

Dream Interpretation Platform

Mobile Application, Headless API Backend &
Administration Panel

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1. PROJECT OVERVIEW

This Scope of Work (“SOW”) defines the scope, functional requirements, technical architecture, deliverables, responsibilities, assumptions, dependencies, and acceptance criteria for the development of a digital **Dream Interpretation Platform**.

The platform will allow end users to submit their dreams through voice recordings, make the applicable payment through an integrated payment gateway, and receive a voice-based interpretation from an onboarded and verified **Maulana/Maulvi (Scholar/Interpreter)**.

The platform will consist of three principal components:

- **Mobile Application** for iOS and Android
- **Headless Laravel 12 API Backend**
- **Web-based Administration Panel**

The solution will follow a **headless architecture**, where the mobile application and administration panel communicate with the backend exclusively through APIs.

The platform will support **English and Urdu**, including appropriate **LTR and RTL user interface behavior**.

2. PROJECT OBJECTIVES

The primary objectives of the project are to:

- Provide a simple and accessible platform for submitting dreams for interpretation.
- Enable users to submit dreams primarily through voice notes.
- Provide a paid consultation workflow.
- Connect customers with verified Maulanas/Maulvis.
- Implement an order circulation mechanism similar in concept to on-demand service platforms.
- Allow an interpreter to accept, review, reject, and respond to a dream interpretation request.
- Ensure that rejected requests can automatically return to the available interpreter pool.
- Provide voice-based responses to customers.
- Maintain complete order and assignment history.
- Track customer payments independently from interpreter earnings.
- Generate interpreter payouts on a configurable periodic basis.
- Support manual payout settlement during Phase 1.

- Provide detailed financial and operational reporting.
- Provide administrative control over users, interpreters, orders, payments, payouts, and platform configuration.
- Support English and Urdu with appropriate LTR/RTL layouts.

3. SOLUTION COMPONENTS

The proposed solution will consist of the following major components.

3.1 Mobile Application

A cross-platform mobile application will be developed for:

- Android
- iOS

The application will provide role-based functionality for:

- End Users / Customers
- Maulanas / Maulvis

A common application codebase may be used with role-based navigation and functionality.

3.2 API Backend

A headless backend will be developed using:

- Laravel 12
- RESTful APIs
- Relational Database
- Queue/Background Processing
- Cache/Queue infrastructure where required
- Object storage for audio/media files

The backend will act as the central source of truth for:

- Authentication

- User management
- Order management
- Order assignment
- Payment verification
- Interpreter availability
- Voice/media management
- Notifications
- Earnings
- Payouts
- Settlement records
- Reporting
- Configuration
- Audit logging

3.3 Administration Panel

A secure web-based administration panel will be developed for platform administrators.

The administration panel will communicate with the backend through APIs and will provide administrative functionality for:

- Customer management
- Maulana/Maulvi management
- Verification and activation
- Order monitoring
- Payment monitoring
- Payout generation
- Manual settlement
- Reports
- Notifications
- Platform configuration
- Audit logs
- Administrative users and permissions

4. USER ROLES

The platform will support the following principal roles.

4.1 End User / Customer

An end user will be able to:

- Register/login using mobile OTP.
- Maintain a basic profile.
- Select application language.
- Submit a dream using a voice recording.
- Review order information.
- Make payment.
- Track order status.
- Receive notifications.
- Listen to the interpretation provided by a Maulana/Maulvi.
- View historical orders.

4.2 Maulana / Maulvi

A Maulana/Maulvi will be able to:

- Register through the mobile application.
- Submit profile and verification information.
- Provide professional/religious background information.
- Provide relevant documents where required.
- Wait for administrative verification and activation.
- Set availability status.
- Receive new interpretation requests.
- Accept an available request.
- Listen to the customer's dream.
- Reject a request when unable or unwilling to interpret it.
- Provide an optional/required rejection reason as configured.
- Record and submit interpretation as a voice note.
- View completed consultations.

- View earnings.
- View payout information and settlement history.

A Maulana/Maulvi account will not become operational merely by registering through the mobile application. Administrative verification and activation will be required.

4.3 Administrator

Administrators will manage the overall platform through the Administration Panel.

Administrative privileges will be role-based and may include:

- Super Administrator
- Operations Administrator
- Finance Administrator
- Verification Administrator
- Support Administrator

The final role/permission structure will be finalized during implementation.

5. CUSTOMER MOBILE APPLICATION

5.1 OTP-Based Authentication

The customer application will support mobile-number-based authentication.

The flow will generally be:

1. Enter mobile number.
2. Request OTP.
3. Receive OTP.
4. Verify OTP.
5. Create/login to account.
6. Complete minimum required profile information.

The exact OTP provider will be based on the third-party service selected by the Client.

OTP service charges will be borne by the Client unless otherwise agreed.

6. CUSTOMER PROFILE

The application will provide a minimum profile management facility. Potential fields may include:

- Name
- Mobile Number
- Gender, if required
- Preferred Language
- City/Location, if required
- Profile Photo, if required

Only business-required fields will be made mandatory.

The mobile number used for OTP authentication will be treated as the primary authentication identifier.

7. LANGUAGE & RTL/LTR SUPPORT

The application will support:

English

- LTR interface

Urdu

- RTL interface

The customer will be able to switch between English and Urdu from the application settings.

Language selection will automatically determine the default interface direction:

English → LTR

Urdu → RTL

The implementation will ensure that the UI is designed and tested for both directions.

RTL support will cover, where applicable:

- Navigation
- Headers
- Forms
- Buttons
- Cards
- Lists
- Icons with directional meaning
- Dialogues
- Notifications
- Order timelines
- Audio player interfaces
- Settings
- Empty states
- Validation/error messages

The application will not merely translate text; the complete user interface layout will be RTL-compatible.

8. DREAM SUBMISSION

The primary service provided by the platform will be dream interpretation.

The customer will be able to create a new dream interpretation request.

The customer will:

1. Select the dream interpretation service.
2. Record a voice note.
3. Review the recording.
4. Re-record where required.
5. Submit the dream.
6. Review applicable charges.
7. Proceed to payment.

The exact maximum recording duration and file-size limits will be configurable or finalized during implementation.

9. VOICE NOTE MANAGEMENT

Voice recordings will be treated as digital media assets.

The system will support:

- Voice recording
- Playback before submission
- Upload
- Secure storage
- Playback by authorized users
- Audio metadata
- Voice response recording
- Voice response playback

Customer dream recordings will only be accessible to authorized parties.

Maulana/Maulvi responses will only become accessible to the customer after the response has been successfully submitted and the order reaches the appropriate completed state.

Audio files will preferably be stored using dedicated object/cloud storage rather than relying on the application server's permanent local filesystem.

Third-party storage costs are excluded from development charges unless specifically included in the commercial proposal.

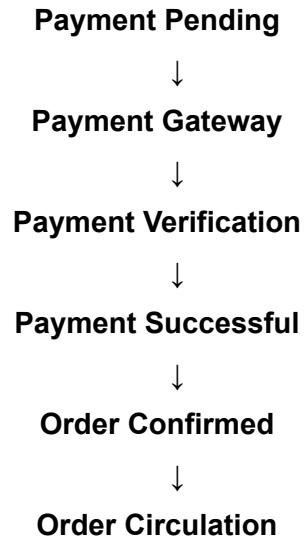
10. PAYMENT WORKFLOW

Payment will be required before an interpretation request becomes eligible for circulation.

General workflow:

Create Order





The system will maintain payment information separately from the order record.

Payment information may include:

- Order reference
- Payment amount
- Gateway reference
- Transaction ID
- Payment status
- Payment date/time
- Gateway response
- Failure information, where applicable

The final payment gateway will be mutually agreed with the Client.

Payment gateway charges, transaction fees, taxes, and other third-party charges are excluded from development fees unless specifically stated otherwise.

11. PAYMENT VERIFICATION

A successful payment shown on the mobile application alone will not be treated as the final authority.

The backend will verify payment status using the payment gateway's server-side mechanism, webhook/callback or equivalent verification mechanism.

Only after successful verification will the order be moved into the paid/confirmed state.

12. ORDER MANAGEMENT

Each customer request will generate a unique order.

An order will maintain information including, where applicable:

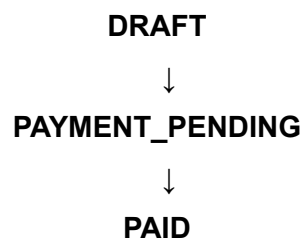
- Order number
- Customer
- Dream voice recording
- Order amount
- Payment status
- Order status
- Assigned interpreter
- Assignment history
- Timestamps
- Interpretation response
- Completion information

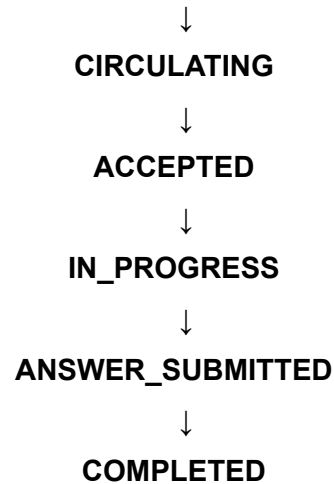
The complete lifecycle will be maintained by the backend.

13. ORDER STATUS MODEL

The implementation will use controlled order states.

A representative lifecycle is:





Additional exceptional states may include:

- Payment Failed
- Cancelled
- Expired
- No Interpreter Available
- Admin Intervention Required

Final status names may be standardized during technical implementation.

14. ORDER CIRCULATION / INTERPRETER ASSIGNMENT

Once payment is successfully confirmed, the order will enter the interpreter circulation system.

The backend will identify eligible Maulanas/Maulvis based on configured criteria such as:

- Account is active
- Verification is complete
- Interpreter is available
- Interpreter is not suspended
- Interpreter is not exceeding configured workload limits
- Relevant language capability, where applicable

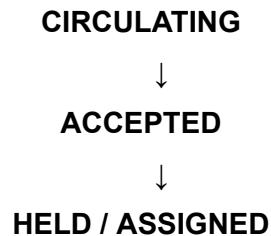
Eligible interpreters will receive a notification of the available request.

15. ORDER ACCEPTANCE

The order will be offered to eligible Maulanas/Maulvis.

An interpreter may accept the request.

Once an interpreter successfully accepts an order:



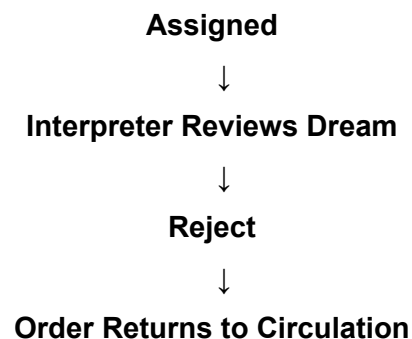
The order will no longer be available for acceptance by other interpreters.

The backend will use appropriate transactional/locking mechanisms to ensure that simultaneous acceptance attempts cannot result in multiple successful assignments.

16. ORDER REJECTION

A Maulana/Maulvi may reject an order after reviewing the customer's dream, if the interpreter considers the dream unsuitable or difficult to interpret.

The rejection flow will be:



The order will not be considered completed merely because an interpreter rejected it.

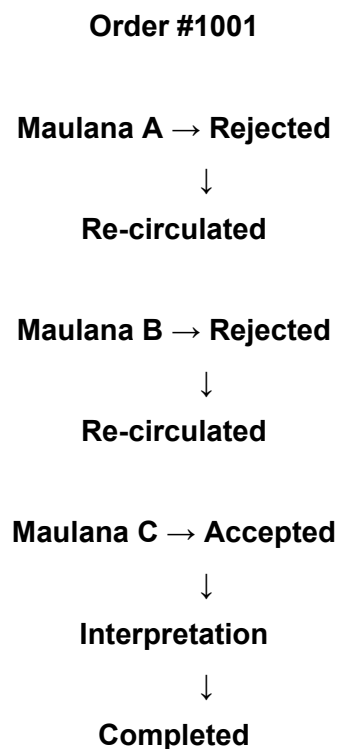
The rejection event will be recorded as part of the assignment history.

Where configured, a rejection reason will be required.

17. RE-CIRCULATION

A rejected order will automatically return to the available interpreter pool.

Example:



The platform will retain the complete assignment/rejection history.

The same interpreter should not repeatedly receive the same order unless explicitly allowed by the business rules.

18. ACCEPTANCE / RESPONSE TIMEOUT

To prevent an order from remaining indefinitely with one interpreter, the platform will support configurable timeout rules.

Potential configuration parameters include:

- Interpreter acceptance window
- Response deadline after acceptance
- Maximum time in processing
- Re-circulation conditions

Where an interpreter accepts an order but fails to provide a response within the configured period, the order may be returned to circulation or flagged for administrative intervention.

Exact timeout values will be finalized during implementation and may be configurable through the Administration Panel.

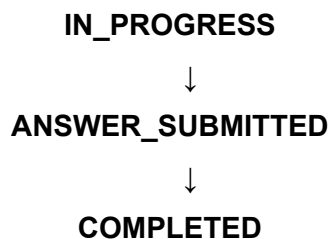
19. INTERPRETATION RESPONSE

After accepting a request, the Maulana/Maulvi will:

1. Listen to the customer's dream.
2. Review the request.
3. Record an interpretation response.
4. Review the response.
5. Submit the response.

The response will primarily be delivered as a voice note.

After successful submission:



The customer will receive a notification that the interpretation is available.

20. CUSTOMER ACCESS TO INTERPRETATION

Once the interpretation has been successfully submitted and the order reaches the appropriate completed state, the customer will be able to:

- Open the completed order.
- View order details.
- Play the Maulana/Maulvi's voice response.
- Access the response as permitted by the platform.

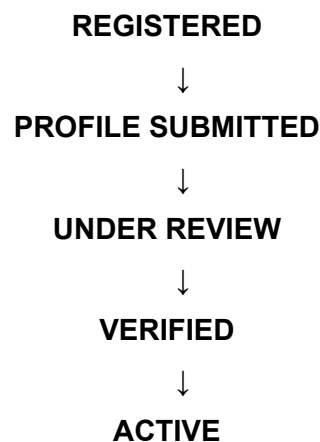
The customer will not have access to another interpreter's rejected assignment or internal operational information.

21. MAULANA / MAULVI ONBOARDING

Maulanas/Maulvis may initiate registration from the mobile application.

Registration will not automatically activate the account.

The onboarding lifecycle will generally be:



Possible administrative outcomes include:

- Approved
- Rejected
- More Information Required

- Suspended
- Deactivated

The exact verification requirements will be finalized with the Client.

22. MAULANA / MAULVI PROFILE

The interpreter profile may include:

- Name
- Profile photograph
- Mobile number
- Languages
- Qualification/background
- Experience
- Areas of expertise
- Relevant documents
- Availability
- Verification status
- Account status

The Client will provide the final business fields and verification requirements.

23. MAULANA AVAILABILITY

The Maulana/Maulvi will be able to control their availability.

Representative states:

AVAILABLE

BUSY

OFFLINE

SUSPENDED

Only eligible and available interpreters should normally receive new consultation opportunities.

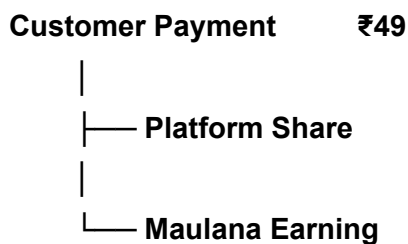
The platform may also enforce configurable workload limits.

24. MAULANA EARNINGS

A portion of the customer order amount will be allocated to the Maulana/Maulvi as an earning.

The commercial distribution rule will be configurable or defined by the Client.

Example:



The system will maintain the interpreter's earning separately from the customer payment.

Earnings will be generated only according to the applicable business rules after the order reaches the qualifying state.

25. EARNINGS LEDGER

The platform will maintain a record of interpreter earnings.

The Maulana/Maulvi will be able to view:

- Order reference
- Order date
- Customer order amount, where appropriate
- Interpreter earning
- Adjustments
- Earning status
- Payout reference
- Settlement status

The system should distinguish between:

- Pending Earnings
- Eligible/Available Earnings
- Paid Earnings

26. PAYOUT GENERATION

Payouts will initially be generated on a periodic basis.

The initial business requirement is:

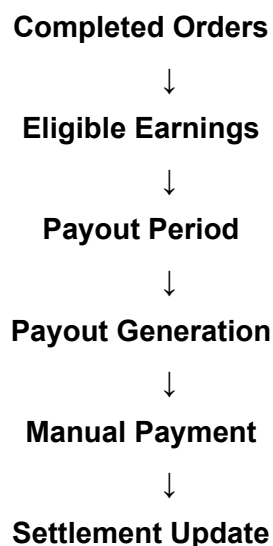
Weekly payout generation.

The payout window/frequency will be configurable through the Administration Panel where technically applicable.

Potential configuration includes:

- Payout frequency
- Payout day
- Minimum payout threshold
- Settlement eligibility period

The payout process will generally be:



27. PAYOUT BATCH

The system will support generation of payout batches.

For example:

Payout Batch

Period: 24 Aug – 30 Aug

Maulana A

Orders: 12

Gross Earnings: ₹1,850

Adjustments: ₹0

Net Payable: ₹1,850

Maulana B

Orders: 8

Gross Earnings: ₹1,240

Adjustments: ₹100

Net Payable: ₹1,140

Each payout will have a unique reference.

28. MANUAL PAYOUT SETTLEMENT — PHASE 1

During Phase 1, actual payout processing will be manual.

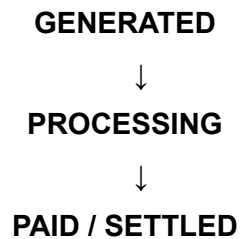
The Administration Panel will allow an authorized finance administrator to update settlement information after making the payment through NEFT or another approved manual banking method.

Settlement information may include:

- Payout reference

- Maulana/Maulvi
- Amount
- Bank account
- Payment method
- NEFT/transaction reference
- UTR number
- Payment date
- Payment time
- Settlement status
- Remarks
- Processed by
- Processing timestamp

Representative status:



The system will not automatically initiate the bank transfer during Phase 1.

29. PAYOUT REPORTING

Maulanas/Maulvis will have access to payout information through the mobile application.

They should be able to view:

- Total earnings
- Pending earnings
- Available earnings
- Generated payouts
- Paid payouts
- Payout dates

- Settlement amount
- Transaction/UTR reference, where appropriate

The Administration Panel will provide more detailed financial reporting.

30. ADMINISTRATION PANEL

The Administration Panel will be the primary operational control center.

The following modules are included in scope.

30.1 Dashboard

Dashboard may display:

- Total customers
- Total active interpreters
- New orders
- Orders awaiting assignment
- Orders in progress
- Completed orders
- Cancelled/rejected orders
- Payment summary
- Pending payouts
- Paid payouts
- Operational alerts

Dashboard metrics will be based on implemented system data.

31. CUSTOMER MANAGEMENT

Administrators will be able to:

- Search customers
- View customer profiles
- View customer orders

- View payment history
- View account status
- View relevant activity history
- Restrict/deactivate accounts where authorized

32. MAULANA MANAGEMENT

Administrators will be able to:

- Search/interpreter list
- View profile
- Review documents
- Verify profile
- Approve/reject application
- Activate/deactivate account
- Suspend account
- View order history
- View earnings
- View payout history
- Review operational statistics

33. ORDER MANAGEMENT

Administrators will have visibility into all orders.

Filtering/search may include:

- Order number
- Customer
- Interpreter
- Order status
- Payment status
- Date range
- Amount
- Assignment status

Administrators will be able to view:

- Customer voice recording
- Assignment history
- Rejection history
- Current interpreter
- Payment information
- Interpretation response
- Status history

Authorized administrators may intervene in an order according to configured permissions.

34. LIVE ORDER OPERATIONS

The Administration Panel should provide an operational view of active orders.

Example:

Order	Status	Interpreter	Time

#1001	Searching	—	03:21
#1002	Accepted	Maulana A	08:12
#1003	In Progress	Maulana B	21:45
#1004	Completed	Maulana C	—

This view is intended to help administrators identify stuck or delayed requests.

35. PAYMENT MANAGEMENT

Administrators will be able to:

- View payment records
- Search transactions
- Filter by date/status
- View payment amount

- View gateway reference
- Identify failed payments
- Reconcile order/payment status where permitted

Payment gateway credentials and sensitive configuration will be securely managed.

36. PAYOUT MANAGEMENT

Finance-authorized administrators will be able to:

- View eligible earnings
- Generate payout batches
- Review payout details
- Approve payout records where applicable
- Mark payout as processing
- Enter NEFT details
- Enter UTR/reference
- Enter payment date/time
- Mark payout as settled
- View payout history

Financial actions will be audit logged.

37. REPORTS

The Administration Panel will provide operational and financial reports.

Potential reports include:

Order Reports

- Total orders
- Paid orders
- Completed orders
- Pending orders
- Circulating orders

- Rejected assignments
- Average assignment time
- Average response time

Interpreter Reports

- Active interpreters
- Available interpreters
- Orders accepted
- Orders rejected
- Completion count
- Earnings
- Payouts

Financial Reports

- Gross customer collections
- Platform share
- Interpreter earnings
- Pending payouts
- Generated payouts
- Settled payouts
- Settlement history

Date filters and relevant export functionality may be provided where included in the final implementation scope.

38. NOTIFICATION SYSTEM

The platform will provide notifications to customers and interpreters.

Customer notifications may include:

- OTP
- Payment successful
- Order confirmed
- Searching for interpreter

- Interpreter assigned
- Interpretation in progress
- Interpretation available
- Order completed
- Important account notifications

Maulana/Maulvi notifications may include:

- New interpretation request
- Order accepted
- Response deadline reminder
- Order reassignment
- Payout generated
- Payout settled
- Verification status
- Account status

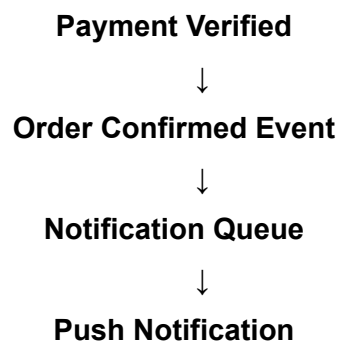
Push notifications will be implemented using an appropriate third-party notification service.

Third-party messaging/service charges are excluded unless specifically stated otherwise.

39. NOTIFICATION ARCHITECTURE

Notifications will be triggered by backend business events rather than being controlled solely by the mobile application.

For example:



This approach will ensure consistent behavior across devices and clients.

40. ADMIN CONFIGURATION

The Administration Panel will provide configurable business settings where appropriate.

Potential configuration areas include:

- Service price
- Platform commission
- Interpreter earning percentage/amount
- Payout frequency
- Minimum payout threshold
- Assignment timeout
- Response timeout
- Supported languages
- Service availability
- Notification templates
- Other operational settings

Configuration changes will be permission controlled.

41. LANGUAGE-BASED CONTENT

Static application content will support English and Urdu.

Where the Administration Panel manages customer-facing content, multilingual content may be supported.

Examples:

- FAQs
- Help content
- Service descriptions
- Terms
- Informational messages
- Rejection reasons

- Other CMS-managed content

The exact CMS/content management scope will be finalized based on the required screens and content volume.

42. API / HEADLESS ARCHITECTURE

The platform will follow a headless architecture.

The backend will expose APIs for:

- Authentication
- User profiles
- Interpreter profiles
- Orders
- Payments
- Assignments
- Voice/media
- Notifications
- Earnings
- Payouts
- Reports
- Configuration

The mobile application will consume these APIs.

The Administration Panel will also communicate with the backend through APIs.

Direct database access from the mobile application will not be permitted.

43. API SECURITY

The API layer will implement appropriate authentication and authorization mechanisms.

Security controls will include, as applicable:

- Authenticated API access

- Role-based authorization
- Input validation
- Request validation
- Rate limiting where appropriate
- Secure file access
- Protected administrative endpoints
- Secure credential storage
- Audit logging
- Authentication/session controls

44. DATA SECURITY & PRIVACY

The platform will handle potentially sensitive personal information and private voice recordings.

The implementation will therefore follow reasonable security practices including:

- HTTPS communication
- Secure authentication
- Restricted media access
- Server-side authorization
- Protected administrative functionality
- Secure storage of credentials/secrets
- Access-controlled financial information
- Audit logging of important administrative actions

The Client will be responsible for providing legally reviewed privacy policies, terms, consent language, and other regulatory documentation unless such services are explicitly included separately.

45. AUDIT LOGGING

Important system actions will be logged.

Examples:

- User account changes
- Interpreter approval/rejection

- Order assignment
- Order rejection
- Order status changes
- Payment status changes
- Payout generation
- Settlement updates
- Administrative changes
- Configuration changes

Audit logs will assist with operational troubleshooting, financial reconciliation, and dispute resolution.

46. ORDER HISTORY

The customer will have access to previous orders.

Order history may display:

- Order number
- Date
- Amount
- Status
- Dream recording
- Interpreter response
- Completion date

The interpreter will similarly have access to relevant completed consultation and earning history.

47. ADMIN USER MANAGEMENT

The Administration Panel will provide administrative user management.

Depending on final role configuration, administrators may have permissions for:

- User management
- Interpreter verification
- Order operations

- Financial operations
- Reports
- Configuration
- Audit logs

Sensitive financial operations will be restricted to authorized administrative roles.

48. TECHNOLOGY STACK

The proposed technology stack is:

Mobile

- Flutter
- Android
- iOS

Backend

- Laravel 12
- PHP
- REST API
- Queue/background processing

Database

- Relational databases such as MySQL.

Storage

- Cloud/object storage for audio and media files.

Administration Panel

- Web-based administration interface
- API-driven architecture

Infrastructure

- Cloud hosting environment such as AWS or equivalent, subject to final deployment architecture.

49. THIRD-PARTY SERVICES

The following third-party services may be required:

- SMS/OTP provider
- Payment gateway
- Push notification service
- Cloud/object storage
- Cloud hosting
- Email service, if required
- App Store / Google Play developer accounts

Third-party account creation, subscription fees, usage charges, transaction charges, SMS charges, storage charges, hosting charges, and platform fees will be borne by the Client unless explicitly included in the commercial proposal.

50. DELIVERABLES

The development deliverables will include:

Mobile Application

- Flutter source code
- Android application build
- iOS application build
- Customer functionality
- Maulana/Maulvi functionality
- English localization
- Urdu localization
- LTR/RTL support
- API integration
- Push notification integration
- Voice recording/playback

Backend

- Laravel 12 API source code
- Database implementation
- Authentication
- Order management
- Assignment/circulation engine
- Payment integration
- Earnings management
- Payout management
- Notification integration
- Media management
- Reporting APIs
- Administrative APIs
- Audit logging

Administration Panel

- Admin authentication
- Dashboard
- Customer management
- Interpreter management
- Verification
- Order management
- Payment management
- Payout management
- Reports
- Configuration
- Audit logs

Documentation

- Deployment documentation
- API documentation, where applicable
- Basic administrative usage documentation

- Environment/configuration documentation

51. TESTING

The solution will undergo appropriate testing before production deployment.

Testing will include, where applicable:

- Functional testing
- API testing
- Authentication testing
- Payment workflow testing
- Order lifecycle testing
- Assignment/circulation testing
- Voice upload/playback testing
- Notification testing
- RTL/LTR testing
- English/Urdu testing
- Role/permission testing
- Financial calculation testing
- Payout workflow testing
- Basic security validation
- Cross-device testing

Testing will be performed using agreed test environments and supported devices/platforms.

52. ACCEPTANCE CRITERIA

A feature will be considered substantially complete when:

1. The agreed functionality is implemented.
2. The functionality operates through the intended application/API workflow.
3. Relevant validations are implemented.
4. The functionality has passed internal testing.
5. No known critical/blocking defect remains.
6. The Client has been provided an opportunity to review the feature.

7. Agreed acceptance/UAT issues have been addressed.

Minor UI adjustments and non-critical defects that do not prevent the intended business workflow from operating will not constitute rejection of the complete deliverable.

53. DEPLOYMENT

The application will be prepared for deployment to the agreed production infrastructure.

Deployment may include:

- Backend deployment
- Database deployment
- Storage configuration
- Environment configuration
- Queue configuration
- Notification configuration
- Payment gateway configuration
- SSL configuration
- Production API configuration
- Mobile release builds

App Store and Google Play submission will be subject to availability of the Client's developer accounts and required credentials.

Third-party review delays are outside the development team's control.

54. CLIENT RESPONSIBILITIES

The Client will provide, in a timely manner:

- Branding/logo
- Application name
- Required content
- Urdu translations, where Client-provided translations are required
- Terms & Conditions

- Privacy Policy
- Refund/Cancellation policy
- Religious disclaimer/content approved by the Client
- Maulana/Maulvi verification criteria
- Pricing
- Platform commission rules
- Payout rules
- Payment gateway account
- OTP/SMS provider account
- Cloud/service accounts
- App Store account
- Google Play account
- Required legal/compliance approvals
- Required banking/NEFT settlement process

Delays in required Client inputs may affect the project timeline.

55. RELIGIOUS CONTENT & INTERPRETATION

The platform will provide technology infrastructure for connecting customers with Maulanas/Maulvis.

The **development team will not be responsible** for:

- Determining the correctness of dream interpretations.
- Verifying religious opinions beyond the agreed onboarding/verification process.
- Providing religious rulings.
- Creating religious interpretation content unless separately contracted.
- Guaranteeing the accuracy, certainty, or outcome of an interpretation.

The Client will be responsible for establishing and approving the religious/content guidelines applicable to the platform.

56. DISCLAIMER

The platform should clearly communicate that an interpretation provided by an individual Maulana/Maulvi represents that interpreter's opinion/interpretation and should not automatically be treated as a definitive religious ruling, guaranteed prediction, or certainty regarding future events.

The final wording of such disclaimers should be legally and religiously reviewed by the Client.

57. SCOPE EXCLUSIONS

Unless explicitly included in the commercial proposal, the following are outside the scope:

- Automated bank payout processing
- International payment processing
- Subscription/membership system
- Customer-to-interpreter live video calling
- Customer-to-interpreter live audio calling
- Real-time chat
- AI-based dream interpretation
- Automated speech-to-text interpretation
- Automated translation
- Advanced AI matching
- Interpreter rating/review system
- Referral/affiliate system
- Wallet/recharge system
- Promotional/coupon engine
- Advanced CRM
- Call center software
- ERP/accounting software integration
- Government identity verification integration
- Legal/compliance consulting
- Religious content creation
- Third-party service charges
- Hosting and infrastructure charges
- App Store/Google Play fees

- Professional UI/UX design beyond the agreed design scope
- Any functionality not explicitly described in this SOW

Any excluded feature subsequently requested will be treated as a change request.

58. CHANGE REQUESTS

Any requirement that is not explicitly included in this SOW will be treated as a change request.

A change request may affect:

- Cost
- Timeline
- Architecture
- Testing
- Deployment

Change requests will be reviewed and approved before implementation.

Examples include:

- New user roles
- New payment methods
- New payout mechanisms
- New communication channels
- New integrations
- New reports
- New modules
- Significant changes to the order workflow
- Additional languages
- New AI functionality

59. IMPORTANT BUSINESS RULES

The following principles form part of the core platform architecture:

Rule 1 — Payment First

An order will not enter the interpreter circulation workflow until payment has been successfully verified.

Rule 2 — One Active Interpreter

An order can have only one active interpreter assignment at a time.

Rule 3 — Assignment History

All previous interpreter assignments and rejections will be retained.

Rule 4 — Rejection Does Not Complete the Order

Interpreter rejection will cause the order to return to the circulation workflow, subject to applicable rules.

Rule 5 — Valid Answer Completes the Order

An order will normally become completed only after a valid interpretation response has been successfully submitted.

Rule 6 — Earnings Are Separate From Customer Payment

Customer payment and interpreter earning will be maintained as separate financial records.

Rule 7 — Payout Is Separate From Earning

An interpreter earning does not automatically mean that a payout has been processed.

Rule 8 — Manual Settlement in Phase 1

Actual bank settlement will be performed manually and recorded through the Administration Panel.

Rule 9 — Backend Is the Source of Truth

Order state, assignment, payment, earning, and payout state will be controlled by the backend.

Rule 10 — Language and Direction

English will use LTR and Urdu will use RTL as the standard application behavior.

60. FUTURE SCALABILITY

The architecture will be designed with the possibility of future expansion.

Potential future capabilities include:

- Additional languages
- Additional interpretation categories
- Multiple service types
- Interpreter specialization
- Ratings
- Live consultation
- Subscription plans
- Automated payouts
- AI-assisted workflows
- Advanced analytics
- Additional payment methods
- Additional geographical markets

Such future functionality is not included in the current scope unless explicitly stated.

61. PROJECT PHASING

The project may be executed in logical development steps.

Step 1 — Foundation

- Project architecture
- Database
- Authentication
- User management
- Admin authentication
- Basic application framework
- Localization foundation

Step 2 — Core Customer Flow

- Customer profile
- Dream recording
- Order creation
- Payment
- Order tracking

Step 3 — Interpreter Workflow

- Interpreter registration
- Verification
- Availability
- Order circulation
- Accept/reject
- Voice interpretation

Step 4 — Financial Workflow

- Earnings
- Payout generation
- Manual NEFT settlement
- Financial reporting

Step 5 — Administration & Reporting

- Dashboard
- Operations
- Reports
- Configuration
- Audit logs

Step 6 — Testing & Deployment

- UAT
- Bug fixing
- Production deployment
- Mobile release preparation
- Handover

The actual project schedule and phase dates will be specified separately in the commercial proposal/project plan.

62. WARRANTY / POST-LAUNCH SUPPORT

The development team will provide a mutually agreed warranty period following production deployment.

The warranty will cover:

- Bugs in functionality implemented within the agreed scope.
- Issues caused by the delivered implementation.

The warranty will not cover:

- New features
- Changes in requirements
- Third-party service failures
- Hosting/infrastructure failures outside the development team's control
- Changes to third-party APIs
- App Store/Google Play policy changes
- Client-side configuration changes
- Unsupported devices/platforms
- Issues caused by external integrations outside the agreed implementation

The exact warranty duration will be defined in the commercial proposal.

63. ASSUMPTIONS

This SOW is based on the following assumptions:

1. The Client will provide timely feedback and approvals.
2. Required third-party accounts will be provided by the Client.
3. Required payment gateway and OTP services will provide suitable APIs.
4. Required cloud infrastructure will be available before deployment.
5. Client-provided content will be supplied in agreed formats.
6. The Client will provide or approve Urdu translations where required.

7. Religious/content policies will be supplied or approved by the Client.
8. Only the functionality explicitly included in this SOW is considered part of the committed scope.
9. Third-party service availability is outside the development team's control.
10. Any substantial change to the business workflow may require a revised estimate.

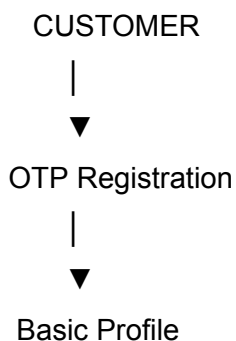
64. PROJECT COMPLETION

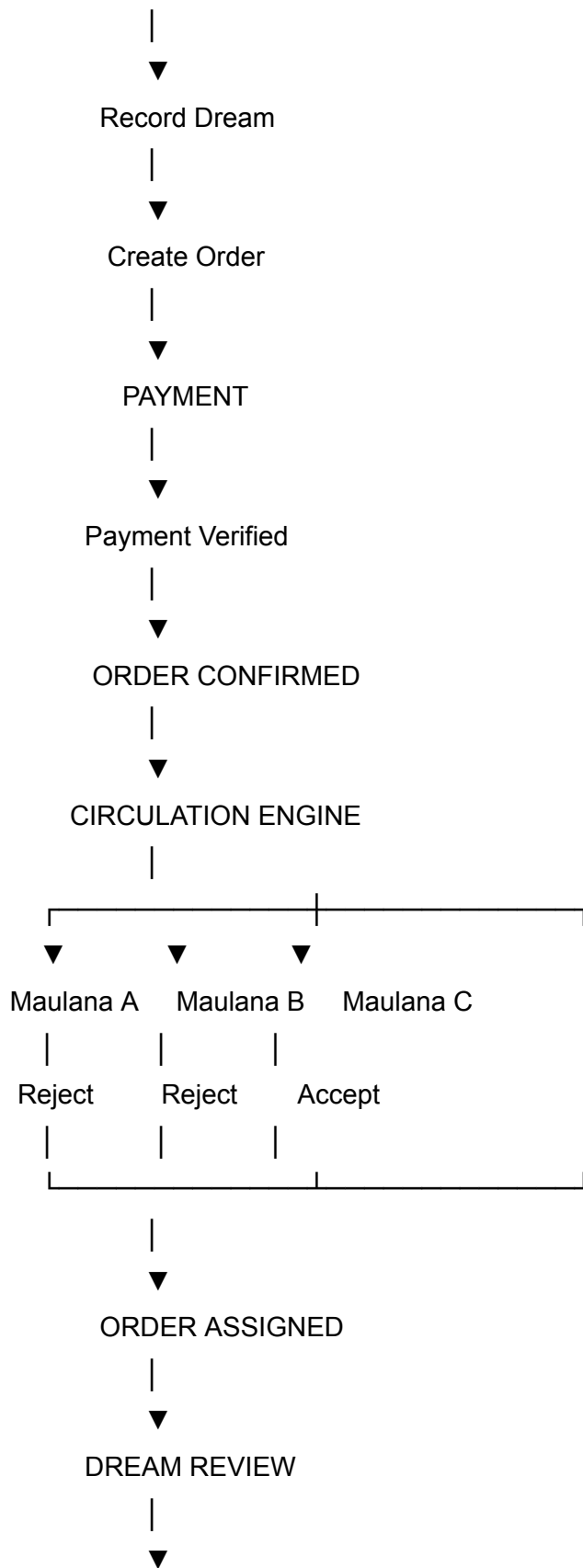
The project will be considered substantially completed when:

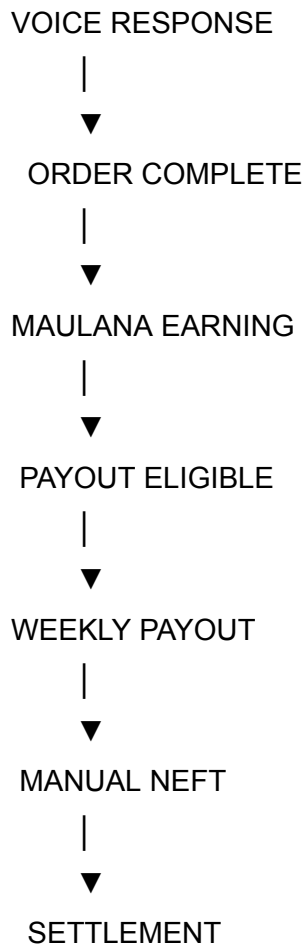
- Agreed mobile application functionality is implemented.
 - Backend APIs are implemented.
 - Administration Panel functionality is implemented.
 - Payment workflow is operational in the agreed environment.
 - Interpreter assignment/circulation workflow is operational.
 - Voice recording and playback workflows are operational.
 - Earnings and payout workflows are operational.
 - English and Urdu interfaces are implemented.
 - RTL/LTR behavior is implemented.
 - Agreed testing has been completed.
 - Critical/blocking issues have been resolved.
 - Production deployment/handover requirements have been completed.
-

65. SUMMARY OF THE CORE BUSINESS FLOW

The complete platform workflow can be summarized as follows:







66. FINAL SCOPE STATEMENT

The objective of this engagement is to deliver a production-ready, API-driven Dream Interpretation Platform comprising a Flutter mobile application for iOS and Android, a Laravel 12 headless API backend, and a web-based Administration Panel.

The platform will enable customers to submit paid voice-based dream interpretation requests, connect those requests with verified and available Maulanas/Maulvis through a controlled circulation mechanism, receive voice-based interpretations, and maintain a structured financial workflow covering customer payment, interpreter earnings, payout generation, and manual settlement.

The platform will be designed with scalability, security, operational visibility, financial traceability, multilingual support, and future extensibility as core architectural considerations.

Any functionality, integration, business rule, or deliverable not expressly included within this SOW shall be considered outside the current scope unless incorporated through a mutually approved change request or commercial amendment.