



**Abhinav Srivastava-00:00**

Doctor signed up today so that they.



**Vijay Agarwal-00:02**

Can start testing or now since this is the only uat. Okay, so we should ask them to use the alias ids that lens created on Friday which is Dr. @apps mcq. I mean Dr. I mean apps plus Dr. Apps plus biller one biller plus supervisor.



**Vijay Agarwal-00:22**

They should not use their personal email ids just yet, otherwise they will get confused when they will have the actual app. Okay, so that I think we should get them pre registered and only share the final login credits with them. Whatever user ID password they need to use. Okay.



**Vijay Agarwal-00:41**

And in the for the OTP we can set up forwarding of email in apps at McQ that if any OTP is coming for Dr. Then send it to Brian. Any OTP coming for anyone else, send it to Emily's personal email.



**Abhinav Srivastava-00:56**

Okay.



**Vijay Agarwal-00:57**

So that routing will be much easier.



**Vijay Agarwal-00:59**

And simpler for them to manage.



**Abhinav Srivastava-01:02**

Okay, I think that makes sense. So Lynn, can you set up that forwarding at least today?



**Lince Varghese-01:11**

Yes, of course, forwarding.



**Vijay Agarwal-01:13**

You know the Gmail forwarding feature in.



**Vijay Agarwal-01:17**

Gmail ui right sir?



**Lince Varghese-01:20**

I need to check on it, but yeah, I'll do that.



**Vijay Agarwal-01:24**

Okay, so essentially what we are saying is all emails and all users will be in one single email ID which is apps at direct Machunero. Yes, I saw that on Friday. Now we are saying that whatever mails are coming for Dr. ID forwarded automatically to Brian ID not in the code but on Gmail UI there is one simple option there. Okay, so you can just set up forwardings for each of these users which is Emily and Brian.

And in the future if they want anyone else to whom the forwarding should go, we can send it to that place as well.

 **Vijay Agarwal-02:05**

Yeah. Okay,.

 **Vijay Agarwal-02:09**

So then login will be sorted. So what is the long term plan this QR code? I think there was one feedback on this QR code in the original demo as well. Like what we did in March end or April end where I told that a user will always be on mobile or had commented somewhere in the mock up that user will be on the mobile always.

 **Vijay Agarwal-02:33**

So they can't scan a QR code if we are sending a QR code. QR code on mobile. So that is not going to be feasible. So we need to either add a secret code there or remove this QR code completely.

 **Vijay Agarwal-02:50**

So yeah, we need to think the user experience properly when we go live. But we can do this after today.

 **Abhinav Srivastava-02:57**

Yeah, we definitely need to keep it on our roadmap. And I also checked that for HIPAA we need 2fa so.

 **Vijay Agarwal-03:04**

But.

 **Abhinav Srivastava-03:05**

But they don't, don't necessarily mandate that we use an a TOTP kind of a thing like which the authenticator apps will provide. So email or SMS delivered OTP will also work here. And that is something that I think a layman type of user, technically layman like the Doctor and Emily, they will be more familiar to that process instead of just setting up something on authenticator. So you should definitely go there.

 **Vijay Agarwal-03:38**

So yeah, authenticator completely. Then what else is there for today's demo?

 **Abhinav Srivastava-03:45**

Yeah, so today, I mean yearlings, I mean what.

 **Lince Varghese-03:50**

Changes? As per our previous discussion, like we don't need a new dictation and direct equation altogether. We have made it as a single surgical dictation. That would follow, follow the direct dictation.

And this has been freezed by now. So the template change has not been done yet. So the earlier what we have seen that the template should come before the dictation. So that change has not been done yet.

 **Lince Varghese-04:20**

Yeah, those. The flow that we have seen it earlier is the. What we are going to see during today's demo. It's also with the main.

 **Vijay Agarwal-04:29**

Yeah. Okay.

 **Vijay Agarwal-04:31**

So now basically what do we expect the users to do once they download the app? We expect them to start looking at the dictation feature first. And what, what Doctor will be doing is he will record a few based on his own memory.

 **Lince Varghese-04:50**

Yes.

 **Vijay Agarwal-04:51**

Right.

 **Vijay Agarwal-04:52**

So because I think one, the Doctor is very smart to do the his own dictation and we might need to also share the few test scripts with them on what are the possible different surgical scripts that Emily can use if she wants to test dictation as well. Because Dr. Will not have a lot of time to test it. So non technical users at their end, they also. Non technical meaning non doctors at their end.

 **Vijay Agarwal-05:19**

We also need to dictate and test the platform.

 **Vijay Agarwal-05:23**

Okay.

 **Vijay Agarwal-05:23**

So that is one area that they should test and build confidence that dictation is getting captured. We are transcribing the dictation properly, which is understanding their English and accent. Then the second part they would want to test is if the transcription is getting converted into the appropriate ICD CPD codes.

 **Vijay Agarwal-05:44**

Yes.

 **Vijay Agarwal-05:45**

So for that in our dummy script, we should share with them that, you know, for this dummy script, this corresponds to this icd, this cpt.

Okay.

 **Lince Varghese-05:57**

Yes.

 **Vijay Agarwal-05:58**

And then they should only test the app for those situations for a non doctor user. Okay. Doctor is obviously going to test various scenarios because he would have more scripts or Doctor will have to then give more scripts to their team if he wants. But we should at least Give scripts for 5, 10 different surgical procedures to them.

 **Vijay Agarwal-06:21**

So do we have those scripts with us?

 **Lince Varghese-06:24**

These have few like four or five. I think we need to create more and give it to the team.

 **Vijay Agarwal-06:30**

Yes. Yeah.

 **Vijay Agarwal-06:31**

So let's at least for today's evening plan we should have one document where we are telling them these are the dummy UAT scripts that you can use as a non doctor you can use anything that you want. So that is the second part that they will test on mobile which is whether the ICD CPD mapping is happening.

 **Vijay Agarwal-06:53**

Okay.

 **Vijay Agarwal-06:54**

Then third they will check whether that is getting reflected on the bill or dashboard.

 **Vijay Agarwal-07:00**

Okay. Yes.

 **Vijay Agarwal-07:01**

And once it is on the bill dashboard they would want to check whether the forms etc are getting reflected as it is.

 **Vijay Agarwal-07:10**

Okay.

 **Vijay Agarwal-07:11**

They would also want to check if notifications are being received for each stage.

 **Lince Varghese-07:18**

That part is pending all together notification from the various users but the only the doctor getting.

Okay, so we have to tell this out, call this out to them that notifications don't test it in this build.

 **Vijay Agarwal-07:35**

Okay so.

 **Vijay Agarwal-07:39**

Okay, so then they will, they will not test notifications. They would have got the submission. Once they have got the submission, the Miller may request the doctor to make some edits. Okay.

 **Vijay Agarwal-07:52**

That you know this is not complete complete. So they will test that flow if they want to make any edits.

 **Vijay Agarwal-07:58**

Okay.

 **Vijay Agarwal-08:00**

So that flow we have to show today, right? When we are showing it to them,.

 **Vijay Agarwal-08:05**

Right.

 **Vijay Agarwal-08:06**

That edit is requested. He's got the request, he's editing it, he's resubmitting it. Biller gets it again. Then when Biller gets it again, Biller is all done.

 **Vijay Agarwal-08:15**

Biller approves, goes to supervisor. So then they will log into supervisor, they will check everything. They will check the final CMS form and then they will download it. Yeah, I think this is what we should demonstrate today in the 30 minutes we have.

 **Vijay Agarwal-08:31**

And then so in 15 minutes or 20 minutes we do this demonstration. No registration, no forgot password, no all that nonsense, only the focus. And then in the last 10 minutes we will have to make them actually download on their mobile. Okay.

 **Vijay Agarwal-08:45**

And be on the call. So Dr. Actually downloads it from whatever test flight or link that we have created.

 **Vijay Agarwal-08:52**

Okay.

 **Vijay Agarwal-08:52**

So I mean we should keep at least 15 minutes for them to be able to download.

Yeah. So I keep that ready because we have added their official email IDs for now. But I don't think their Apple IDs will be linked to that. So once they share their Apple ID linked emails, we will add that, add it to our test slide and they will receive an Invite link there.

 **Vijay Agarwal-09:15**

So that we should basically speak with Emily once she is up. Mostly she's up by 8am Whole time.

 **Vijay Agarwal-09:23**

Okay.

 **Abhinav Srivastava-09:24**

So yeah, so we'll ask the emails over WhatsApp beforehand and add it to our test life.

 **Vijay Agarwal-09:29**

Yeah.

 **Vijay Agarwal-09:30**

So two things we need to achieve. Showing this flow of dictation and the reverse flow when the biller is asking anything to be updated and then going to the supervisor and getting a final CMS generated. This whole flow is what we show them. We get them to download the app and we share the test scripts with them.

 **Abhinav Srivastava-09:53**

The test cases?

 **Vijay Agarwal-09:53**

Yeah. Okay. Yeah, test cases.

 **Vijay Agarwal-09:55**

So test cases meaning test cases also need to have the dictation scripts and what is the expected mapping? Right.

 **Vijay Agarwal-10:03**

Yeah.

 **Vijay Agarwal-10:05**

And Lynn, what is the way for us to show that our accuracy and our understanding of the payer policy is very robust? Is there any test analysis document that we will be able to share with them? Lindsay are on mute.

 **Lince Varghese-10:31**

Yes. Not with me. I'll ask ma' am for that because the cases are with ma' am for the AI testing.

 **Vijay Agarwal-10:38**

Yeah. So I think she had shared something with me one and a half months ago but she said she's doing more thorough testing now. So we would want to share all those test scripts also to them in white labeled document so that we can tell them to go through it and find out if we are missing any scenario.

Yes.

 **Vijay Agarwal**-11:04

Yeah. Okay.

 **Abhinav Srivastava**-11:09

So yeah, yeah. In phase four, I mean we had also mentioned in milestone tracker implementing audit trail and compliance logging. So I don't think we have started that lens. Right.

 **Abhinav Srivastava**-11:19

Yeah.

 **Lince Varghese**-11:20

Audit trials we have of particular users. Other than that anything monitoring for the monitoring purposes on a user basis we don't have any screens as such other than analytics for practice admin and Superv.

 **Vijay Agarwal**-11:45

No, no. So basically we are going to need some way to analyze and track server logs and also mobile crashes. Mobile logs.

 **Vijay Agarwal**-11:56

So.

 **Lince Varghese**-11:56

Okay. Mobile for once we have react error boundary.

 **Vijay Agarwal**-12:03

Sorry, what is that?

 **Lince Varghese**-12:04

React error boundary. That would just catch and show the user what it is the user.

 **Vijay Agarwal**-12:12

User will not have any name.

 **Lince Varghese**-12:14

We would have. We want an extensive like a dashboard kind of a thing to.

 **Vijay Agarwal**-12:19

Yeah, so. Because I think so in my initial document. No, I had mentioned about using something like a one signal which is for keeping a track of all the notifications and emails and I mean emails and push notifications that we send. So we have a clear cut log of everything that is being shooted to a particular user.

The second was about tracking the user activity using like a Mixpanel or a Microsoft Clarity which gives us analytics of Every user session, if they are facing any errors, logs they are getting stuck anywhere because we won't be able to ask the users to do certain steps remotely.



**Vijay Agarwal**-13:03

Okay.



**Vijay Agarwal**-13:03

It has to be seamless. So in the original part I would have written in the workflow or in the srs. So I don't know if we have implemented something similar now, but in this month, July, we have to focus on fixing all of these non functional requirements.



**Lince Varghese**-13:22

Yes.



**Vijay Agarwal**-13:24

So right now whatever logs you are telling. No, please give us a detail of what type of logs you are capturing, what error logs you are capturing from mobile, where is it getting stored, what error messages users are seeing and how we can modify the error message in case it is not very user friendly. Okay, how we will capture all the technical error messages of the mobile device on our server, where should we see it?



**Lince Varghese**-13:52

Yes, I'll share this screen card around.



**Vijay Agarwal**-13:54

Yes.



**Abhinav Srivastava**-13:55

Yeah, and also compliance logging. So in terms of hipaa we'll have to, you know, log. If some user accesses the phi of a patient, we'll also have to log those events. So yeah, related to hipaa, whatever compliance logging we need to implement in the system, we also need to be aware of that and implement that.



**Vijay Agarwal**-14:18

Okay, so can you check Lindsay, what are the things we have done for HIPAA as well with Yasha and create a document. So we, we will have to show all of this as a UAT test case to the customer that they had given us a particular requirement to be HIPAA compliant to be, you know, self hosted. Whisper or self hosted AI model. And we have to protect the PII and then we have to do all this intelligent payer policy.



**Vijay Agarwal**-14:44

If you see their one pager. No that they had given, these are the four things that they had mentioned. So now when we are doing the UAT with them, I need to build the confidence in them that. See you had told us to do these four key things and this is how you validate now on our side with the document.



Okay.

 **Vijay Agarwal**-15:02

Okay, so.

 **Vijay Agarwal**-15:07

Cool.

 **Vijay Agarwal**-15:07

So I think this month will be mostly all this housekeeping and all the documentations that we need to close with.

 **Vijay Agarwal**-15:13

The, with the customer. Okay.

 **Vijay Agarwal**-15:16

So we have to give them user manuals, we have to give them server management, user management, log management in case they want to, you know, maintain the app on their own. We have to empower them with everything.

 **Vijay Agarwal**-15:33

Yeah.

 **Vijay Agarwal**-15:35

Okay, so today's focus once again we show them the flow where the user is already signed in. From there we show the dictation, the post dictation, the mapping on the mobile.

 **Vijay Agarwal**-15:49

And then.

 **Vijay Agarwal**-15:51

Do we have mapping on.

 **Lince Varghese**-15:52

The mobile lens in the sense mapping.

 **Vijay Agarwal**-15:57

Of the script to the icdcpd? Yes, it is there. Yeah, it is there, right?

 **Vijay Agarwal**-16:02

Correct.

 **Vijay Agarwal**-16:03

So we'll show the mapping on the mobile. The script gets synced to the server, Biller logs in, Biller sends it back to the doctor, doctor makes the modification, Biller gets it, Biller sends to supervisor, supervisor checks it, downloads. This is the whole flow that we show to them. And you set up that email forwarding on the accounts that we mentioned.

Then we get the app downloaded on their mobile and we share the test script with them. This is what we want to achieve today.

 **Vijay Agarwal**-16:42  
Yeah.

 **Vijay Agarwal**-16:42  
Okay, cool.

 **Abhinav Srivastava**-16:44  
And do we also want to discuss about the AI suggestions thing that was discussed in the last call that will be picking it up as change request.

 **Vijay Agarwal**-16:54  
Or something like that?

 **Vijay Agarwal**-16:55  
So there are two parts. AI suggestions on the web is already covered. Okay. It is part of the original scope where AI has to suggest that this may be a wrong.

 **Vijay Agarwal**-17:06  
That is the core AI logic on the reason why AI exists.

 **Abhinav Srivastava**-17:10  
Okay.

 **Vijay Agarwal**-17:12  
What doctor said in the last call is that people may have inferior transcript. Okay. And he wanted a guided transcription screen where if the doctor is saying, okay, I am doing type A surgery, then our screen will show what the doctor needs to describe to be part of the proper CPD codes.

 **Vijay Agarwal**-17:40  
Okay.

 **Vijay Agarwal**-17:40  
So it's showing like a dictation. So it's like audio training. When you do know that it gives you a paragraph and you read the whole paragraph out.

 **Vijay Agarwal**-17:48  
Okay.

 **Vijay Agarwal**-17:49  
So he was saying something like that.

 **Vijay Agarwal**-17:51  
Okay.

This part was not in our original scope where we have a guided dictation on the mobile. So for guided dictation we have to first design the mock up.

 **Vijay Agarwal-18:03**  
Okay.

 **Vijay Agarwal-18:04**  
And we should show them and then we should talk about when we will deliver this guided dictation. I think we can take this after the phase one also because right now in the phase one only Brian is.

 **Vijay Agarwal-18:14**  
Going to use it.

 **Vijay Agarwal-18:16**  
I guess.

 **Prateek Kashyap-18:17**  
I guess we have. We have prepared the mock up for this AI suggestion workflow like Joe application visible over light, right lens.

 **Vijay Agarwal-18:30**  
So share the. Share the mock up with me. Pratik, let me see it and then we can share it with Emily. Emily can show it to Brian.

 **Prateek Kashyap-18:46**  
PDF mockup ready application. So maybe we can forward that. But I guess somewhat it got missed.

 **Vijay Agarwal-18:55**  
So share it with me. Then what we should do is now till the go live. We should set up regular weekly calls with Emily for 60 minutes at least. Okay.

 **Vijay Agarwal-19:08**  
Because she will have user feedback. We will our feedback on these changes to be done. We would want to share User manuals and any other test documents and walk her through everything and build confidence in her that everything is completed.

 **Vijay Agarwal-19:21**  
Okay.

 **Vijay Agarwal-19:22**  
So now we have only four official weeks to get the sign off and published on the app store. So make sure we block the whole calendar for her for this week onwards.

 **Prateek Kashyap-19:33**  
Okay.

For the next four weeks.

 **Prateek Kashyap**-19:35  
Sir, can you just give me a minute? Make a screen share.

 **Vijay Agarwal**-19:39  
Sure.

 **Prateek Kashyap**-19:39  
This. I just need a minute.

 **Lince Varghese**-19:41  
Yes.

 **Vijay Agarwal**-19:45  
On this call.

 **Lince Varghese**-19:46  
Yes.

 **Vijay Agarwal**-19:47  
Okay,.

 **Vijay Agarwal**-20:14  
I think what are you showing.

 **Prateek Kashyap**-20:28  
For this demo presentation is coming. Phase 4 and 5 quick slide ad.

 **Vijay Agarwal**-20:32  
KD so sorry one second. This is what Demo presentation?

 **Vijay Agarwal**-20:37  
Yes. Yes.

 **Vijay Agarwal**-20:39  
Audit trail application integration. What is application integration, sir?

 **Prateek Kashyap**-20:45  
App integration. Basically like notifications.

 **Vijay Agarwal**-20:50  
Yes.

 **Vijay Agarwal**-20:51  
What do you mean by sari.

Integrations? Like joint. Joint workflow like from this is Jannah. Yeah yeah.

 **Prateek Kashyap**-21:06

End to end is complete. So yah pay work in progresses the audit trial.

 **Vijay Agarwal**-21:11

Sure.

 **Vijay Agarwal**-21:11

And then what is the next stage? Application integration in staging here we can't say this workflow. No we. The workflow is already there.

 **Vijay Agarwal**-21:21

Human review interface is already there. Only notification system. So don't give incomplete over there Second So.

 **Prateek Kashyap**-21:34

I think I will vote it better.

 **Vijay Agarwal**-21:36

Yeah yeah.

 **Prateek Kashyap**-21:38

Test integr test integrated features to work in progress.

 **Vijay Agarwal**-21:44

What do you mean by this is already done?

 **Vijay Agarwal**-21:46

No.

 **Prateek Kashyap**-21:47

Yeah, testing is kind of also complete.

 **Vijay Agarwal**-21:49

Now we are in kind of UATU is what you can say. So basically we are right now in.

 **Prateek Kashyap**-21:57

Testing and go live.

 **Vijay Agarwal**-21:58

Conduct acceptance testing with billing staff. This is what you should actually say.

 **Vijay Agarwal**-22:02

Yes.

So don't give any incorrect information to her. So you would say conduct acceptance testing. Billing staff is the current work in progress which they have to start. Then they have to start.

 **Vijay Agarwal-22:16**

We will start bug fixes which will be part of your work in progress. And we will deliver all the documentation training material this month.

 **Vijay Agarwal-22:23**

Okay.

 **Vijay Agarwal-22:24**

And we'll provide.

 **Vijay Agarwal-22:25**

Yeah.

 **Vijay Agarwal-22:25**

So phase five is what you need to show as a work in progress now after today's delivery.

 **Vijay Agarwal-22:30**

Yeah.

 **Vijay Agarwal-22:31**

And the two things which is auditorial compliance, logging the notification system.

 **Prateek Kashyap-22:35**

Yeah.

 **Vijay Agarwal-22:35**

Okay. Only talk about that.

 **Prateek Kashyap-22:37**

Okay.

 **Vijay Agarwal-22:38**

So six.

 **Vijay Agarwal-22:39**

Six things total that you will put it in the deck.

 **Vijay Agarwal-22:42**

Okay. Not it.

 **Vijay Agarwal-22:45**

Okay, so we are sorted with that aspect.

Yeah.

 **Prateek Kashyap**-22:50

I guess Yasha is here.

 **Vijay Agarwal**-22:53

Hi Yasha.

 **Yasha Khandelwal**-22:55

Hi.

 **Vijay Agarwal**-22:56

Hey.

 **Vijay Agarwal**-22:58

So we were just discussing our script for the evening call since it's only 30 minute call with the doctor. So one of the aim is that we will get him to download the app on his mobile while we are on the call and we will set up the dummy ID for him which is on the apps McQ Neurosurgery domain and not his personal Gmail or personal account yet. We will enable email forwarding from apps at the McHugh Neurosurgery to all the respective accounts of the doctor or the biller using a Gmail routing within the Gmail UI and then we will walk them through the demo of the app from our end where we will do one dictation. It will show the ICD CPD codes mapping on mobile.

 **Vijay Agarwal**-23:49

It will go to Biller on the dashboard, Biller will request changes in that it will come back to the doctor, doctor will change it, we will resubmit, Biller will approve, Biller will send it to supervisor, Supervisor will approve, will download the PDF cms. This is where the flow ends. And then we will share the test scripts with them for UAT which will have the actual testing scenarios of the app and the dashboard. And it will also have the medical scripts that any of their non doctor team can use to test the mobile app and the transcriptions.

 **Vijay Agarwal**-24:32

This is our storyline for today. So we will spend about 10 or 15 minutes on the demo and the remaining 15 minutes we will spend with them on the setup of the mobile. And then next month we have to address a few things which is the audit, compliance, notification, logging, the error monitoring on mobile app, the user usage on the mobile app. So all the non functional things which are required to support the mobile app in case any errors happen and to support the server.

 **Vijay Agarwal**-25:04

So we will have to build all of that and we will have to give them documents which will show that based on their original requirement, how have we met HIPAA? So for HIPAA if we have done 10 things, so what is the test case document for those 10 things which will prove that we have completed it. Similarly, you know when they had mentioned about self hosted AI model, so how do we either we share a document or a test case that says okay, this is why we have completed this requirement of self hosted AI model.

Okay.

 **Vijay Agarwal-25:39**

And then for the functional test cases, I think the team already has all the functional test cases so and we will give them the user manual. So over the next one month our goal is that we hand over all of these documents properly to them. That shows that everything that we promised is actually delivered end to end and they can go through the documents that we have submitted. So these are the few things that we now would have to work on.

 **Vijay Agarwal-26:05**

Closure.

 **Vijay Agarwal-26:08**

Before we pick up the future phase two or any change request. I know there is one change request that the doctor has requested where he wants a guided dictation flow on the mobile app. For junior doctors. So we will create a mock up, show it to them.

 **Vijay Agarwal-26:23**

And now we are going to set up weekly meetings with them for an hour to collect feedback of their usage and also to get approvals of anything that we need on the fly. That part Pratik will take care for.

 **Vijay Agarwal-26:38**

Setting up the meetings.

 **Vijay Agarwal-26:39**

This is the plan for next one month.

 **Yasha Khandelwal-26:44**

Sounds good.

 **Vijay Agarwal-26:48**

Okay, so it seems we are going to need a little bit more help from you to put these AI documents and you know, the necessary IPA documents, compliance documents in place in a way where we can consume it ourselves and then walk the customer through it in simple language.

 **Vijay Agarwal-27:08**

Yeah. Cool.

 **Vijay Agarwal-27:09**

So then apart from that we are all sorted it seems. I mean only UAT testing will tell us how much sorted we are. But I'm. I'm in complete belief that we are sorted unless you guys know.

 **Vijay Agarwal-27:21**

So Lindsay, in case you know anything which is breaking, please pre inform us because in the, in my script to the, you know, to any customer during the demo, I have to make them completely aware what we are not giving right now.



Okay.

 **Vijay Agarwal**-27:35

So expectations are clearly set or anything that you find that is not working during your dev testing or our QA testing, please let us know. So we will make sure that it is 100 communicated to the customer.

 **Lince Varghese**-27:48

Yes, for now, the notification system that I've already told you that is not.

 **Vijay Agarwal**-27:54

Yeah, yeah. That I will inform any, any known bugs, you please let me know. So we can tell the customer at this stage that boss, these are the only scenarios that you should test and these are the things you should not test in case there is anything such. Anytime you face that in the next one month, you let me know.

 **Vijay Agarwal**-28:12

So one thing abhinav we have not sorted is how and where are we going to capture the bugs which will be reported by them.

 **Vijay Agarwal**-28:21

Okay.

 **Vijay Agarwal**-28:22

So I don't think we have put a support desk yet for them. So we have a query tracker where we were tracking all question and answer but now we will need a bug tracker. So links, what bug tracker are you using?

 **Lince Varghese**-28:35

Internally we have our own tech office, project management.

 **Vijay Agarwal**-28:43

Do we set up a fresh test account for them or do we make it simple for Emily where she logs it everything in an Excel in a specific format.

 **Vijay Agarwal**-28:52

Okay.

 **Vijay Agarwal**-28:53

And then during the week we should set up a proper freshtech support for her.

 **Abhinav Srivastava**-28:59

Yeah, I mean immediately we can just share a Google sheet with her because she's already familiar with the query tracker thing. So I think it will be familiar for her. And then maybe we can set up a fresh desk kind of a thing.

 **Vijay Agarwal**-29:11

Yeah.

So we will have to create a protocol for her and send tomorrow on how to report a bug. Okay. So the bug should contain a title, a screenshot, a video. You know, what happened, what was used, what was entered, what was expected.

 **Vijay Agarwal**-29:25  
Something like that.

 **Vijay Agarwal**-29:26  
Okay. Okay.

 **Vijay Agarwal**-29:28  
Remember they are. This is the first time they are ever building a bespoke application.

 **Vijay Agarwal**-29:32  
Okay.

 **Vijay Agarwal**-29:33  
So they don't know anything. We have to guide them through every step, otherwise they will confuse us too much. Yeah, we don't want the operation set.

 **Vijay Agarwal**-29:43  
Yeah, definitely. Sure, sure.

 **Abhinav Srivastava**-29:45  
We'll prepare a protocol and share.

 **Vijay Agarwal**-29:48  
Yeah, cool.

 **Abhinav Srivastava**-29:51  
Okay.

 **Vijay Agarwal**-29:51  
Okay.

 **Vijay Agarwal**-29:54  
What else do we need?

 **Vijay Agarwal**-29:55  
I think.

 **Vijay Agarwal**-29:55  
I think Yasha, is there a way for us to also have access to the tracker that you guys internally use? So I understand what type of bugs are there and what type of things we have fixed.

What we can do is just list out the set of people you want us to add into our project management. I'll get Justin to set up accounts for you so you can see it. It's much like Jira, but you know, we finally customize it for our need like.

 **Vijay Agarwal-30:24**  
Done, done. I'll send you the names.

 **Yasha Khandelwal-30:27**  
Okay.

 **Vijay Agarwal-30:29**  
All sorted then. Anything else from you, Yasha?

 **Yasha Khandelwal-30:33**  
No, no,.

 **Abhinav Srivastava-30:36**  
No.

 **Vijay Agarwal-30:37**  
Pratik and Lynn?

 **Prateek Kashyap-30:40**  
No, sir.

 **Abhinav Srivastava-30:40**  
No sir.

 **Prateek Kashyap-30:41**  
All good for now. We will be creating in like 10, 15 minutes.

 **Vijay Agarwal-30:46**  
Okay.

 **Prateek Kashyap-30:46**  
Just for some small work.

 **Vijay Agarwal-30:50**  
Any clarity do you need?

 **Vijay Agarwal-30:52**  
As of now, nothing, sir.

 **Vijay Agarwal-30:54**  
Okay, great. Cool then.

Hello.

 **Vijay Agarwal**-30:58

All the best to all of us for today's call. Make this happen.

 **Vijay Agarwal**-31:01

See you. Bye. Thank you.

 **Abhinav Srivastava**-31:03

Bye.

 **Vijay Agarwal**-31:03

Bye.

 **Abhinav Srivastava**-31:13

Yeah, Lindsay, just give us 10, 15 minutes. We have been on calls back to back for three hours now. So we need some 10 minutes to make.

 **Vijay Agarwal**-31:27

5:30.

 **Abhinav Srivastava**-31:28

5:30. Should we connect?

 **Lince Varghese**-31:29

Okay, we are. We need to connect again.

 **Abhinav Srivastava**-31:34

We share link. Just a quick connect. Five, ten minutes. There we'll close up.

 **Vijay Agarwal**-31:40

Okay. Yes. Okay, thank you. Bye.

 **Vijay Agarwal**-31:43

Bye.