repeat; for example if you put into the system that every month send a reminder to all registrants who have not filled in their profile
- These campaigns can be targeted to all types of user groups, candidates, clients, partners, and suppliers, R+ etc.
- R+ and C+ videos would be there in front end to explain how the process works.
- Emails must be short and simple.
- Notifications and reminders for all the scheduled meetings and interviews. Auto reminders and auto feedback for clients/R+/C+ etc. must be managed.
- Like mail chimp, new schemes, costs, advertises etc. will be there.
- Customized sound for notification in application should be there.

Finance – Backend Web Panel

Note: Backend Web Panel finance Display in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant information and data.

- **Invoice Log:** this will be a section whereby all Tax Invoices can be raised; the log will show which company it is being raised to, the amount, the associated taxes & it will allow for split the invoice amount across various business services (cost centres) and can also be split amongst team members within Empower. When an invoice is raised it will be created and then needs approval before being input into the invoice log
- **Payment Voucher Log:** this will be a section of which we lodge any payments going out and raise a payment voucher against suppliers; the system will be exactly the same as the invoice log, however it will be creating a payment voucher rather than a tax invoice – there will also be the option to have a split PV that will be allocated against various cost centres
- **Mobile Wallet:** This section will allow the finance team to view relevant information about the mobile wallet; overseeing which payments have come in and for which staff members these have occurred for and for which services; as well as seeing which payment need to go out. **In this section we will be able to approve payments to go out to R+ users; it will also allow for refunds to be made**

- Once a payment has been made or received, the finance team will input relevant information to confirm the payment has been cleared and so this list will also act to help identify which payments need collection and which payments will be upcoming and need to be paid
- **Cost Centres:** This section will purely show monthly totals against each other; as showing the total invoices raised and also total PV raised – there will be two options, you can either view purely on the invoices/PV raised; or it could show the data for the payments confirmed. ?
- **Finance Report:** This section will show financial summary; which staff member has brought in what amount of revenue, it will look at the mobile wallet or MTC earnings, as well as the invoices raised; for each team member it will show these numbers against the business services their revenue generation was allocated to when the invoice was raised

User Management – Backend Web Portal

Note: Backend Web Panel User Management roles and rights in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching are going to be different with relevant staff and department.

- Super Admin will create account of admin users (employees or associates working for Empower) with specific user role and assign them the rights to manage locations and data.
- Admin users shall login to same admin web panel and based on their access level they will have features available in the portal.
- In this section Super Admin can change any users password if required and edit the basic settings info; such as primary email, password, name, phone number, date of birth
- In this module; super admin will have the capability to activate or deactivate any user
- Also, admin users shall manage "**meet the coach**" functionality and manages **coaches** by assigning particular courses to user and providing offline training to staff/ coaches.
- While entering the directors / staff people: authentication level must be entered.

Settings – Backend Web Portal

Note: Backend Web Panel Settings in Super Admin, Master Franchise Recruitment, Master Franchise Coaching, and Branch Admin Coaching is going to be different with relevant requirements and needs.

- Admin shall adjust settings for finance and languages etc.
- All relevant areas within the system that require input will have the ability to input in the settings function, this will include and is not limited to set up of **new business services (cost centres),** MTC courses and course information
- The settings section will fill in information with regards to categories for jobs, Job levels, industries for companies, bank account details for finance, business services, MTC course titles and details, and various other lists that the users and candidates will fill in on their personal profile, it will also have lists that sill link into the R+ users
- For MTC course, details like types of course (local, global) would be entered here. Course categories/sub categories would be managed from here.
- MTC course price will remain same irrespective of coach and irrespective of location. Price may differ country wise and SA will set the prices for each course along with approving the course.
- MAX commission amount (Capping amount) for R+ & C+ would be managed from here.
- Blocking IPS of master franchises/Centre levels/ internal staffs will be done from here. Also, Auto password change duration will be managed from here.

Empower Jobs – Front End Web Portal & Mobile Application

- **Empower Jobs:** Candidates can see all job openings and search/filter for specific based on the selected city, job category, and keyword / tag, years of experience, salary, and etc. parameters.
- Job descriptions will be downloadable in PDF format, and the jobs will have sharing functions linking to social media handles – when applying the candidate will also choose which CV template they are applying with, or whether it is just their word doc CV etc.
- **Recommended jobs:** Candidates can also find the Recommended Jobs to them of which will be pulled from the information gathered on their profile and that of when the job is posted; the algorithm will be able to inform them

- **Application Tracker**: This section will have a summary of all applications made by the individual; in this section the candidate will be able to view whether the application was an R+ recommendation **or** if it was their own direct application, or if an Empower team member head hunted them onto the shortlist. This section will also provide further information on what happened with application, interview dates and feedback

Personal Profile – Front End Web Portal & Mobile Application

- In this module; the candidate will be able to add and edit information onto their profile. This information will include previous employment history, educational achievements, referees, additional qualifications, personal details such as phone numbers, salary and salary expectation, current location and nationality, DOB, language (with read, write and speak options), Volunteering work etc.
- Candidate will have the ability to upload their CV and also various other documents, including salary slips, certificates etc. [Size restriction must be there]

CV Builder – Front End Web Portal

- Candidates getting sing in on our platform will see several CV Templates to choose from and build their CV on the go on. CV Templates would be pre-loaded, gradually we will keep adding new CV Templates, and we may connect CV Templates with specific Industries / Domains.
- In the longer term there will be various CV templates that are paid
- If the candidate would like to download the template for their own personal use their will be a small payment to be made to allow them to download it; however if they would like to just use the template to apply for jobs at Empower; then there will be no charges incurred.

Meat the Coach – Front End Web Portal & Mobile Application

- Candidates will be able to see a range of 1-1 courses – the courses will have various different topics, some of them being longer perhaps and an hour and others being shorter.
- All courses will have a price and are self-booked – the candidate chooses the slot they would like and once they have made payment the slot is confirmed.
- Someone should be able to see which courses they have completed, and which they are still yet to complete; although they are free to book the same course again.
- Once someone has confirmed and made their booking + payment, they will receive a conformation email/notification – 24 hours before their session it will then remind them again of their sessions.
- Payments will be non-refundable unless manually authorized by the finance team using the finance module on the backend.
- For Booking The Coach: Select the course, select the branch, select the coach: there will be 2 options available for candidate to choose, 1) they can see the coaches who have made themselves available and 2) the ones who have made themselves not available: then user will have to select the particular coach with whom he wants to get trained then: 1) Coach will get notification that there is a request made by notification and then the 2) coach will also get notification that there is a request for my coaching at particular center so that he will have to make himself available.

R+ – Front End Web Portal & Mobile Application

- R+ candidates can input their details and apply to become an R+
- **There will be a difficult application assessment form at this stage; failing the assessment will not allow them to make an application automatically; they will only be able to become R+ by engaging directly with our office admin users**
- In the R+ section someone who is already approved and been through the induction process can view their contract, can view all transactions that are impending, pending, completed etc. and also download a pay slip for every payment received of which will share with them a breakdown of how the payment was calculated
- R+ users will be able to link themselves to particular industries or disciplines and will be able to view their automated R+ Rating;

- In the R+ module the R+ candidates will also be able to recommend candidates for the positions; this process will include uploading the candidates CV, inputting their email, name, phone number & DOB – the system will then auto check whether the individual has already registered; if they have already registered it will notify them that they have been recommended and will ask for their consent to apply. If the candidate has not already registered on the system, it will send them an email to confirm their consent, of which confirmation of consent will be to click a link and input your password so that you are now a registered candidate
- There will be some minimum smart logic to make sure R+ users do not start recommending completely wrong candidates to jobs e.g. they do not start recommending fresher candidate for jobs which need 2+ years of experience.

C+ – Front End Web Portal & Mobile Application

- C+ will manage the availability through calendar @ particular branch, date, time and for particular course. **[**Some insightful messages while booking the session must be generated by the system like, 'Are you sure you want to continue with the same place as you are conduction last 5 to 10 classes at the same location'**]**
- C+ availability will be confirmed at franchise admin level.
- MTC is going to be One to one. Once the things are booked, C+ can see own schedule and related details to that with particular location and contact detail of that location too.
- C+ can manage their own transactions, Due payments, Penalties, Statistics etc. from own account. (Here, Branch admin can release the due amount of coach (if the amount is small) even though branch admin hasn't received the payment from Master Franchise of Coaching. (Same way for Master Franchise)
- **<u>Cancelation about MTC session</u>**:
    - C+ will have to pay the penalty if he cancels the booking.
    - In a case of 100% cancelation, divide the amount among coach, center admin, master franchise admin and SA.
    - If candidate cancels the session and if we receive certain amount in form of cancelation then divide the amount among Branch Admin, Master Franchise Admin and SA.
- **<u>Rescheduling of the session:</u>**
    - There will be 4 options to reschedule the session: Reschedule with same coach, Reschedule with other coach, Refund the payment, Credit.
    - In this case there has to have some time limit (before i.e. 24 hours the rescheduling/cancelation can be done else charges will be applied) and refund limit defined in the system to manage.

Settings – Front End Web Portal & Mobile Application

- In this section a user can change their password, as well as key information such as name and DOB.
- This section will provide a candidate the opportunity to make their profile dormant
- Candidates will also store their payment information on this section, if it is a card, mobile wallet details etc.
- Within this section the candidate can also view terms and conditions they have signed upon registration onto the system