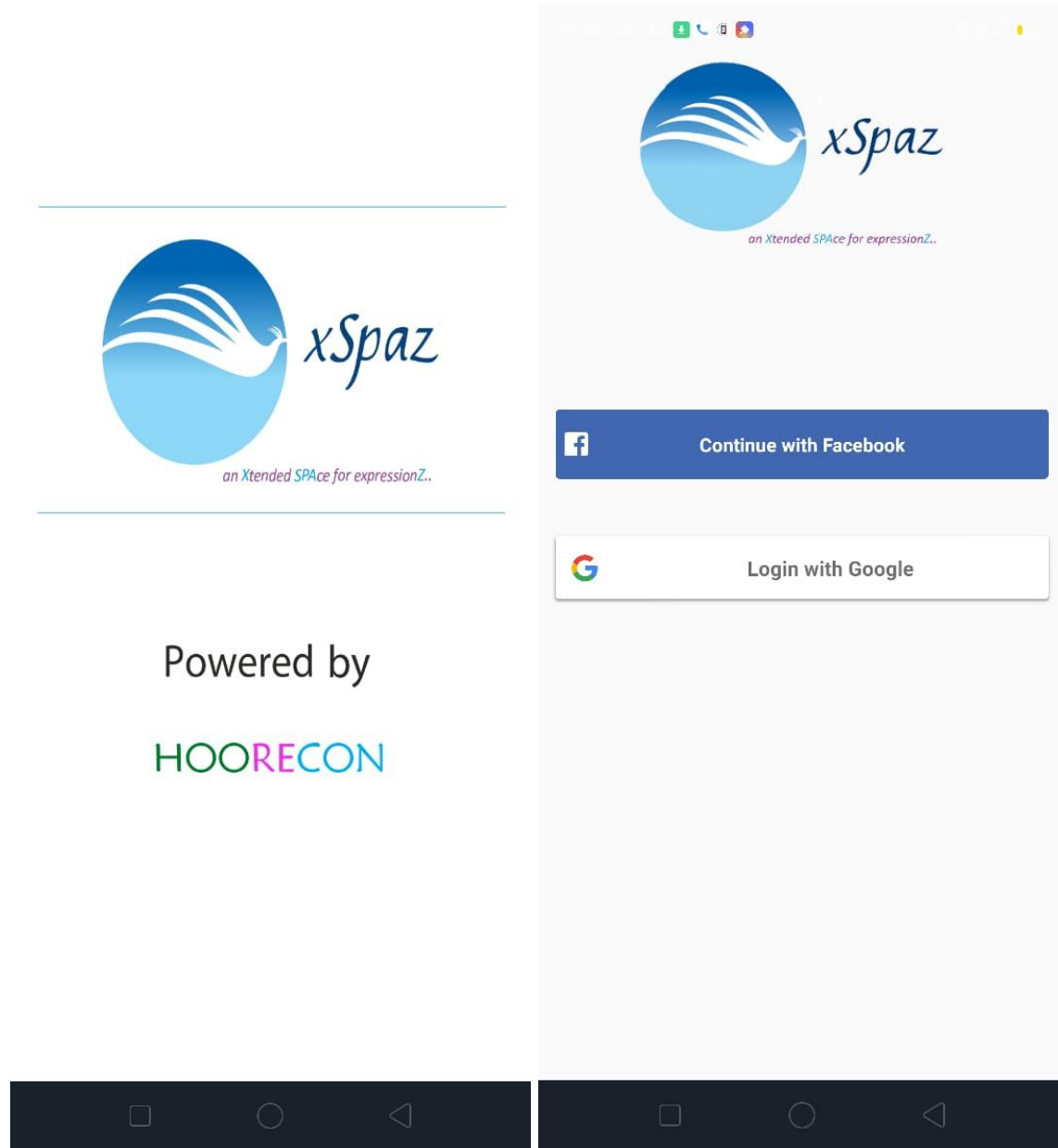
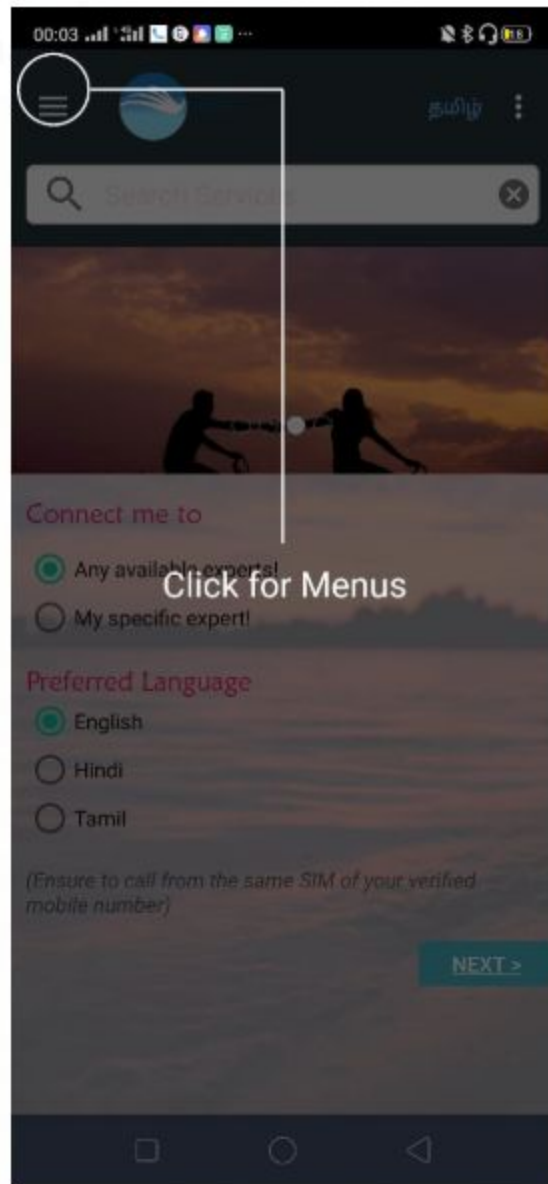
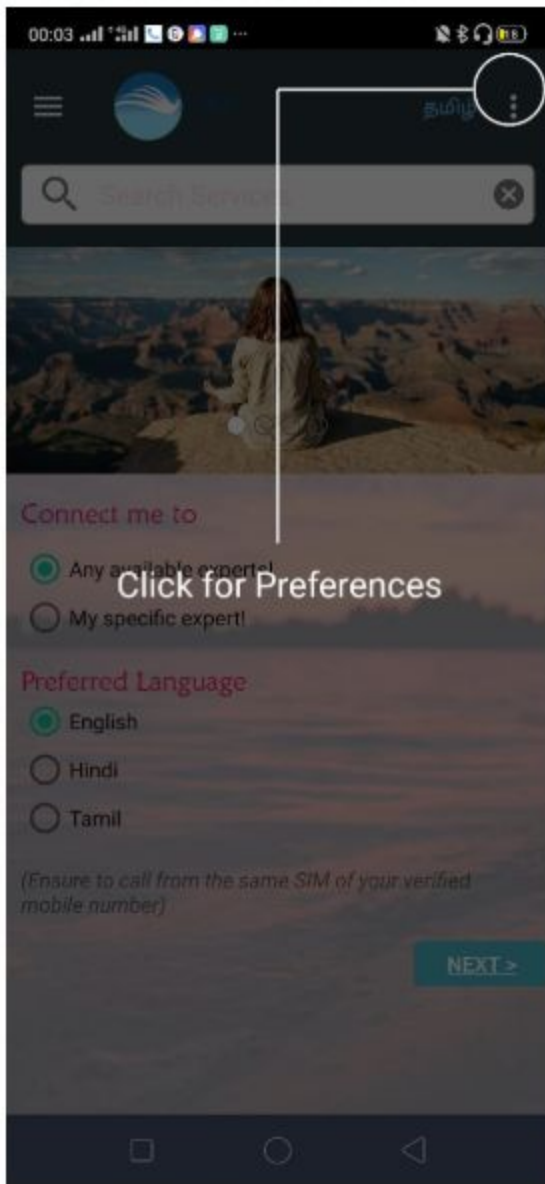
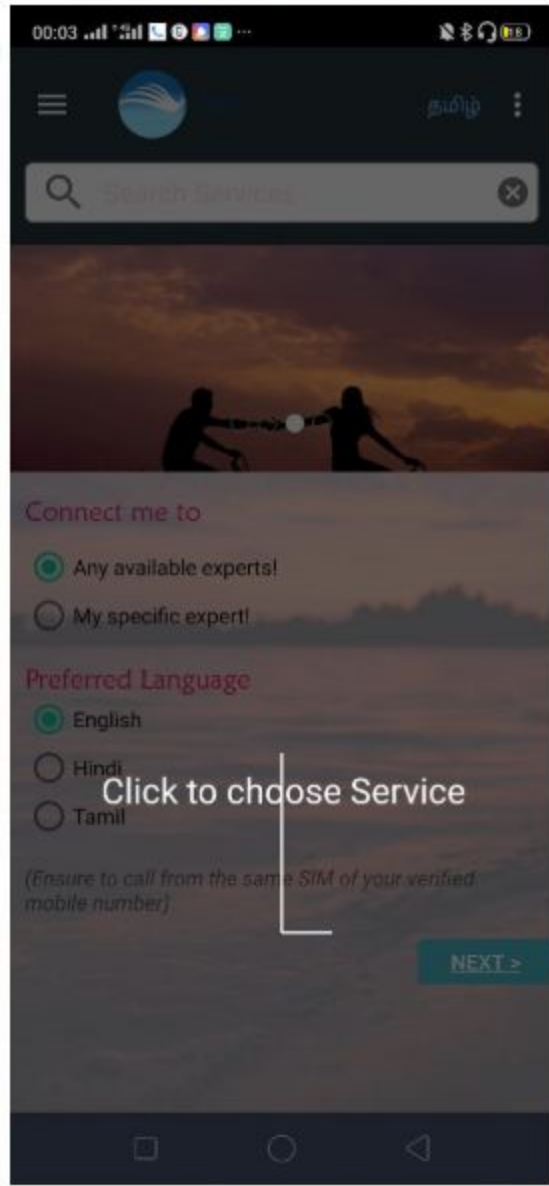
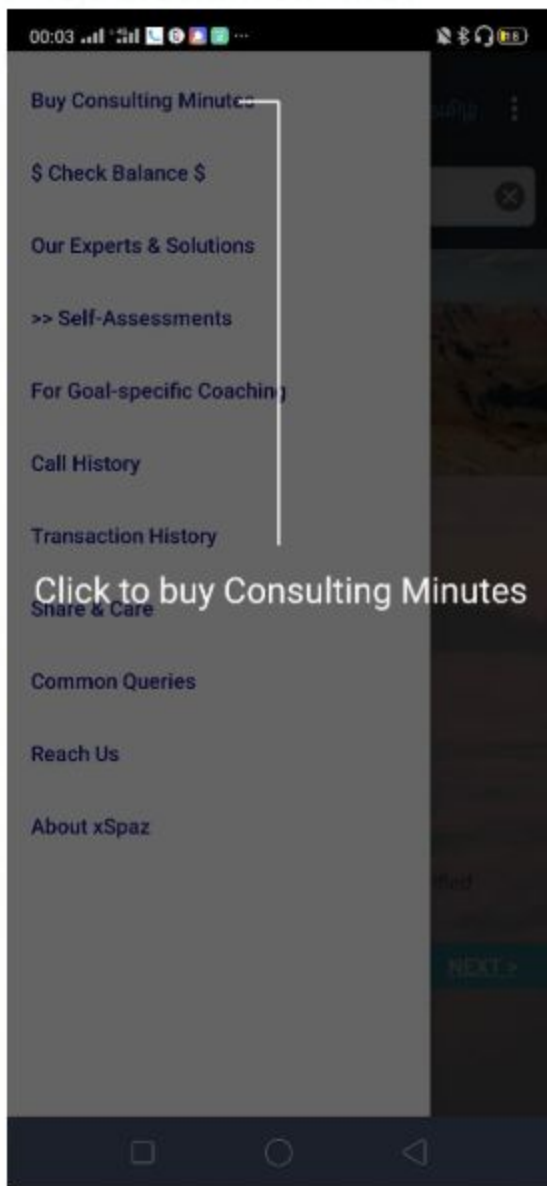


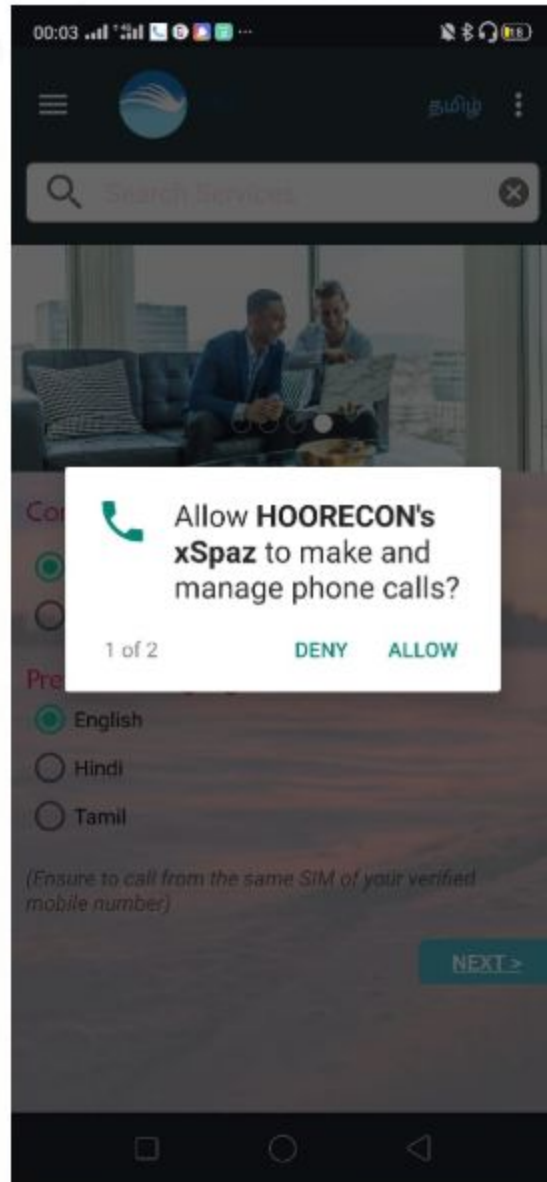
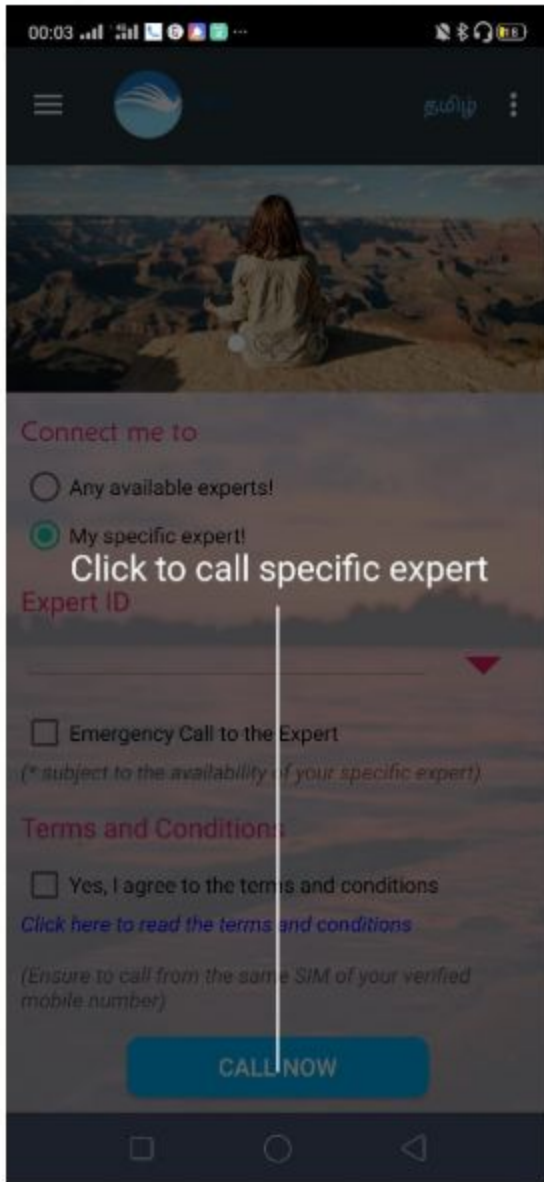
Dear Users,
Greetings ! Welcome to xSpaz!!

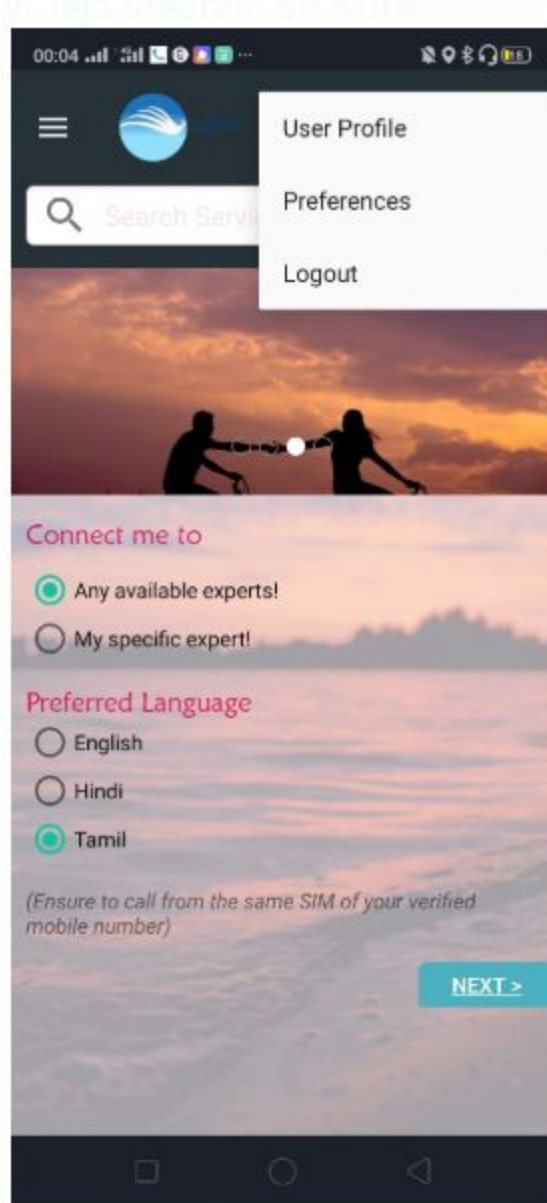
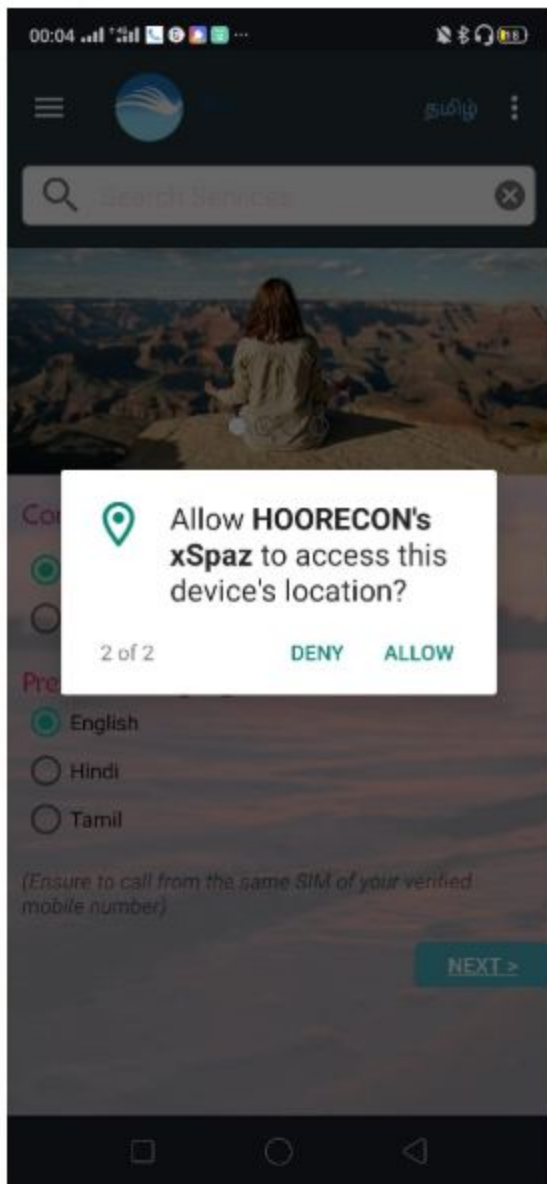
For your ease of understanding on look and feel, here is a screenshots driven walk-through!

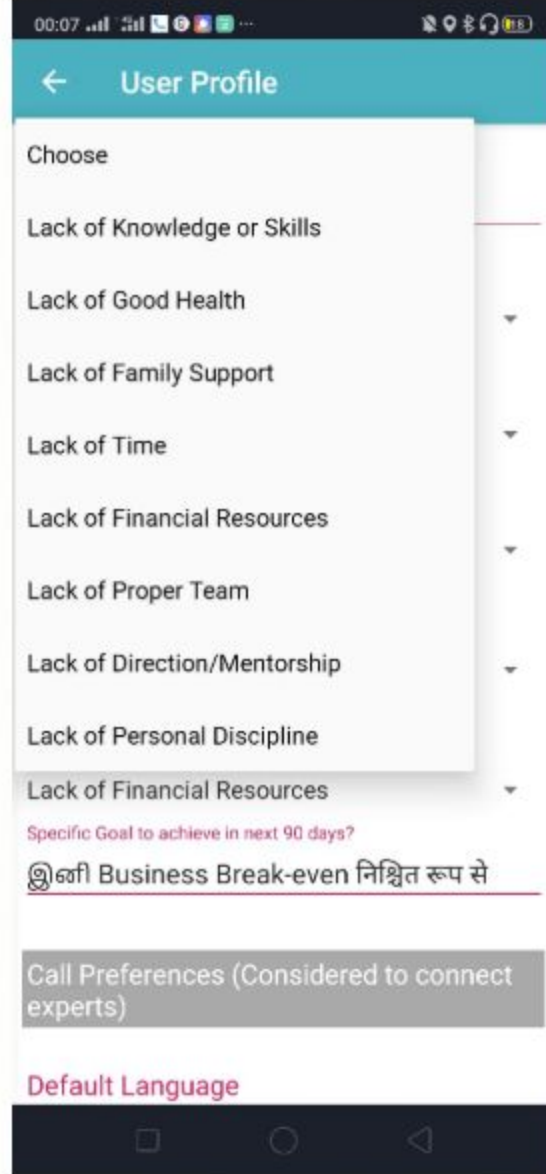
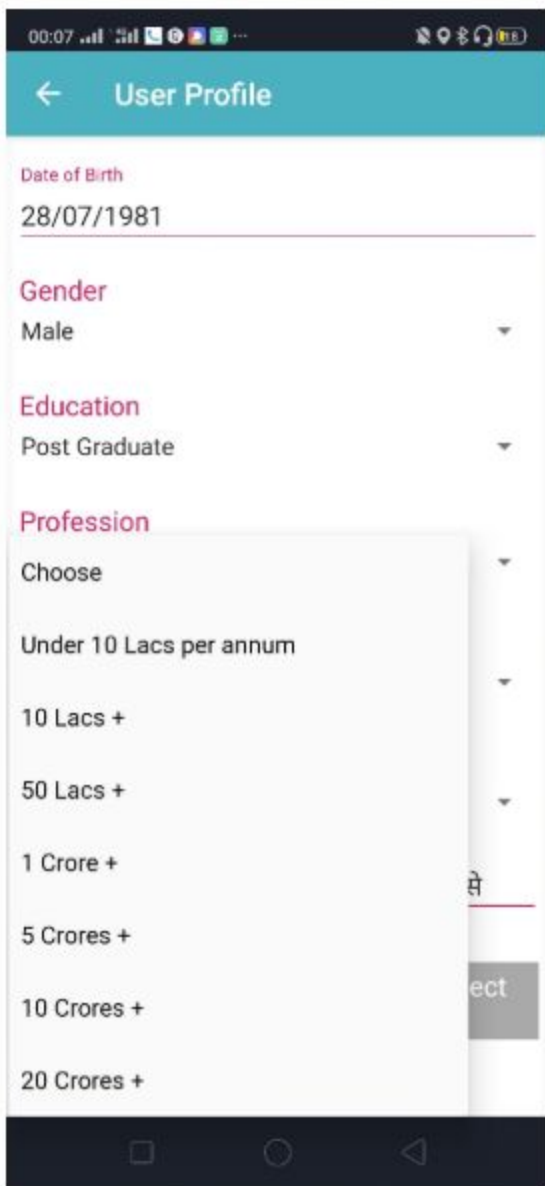








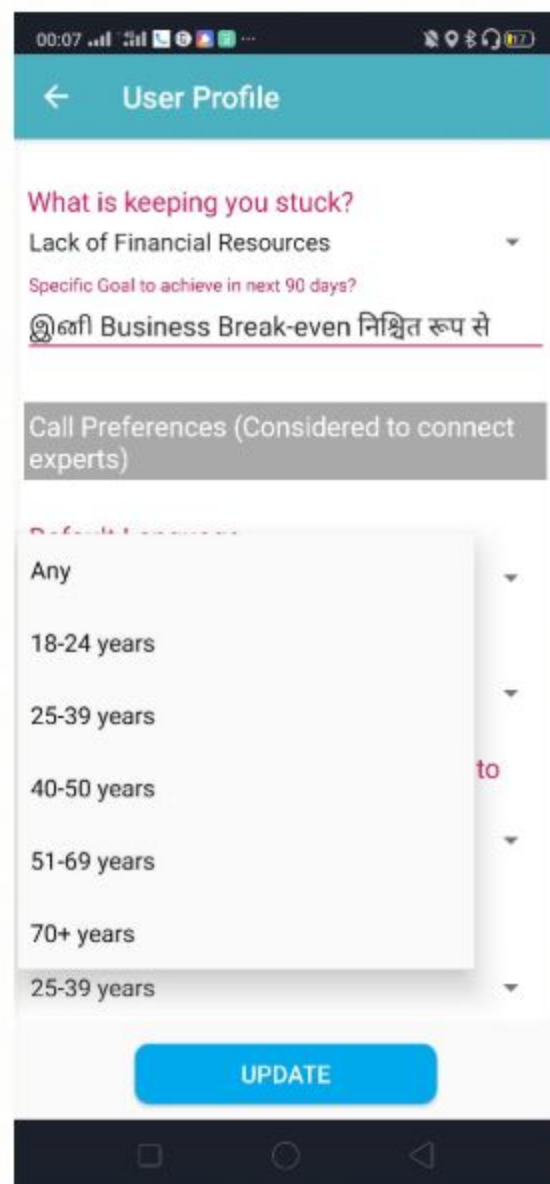
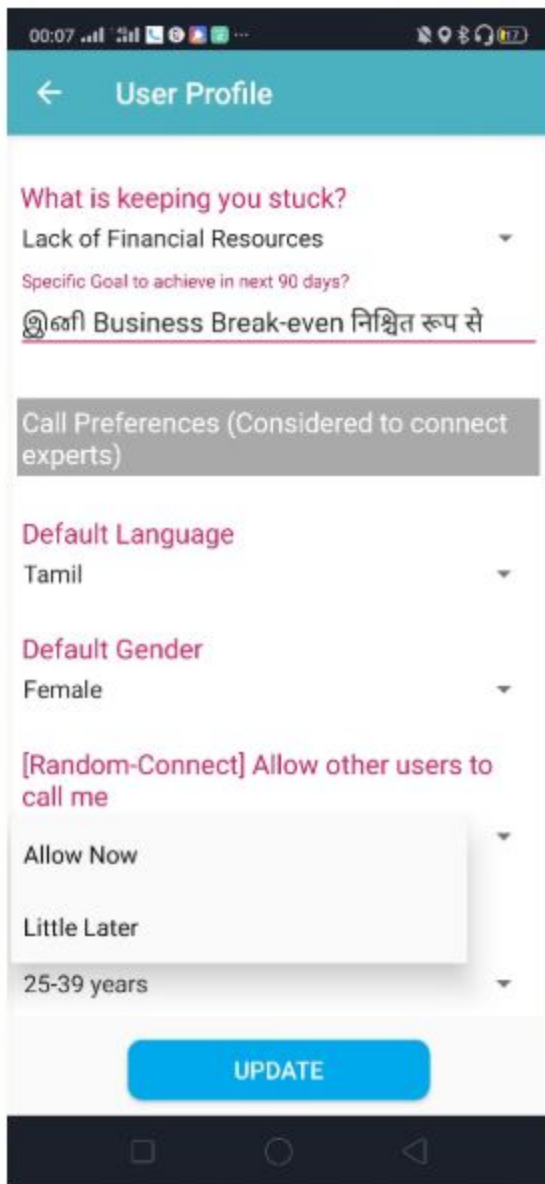




The above are the screenshots till we update the profile. As mine is a verified account, the 'Verify' button near Mobile Number field was not shown here. That's for OTP verification. As our entire Tele service is associated with the mobile number, we're validating it. Only after Profile Update with OTP verification, users will be allowed to make calls.

Once user is ready, he needs Consulting Minutes, like a Prepaid Talk-time to speak to experts. Currently, we're crediting Rs. 400 worth of 20mins talk-time as free to have first experience!

Before sharing further slides on Usage Flow and App Menu, here are couple of slides on Default Preferences during Expert-Connect

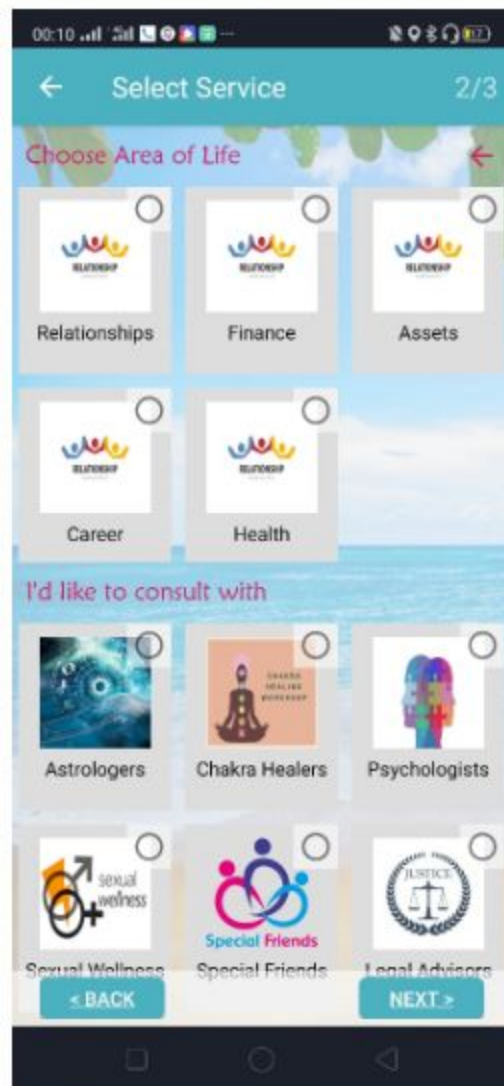
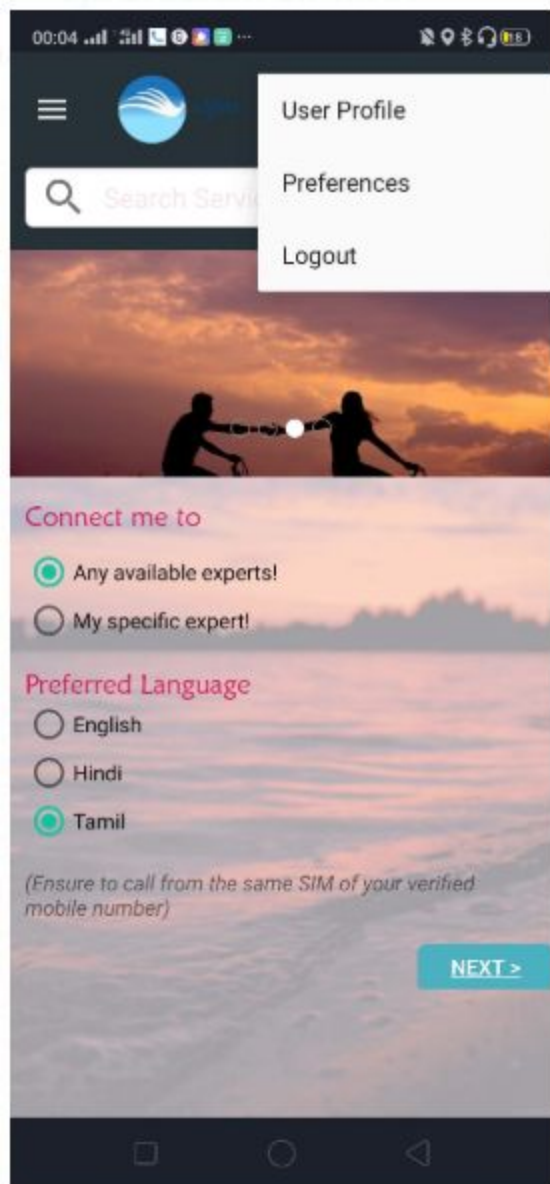


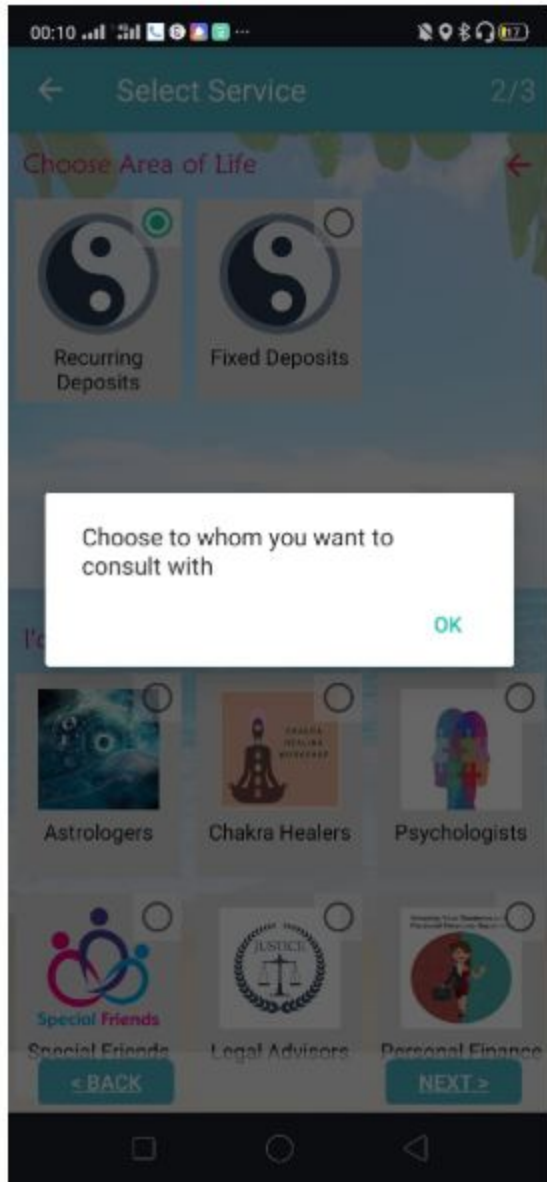
👉 Pls note that we've introduced a new feature called, Random Connect , based on existing user feedback to address their loneliness.

However, as connecting to unknown people and expanding our sharing space, is one of the driving factor behind success of social media, we introduced this feature recently so that users can randomly connect among themselves, with privacy protected.

Now, let's explore one of the 2 major use cases. Firstly, Connecting to Any Available Expert, when I don't know any existing expert specifically:

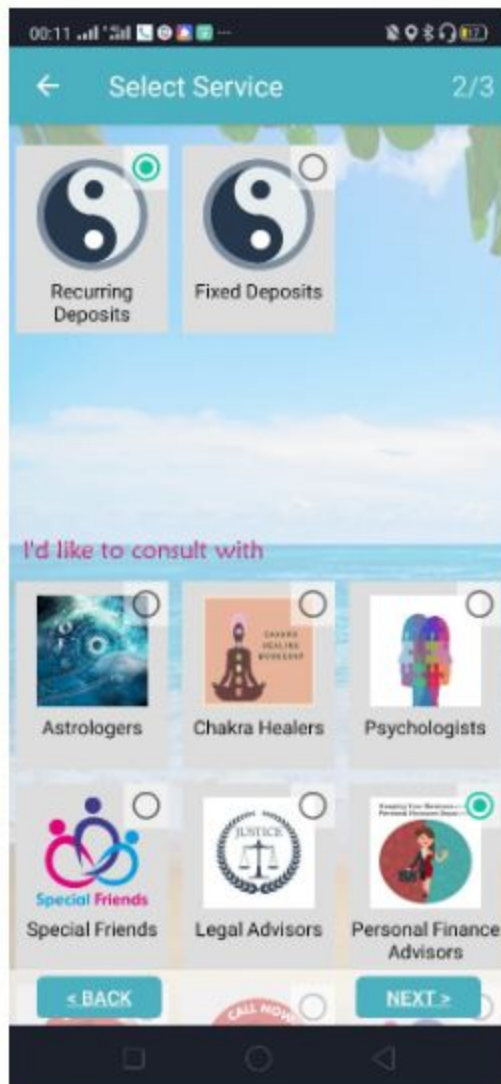
On the Home Page, Select 'Any Available Expert' (default option) and click 'Next':





Page #2: Under 'Area of Life' where I've any concern, have chosen Finance-> Savings -> Recurring Deposits (RD).

When I click next, without selecting specific type of experts to get consultation, it'll show this error. Because, as a user, I can speak to a Personal Finance Advisor or Psychologist or even to an Astrologer about my financial situation to get solution. So, selecting a specific type of expert is important for us to give a better service.



Now that, we've selected 'Personal Finance Advisor'

00:11

← Call Expert 3/3

Preferred Service Category

☐ FREE Service (Subject to the availability of Expert)

☒ Standard Service

☐ Premium Service (Appropriate additional cost will apply)

Preferred Gender

☐ Any

☐ Male

☒ Female

Terms and Conditions

☐ Yes, I agree to the terms and conditions

[Click here to read the terms and conditions](#)

(Ensure to call from the same SIM of your verified mobile number)

< BACK CALL NOW

Page #3, on clicking Next from Page #2

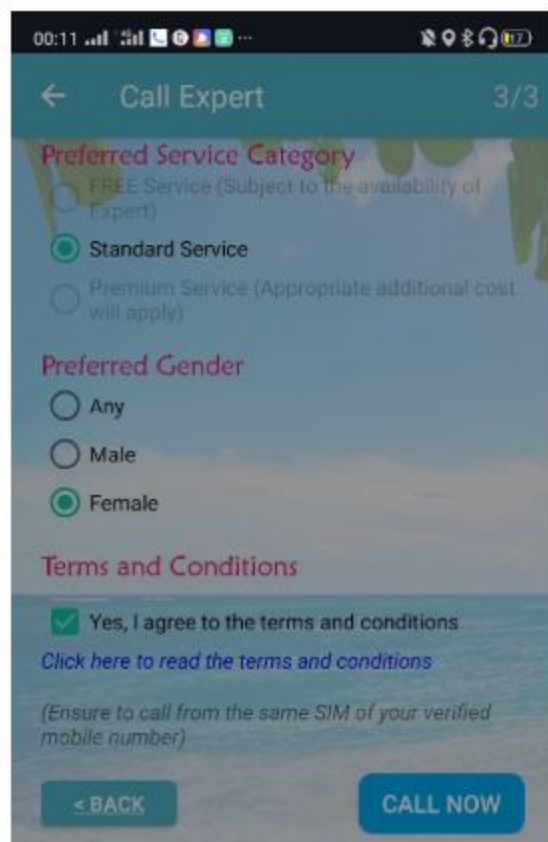
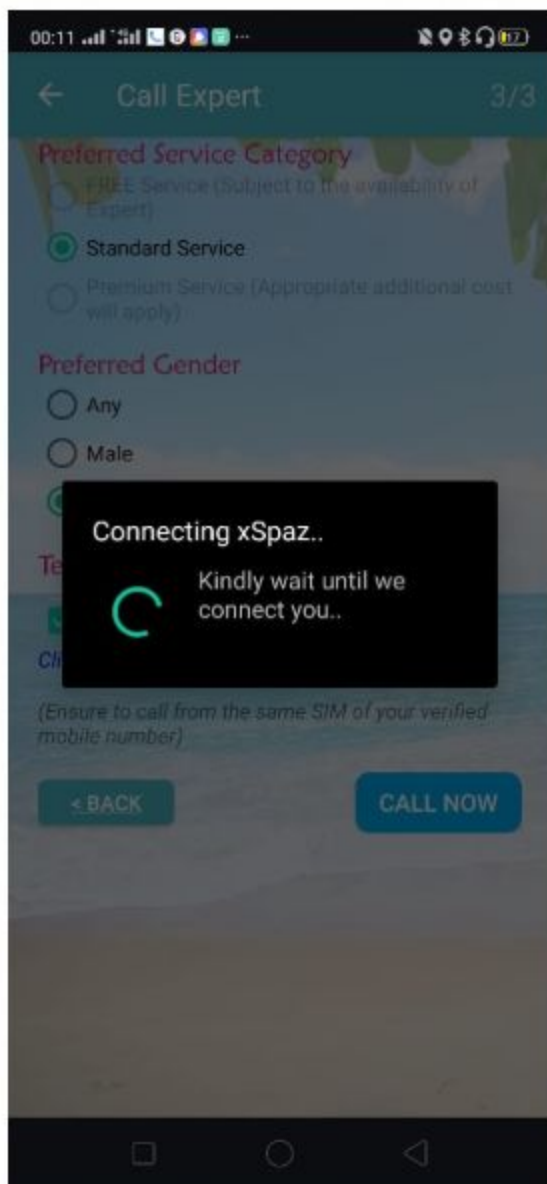
Currently, we've opened up only "**Standard Service**" of standard charges and later we will open up 2 more categories - **FREE** as some qualified experts like Siddha tradition experts prefer to

offer services only if it's free and also many users too will prefer Free services often. In that, we'll introduce Audio Ads before connecting to Experts to manage our Operating costs.

Premium will be for selected few high end experts who initially agreed to offer their service at lower cost in our platform and they've to be rewarded with their actual worth later, once our user base has grown up with quite number of our users appreciating their quality of services by making repeat calls to them.

The Preferred Gender on this Page#3 and Preferred Language on Page #1 (Home Page), will have the pre-selected values as per the "Default Call Preferences" given by the user on 'Update Profile' section.

User can override these default choices for that specific call if he/she prefers as per their mood at that time, Agree to our Terms & conditions and then proceed with making 'Call Now':



Call with SIM1

Call with SIM2

Cancel

If multiple SIM cards used on the mobile device, then user must select the SIM of the mobile number that was registered and OTP verified before making the call.. Here onwards, our IVR (Interactive Voice Response) will take over the User Experience!

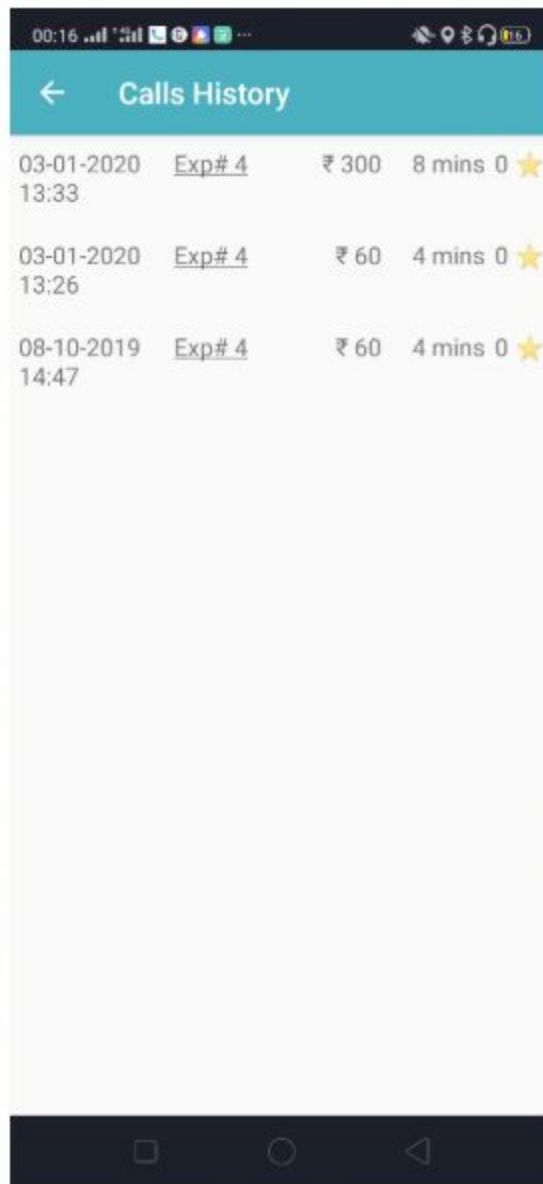
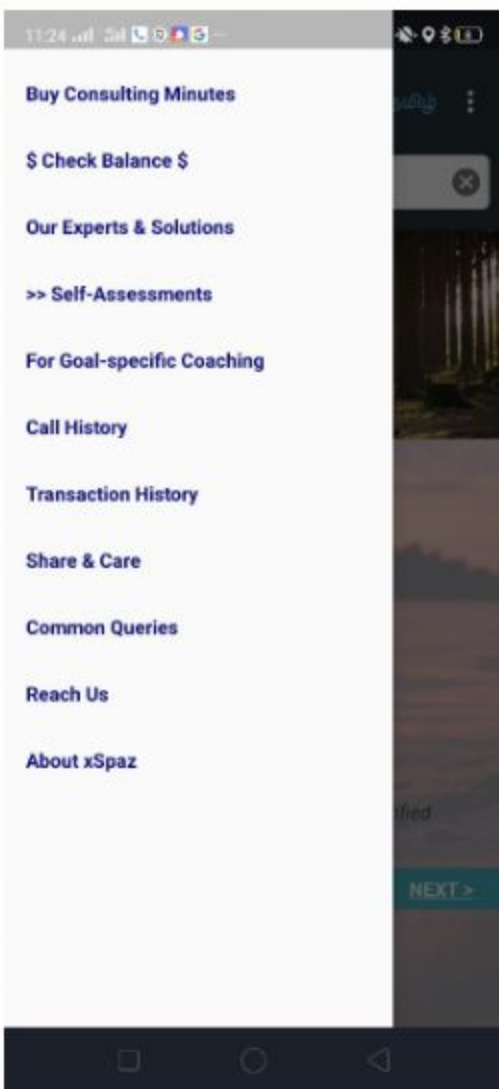
Like Ola, Uber etc., we'll also collect 5-Star Rating at the end of the expert session, once expert disconnected the call.

Everyday night, the last 90days rating average of the experts will be calculated and that also will be an additional important factor while connecting users to the Best suited experts available at

that time of user call, in addition to the matching of user's preferred Language, Gender, Concerned Area of Life and Type of Expertise!

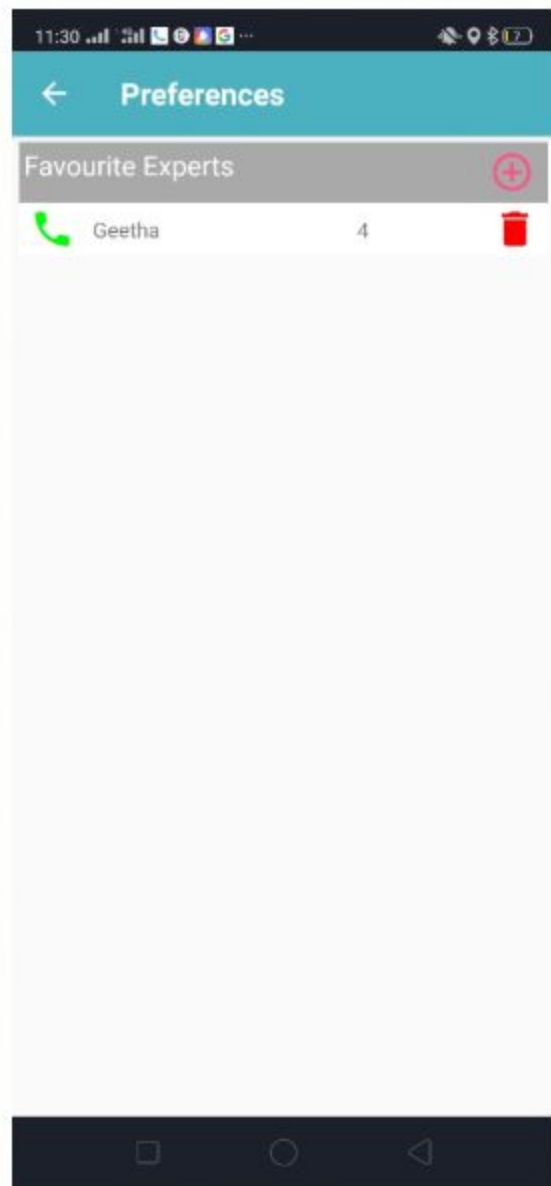
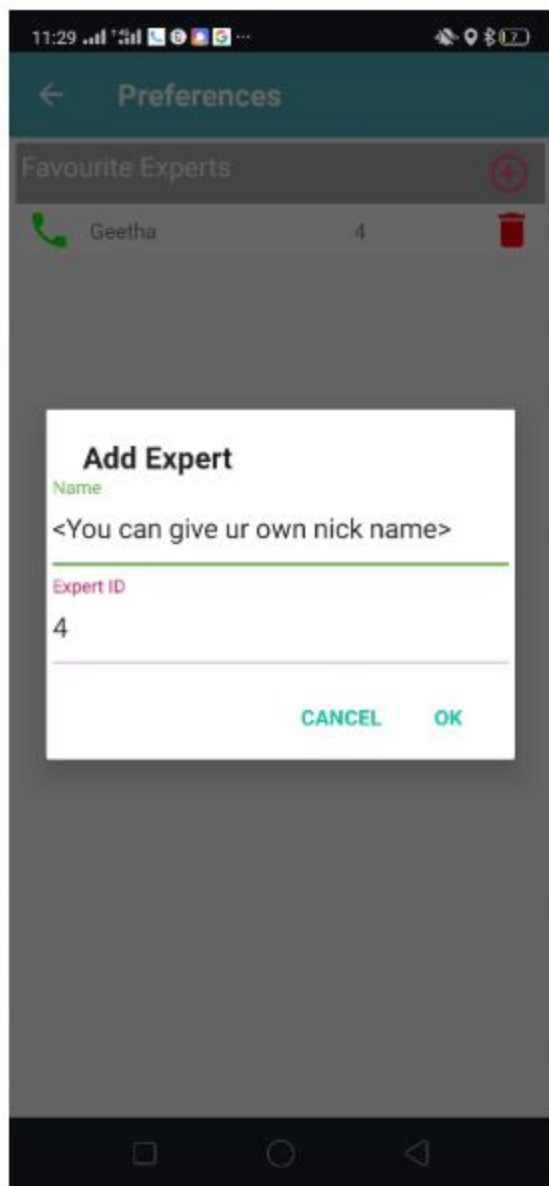
In case, if the user didn't give feedback for the most recent call that he spoke to an expert for more than 2mins, then he will be forced to give 5-Star rating on the App itself next time before making new call.

Now, only for the previous calls on which I got connected with actual experts, there's a listing on Menu-> Call History

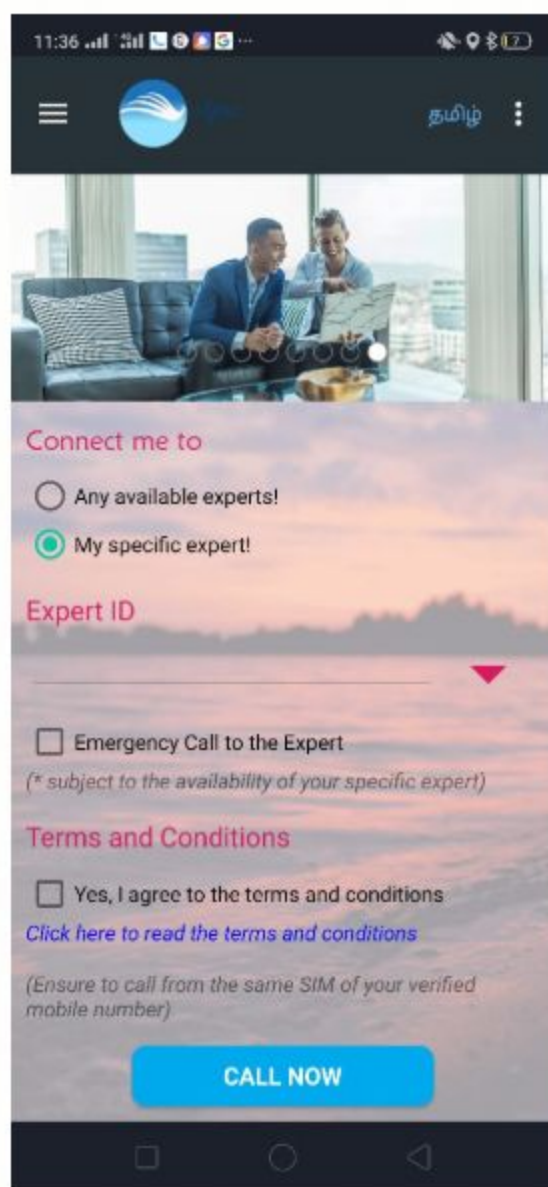
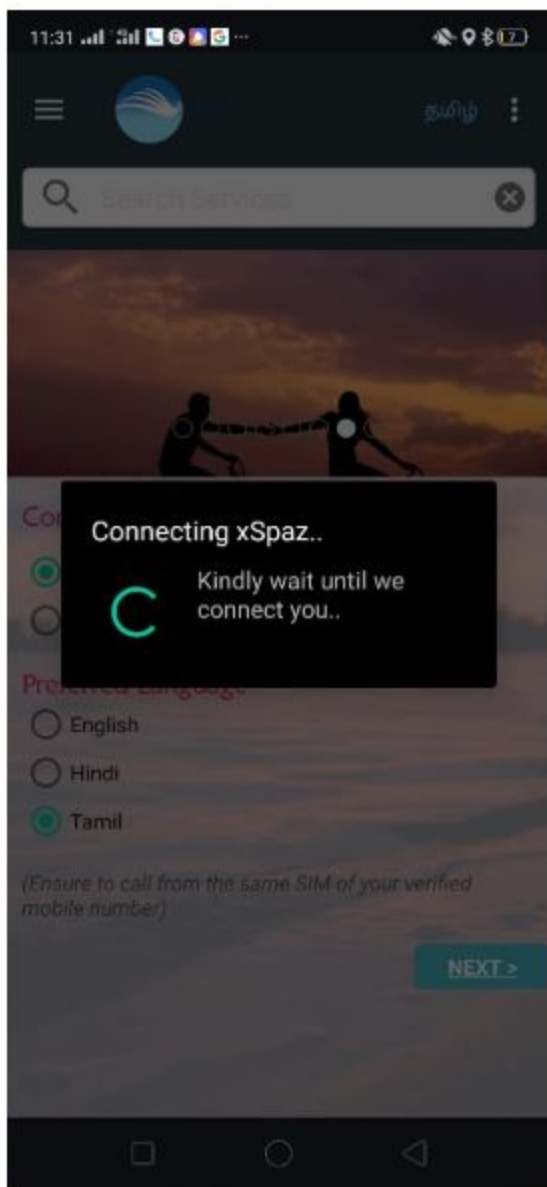


Menu Items -> Call History

Though I may not be able to know the Personally Identifiable Information about the expert to whom I spoke to, I can still know their unique Expert ID so that I can click on that link over Expert ID and Save them as my Favourite Experts to connect directly next time, if I wish.



User can directly make call from here (Top Right Settings -> Preferences), by clicking the Green coloured Call icon

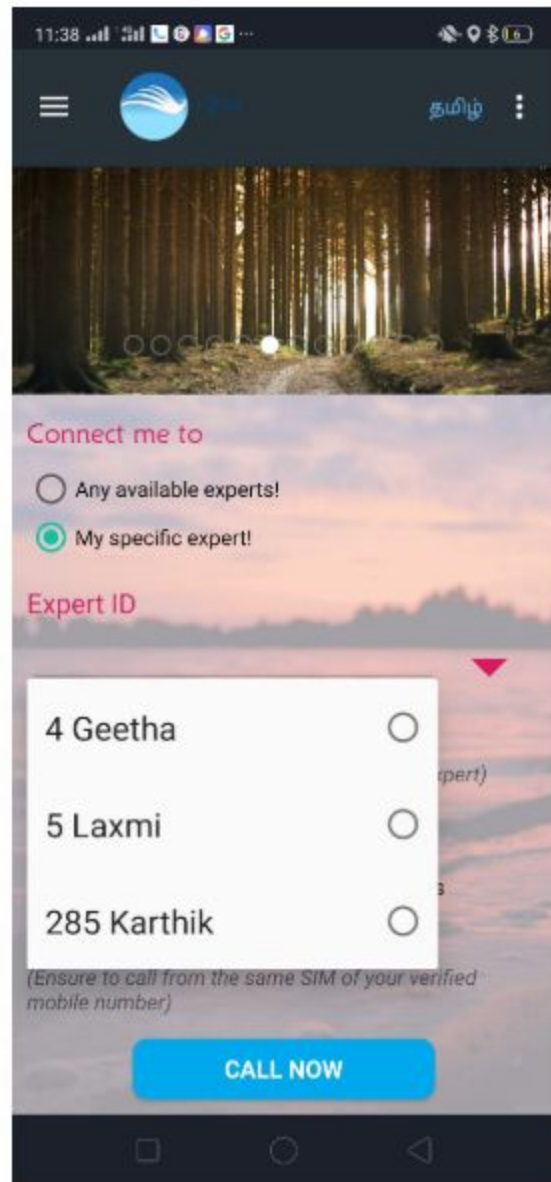
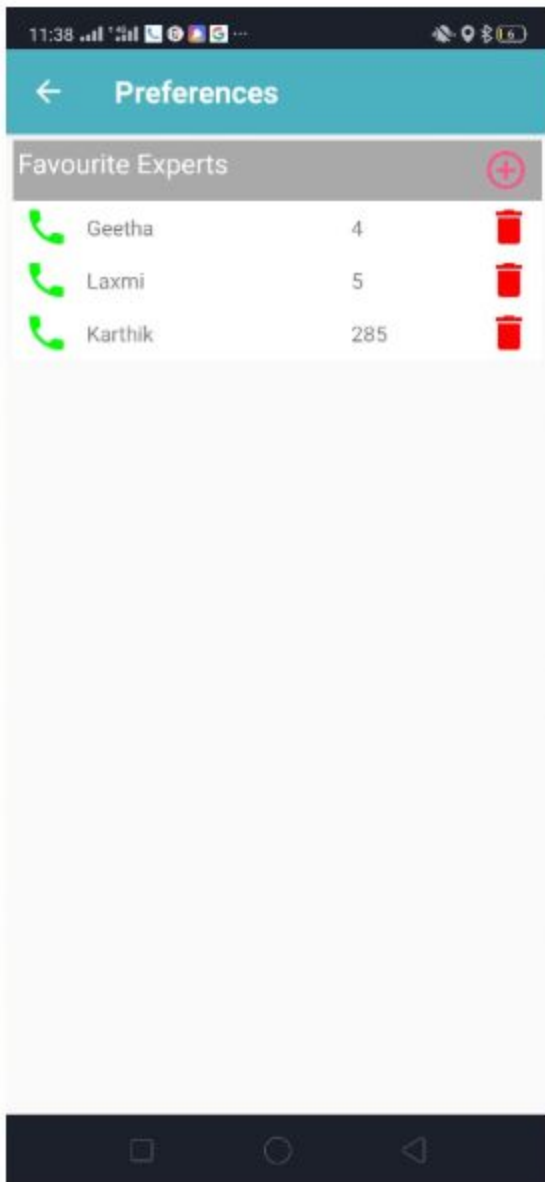


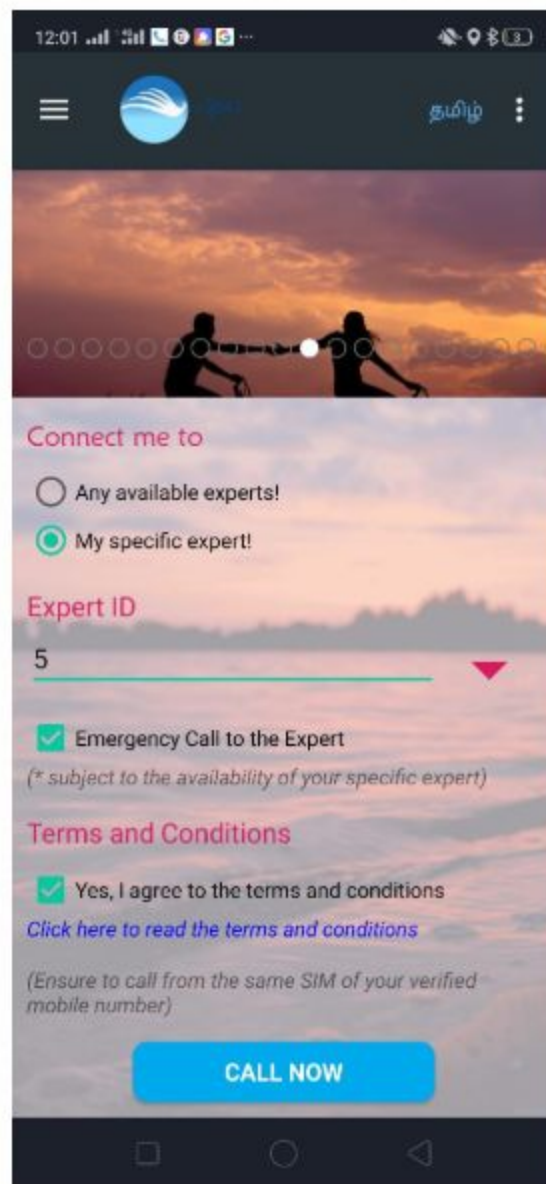
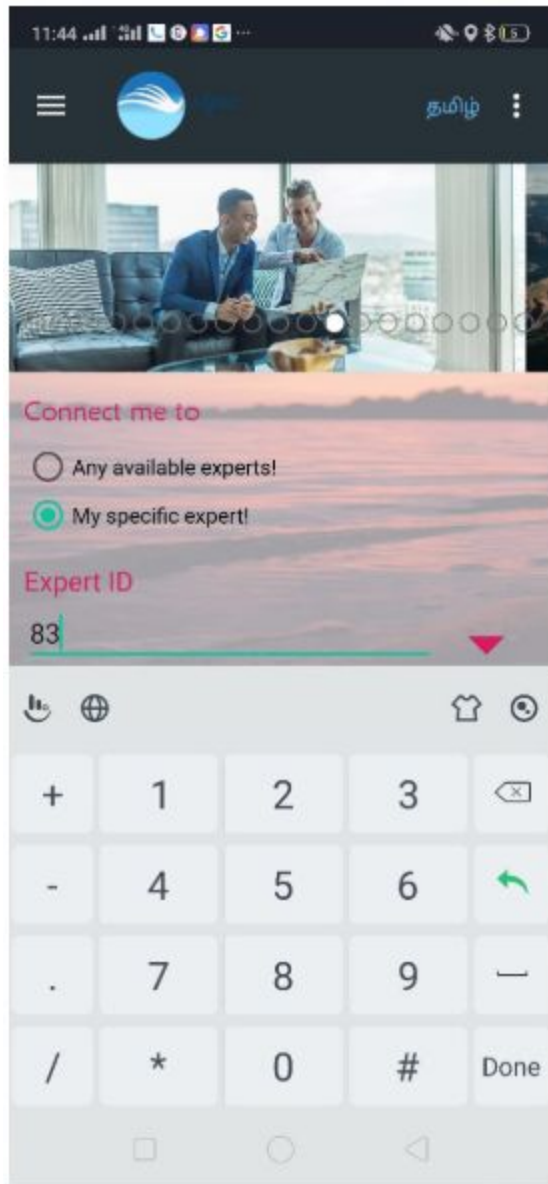
Or, alternatively, as part of the 2nd major use case of, Connecting to My Specific Expert also, user can choose their specific expert as below :

Say, there are 3 favourite experts saved by the user as of now, from his/her Call History

On clicking the Drop-down, user can select his Favourite Expert to make the current call as below :

Alternatively, if user came to know about a specific expert's ID through word of mouth and even if user didn't speak to that expert earlier, user can directly dial by typing their Expert ID, instead of selecting from Drop down list:





Another important option on this use case of Direct Connect with a Specific Expert, Emergency Call.

Normally, experts will have their predefined Consulting Hours and outside their Consulting hours, they'd have switched off their Availability.

If an user wants to speak that specific expert only as s/he might have taken some real-world action based on that expert advice and require any instant guidance on the court, there may be

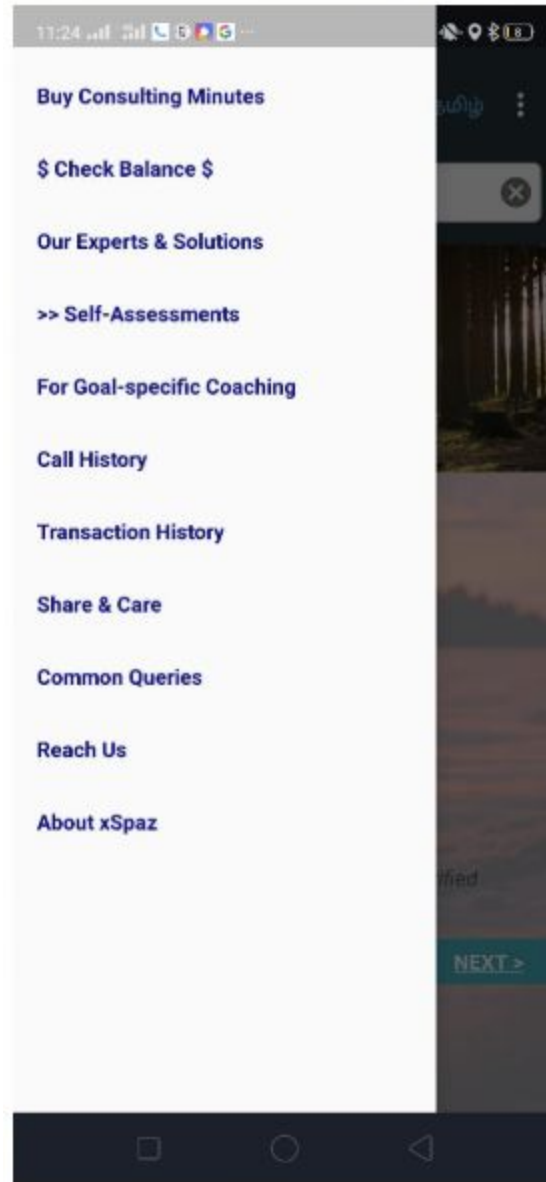
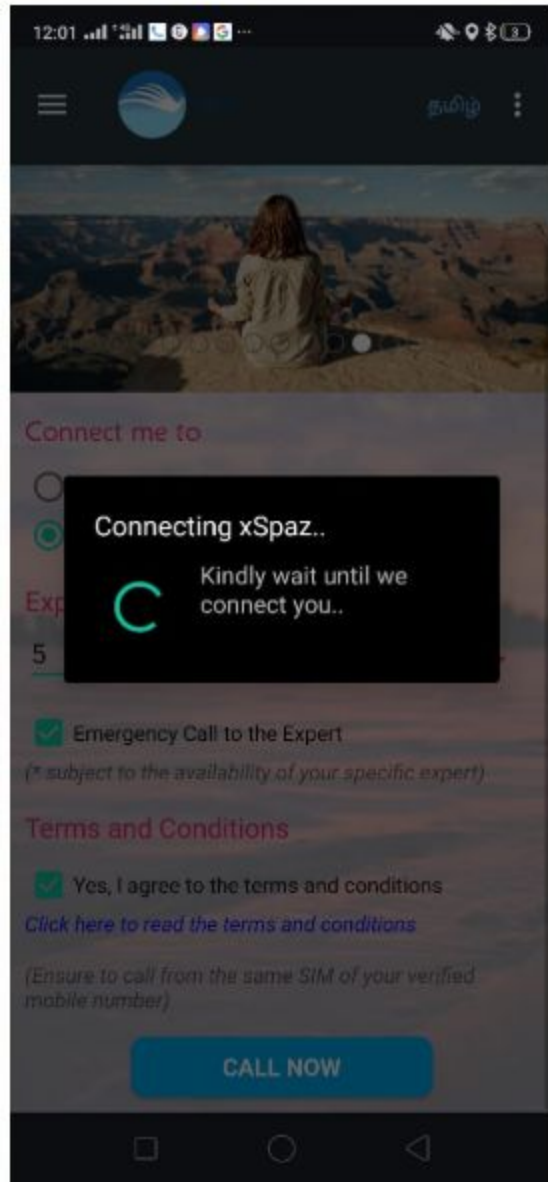
a chance that the time of user call falling outside expert's consulting hours and his availability might be off.

On such cases, user can either wait and try again after sometime by knowing expert's usual availability if he has frequent sessions with that expert OR can make use of this Emergency Call option.

On this Emergency case, the call will go to the expert even if he/she switched off their Availability, not only to their Primary consulting number but also to their Secondary contact number that we use internally for our Admin purposes.

If an expert receives a call during off-consulting-hours, it means, some of their regular clients want to speak to them only specifically and also on emergency. Still, depending on the expert's situation at that point in time, expert can choose to attend or not attend, at his discretion.

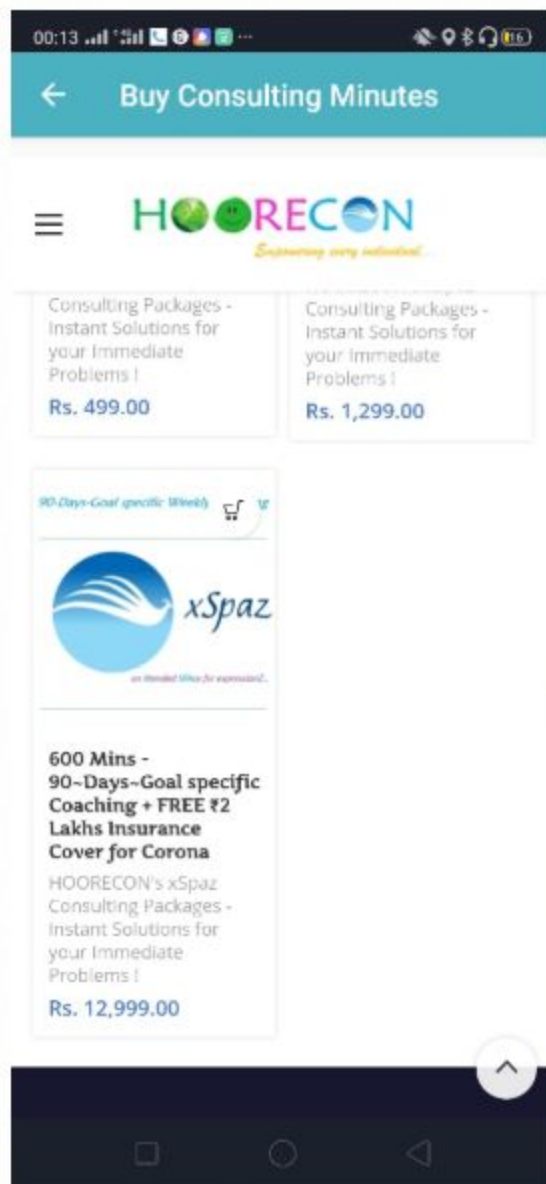
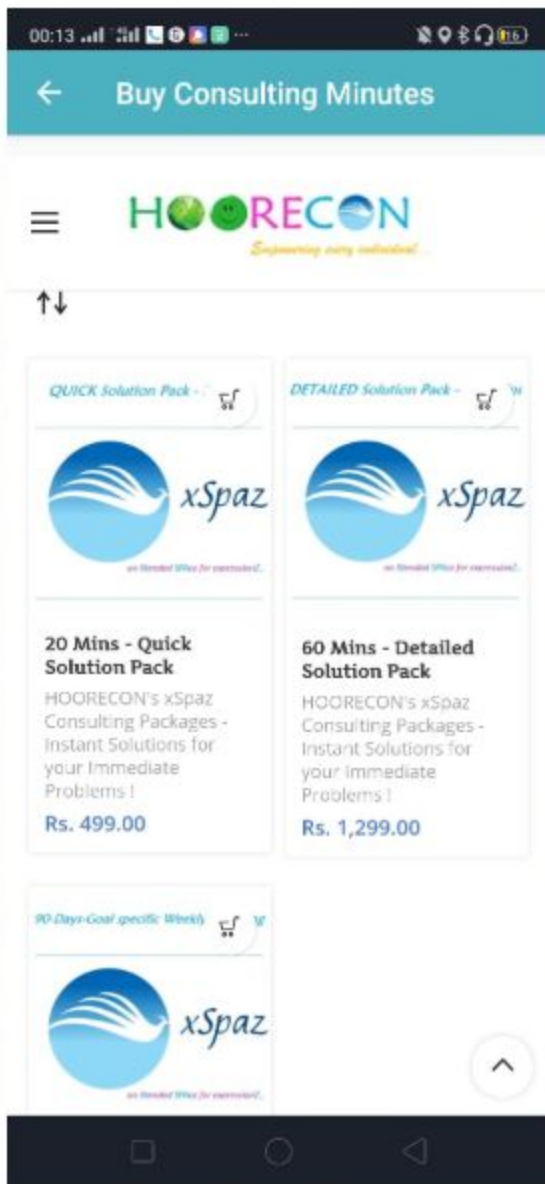
If attended, there will be 10% additional fee on user for such emergency calls and that entire 10% will go to expert without any deduction for the platform, to enable more closer connects between users and experts.. 😊



Now, let's explore other options available on the App Menu :



Menu Item#1. Buy Consulting Minutes



00:13

← Check Balance

Registered Mobile Number *

User DOB

Check

00:14

← Check Balance

Registered Mobile Number *

9962022209

User DOB

28-07-1981

Available Balance

5785.0

Total Talk Time

390.6

Minimum TalkTime Required

5.0

No. Of Family & Friends Associated

0

Minimum Required Balance

400.0

Expiry Date

2020-12-02

Menu Item#2. Check Balance

Scrolled down view of CheckBalance

User needs to have the minimum required Balance, Talk-time and Validity (current date being before the expiry date), for the calls to get connected. Else, on the User Verification during IVR process, call will be denied and then user has to Buy Consulting Minutes!

00:14 5G 100% 🔔 🔊 🔋 100%

← Check Balance

Minimum TalkTime Required
5.0

No. Of Family & Friends Associated
0

Minimum Required Balance
400.0

Expiry Date
2020-12-02

User ID
591

Activated Date
2018-11-08

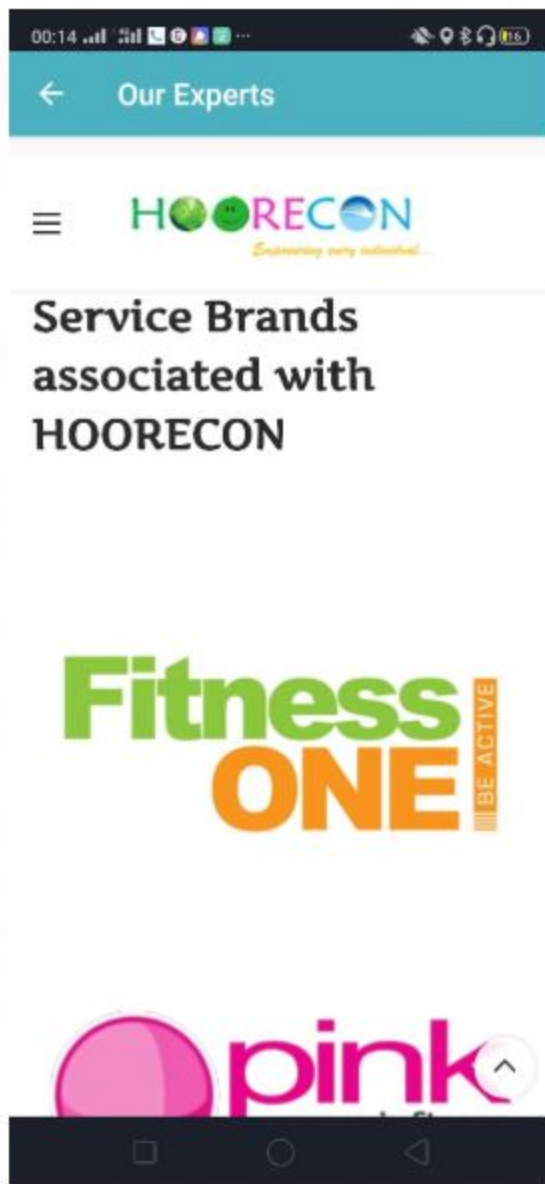
Main User's ID
0

Check

Scrolled down view of CheckBalance

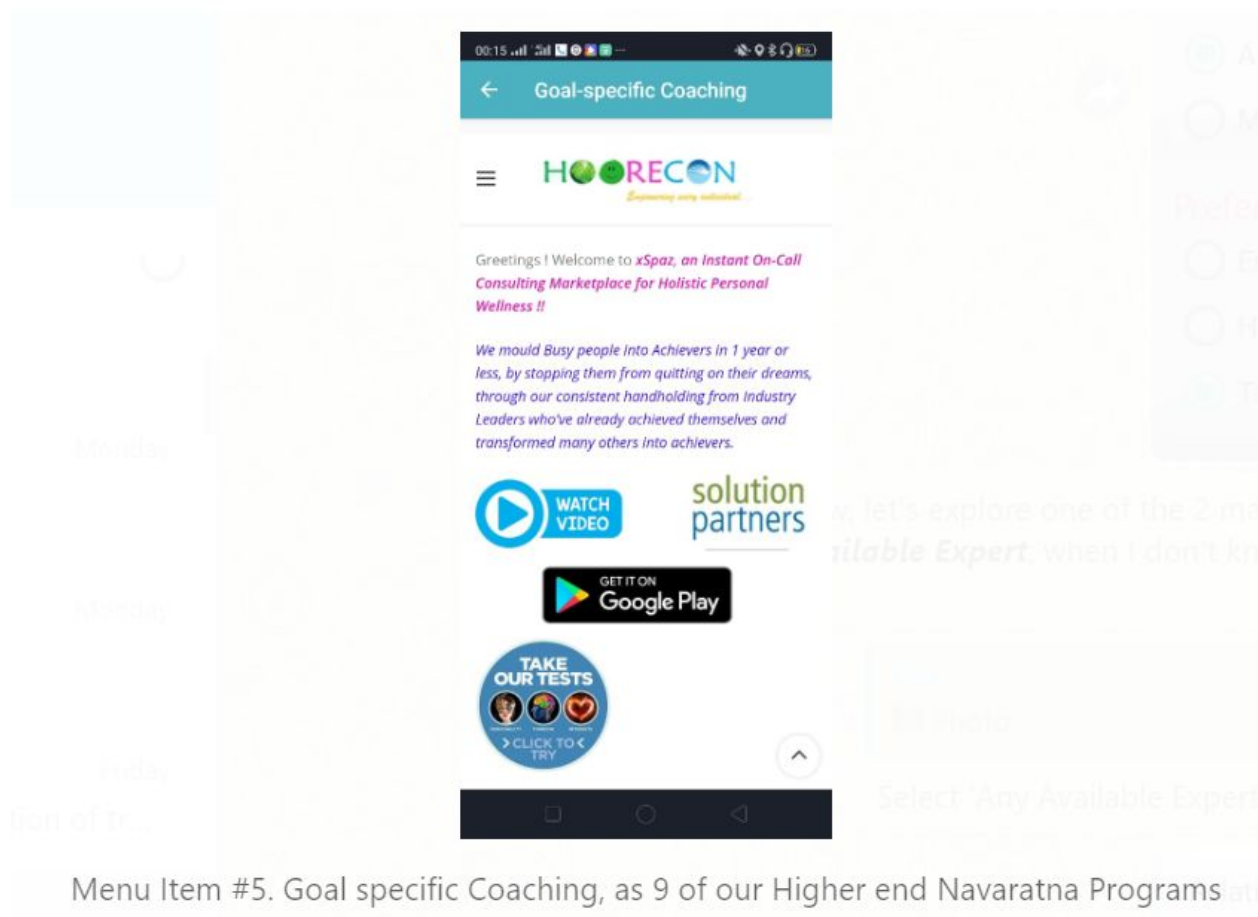


Menu Item #3. Our Experts

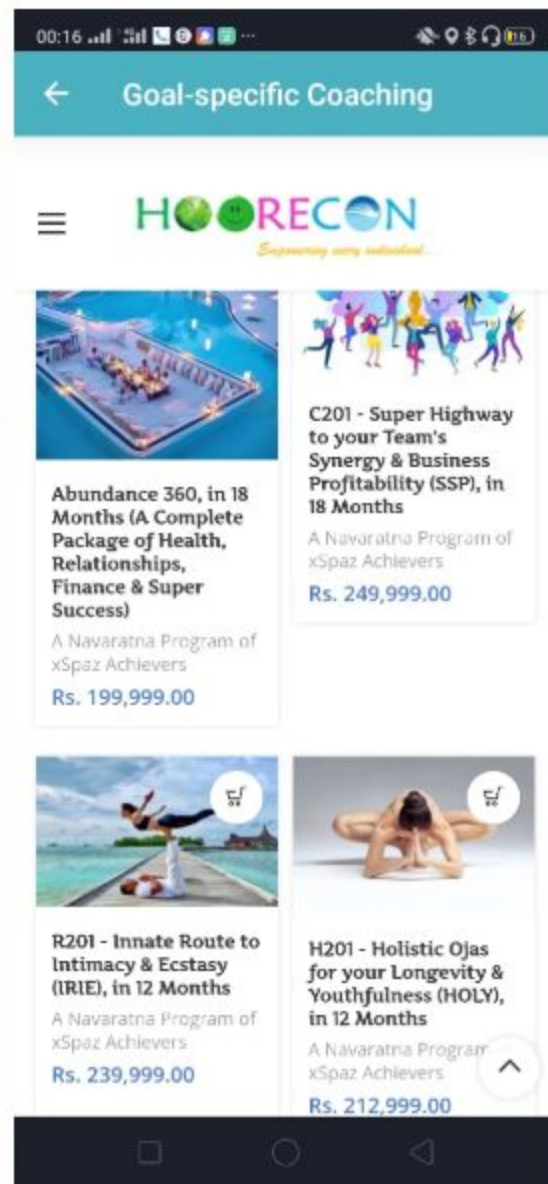
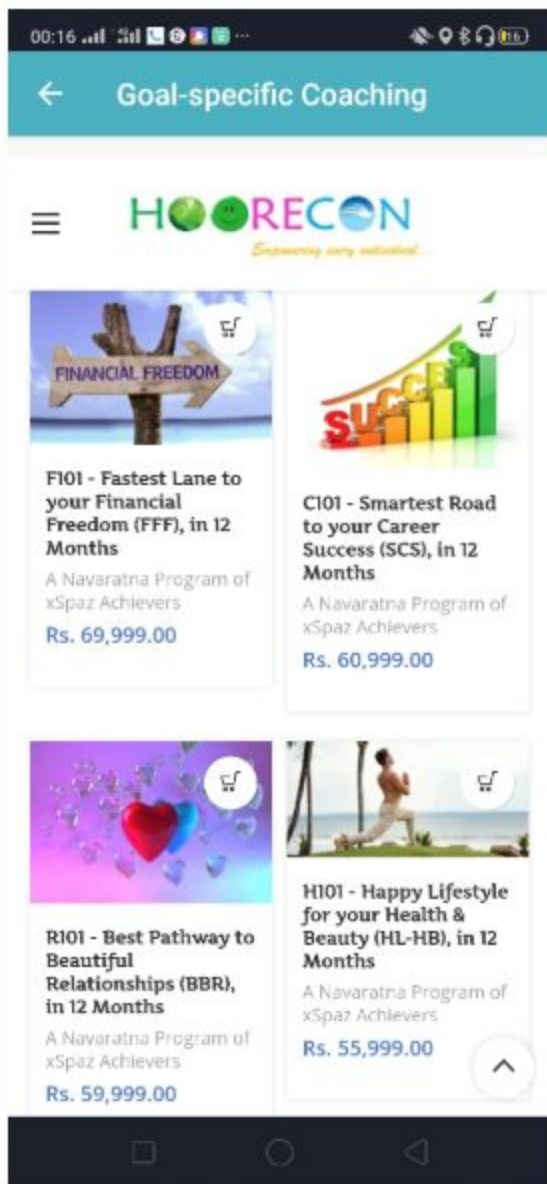




Menu Item #4. Self Assessments



Menu Item #5. Goal specific Coaching, as 9 of our Higher end Navaratna Programs



00:16



Goal-specific Coaching



HORECON
Empowering every individual...



R201 - Innate Route to Intimacy & Ecstasy (IRIE), in 12 Months

A Navaratna Program of xSpaz Achievers

Rs. 239,999.00



H201 - Holistic Ojas for your Longevity & Youthfulness (HOLY), in 12 Months

A Navaratna Program of xSpaz Achievers

Rs. 212,999.00

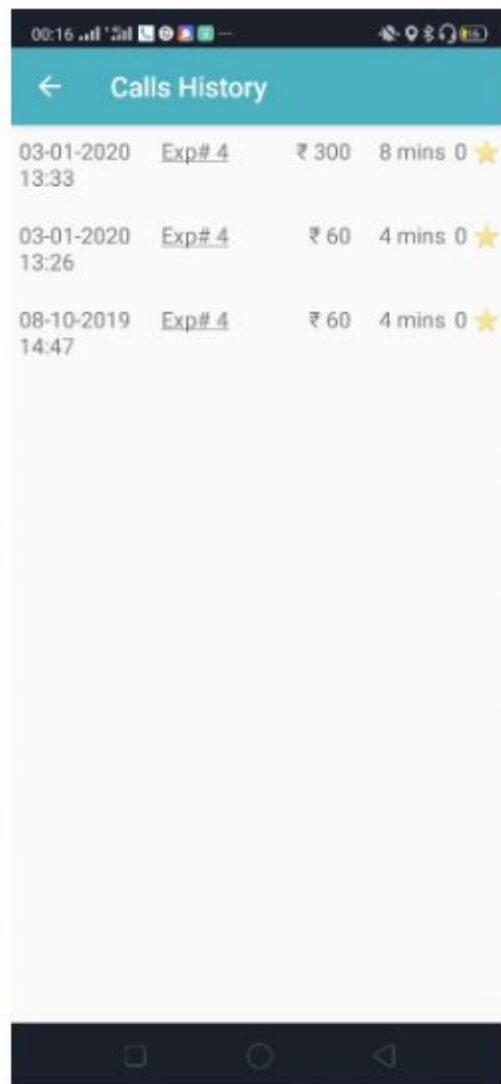


F201 - Fastest Lane to your First Million \$ (FFM), in 18 Months

A Navaratna Program of xSpaz Achievers

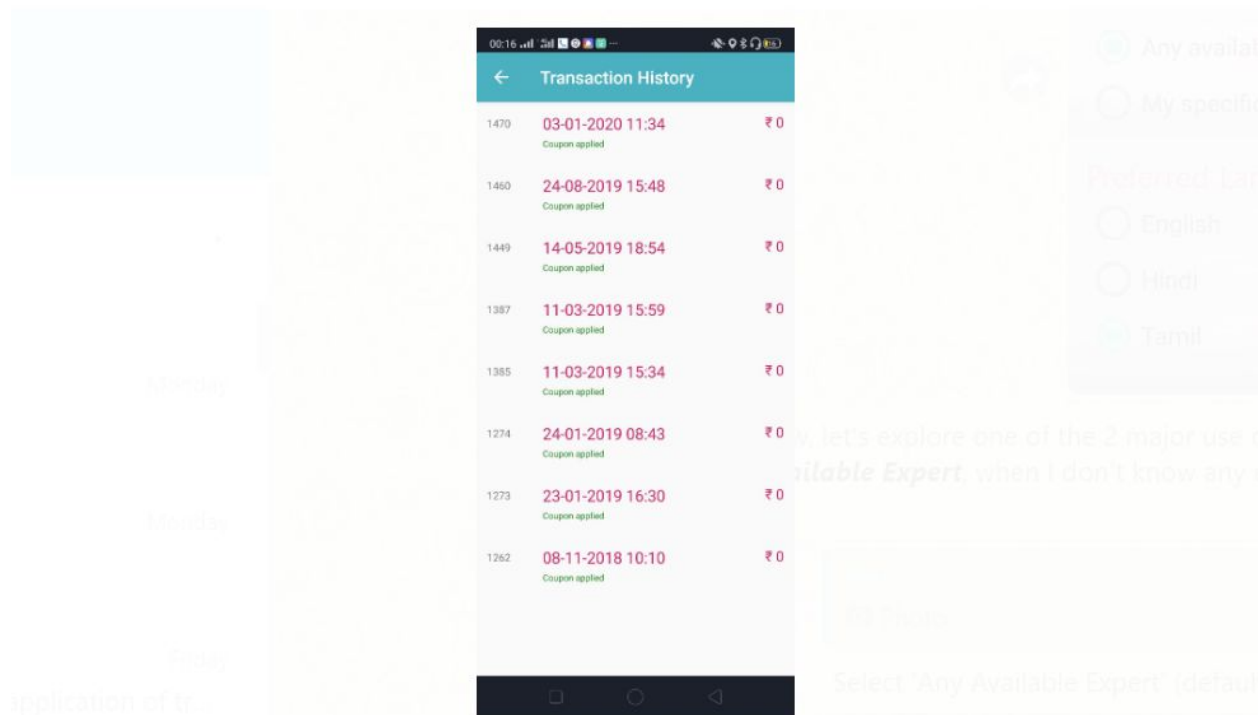
Rs. 699,999.00





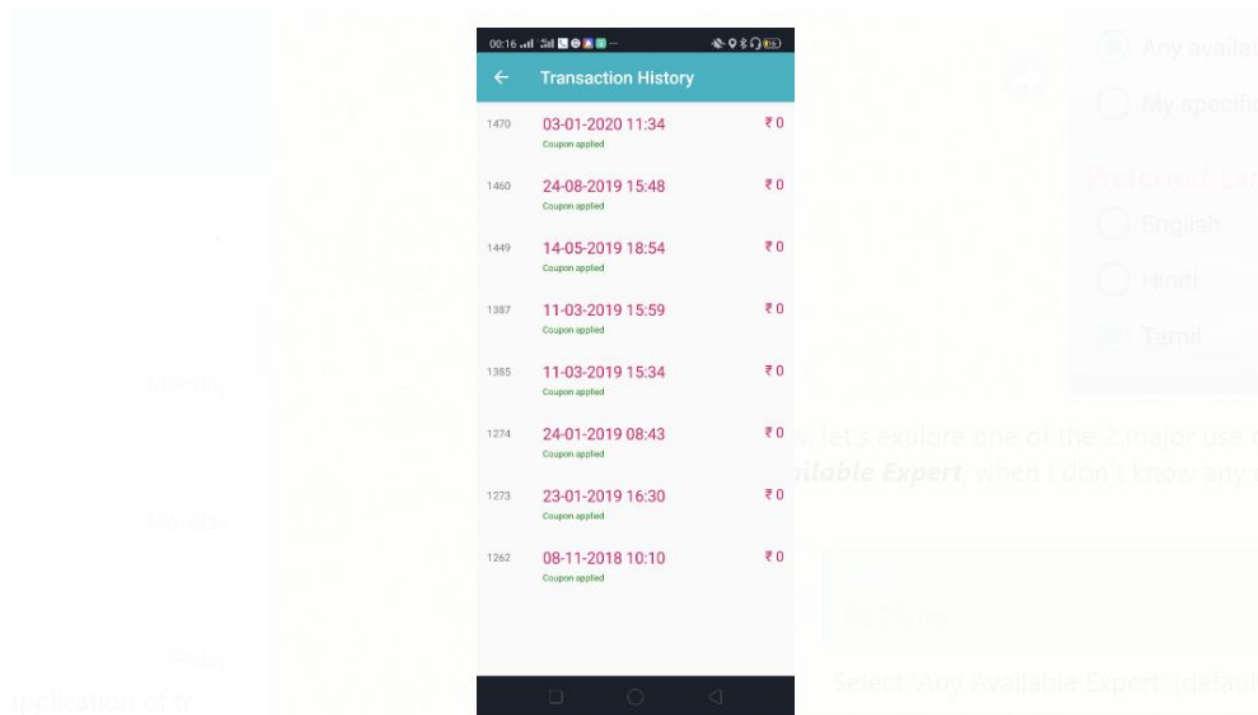
← Calls History				
03-01-2020 13:33	<u>Exp# 4</u>	₹ 300	8 mins 0	★
03-01-2020 13:26	<u>Exp# 4</u>	₹ 60	4 mins 0	★
08-10-2019 14:47	<u>Exp# 4</u>	₹ 60	4 mins 0	★

Menu Item #6. Call History, that we've already seen in detail

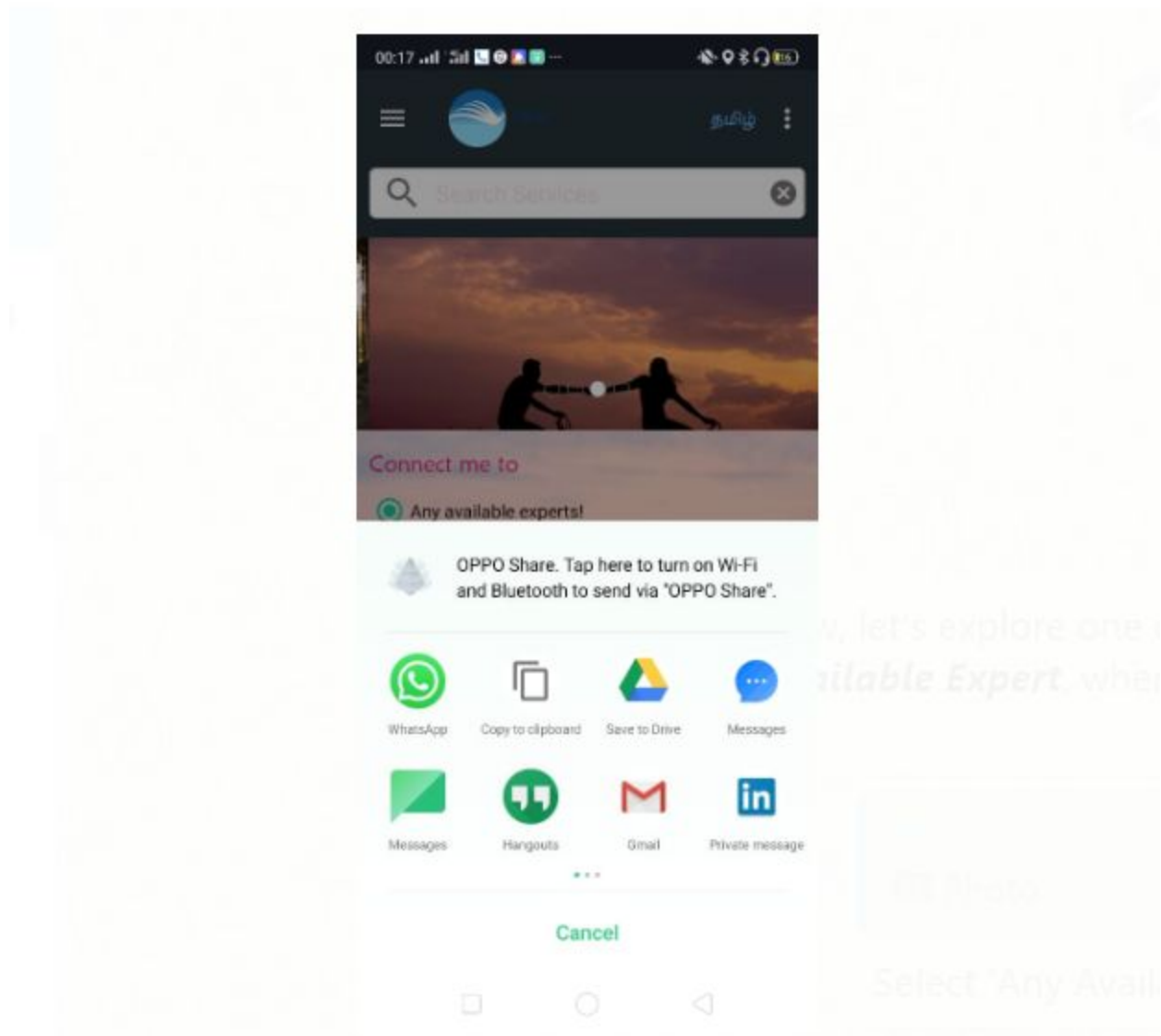


Menu Item #7. Transaction History (to keep track of purchases from **Buy Consulting Minutes** section)

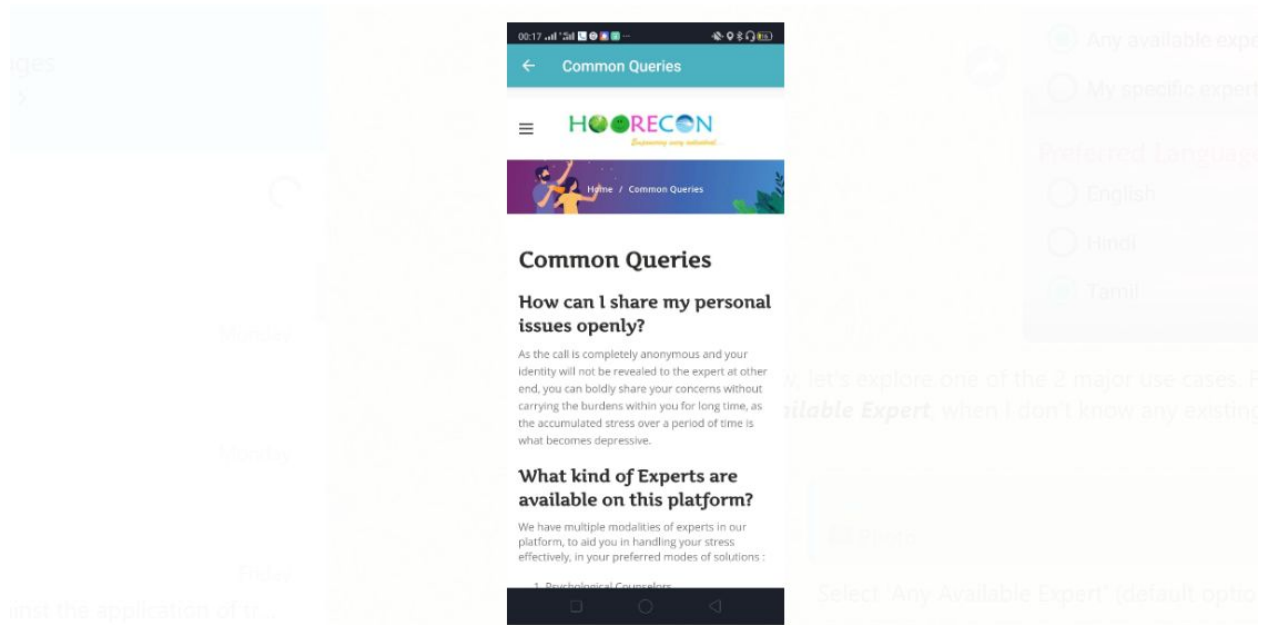
On this account, for internal testing purpose, as I've applied coupons for 100% discount, all amounts are shown as 0.



Menu Item #7. Transaction History (to keep track of purchases from **Buy Consulting Minutes** section)

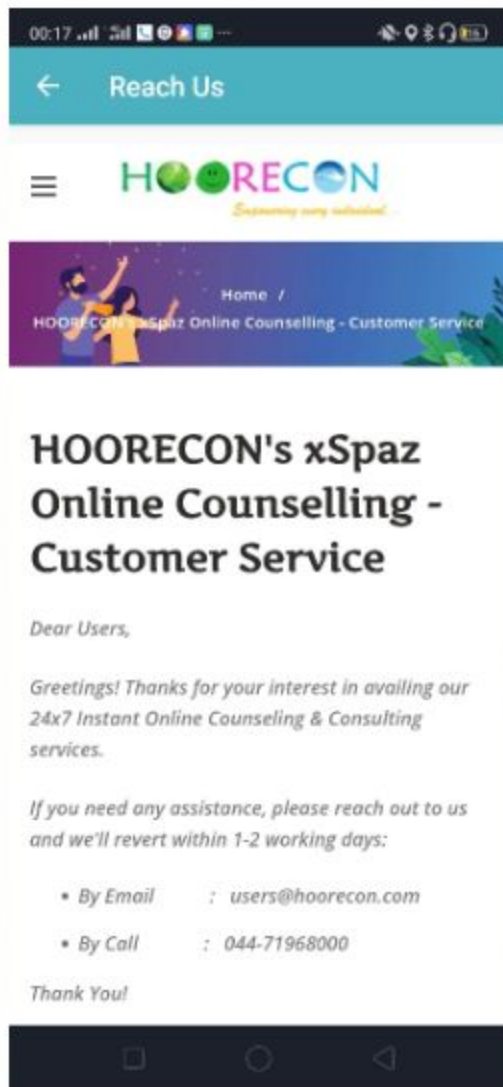


Menu Item #8. Share about our App among our near and dears

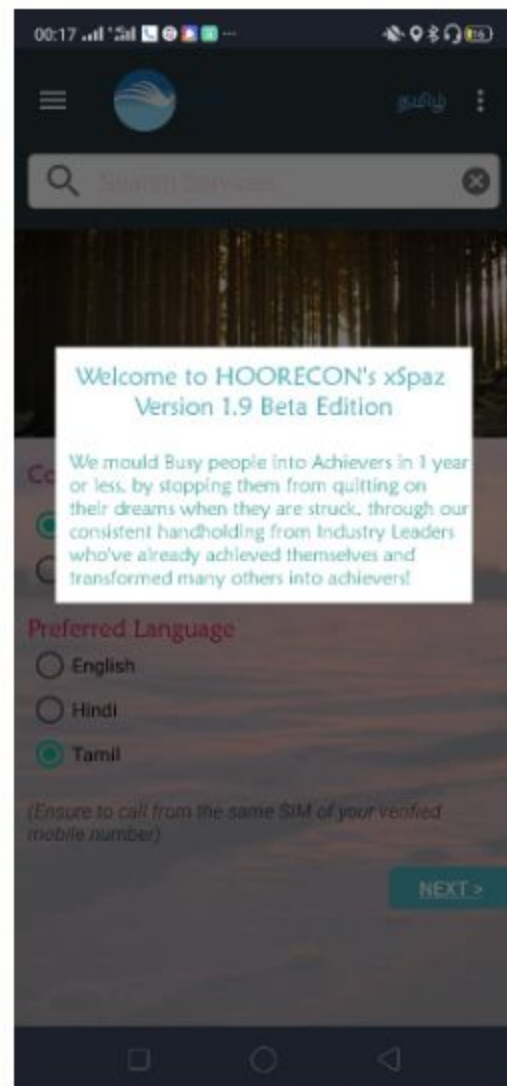


Menu Item #9. Common Questions or FAQs, so that our manual customer care needs and costs can be reduced.

As I'm making this elaborate guidance on screen by screen for all options, will publish these detailed walk-through also to be part of this FAQ section for our end users, shortly after some editing as 2-in-1 usage.. 😊👍



Menu Item #10. Customer Care



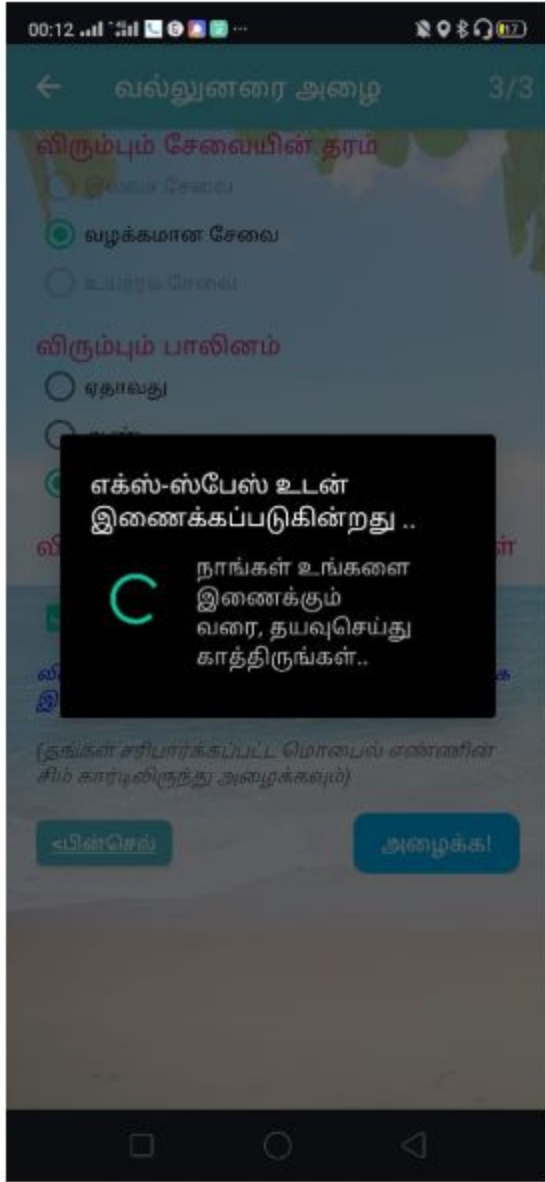
Menu Item #11. About our App

On the App use cases front, these are the key ones.

In addition, we've enabled multi-lingual editions for Tamil:

Direct Expert Connect Use case#2 on Tamil

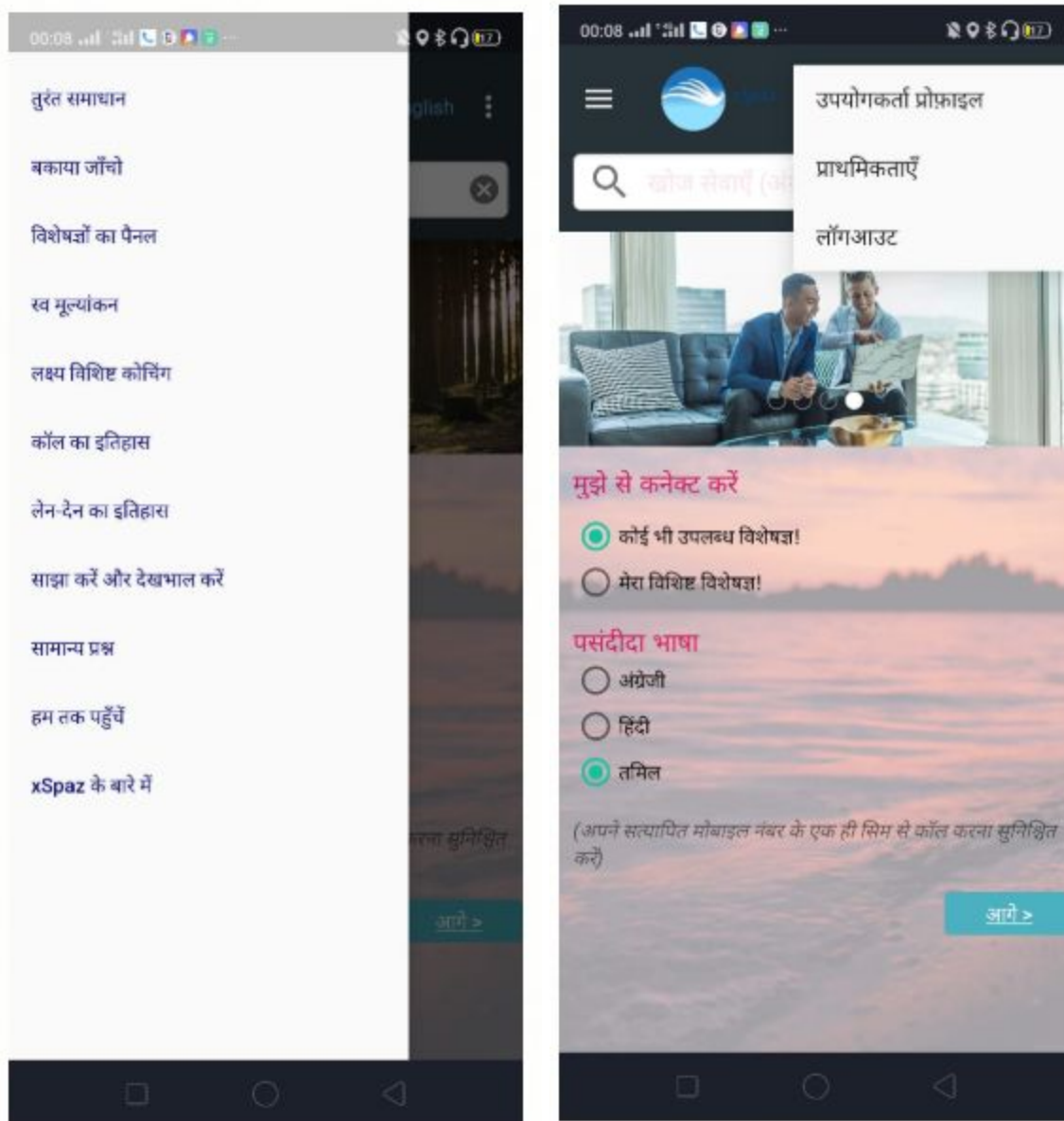






Direct Expert Connect Use case#2 on Tamil

Similarly, we've enabled Hindi Edition also from this month onwards :



Some translations are in progress and we'll complete it when we target North India exclusively.





00:09 4G LTE 100% 100%

English

मुझे से कनेक्ट करें

☐ कोई भी उपलब्ध विशेषज्ञ।

☒ मेरा विशिष्ट विशेषज्ञ।

Expert ID

☐ विशेषज्ञ को आपातकालीन कॉल करें

(* आपके विशिष्ट विशेषज्ञ की उपलब्धता के अधीन)

नियम और शर्तें

☐ हाँ, मैं नियम और शर्तों से सहमत हूँ

नियम और शर्तें पढ़ने के लिए यहां क्लिक करें

(अपने सत्यापित मोबाइल नंबर के एक ही सिम से कॉल करना सुनिश्चित करें)

अब कॉल करें

Direct Expert Connect Use case#2 on Hindi



User can choose their preferred language edition by clicking on the 'Name of Language' near the top right corner of Settings. It's a toggling feature, currently displaying 3 languages - English, Tamil and Hindi.

Likewise, we can enable for all major Indian and International languages as we expand our service operations.. by onboarding experts on those languages..

With this, I've pretty much covered on all major features and use-cases. I know, it may be overwhelming to see so many images at once. If you've gone through on the same order from

beginning for about 10-15mins exclusively for this screen-shot demo, you can easily understand as they're self explanatory!