1. **Profile Analytics:** Providers can see analytics about their profile such as the number of visits and how long a visit lasted on average.
2. **Client Profile:** Mentors can view information on the clients before accepting a job.
3. **Promoted Placement:** Mentors can pay for their profile to be promoted in search results. Mentors would pay extra to the hub/VVCR to highlight their profiles to attract more clients. Example: You can pay Instagram to advertise your own account to a wider audience.
4. **Sort By Distance:** Mentors and clients can sort their search results based on distance from their location.
5. **Categorical Search:** Clients can search using predetermined categories to find mentors who provide specific services.
6. **In-App Messaging:** Providers and clients can communicate directly through the platform, making the process of client-mentor connection easier and more secure.
7. **In-App Scheduling:** Providers and clients can schedule events through the platform. Parties can consult each other’s schedules through embedded email calendars to make finding a time/moving the time easier.
8. **In-App Payment:** Clients can pay providers for services directly through the platform.
9. **Cancellation Fee:** If a client cancels their session with a mentor sooner than 48 hours before a session, the client will be charged a percentage. In addition, if a mentor cancels sooner than 48 hours before a session, the client will receive a full refund.
10. **User Protections:** The platform has guidelines and security measures to ensure that both providers and clients are protected against fraud. This may include requiring providers and clients to verify their identity, ensuring providers are still paid for services provided in the case a client is reluctant to pay, and issuing refunds to clients in the case a provider is disingenuous about the services they provide.
11. **Platform Rates Providers:** The platform evaluates mentors’ ability to provide a baseline quality of service to clients and uses this information to determine which mentors are allowed to use the platform.
12. **Clients Rate Providers:** Clients review providers after receiving service. Clients can give providers feedback on the services received. This feedback may be in the form of a rating scale and/or a short review relating to the quality of experience they had with the mentor.
13. **Providers Rate Clients:** Providers review clients after providing service. Providers can give feedback to clients on their experience working with them. This feedback may be in the form of a rating scale and/or a short review relating to the quality of experience they had with the mentor.
14. **Mobile App:** The platform has a mobile app.