Flow of Zoom call integration:

On successful payment on the success page, we will have 2 Options:  
  
Shape, arrow

Description automatically generatedIcon

Description automatically generated

1. Video Call
2. On clicking Video Call customer will see a pre-loader:  
     
   Please wait while we connect you with the right Lawyer…….

In the background system will send this call request to **5 lawyers** from the calling list. The request will be sent to the Lawyers App as push notification.

1. (Define the logic of picking 5 lawyers here, which 5 lawyers shall receive the call from the list)

2. What will happen if none of the 5 lawyers picks up? Add logic for it.

**Search Again** **Call later**

**When search again = Loader will come and**

**Now send notification to 5 previous lawyers and 5 new once**.

3. Can we show a success message once a lawyer picks up. It will take 2-3 seconds before they both get connected. “you are now connected with “*Advocate Milid Awasthi*”; don’t forgot to rate your communication with the Lawyer at the end of the call.

4. We can also show the current Star Rating of the Lawyer when the Zoom Call got connected.

a) Notification sound should be as good as a Call on phone. No Lawyer should miss it because it was low/faint/silenced mistakenly due to mistake.

b) 4 lawyers when click, they will get notification that this call has been attended.

c) How will a customer choose ‘speak with previous lawyer’ in Zoom call? What will happen if the previous lawyer is not available forever or not available for that time.

If not available Forever: **Customer will see a message that unfortunately; the Lawyer you are choosing to speak is no more available on our platform. We will connect you another Lawyer.**

**If not available that time**:

If customer want to speak to a Previous Lawyer **only**, in that scenario

He should be having an option to choose schedule a Call with options of choosing **multiple times,** and **dates** with the previous Lawyer; with a customized message (optional). That’s means he can give options of **his availability to schedule the call.**

Lawyer will get a notification that one of your previous customers wanted to speak to you, along with the date and time and message( scheduled by the Customer.

Lawyer can accept the call schedule or can suggest multiple times/dates to the customer for his availability for the call.

Customer will receive the revised schedule(s) on its App/Mail.

The moment customer accepts it will be confirmed;/The moment Lawyer accepts, its confirmed.

Both will receive a confirmation message that their call is confirmed on Specific <DATE AND TIME>

**Notifications to both parties 10 min and 5 min before the call.**

**Even after confirmed by the lawyer and customer. Customer should have the option to reschedule the call.**

**Above process will repeat for scheduling the call**.

**Calendar should be common for both types of calls (Audio – Video)**

That means if call is schedule for a time, he can call either zoom or phone. Our system should update post the call ends.

**When Lawyer receive the call!**

You have received a new Video Call request; customer has chosen “Property and Real Estate” as their concern Area.   
Accept Reject

(We should Show concern Area here entered by the customer)

The first person to click on the Accept Button will be connected on a zoom call. The way this works is that, when a customer clicks on Video call, a room is created in the background and the link is kept hidden from the Lawyer. On clicking accept this link will be activated and both parties will be on the call.

The meeting will start with the available minutes with the customer and will end with the timer.   
  
If a call has already been accepted and another Lawyer clicks accept, he will get the message:

This call has already been attended.

1. Once the call ends Zoom call back is requested and details will be updated in the database.

Once the call ends. Rating request will be visible then and there on the screen (assuming on web the customer is logged in, in his account), also get sms/wts app to rate the lawyer.

Let’s ask rating on two attributes

a) Expertise

b) Call Quality

Post rating, let our system process the rating

Concern Area + Rating

So that we can see which concern areas lawyer is getting what rating.

1. Web push will also be implemented for Lawyer Web Dashboard. If a Lawyer is logged in to both App and Dashboard, push would be sent to both devices.  
     
     
   **Plan:**  
   21.02.2022  
   Complete designs of Apps (Lawyer and Consumer)  
   Design of Success Page and Lawyer Web Page to accept Video calls.  
   Call Log design on LegalKart App, Lawyer App also Admin.  
   Take Zoom Subscription  
     
   22.02.2022  
   APIs for Mobile Apps and Lawyer dashboard  
   On clicking Video call, implementation of invitation and push notification