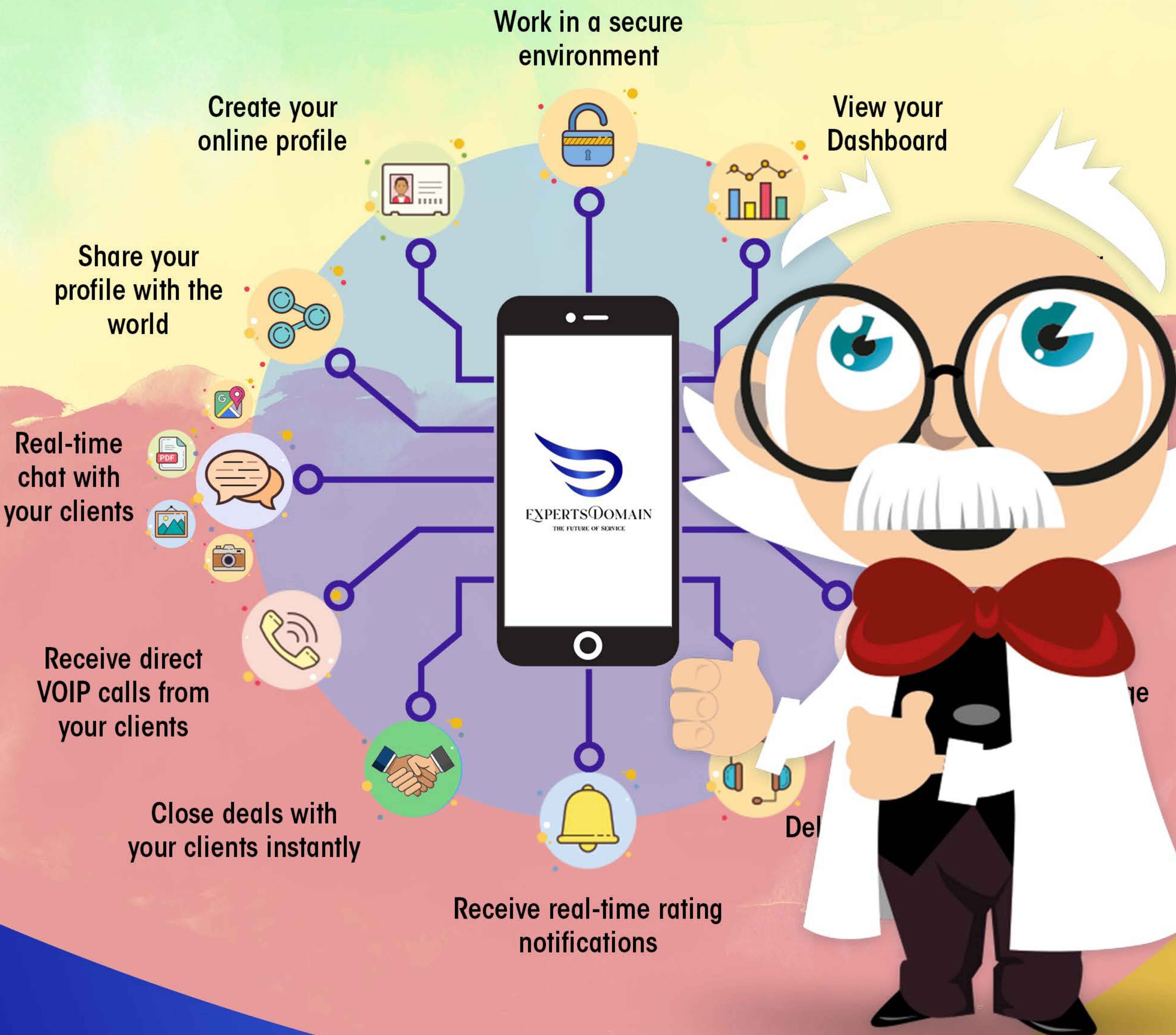




EXPERTSDOMAIN  
THE FUTURE OF SERVICE

# EXPERT CONNECT

## User manual for experts



# User manual for experts

- 1 Registration**
- 2 Creating and sharing profile**
- 3 Package types and profile activation**
- 4 Receiving chat and call interactions**
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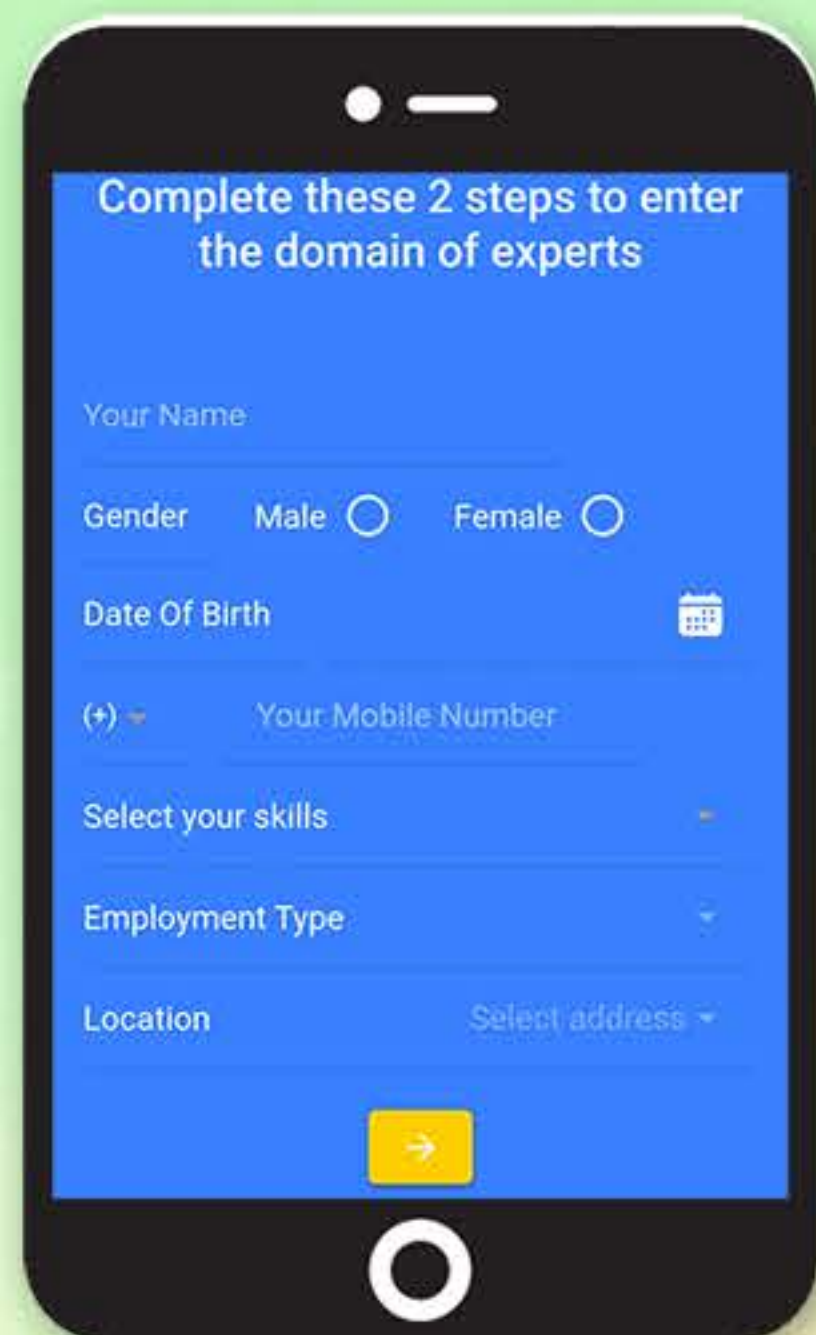
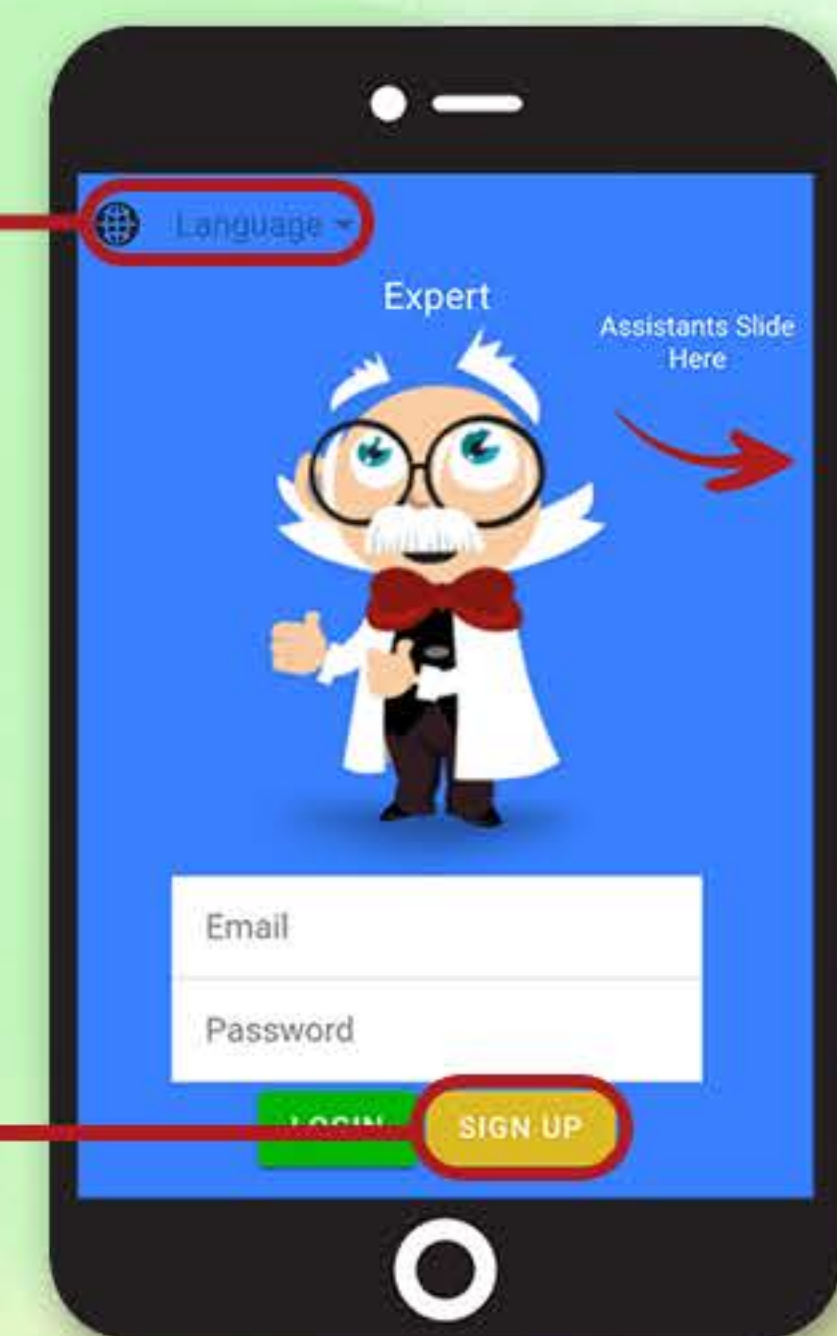
## How can I register as an expert?

1

Install Expert Connect from the [Google](#) or [Apple](#) stores. You will see the login and sign up screen. slide to navigate to the Expert login and sign up page. select the language of your preference and click on the sign up button.

Language selection

Sign Up button

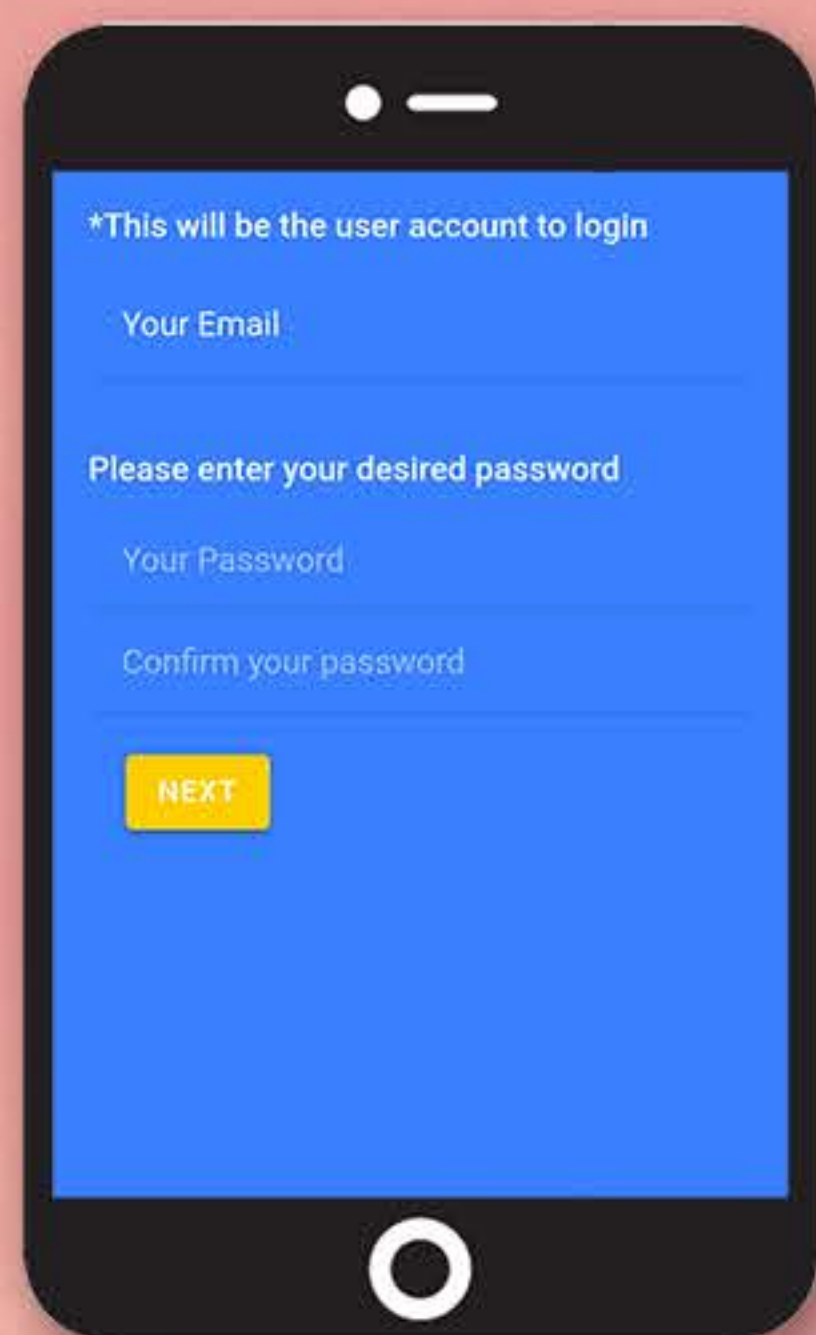
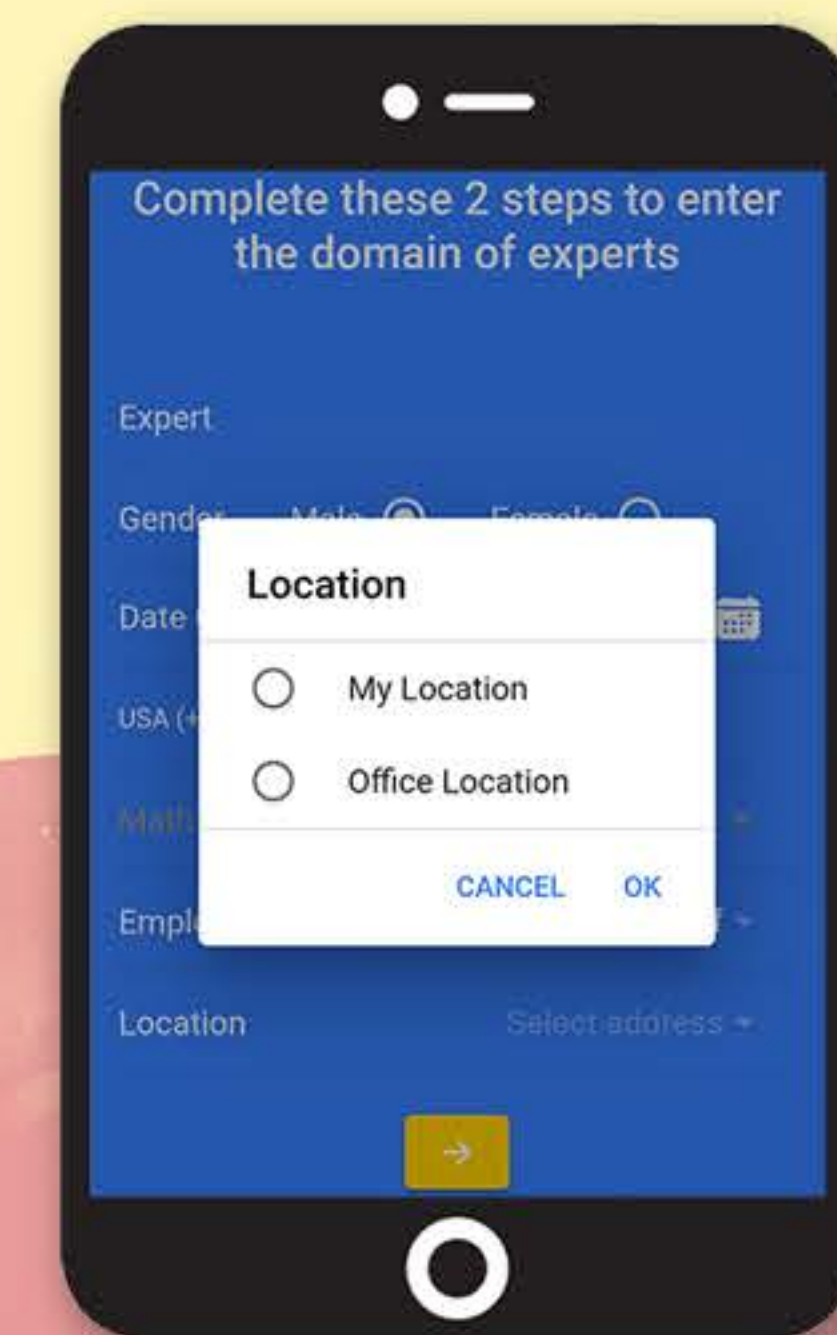


2

Enter your details. Pick your skills and choose whether you represent yourself or your company. Ensure to get the necessary approvals from your company if you choose to represent them. You will receive an OTP to verify your phone number before the next step. If you can't find your skill listed, kindly contact us on: [support@expertsdomain.com](mailto:support@expertsdomain.com)

3

Choose your location carefully. Note that when you select "My location" as address, the app will track your location in order to calculate the distance between you and the clients. Tracking will only start when you become "online" and will stop when you are "offline". If you choose "My Office" as location, then it will be used as the address and no location tracking will be required.

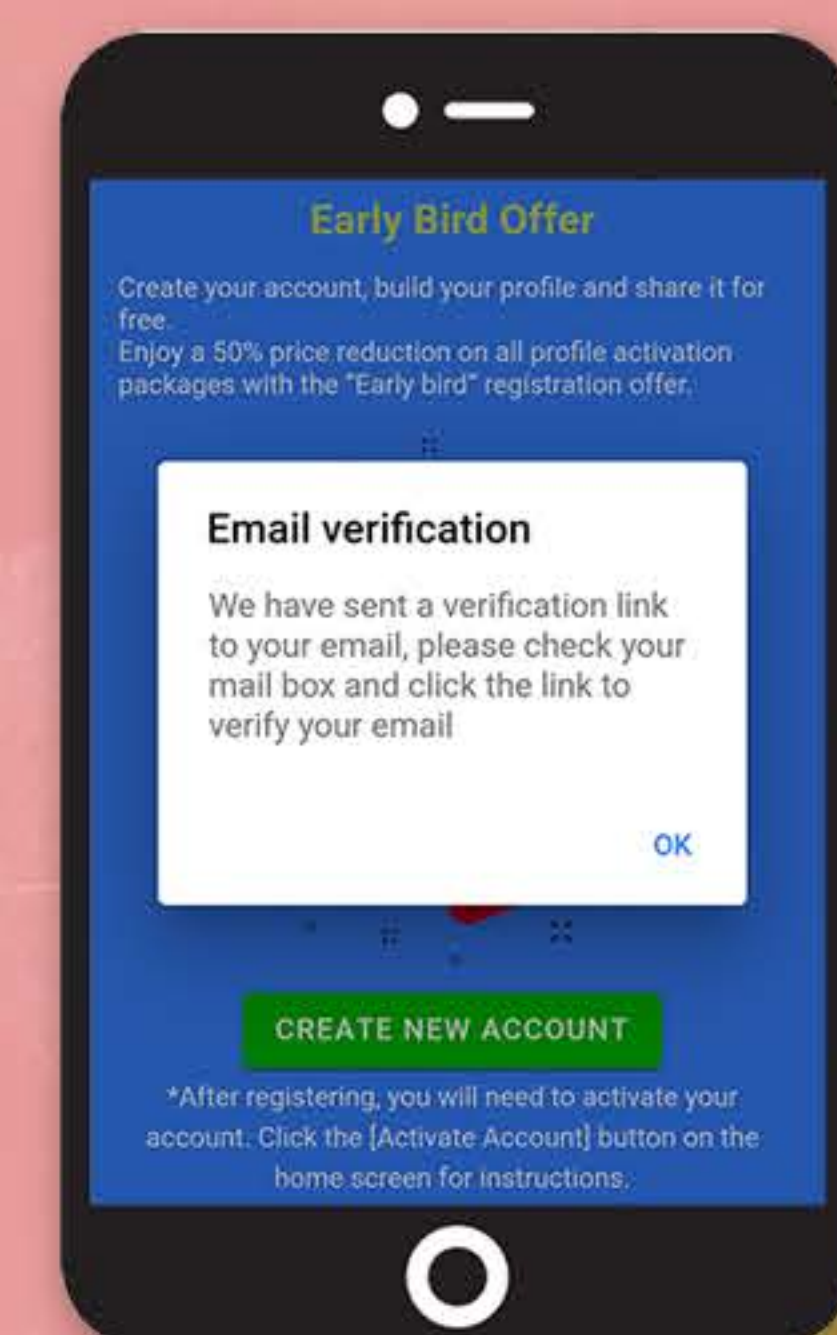


4

Enter your email and choose your password. Note that the email will be your username. Email is unique per user and cannot be linked to more than one account. Experts are auto-registered also as consumers should they want to search for other experts. They can use "switch to consumer view" button in the main menu to do so and should logout after that and login as experts to offer their services.

5

To verify your email, a link will be sent to you when you click on "Create new Account". Navigate to your inbox, click on the link and go back to the application to accept the "terms & conditions" and the "privacy policy". Once done, you will arrive at the home screen.

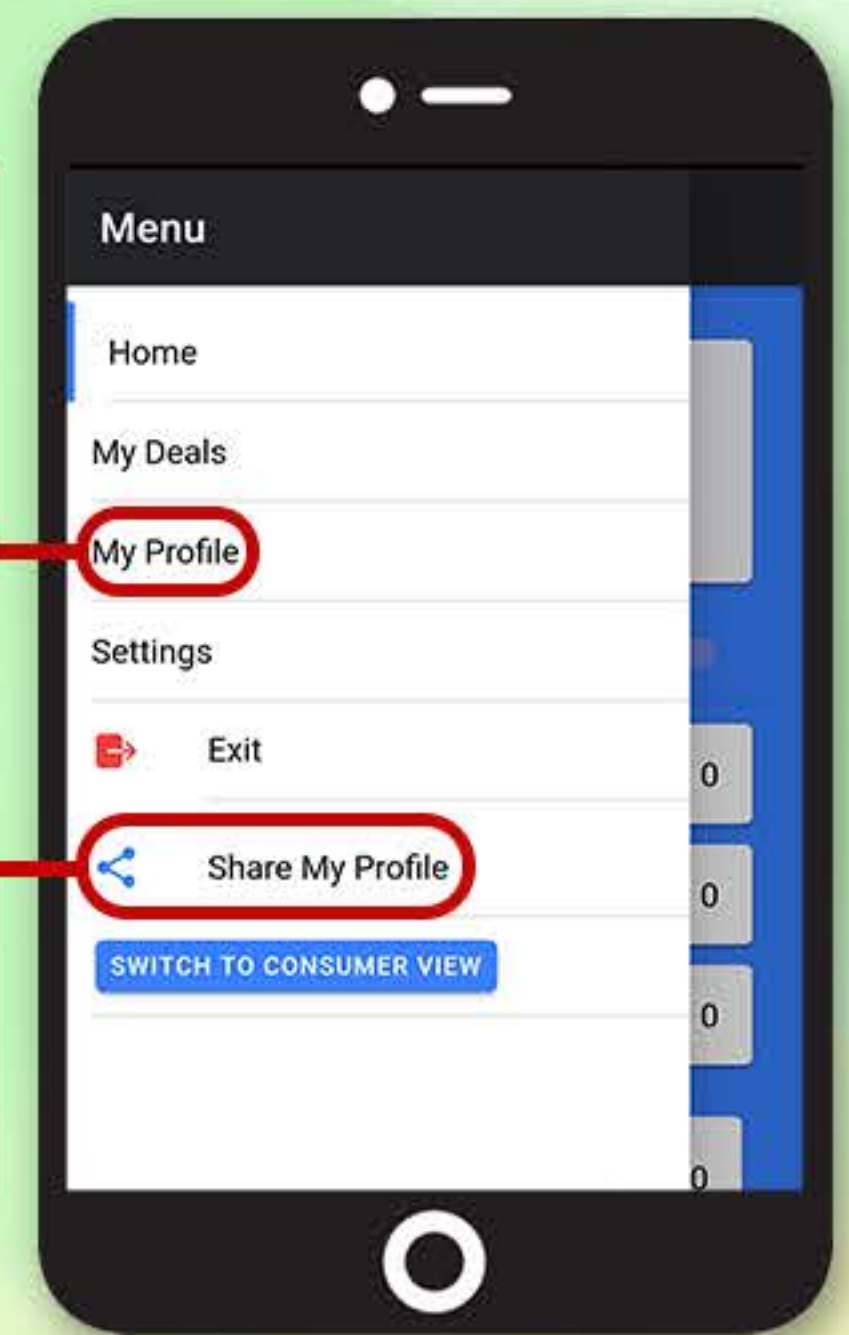


# How can I create and share my profile?

1

To create your profile, slide right while in the main screen or click on the menu button on the top left corner. From the options, select "My Profile". You can add your profile picture, your Bio and any certificate or work license. You can update your basic data as well and view your clients' reviews. Clients will be able to view your Bio, certificates and reviews.

to create your profile

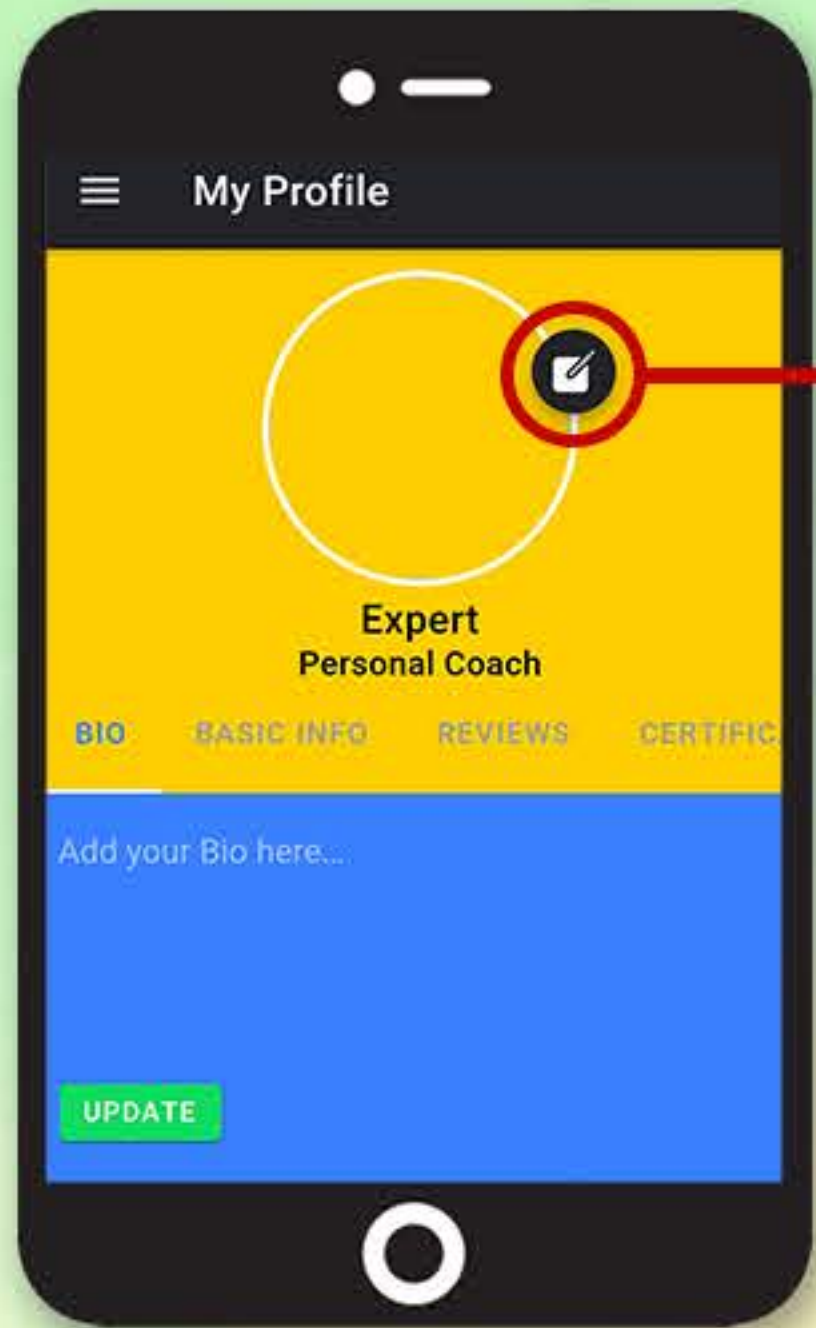


to share your profile

to upload your picture

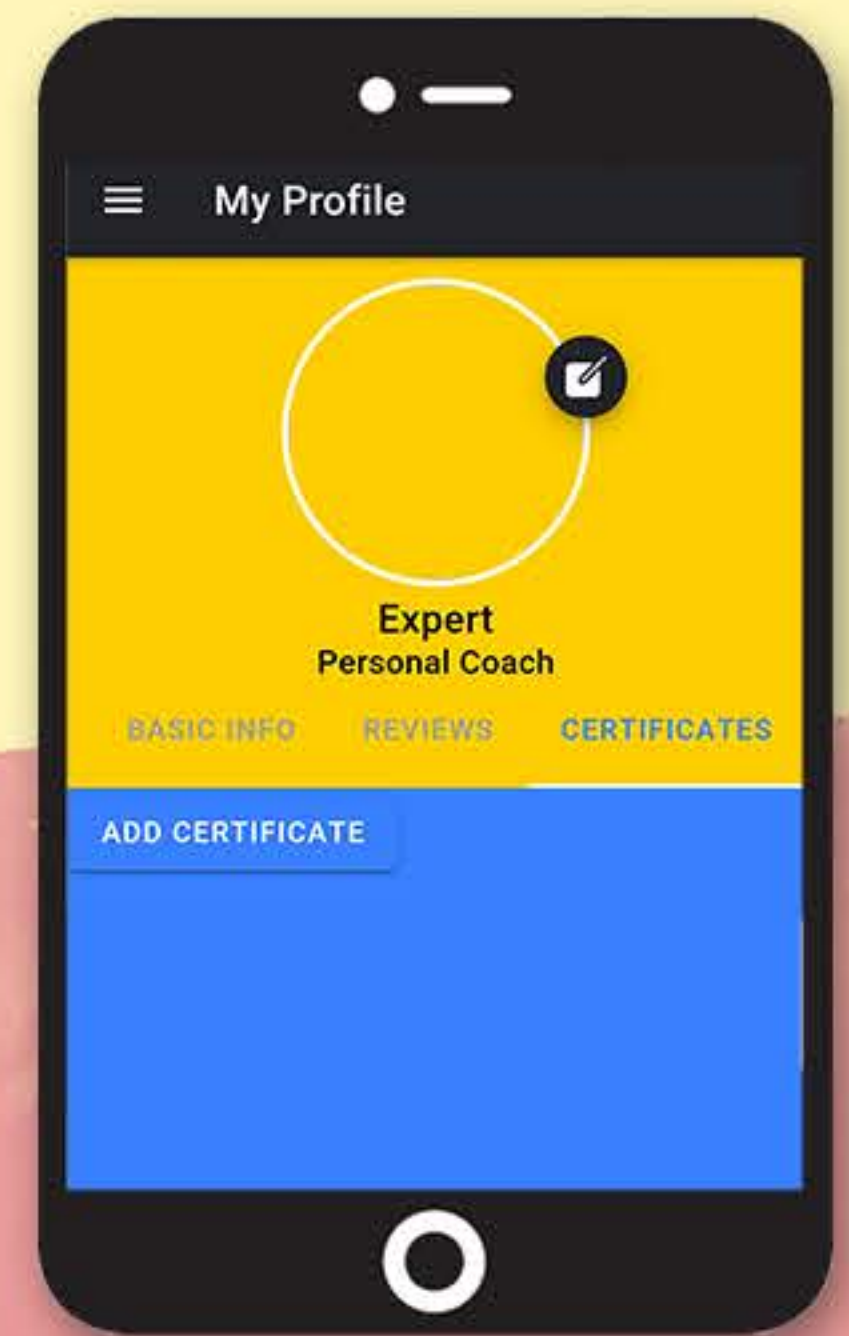
2

To upload your profile picture, click on the edit icon beside the picture area. You can upload an image from your device memory or directly from your phone camera. We recommend using 300x300 pixels as the dimension of your profile picture. The picture will be visible to prospects under the "view profile" option and will show when you share your profile through social media.



3

You can add your certificates, working license and any other qualification documents to boost your profile credibility. Ensure to protect your personal data as documents in this section will be available to public. You can still remove an uploaded documents any time.



4

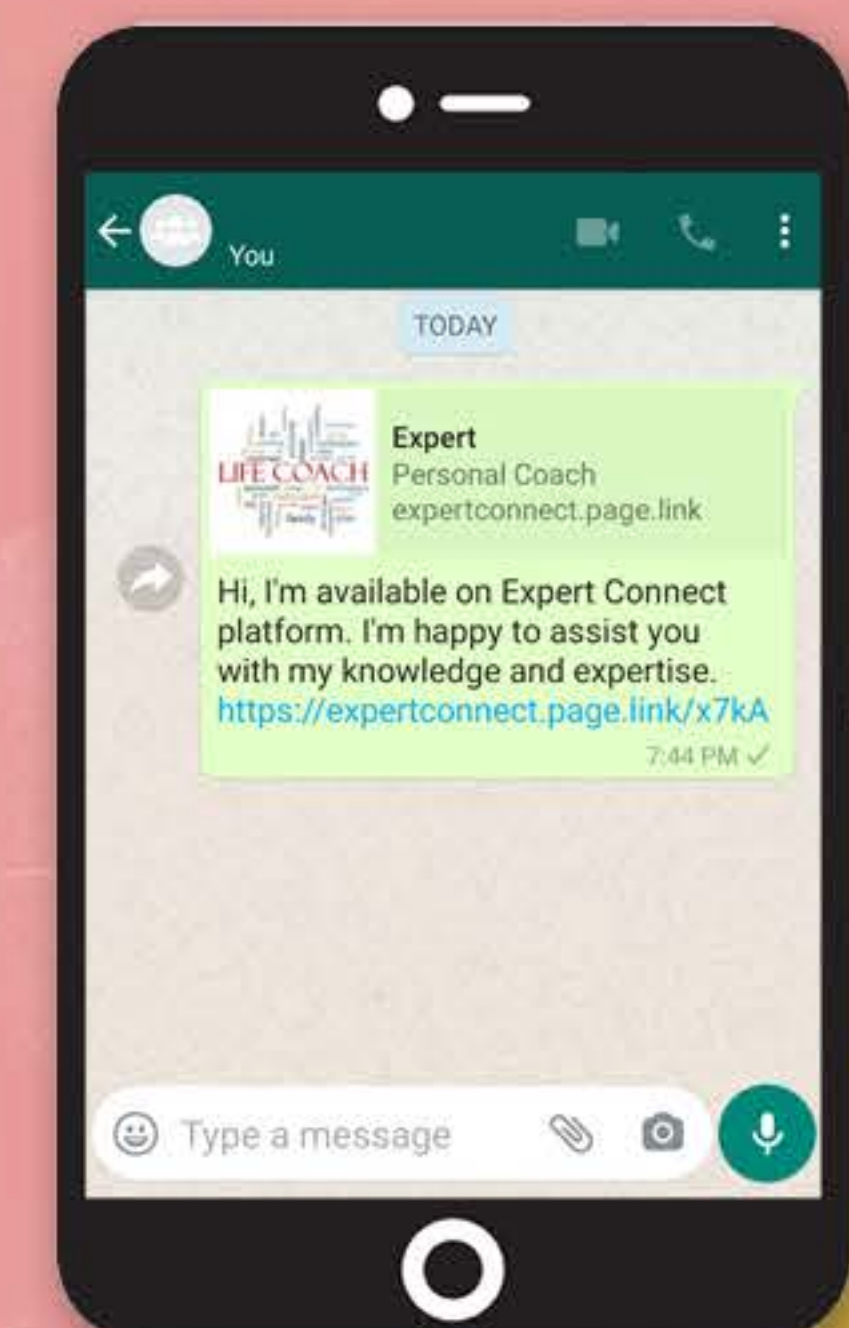
Select "Share my profile" option in the main menu as shown in the figure above. Your device will prompt you to select the app through which the link will be shared. Share your profile with your family, friends and colleagues to increase your audience and potential clients.



5

Your name, picture, skill and profile link will show when profile is shared. Users who click on your profile link will be able to register in the app and will be directly taken to your profile and view your Bio, certificates and even clients' reviews.

Note that any new registration through your profile link will also give you points which make you eligible for our offers.



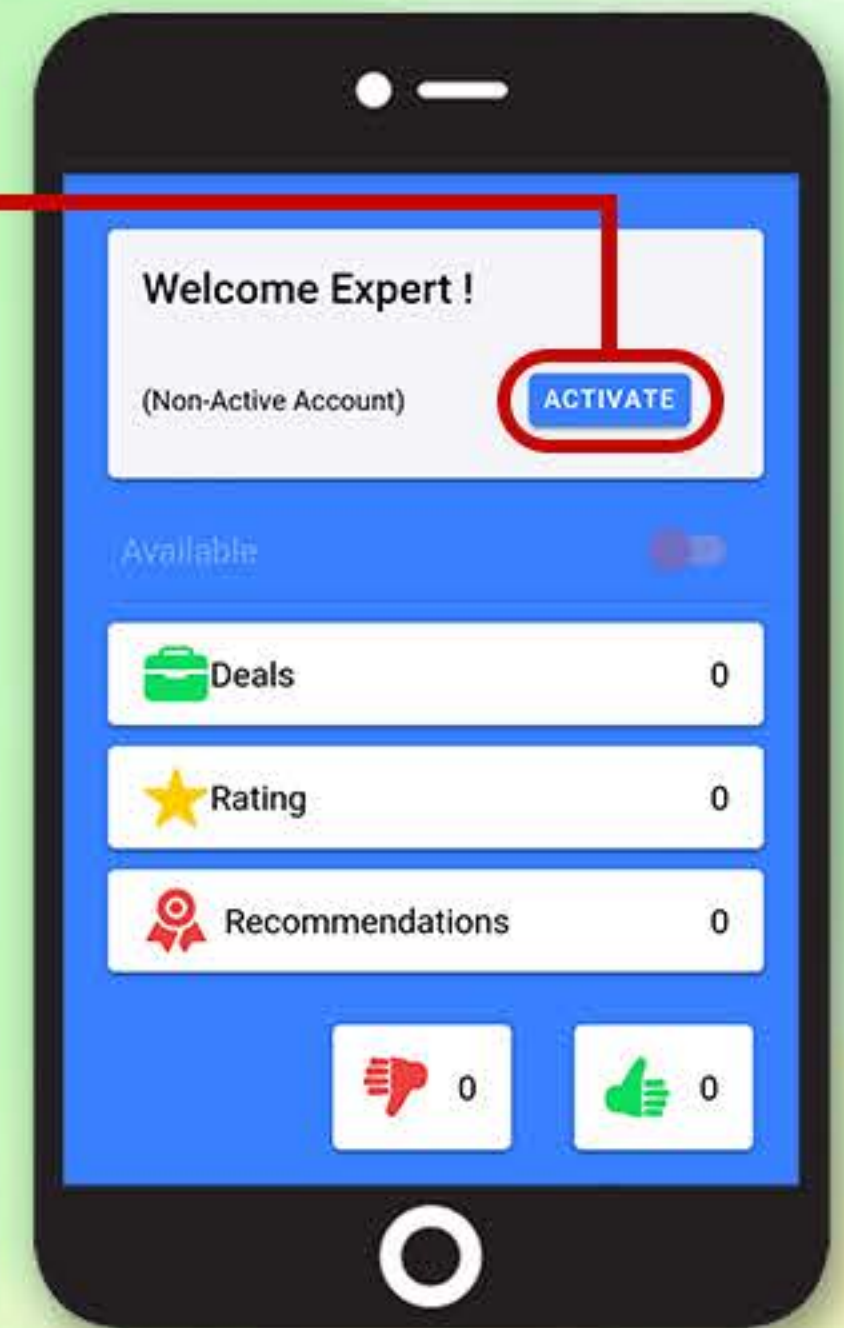


## How can I activate my profile ?

1

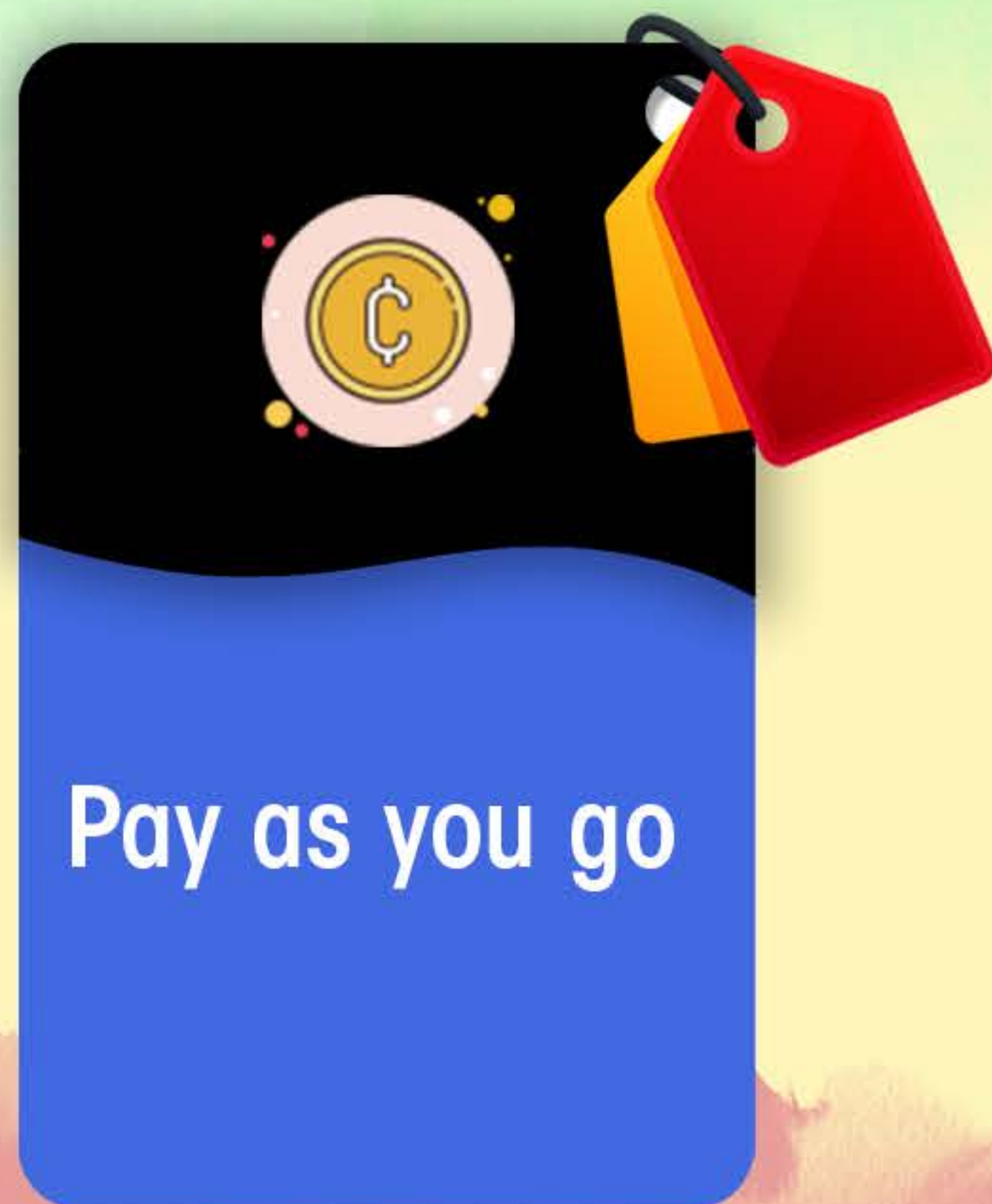
Once you successfully register, you can click on "activate" button in the main screen to activate your profile. This will make your profile visible to clients in the service search results where they can interact with you directly through live chat or call requests.

Profile activation



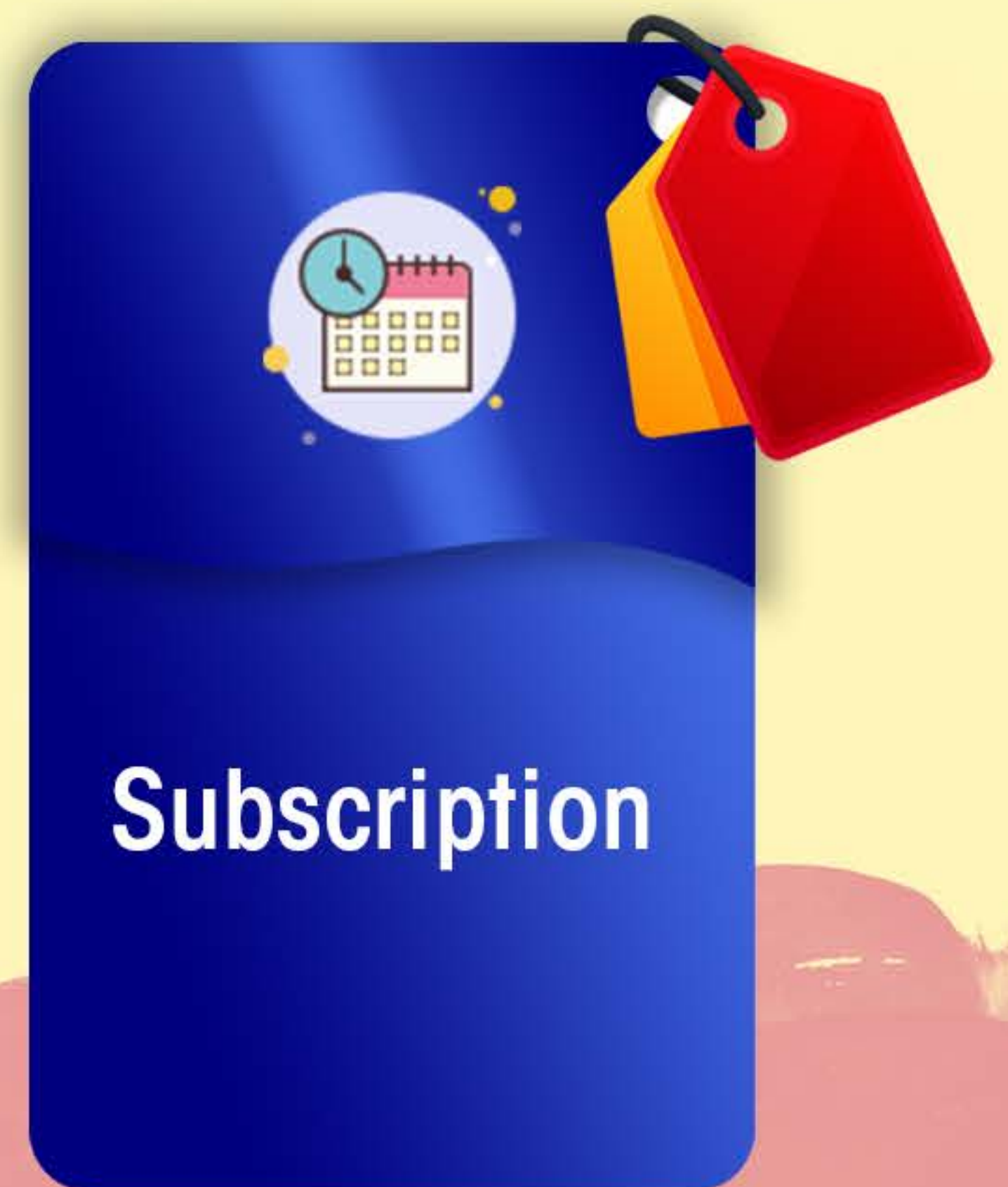
2

Select the best package that suits your needs. There are two categories/types of packages: Pay-as-you-go and Subscriptions. Have a look below to know the difference.



Pay as you go

There is no monthly or yearly commitment. These packages are limited by the number of interactions/prospects you can receive and expire one month from the purchase date. They're designed to eliminate the risk of entry and guarantee an active profile till you interact with your first prospect



Subscription

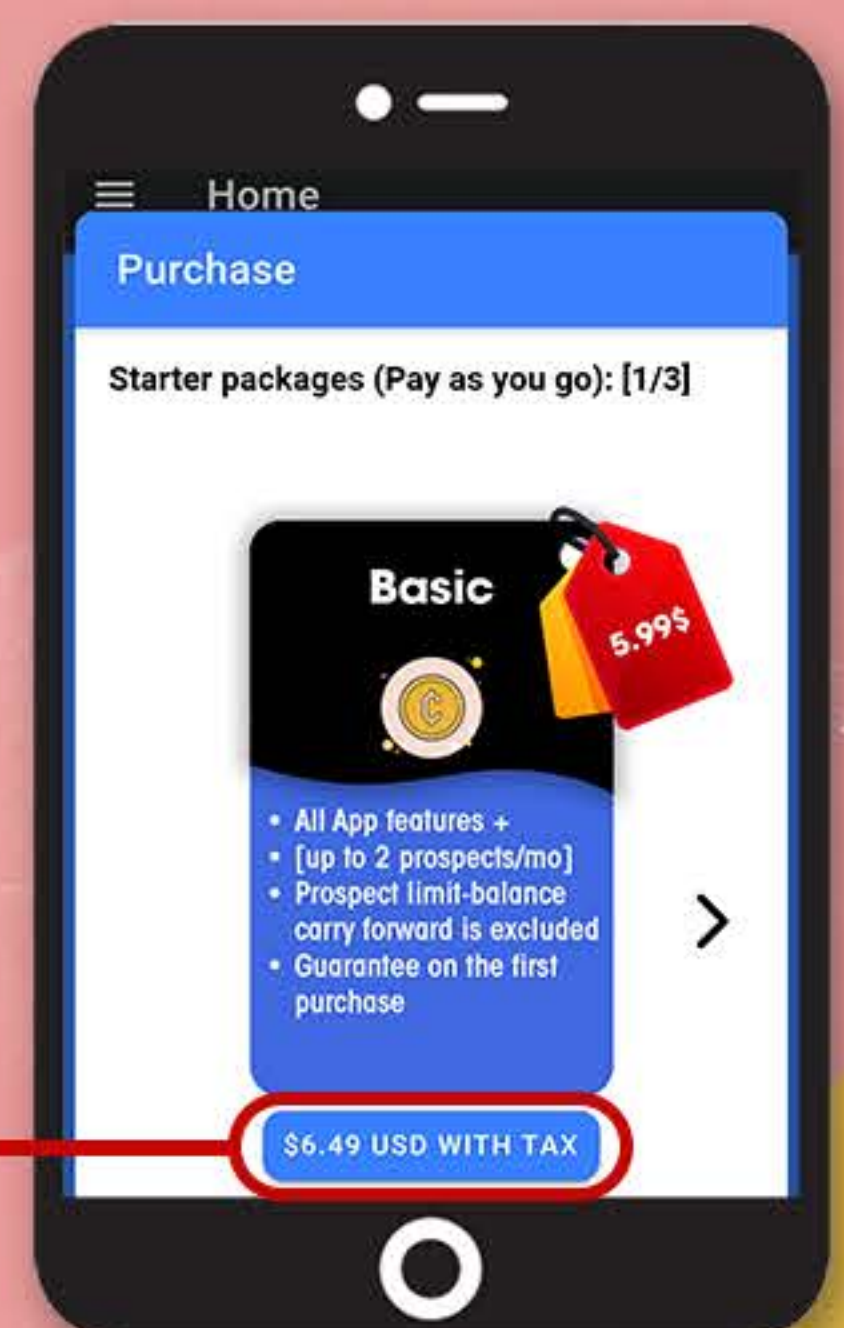
A monthly or yearly subscription packages are available to provide you with unlimited number of interactions/prospects and access to all local, regional and global clients. They are designed to save you money in the long-run and provide you with the maximum value

[Click here to view our prices and offers](#)

3

Once package is selected, a popup will appear to proceed with the payment through Google or Apple pay. Note that package price may differ based on the currency conversion and the tax applied in your country. The price button in the purchase screen shows the actual amount to be paid including tax.

Package price with Tax



Activating Profile

# How can I receive clients' interactions?

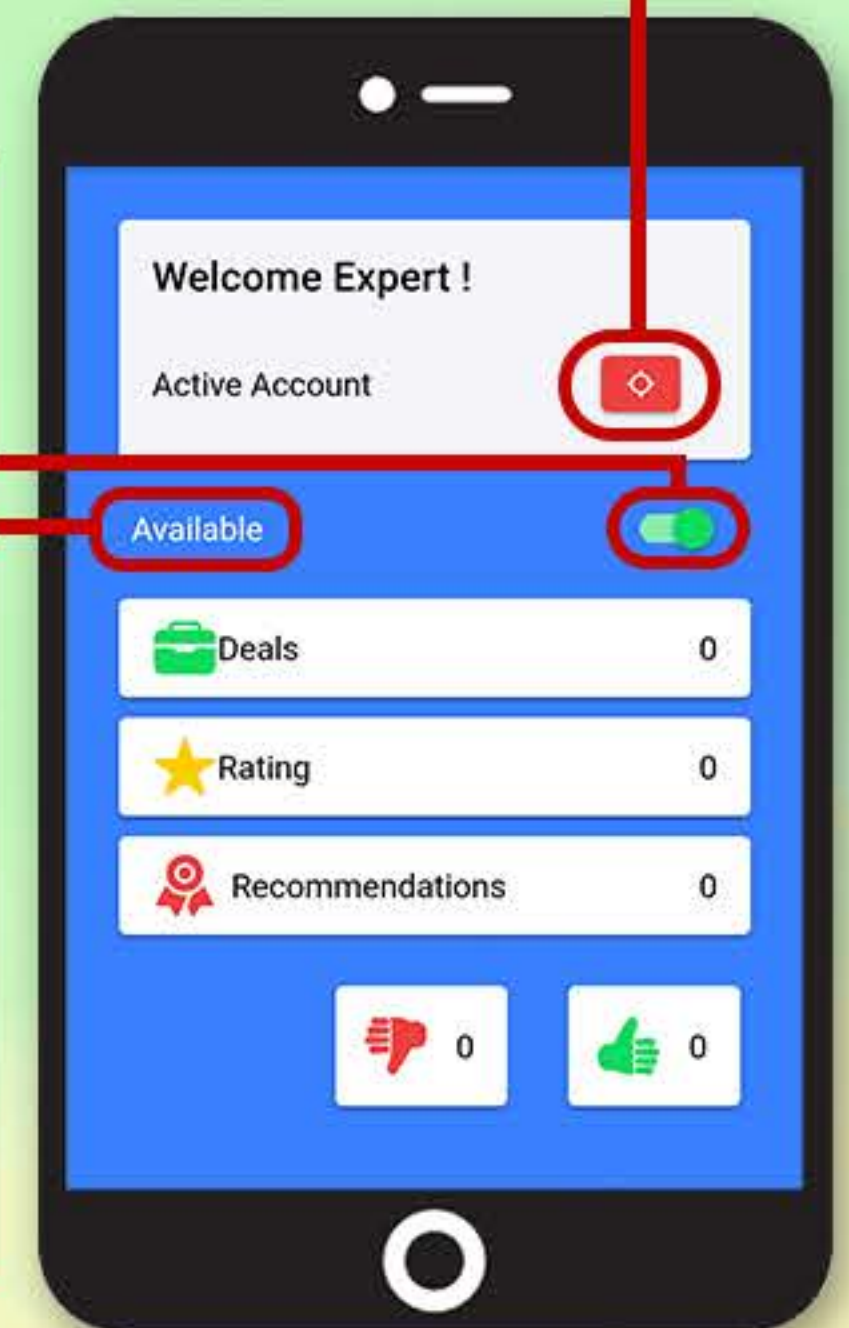
1

To receive call or chat interactions from clients, you need to make yourself "available" by switching on the online/offline toggle. If you set "My location" as address, app will start tracking the GPS location once you become online and will stop once you're offline. The availability indicator becomes red when you're busy answering a chat or call request. If the interaction is closed abnormally and you still appear busy, switch the toggle off and on to become available again.

Online/Offline toggle

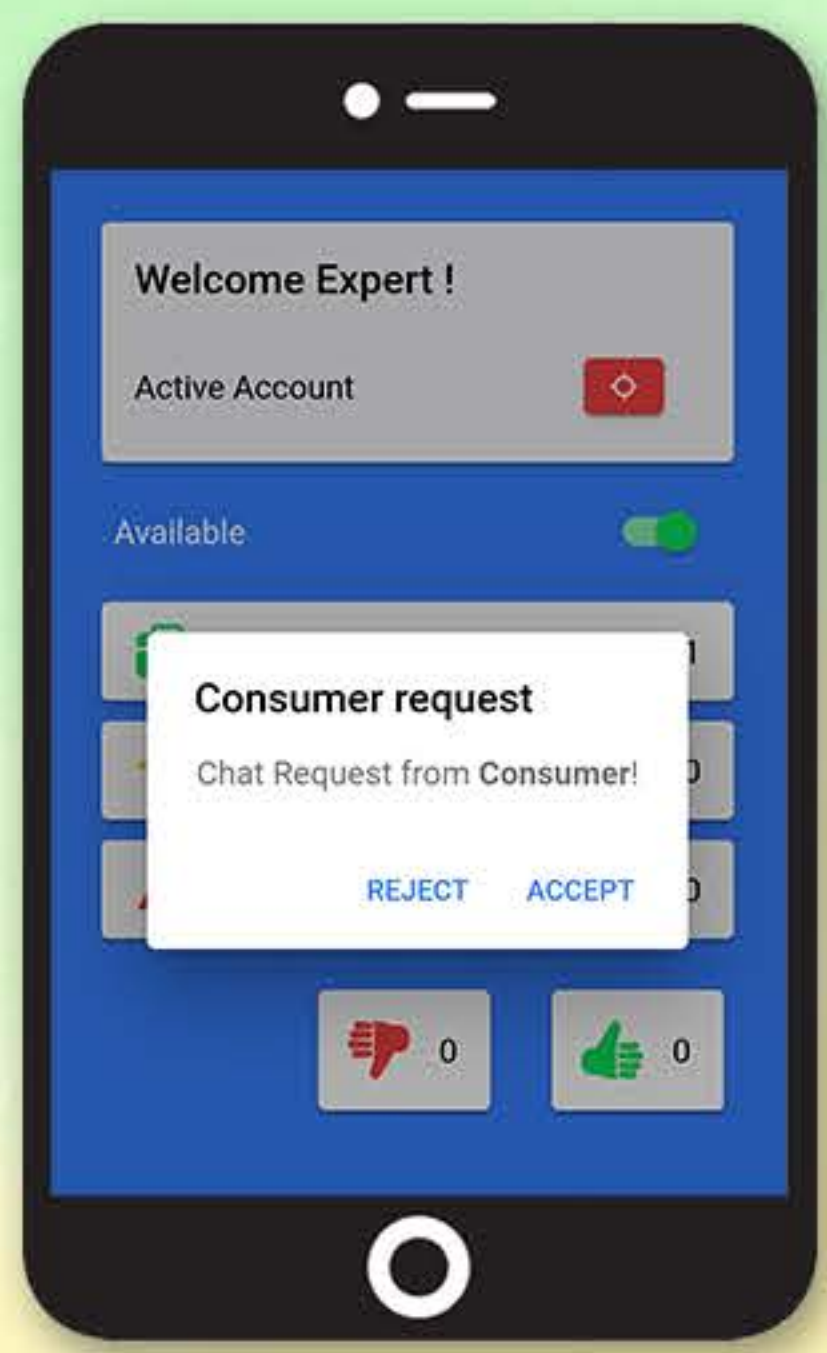
GPS tracking indicator

Availability



2

When a prospect requests to chat with you, a chat request popup will appear with a ringing sound. When you accept the request, a chat screen will appear where you can exchange text, files and location as well as making a deal with your client through the deal making option. Note that you will receive a notification on your phone of the chat request if the application is closed or running in the background.



3

When a prospect calls you, a call will ring on your phone. If answered, a call-chat screen will appear where you can talk and exchange text, files and location as well as making a deal with your client through the deal making option. We recommend using a headset to allow you to chat and make a deal with your clients while talking to them through the phone. Expert Connect uses "VoIP" calls to transfer voice to/from your clients which means it uses the internet to do so. Make sure you have a good internet connection before accepting such interactions. Calls may be recorded for reference.



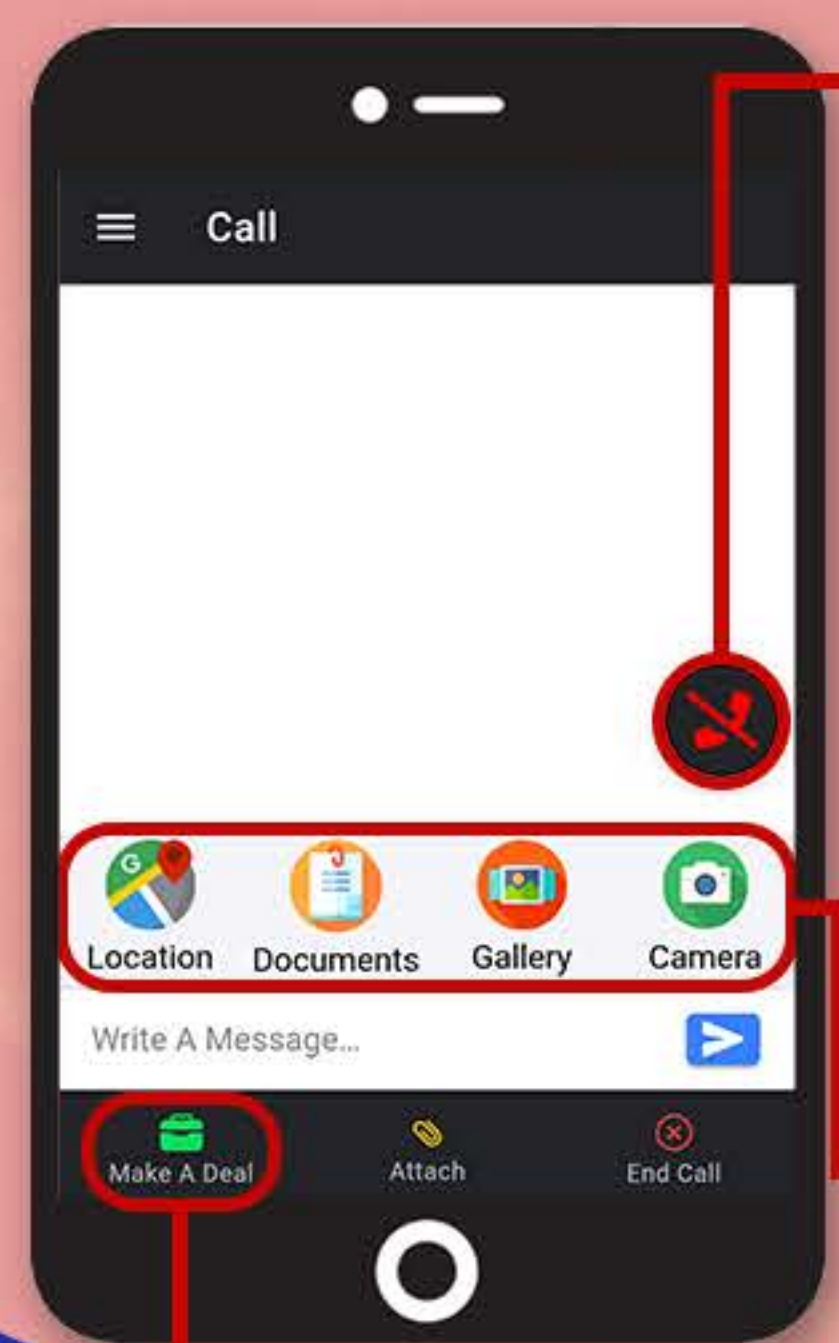
4

When you receive a call, a call indicator will appear in the call-chat screen. When voice is disconnected, this indicator will disappear. You can also disconnect the voice by pressing on this button. Your chat session will still continue if the voice is disconnected. Use the "attach" button to send documents, images, camera pictures or location to your client. When you want to make a deal, click on the "make deal" button and fill in the deal form. Your client has the option to accept or reject the deal. If accepted, a new deal will be added to "My deals" section.

Voice Call indicator

Attachment options

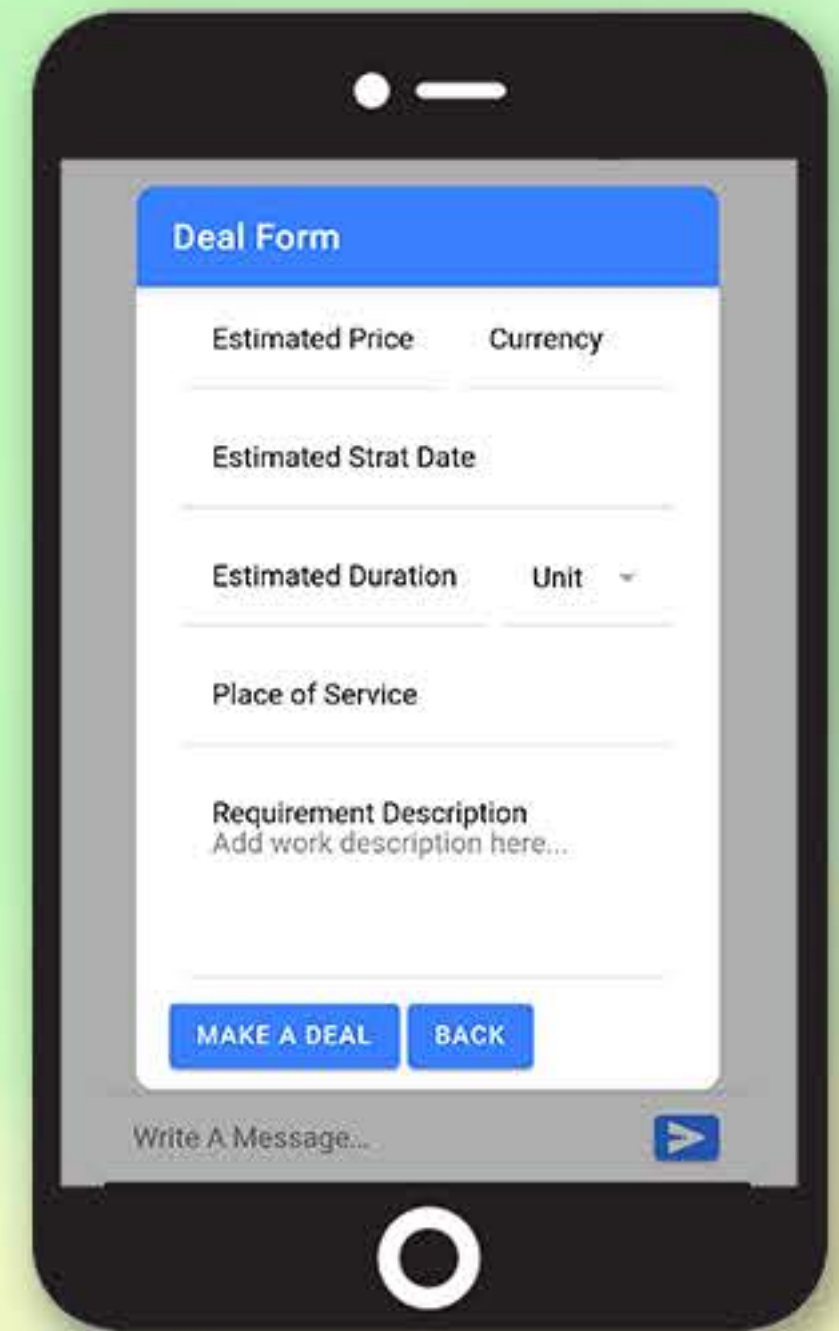
Make deal option



# How can I make deals with my clients?

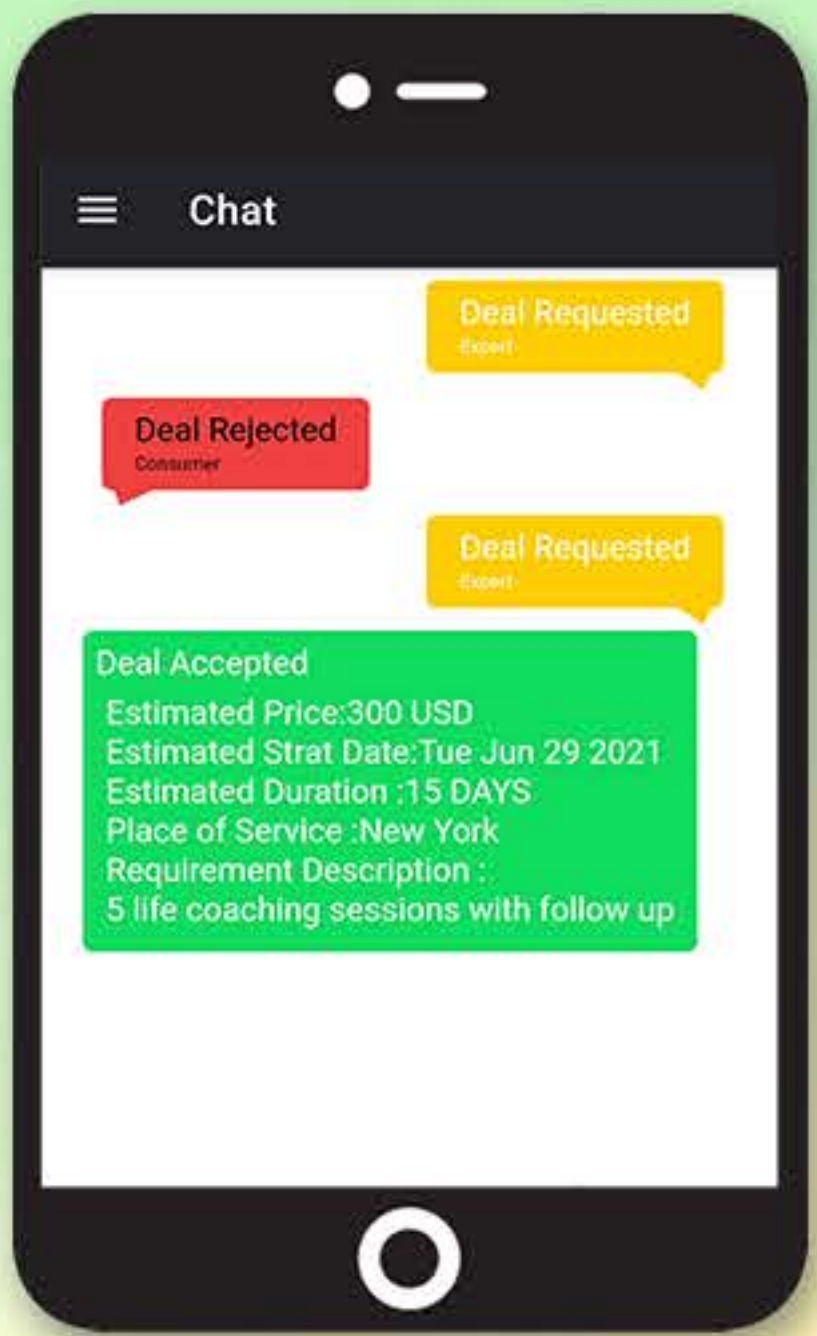
1

While you're in the call/chat screen, click on "make deal" button to request a deal. Fill in the price, start date, duration, place of delivery and the estimated scope of work. Once you submit the form, client can accept or reject your deal. Note that payment between you and the clients are not processed through Expert Connect. Clients can also submit deals for your acceptance through the call/chat screens.



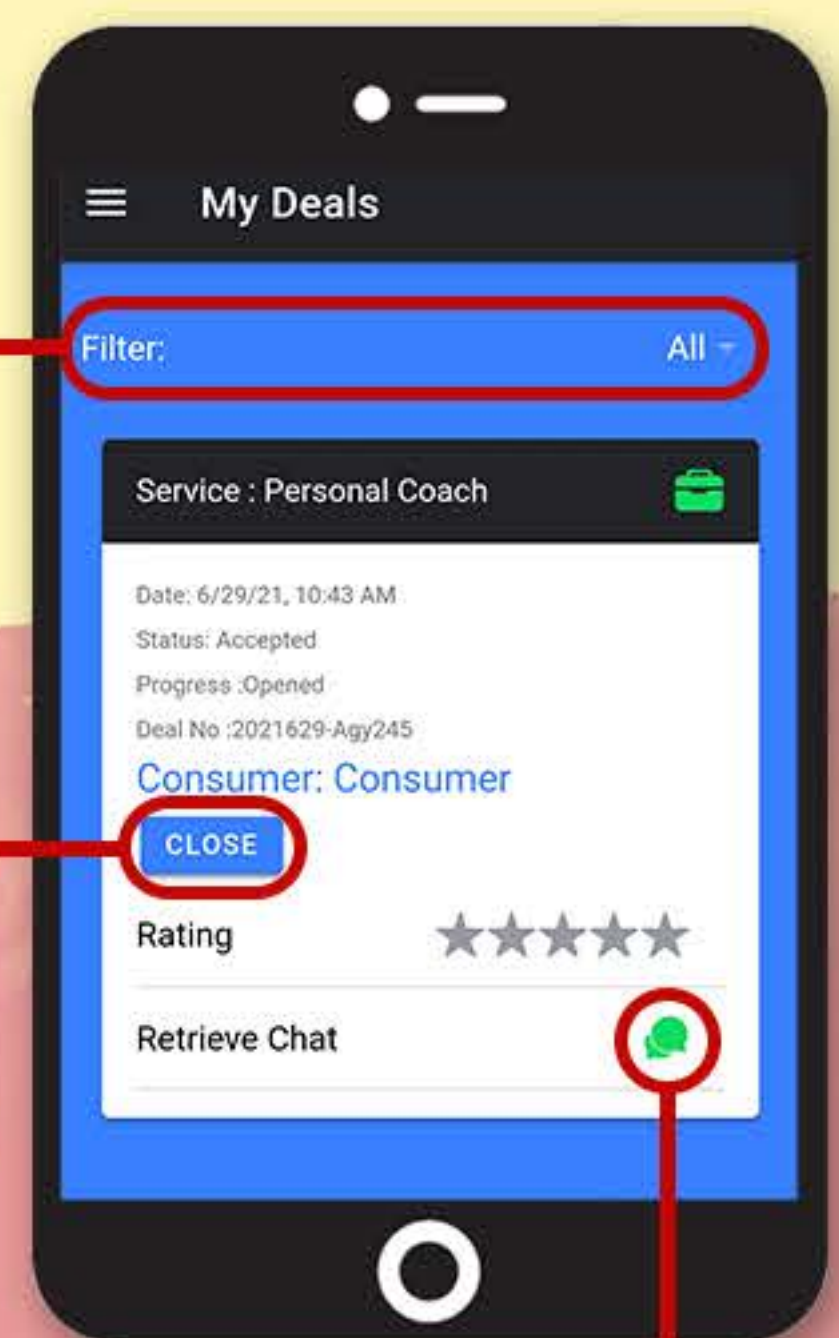
2

When clients respond to your deal request, you will receive an alert indicating the same. When deal is accepted, the deal details will appear in the chat/call screen for reference. Also, you can view your deals in "My deals" section any time. Ensure to agree with your clients on the payment method, final price and schedule separately.



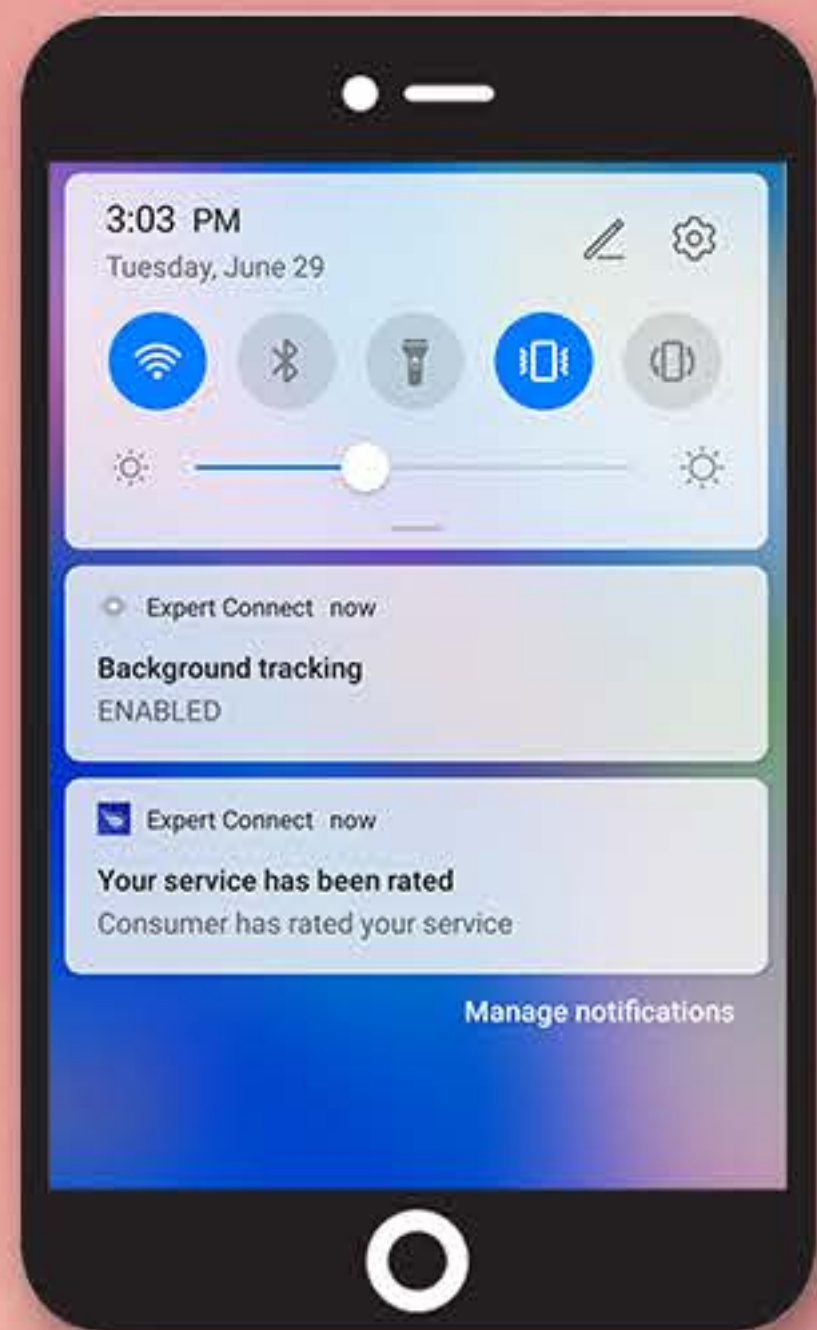
3

Select "My Deals" option from the main menu to view your deals. You can filter the deals by their status: opened/closed. To view the chat history, click on the chat icon. You can also close the opened deals by clicking on "Close" deal button. When the client rates your service, you will see your score and the client's feedback as well.



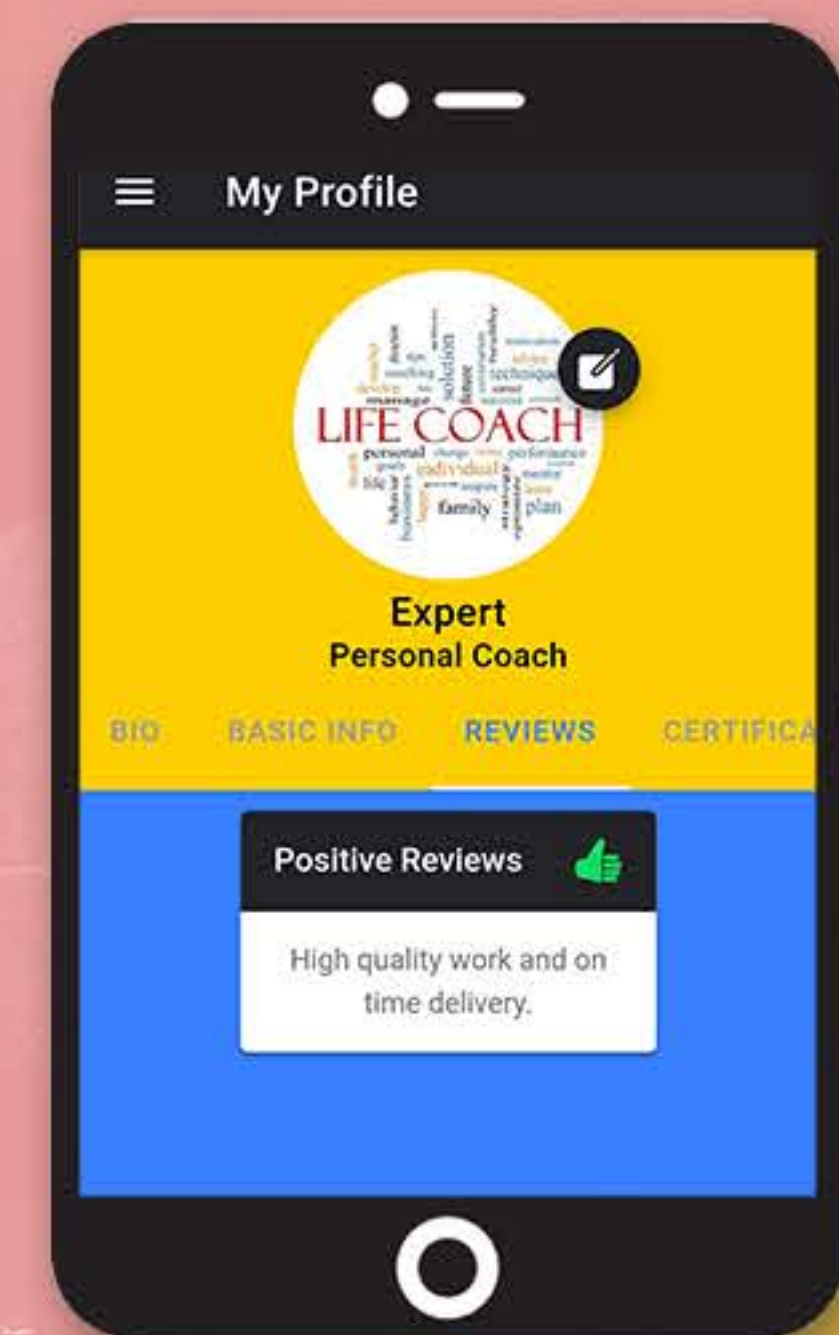
4

Clients can rate your service after accepting a deal from you. Once client submits the service review, you will receive a rating notification on your phone. You can click it to navigate to your dashboard and view the updated rating and recommendations.



5

Client's positive and negative reviews appear under "My Profile" screen in the reviews section. Other prospects and clients can view these reviews in your profile. Delivering excellent service to your clients helps you receive high ratings and good reviews which consequently enhance your ranking in the client search results. You can always improve your work and get back to your clients to re-submit their service reviews.



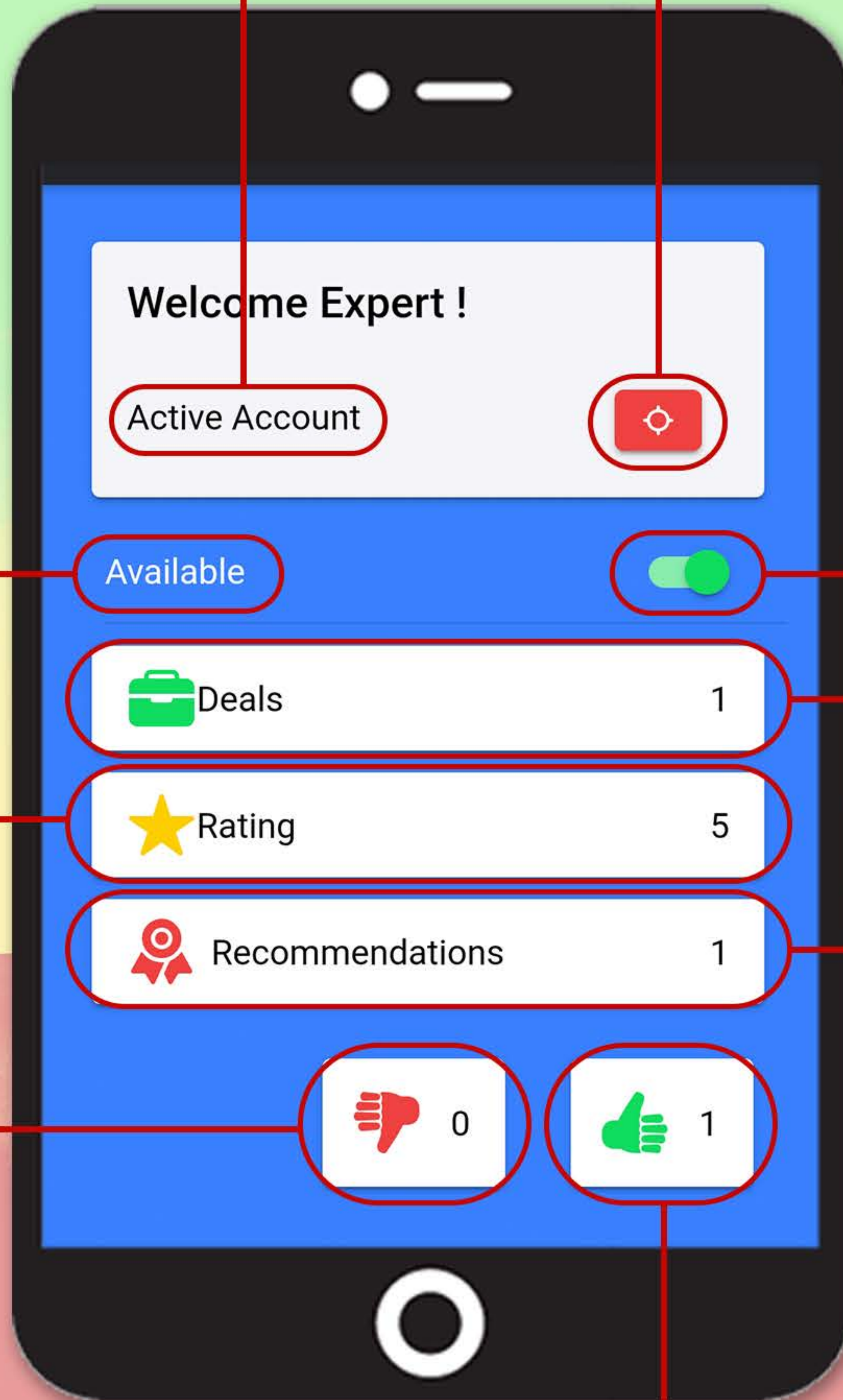
# Understanding the expert's dashboard

This indicator shows your account status. It changes to non-active when the package is expired, or the prospect limit is exceeded

When this indicator becomes red, it means you still appear busy to clients and cannot receive chat or calls. if you see it red, switch the availability toggle off and on again

This indicator shows the average rating out of 5. This number appears in the clients' service search result

You can click this button to view all the deals where you were not recommended by clients



This GPS tracker indicator is shown when expert becomes online and "My location" is selected as address. The tracking stops when expert becomes offline

This is the online/offline toggle. When you are offline, you can still use the app but will not appear in the client search result

Your deals will increase when they're requested and accepted through the chat/call sessions. This number appears in the clients' service search result

This number increases whenever your client recommends you in the service rating

You can click this button to view all the deals where you were recommended by clients

**To give any suggestion, report any issue with the app or get any other support, please contact us on [support@expertsdomain.com](mailto:support@expertsdomain.com)**