

NexGate Messaging — Product Requirements & Feature Flows

NexGate / QBIT SPARK | Version 1.0 *What the messaging platform does — rules, flows, permissions, scenarios*

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1. Document Purpose

This document defines WHAT NexGate messaging does — the rules, user flows, permissions, and scenarios for every messaging feature.

It is the product reference document. It does not describe HOW features are built technically. For technical architecture see:

- Doc 3: Phase 2 Production Architecture
- Doc 5: Private Chat & Calls Deep Dive

Audience: Product, mobile developers, QA, design.

2. User Identity & Discovery

Identity on NexGate

Every NexGate user has:

@username	unique, chosen at registration shown publicly on VP Feed used for messaging: @kibuti
Display name	full name shown in conversations can differ from username
Phone number	used for registration + auth NOT shown publicly by default discoverable only with user permission
NexGate ID	internal UUID never shown to users

How Users Find Each Other

Discovery mechanism	Requires contact sync?
VP Feed follow	☐ No
VP Shop (buyer/seller)	☐ No
Username search (@kibuti)	☐ No
QR code scan	☐ No
Shareable profile link	☐ No
Group chat membership	☐ No
Phone number search	☐ No (type manually)
Contact sync (phonebook)	☐ Yes (optional)

NexGate has multiple discovery paths. Contact sync is one option — not the only one.

Discoverability Settings

Two independent settings:

"Sync my contacts"

Find NexGate users in my phonebook

Default: OFF (user must opt in)

"Let others find me via phone number"

If someone has my number → can find me

Default: ON (can turn off)

These are INDEPENDENT:

I can sync contacts without being findable

I can be findable without syncing contacts

3. Contact Sync

Rules

- ☐ Optional – never mandatory
- ☐ Can be enabled/disabled anytime
- ☐ Can delete synced data anytime from settings

- ☐ Only finds users who have discoverability ON
- ☐ Not required to use messaging
- ☐ Not required for commerce DMs
- ☐ Contacts data never shared with third parties
- ☐ Non-NexGate contacts never stored on server

Privacy-Preserving Implementation

How it works when user accepts:

Step 1: Phone numbers hashed ON DEVICE

sha256(+255712345678) → hash

Actual numbers never leave the device

Step 2: Hashes uploaded to NexGate server

Not real phone numbers

Server cannot reverse hashes

Step 3: Server matches hashes

Against registered users who have

"Let others find me via phone number" = ON

Returns: which hashes are NexGate users

Step 4: App shows matched users

"3 of your contacts are on NexGate"

[Connect] buttons shown

Non-NexGate contacts:

Their hashes deleted from server immediately

Never stored

Never tracked

First Launch Prompt

Shown once at first launch after onboarding:

📞Pata Marafiki Wako NexGate

	Ruhusu NexGate kutumia contacts zako	
	kupata marafiki wanaotumia NexGate tayari	
	✓ Contacts zako hazitashirikiwa na mtu	
	✓ Unaweza kufuta ruhusa wakati wowote	
	✓ Nambari za simu zinabadilishwa kuwa	
	msimbo kabla ya kupakiwa	
	[Ruhusu Contacts] [Sasa Hivi Sio]	

If declined:

- App works fully ☐
- Remind once after 7 days
- Never prompt again after second decline
- Always accessible in Settings

Sync Scenarios

Scenario 1 – User accepts sync:

- Hashes uploaded
- Matched users shown
- User can message/follow matched users
- Sync runs again when contacts change

Scenario 2 – User declines sync:

- App works fully
- Can still find people via username/QR/VP Feed
- No contacts uploaded

Scenario 3 – User accepts then disables:

- Settings → Privacy → Contact Sync → OFF
- All hash data deleted from server
- Matched contacts remain as connections
- (connections not removed – only future sync stops)

Scenario 4 – User wants to delete contact data:

- Settings → Privacy → Delete Contacts Data

All hashes deleted from server immediately
Confirmation shown: "Contacts data imefutwa"

Scenario 5 – Contact not on NexGate:

Their hash deleted from server
User sees option: "Invite Juma to NexGate"
Tap → share NexGate invite link via SMS/WhatsApp

4. Inbox Model

Two Separate Inboxes

Every NexGate user has TWO completely separate inboxes:

Personal Inbox:

1:1 DMs with other users (personal)
Group chats (personal)
Friend conversations
Private – only the account owner sees this
NEVER accessible to shop staff

Shop Inbox (one per shop owned):

All customer conversations for that shop
Commerce DMs with buyers
Shared with authorized shop staff
Completely separate from personal inbox
Customer sees shop identity – not personal name

Inbox Tabs

User with 2 shops sees:

📁 Inbox
[Personal ●3] [TechStore ●12] [ClothingHub]

	Personal tab:
	Regular DMs + group chats
	Private – owner only
	TechStore tab:
	Customer commerce conversations
	Shared with assigned staff
	ClothingHub tab:
	Separate shop conversations
	Different staff assigned

Staff member (Amina assigned to TechStore):

	[Personal] [TechStore ●12]	
	ClothingHub: NOT visible (no access)	
	Owner personal: NEVER visible	

Conversation Types

Type	Owner	Participants
DM	USER	2 users
GROUP	USER	3-500 users
COMMERCE	SHOP	1 shop + 1 buyer
BROADCAST	USER or SHOP	1 sender + N followers

5. Messaging Permissions

Who Can Message Who

Relationship	Can message?	How
Saved contacts (phone)	☑ Always	Direct
Mutual followers (VP Feed)	☑ Always	Direct
Commerce relationship	☑ Always	Direct (shop inbox)
Group chat members	☑ Always	Via group only
Strangers (no relationship)	⚠☑ Request	Message request first
Blocked users	☑ Never	Blocked

Message Request System

Stranger (no relationship) wants to message you:

They can send ONE message request:

```
| 📩Maombi ya Ujumbe |
|                       |
| Juma Mwangi anataka kukutumia ujumbe |
| @juma_mwangi · 245 wafuasi |
|                       |
| "Habari, nilikuona kwenye VP Shop..." |
|                       |
| [Kubali] [Kataa] [Zuia] |
```

If Kubali (Accept):

- Full conversation opens
- Juma can now message freely
- Can call after conversation established

If Kataa (Decline):

- Juma cannot send another request
- One attempt only per account
- Juma sees: "Ujumbe haukukubaliwa"

If Zuia (Block):

- Juma blocked immediately
- Cannot contact again in any way
- Juma sees: nothing (as if you don't exist)

If Ignored (no response):

Request stays in request folder

Juma cannot send more messages

No call attempt allowed

Request expires after 30 days

Message Request Limits

Per account per day:

Max 10 message requests sent

Prevents spam

Per account to same person:

1 request only (ever)

If declined → cannot request again

Request folder:

Separate from main inbox

User checks it voluntarily

No notification for low-priority requesters

(unless they have mutual connections)

6. Call Permissions

Permission Tiers

Tier	Voice call	Video call
Saved contacts	☑	☑
Mutual followers	☑	☑
Commerce relationship	☑ (shop)	☑ (shop)
Active conversation partner (message request accepted)	☑	☑
Group chat member	☑ (group)	☑ (group)
Strangers	☐	☐

Commerce Call Rules

Buyer can call:

The SHOP JID – not the owner personally
techstore@shops.nexgate.com
Any available staff answers as TechStore

Seller (shop) can call:

Buyers they have active commerce DM with
Call goes from shop JID to buyer
Buyer sees "TechStore" calling – not a personal name

Protecting personal contact:

Owner's personal phone/JID never revealed
Commerce calls always through shop identity
Staff cannot reveal personal number to customers

Anti-Harassment Call Rules

Call rate limiting:

Max 3 unanswered calls to same person in 24 hours
4th attempt → blocked for 24 hours automatically
Resets daily

Silence unknown callers:

Setting: "Pumzisha simu kutoka kwa wasio contacts"
Calls from non-contacts ring silently
Notification appears after – not during

First call warning:

First EVER call from this person:

Simu ya kwanza kutoka
Juma Mwangi (@juma_mwangi)
[Jibu] [Kataa] [Zuia]

Quick block during call:

Report button visible during call

One tap → ends call + reports + blocks

Privacy Settings for Calls

Who can call me:

- Mutual followers + contacts (default)
- My contacts only
- Nobody

User can change anytime in Settings → Privacy → Calls

Call Permission Check Flow

Kibuti tries to call Juma:

|

Spring Boot permission check:

Is Juma blocked by Kibuti? ☐ → reject immediately

Is Kibuti blocked by Juma? ☐ → reject immediately

Are they saved contacts? ☐ → allow

Are they mutual followers? ☐ → allow

Active commerce relationship? ☐ → allow

Active accepted conversation? ☐ → allow

Does Juma's privacy setting allow? ☐ → allow

None of above → ☐ reject

|

If rejected:

App shows: "Huwezi kupiga simu mtu huyu"

No Jingle stanza sent

No TURN credentials issued

If allowed:

TURN credentials generated

Jingle session-initiate sent via Ejabberd

Juma's device rings

7. 1:1 Messaging Flows

Send Text Message

Happy path:

User types message

Taps send

Message shows: pending □

Server receives → single tick ✓

Recipient receives → double tick ✓✓

Recipient reads → blue tick ✓✓

Offline path:

User taps send

Single tick ✓ (server received)

Recipient offline → queued

FCM push fires to recipient device

Recipient comes online → message delivered

Double tick ✓✓ appears

Send Voice Note

User holds mic button:

"Kibuti anarekodia..." shown to recipient (if online)

Recording in progress

Timer shown: 0:01, 0:02...

User releases:

Voice note sent

Waveform shown in thread

Duration shown: 0:15

User swipes up while holding:

Lock mode – records without holding

Release sends

User swipes left while holding:
Cancel recording – nothing sent

Limits:
Basic users: max 2 minutes
Pro users: max 15 minutes
File size: max 16MB

Send Media

Images:
Max 10 images per message
Formats: JPG, PNG, WebP, HEIC
Max 16MB per image
Auto-compressed for EA networks

Videos:
Max 1 video per message
Max 2 minutes (short video)
Max 64MB
Auto-transcoded to HLS by File Thunder

Files/Documents:
Max 100MB per file
Formats: PDF, DOCX, XLSX, ZIP, etc
ClamAV scanned before delivery
Available for 30 days then archived

8. Group Chat Flows

Create Group

User creates group:
Tap new group
Add members (min 2, max 500)
Set group name (required)

Set group photo (optional)

Tap create

Group created:

Members notified: "Kibuti amekuongeza kwenye kikundi"

All members see welcome message

Creator is automatically OWNER

Group Roles & Permissions

Role	Add members	Remove	Send msg	Delete msg	Change info
OWNER	☐	☐	☐	Any msg ☐ ☐	
ADMIN	☐	☐	☐	Any msg ☐ ☐	
MEMBER	☐	☐	☐	Own only ☐ ☐	

Group Size Limits

Free group: max 50 members

Pro group: max 500 members

At 500 members:

Consider using a Public Group instead

Public group + announcement mode = large audience

Group = two way community discussion

Leave / Remove

Member leaves:

"Juma ameacha kikundi" shown in thread

No longer receives messages

Admin removes member:

"Amina ameondolewa na Kibuti" shown

Member notified: "Umeondolewa"

Deleted group (owner only):

All members removed

All messages deleted (for everyone)

Cannot be undone

9. Commerce DM Flows

Flow 1 — Buyer Initiates from Product Page

Step 1: Buyer on product page

Sees: [Chat na Muuzaji] button

Tap button

Step 2: Conversation opens

New DM opens OR existing conversation if already had one

Conversation type: COMMERCE

Conversation owner: SHOP (not personal)

Product card auto-appears:

	📱 Samsung A15	
	TZS 450,000	
	Inapatikana: Vipande 12	
	TechStore	
	[Jibu] [Angalia Bidhaa]	

NOTE: Price in card is frozen at this moment

Public price changes later → does NOT affect this card

Step 3: Negotiation

Buyer and seller exchange text messages

Normal conversation – no restrictions on text

Step 4: Agreement reached

Seller taps attach (+) → From My Shop

Selects product

Sets custom price for THIS buyer ONLY

Public product price: unchanged ☐

Sends price offer card

Step 5: Buyer receives offer

Bezi Maaalum Kwako	
Samsung A15	
~~TZS 450,000~~	
TZS 400,000 (-TZS 50,000)	
Inaisha: dakika 28	
Idadi: [- 1 +]	
[Kataa] [Endelea Kulipa →]	

Step 6: Buyer taps "Endelea Kulipa"

Redirected to checkout flow (OUTSIDE inbox)

Checkout at custom offer price

Quantity confirmed in checkout

Step 7: Order placed

Confirmation message appears in same thread:

Agizo Limethibitishwa	
Ord #ORD-XYZ-789	
Samsung A15 × 1	
TZS 400,000 imelipwa	
[Fuatilia Agizo]	

Flow 2 — Seller Attaches from Inside Any Chat

Step 1: Seller inside any DM conversation

Taps attach (+) button

Menu appears:

- Picha
- Sauti
- Faili
- Kutoka Dukani ← this one
- Tukio
- Ununuzi wa Pamoja

Step 2: Seller taps "Kutoka Dukani"

- Their shop product list opens
- Seller browses and selects product
- Sets custom price (optional)
- Sets quantity limit (optional)
- Adds note (optional): "Bei hii ni leo tu"
- Taps Send

Step 3: Buyer receives offer card

- Same offer card UI as Flow 1
- Same checkout redirect
- Same order confirmation in thread

Commerce DM Rules

- Buyer can initiate from any product page
- Seller can attach from inside any conversation
- Custom price is private to this buyer only
- Public product price never changes
- Checkout always happens outside inbox
- Order confirmation appears in thread
- Multiple offers allowed in one conversation
- Buyer cannot request specific price (only negotiate via text)
- Offer cannot be edited after sending (send new one instead)
- Offer cannot be forwarded to other conversations
- Order confirmation cannot be deleted or edited

10. Offer Session Flows

Offer Lifecycle

PENDING → offer sent, waiting for buyer response

- |
- | → DECLINED buyer tapped "Kataa"
- | seller notified
- | seller can send new offer

```

|
|→ EXPIRED    timer ran out
|
|            both parties notified in thread
|            seller can send new offer
|
▼
ACCEPTED → buyer tapped "Endelea Kulipa"
|        buyer enters checkout
|
▼
CHECKOUT → buyer in payment flow
|
|→ ABANDONED  buyer left checkout without paying
|            offer returns to PENDING? NO
|            offer marked ABANDONED
|            seller must send new offer
|
▼
COMPLETED → order placed successfully
|          cannot be reversed here (order system handles)
|
▼
CANCELLED → order cancelled (handled by order system)
|          offer marked CANCELLED

```

Multiple Offers — Same Conversation

Seller can send multiple offers:

Each is independent session

Previous offers remain in thread with their status

Thread shows history:

```

┌
|  ☐☐Bei Maalum: TZS 430,000  |
|  ☐ Ilikataliwa              |
└

```

```

┌
|  ☐☐Bei Maalum: TZS 410,000  |
|  ☐ Imeisha muda             |
└

```

Bei Maalum: TZS 400,000
Imekubaliwa

Offer Expiry Scenarios

Scenario 1 – Expires while buyer is reading:

Offer card shows live countdown timer

Timer hits 0:00

Card updates: "Imeisha muda"

Proceed button disabled automatically

Buyer sees: [Omba Bei Mpya] button

Scenario 2 – Expires while buyer in checkout:

Buyer was on checkout page when offer expired

Checkout validates offer at payment time

If expired: payment rejected

Buyer returned to conversation

"Bei yako imeisha muda. Omba bei mpya"

Scenario 3 – Seller sends same price again:

Allowed – new offer session created

New 30-minute timer

Both offers visible in thread (old + new)

Scenario 4 – Buyer tries to use expired offer link:

Deep link from notification opens expired offer

Shows: "Bei hii imeisha muda"

[Rudi kwa Mazungumzo] button

Price Security Rules

- Offer price stored server-side only
- Checkout validates price from server (not client)
- Client cannot manipulate price
- Offer is single-use (cannot complete twice)
- Offer belongs to specific buyer (others cannot use)

- ☐ Seller cannot change price after offer sent
(must send new offer)
- ☐ Buyer cannot change price
- ☐ Public product price never affected

11. Shareable Content

What Can Be Shared Into Any DM or Group

Content	Who can share	Restrictions
Text message	Anyone	None
Voice note	Anyone	Max 2 min (basic)
Image/Video	Anyone	Size limits
Product card	Anyone	Shows public price
Custom price offer	Seller only	Private – NOT forwardable
Event card	Anyone	None
Bei ya pamoja card	Anyone	None
VP Feed post	Anyone	None
VP Live stream	Anyone	None
Audio Space	Anyone	None
File/Document	Anyone	Max 100MB

Forwarding Rules

Forward chain tracking:

- chain 1: "↩ Imetumwa kutoka Juma Mwangi"
- chain 2-4: "↩ Imetumwa"
- chain 5+: "↩ Imetumwa mara nyingi"
(misinformation warning – different icon)

Multi-forward limit:

- Max 5 conversations per forward action
- Prevents spam broadcasting

Cannot forward:

Custom price offers (private deal)
Order confirmations (private record)
Payment confirmations (private record)
System messages

12. Message Interactions

Editing Messages

Rules:

- ☐ Only original sender can edit
- ☐ Text messages only (not media captions yet)
- ☐ Within 15 minutes of sending
- ☐ Shows "Imehaririwa" label after edit
- ☐ Original send time stays the same
- ☐ Works in group chats (sender edits their own)
- ☐ Commerce cards cannot be edited (immutable)
- ☐ System messages cannot be edited
- ☐ Voice notes cannot be edited
- ☐ After 15 minutes: edit option disappears

UI:

Long press message → [Hariri] option (within 15 min)
After edit: message updates in place
"Imehaririwa" label appears below message
Position in thread unchanged (no jump to bottom)

Deleting Messages

Delete for Me:

- ☐ Any message, any time, no limit
- ☐ Only removed from your view
- ☐ Recipient still sees it
- ☐ Works on any message type

Delete for Everyone:

- ☐ Only original sender
- ☐ Within 15 minutes of sending
- ☐ Removed from all screens
- ☐ Shows: "Ujumbe huu umefutwa"
- ☐ Works in group chats
- ☐ Commerce cards: NOT allowed
- ☐ System messages: NOT allowed
- ☐ After 15 minutes: option disappears

Nothing is ever permanently deleted:

- Soft delete only
- For legal compliance + dispute resolution
- Admin can view deleted messages for support cases
- Users cannot recover deleted messages

Reactions

Rules:

- ☐ Any message can be reacted to
- ☐ One reaction per user per message
- ☐ Change reaction: send new emoji (replaces old)
- ☐ Remove reaction: tap same emoji again
- ☐ Works on commerce cards (reactions don't modify content)
- ☐ System messages: no reactions

Available emojis at launch:

♥👍 🙌 🙏 🙇 🙄 🙈

Expand to full emoji keyboard: Phase 3

Group reaction display:

- 1 type: "👍3"
- 2 types: "👍3 ♥👍 2"
- 3+ types: "👍3 ♥👍 2 +2 zaidi"

Tap reaction to see who reacted:

- Bottom sheet opens
- List of names per emoji

Replying to Messages

Rules:

- Anyone in conversation can reply to any message
- Reply shows quoted original above new message
- Tap quote → scrolls to original
- Works in group chats
- Works on any message type
- Cannot reply to deleted messages
(shows: "Ujumbe umefutwa")

UI:

Swipe right on message → reply mode
OR long press → [Jibu] option
Quote appears in input field
Send normally

Forwarding

Rules:

- Anyone can forward allowed content
- Max 5 conversations per forward action
- Forward chain tracked and shown
- Original sender name shown (chain 1 only)
- Media: references original file (no re-upload)
- Custom price offers: not forwardable
- Order/payment records: not forwardable
- System messages: not forwardable

UI:

Long press message → [Tuma] option
Conversation picker opens
Select up to 5 conversations
Tap send

13. Voice & Video Call Flows

Initiating a Call

Kibuti taps call button on Juma's profile or conversation:

1

Permission check:

Relationship exists? ☐

Juma's privacy allows? ☐

Kibuti not blocked? ☐

1

TURN credentials generated (server)

1

Juma's phone rings:

```
|  
|  
|      Simu Inayoingia |  
|  
|  
| [Kibuti Mwangi]  
| @kibuti  
|  
|  
| [ Kataa]    [ Jibu]   |  
|  
|
```

Works even if:

App is closed (FCM HIGH wakes it)

Screen is locked (full screen notification)

App is in background

During a Call — Controls

Voice call controls:

☐ Mute/unmute microphone

□□Speaker on/off

☐ Enable camera (upgrade to video)

□ End call

Video call controls:

☐ Mute/unmute microphone

- Camera on/off
- Switch camera (front/rear)
- Share screen
- Speaker on/off
- End call

Switching Audio ? Video

Voice → Video:

- Kibuti taps camera button during voice call
- Juma sees: "Kibuti anataka kuongeza video"
- Auto-accepted (based on Juma's settings)
- OR Juma taps Accept
- Video starts – same call session continues
- Audio uninterrupted during upgrade

Video → Audio (manual):

- Kibuti taps camera OFF
- Video stops immediately for both
- Audio continues
- No renegotiation needed

Video → Audio (automatic):

- Network degrades below video threshold
- Video disabled automatically
- Banner shown: "Video imezimwa – mtandao dhaifu"
- Audio continues
- Video resumes when network improves

Screen Sharing

Start screen share:

- Tap screen share icon during video call
- System permission dialog appears (Android/iOS)
- "Ruhusu NexGate kunasa skrini yako?"
- User accepts
- Screen share starts
- Other party sees your screen

During screen share:

Your camera: small PiP (picture in picture)

Their view: your screen (large) + your face (small)

Your view: normal call view + "Unaonyesha skrini" banner

Stop screen share:

Tap stop button

Returns to normal video call

Call Quality Indicators

Signal bars shown during call:



Excellent (WiFi / 4G strong)



Good (4G)



Fair (3G) – may show quality banner



Poor (2G) – video disabled, audio only



Very poor – "Mtandao dhaifu sana" banner

Quality banner examples:

"Ubora wa sauti umepungua kwa sababu ya mtandao"

"Video imezimwa – data ndogo"

"Unaunganika tena..."

Call End Scenarios

Normal end:

One party taps end

Other party sees call ended

Duration shown in conversation: "Simu ya dakika 4:32"

Declined:

Juma taps Kataa

Kibuti sees: "Simu ilikataliwa"

Missed call notification NOT sent (was declined)

No answer (timeout 45 seconds):

Kibuti sees: "Hakujibu"

Juma sees: "Simu iliyokosekana kutoka Kibuti" notification

Network failure:

- Both lose connection

- App attempts reconnect (10 seconds)

- If reconnect fails:

 - Call marked as FAILED

 - "Simu ilikatizwa" shown to both

 - Kibuti can redial

14. Group Call Flows

Starting a Group Call

From a group chat:

- Tap call icon in group header

- Choose: Voice only OR Video

- All group members receive incoming call notification

- Members who join → enter call

- Members who don't → miss it (missed call shown)

From a 1:1 conversation:

- Not supported directly

- Must create group first

- OR use "Add person" button during active 1:1 call

Add person to active 1:1 call:

- During call → tap "Ongeza Mtu"

- Pick from allowed contacts

- They receive group call invitation

- They join → 1:1 becomes group call

Group Call Limits

Voice only group call:

- Max 8 participants (comfortable for 3G)

- Up to 12 possible but discouraged on EA networks

Video group call:

- Max 4 video feeds shown simultaneously
- 5th person onwards: audio only tile shown
- Active speaker highlighted (larger tile)
- Tap any tile to pin/feature them

Layout options:

- Grid view: all tiles equal size
- Speaker view: active speaker large, others small
- Auto: switches based on who is talking

Group Call Permission Rules

Within a group chat:

- Any member can start group call ☐
- Any member can join ☐
- No extra permission check needed
(group membership = call permission)

Adding someone outside the group:

- Same call permission check as 1:1
- Must have relationship (contact/follower/commerce)
- If no relationship → cannot add

15. Offline & Notification Flows

Message Notification Levels

Level	When	FCM	SMS after
CRITICAL	Order placed/paid/failed	☐	0 min
	Delivery update		
	Payment confirmation		
IMPORTANT	Commerce DM from buyer	☐	10 min

Custom price offer received
Bei ya pamoja threshold reached
Call missed (commerce context)

NORMAL	Regular DM	☐	Never
	Group message		
	Reaction		
	Follow notification		

Offline Message Delivery

User offline – message sent to them:

- |
- ├─ FCM HIGH priority push fired immediately
| (all message levels)
- |
- ├─ CRITICAL: Textfy SMS sent simultaneously
- |
- ├─ IMPORTANT: Textfy SMS after 10 min
| (if FCM not acknowledged)
- |
- └─ Message queued in RabbitMQ

User comes back online:

- |
- ├─ WS connects → presence registered
- ├─ Queued messages drained (priority order)
| CRITICAL first → IMPORTANT → NORMAL
- |
- └─ Catch-up banner shown:
"Umekosa: maagizo 2, ujumbe 8"
[Angalia Maagizo] [Ona Ujumbe]

Textfy SMS Templates

Order placed (to seller):

"NexGate: Agizo jipya kutoka [Buyer]!
TZS [amount]. Kagua: nexgate.app/orders/[id]"

Payment received:

```
"NexGate: Malipo ya TZS [amount]
yamepokelewa kutoka [Buyer].
nexgate.app/wallet"
```

Commerce DM (to seller):

```
"NexGate: [Buyer] anakuuliza kuhusu
[Product]. Jibu: nexgate.app/chat/[id]"
```

Bei ya pamoja:

```
"NexGate: Watu [n]/[target] wamejiunga!
nexgate.app/group-buy/[id]"
```

All SMS:

```
Swahili first ☐
Deep link included ☐
Shop name shown (not staff name) ☐
```

16. Privacy & Safety

Privacy Settings Matrix

Setting	Options	Default
Who can message me	Everyone / Followers + Contacts / Contacts / Nobody	Followers + Contacts
Who can call me	Followers+Contacts / Contacts / Nobody	Contacts only
Last seen	Everyone / Contacts Nobody	Contacts
Profile picture	Everyone / Contacts Nobody	Everyone

Be found by phone number	On / Off	On
Contact sync	On / Off	Off
Read receipts (blue ticks)	On / Off	On
(off = others see delivered but not read)		

Block System

User A blocks User B:

User B cannot:

- ☐ See User A's profile
- ☐ Send messages to User A
- ☐ Call User A
- ☐ See User A in search
- ☐ See User A's VP Feed posts
- ☐ See User A's online status

User B sees:

Profile: "Mtumiaji huyu hayupo"

Messages: appear sent but never delivered

User A can:

- ☐ Unblock anytime from Settings
- ☐ See User B's profile still (A blocked B – not reverse)

Group chats:

If in same group: messages visible but
cannot DM or call each other directly
Admin can remove either from group

Report System

Report options:

- Spam
- Harassment / Vitisho
- Inappropriate content

Fake account
Scam / Udanganyifu
Other

Report flow:

Long press message → [Ripoti]
OR profile → [...] → [Ripoti]
Choose reason
Optional: add description
Submit

After report:

User not notified they were reported
Report goes to NexGate moderation queue
Automatic temporary restrictions may apply
for high-volume reporters

Block on report:

"Ripoti na Zuia" option available
Blocks immediately + sends report

Safety for Women — Specific Features

This is important for EA platform trust:

Silence unknown callers:

ON by default for new accounts
Calls from non-contacts ring silently
User sees missed call – no disruption

Call rate limiting:

3 unanswered calls per day to same person
Automatic block after 4th attempt

Quick block during call:

One tap visible during any call
Ends + reports + blocks in single action

Message request system:

Strangers cannot freely DM
Must send request first
User controls who enters their inbox

Default privacy settings:

New accounts: strict defaults
Users open up if they choose
Better to protect by default

17. Shop Inbox & Staff Access

The Golden Rule — No Staff Name Ever

This is the most important rule in this section:

Customer NEVER sees staff name

In ANY communication channel:

- ❑ Not in DM replies
- ❑ Not in commerce messages
- ❑ Not in offer cards
- ❑ Not in order updates
- ❑ Not in system messages
- ❑ Not in call screen ("TechStore calling" not "Amina calling")
- ❑ Not in read receipts
- ❑ Not in typing indicators ("TechStore anaandika..." not "Amina...")
- ❑ Not in voice/video calls
- ❑ Not in notifications

Customer always sees:

- ❑ Shop name only: "TechStore"
- ❑ Shop avatar only
- ❑ Shop JID only

Why this rule exists:

Customer relationship is with THE SHOP
Not with individual staff members

Staff privacy protected
Staff turnover invisible to customer
Brand consistency always maintained
Cannot be broken by any staff action
System enforces this – not just a guideline

How Others Handle Staff Access

Facebook Pages:

Staff have OWN Facebook accounts
Owner assigns role via Page Settings
Staff switches to page context
Posts/replies as page – not personally
☐ No password sharing

WhatsApp Business API:

Connected to CRM (Zendesk, Freshdesk)
Each agent logs into CRM with own account
CRM sends via WhatsApp API as business
Customer sees business name only
☐ No password sharing

Shopify:

Owner invites staff via email
Staff creates own Shopify login
Access scoped to their role
Customer always sees store name
☐ No password sharing

NexGate follows same pattern:

Staff have own NexGate accounts
Owner invites staff to shop
Staff accesses shop context
Customer sees shop name only
☐ No password sharing ever

Shop Tiers

Basic shop (free):

- Owner manages inbox alone
- No staff assignment
- Standard inbox features
- Shop name shown to customers ☐

Pro shop (paid):

- Staff roles unlocked
- Multiple staff share shop inbox
- Advanced analytics
- Full audit logs
- Priority support
- Staff management dashboard
- Shop name shown to customers ☐ (same rule)

Staff Roles & Permissions

Role	Inbox	Send msg	Products	Analytics	Settings	Staff mgmt
OWNER	☐	☐	☐	☐	☐	☐
MANAGER	☐	☐	☐	☐	☐	☐
SUPPORT_AGENT	☐	☐	☐	☐	☐	☐
READ_ONLY	☐ ☐ ☐ only	☐	☐	☐	☐	☐

Notes:

- OWNER:
 - full control – only they can invite/remove staff
 - only they can change shop tier
 - only they can delete shop
- MANAGER:
 - day-to-day shop management
 - can send price offers
 - can view product catalog
 - cannot change settings or manage staff
- SUPPORT_AGENT:
 - inbox only
 - can reply to customers as shop
 - can send price offers
 - cannot see/edit products
- READ_ONLY:
 - view conversations only
 - cannot reply

Staff Invitation Flow

Step 1 – Owner sends invitation:

Shop Settings → Staff → Aliko Mfanyakazi

☐	Aliko Mfanyakazi
Barua pepe au nambari ya simu:	
amina@gmail.com	
Jukumu:	
☐	Msimamizi (Manager)
☒	Wakala wa Msaada (Support Agent)
☐	Soma Tu (Read Only)
Tuma Mwaliko	

System:

Generate secure invitation token

Token expires: 48 hours

Send to Amina via SMS + email:

"Kibuti amekualika kuwa mfanyakazi
wa TechStore kwenye NexGate.

Bonyeza hapa: nexgate.app/invite/TOKEN

Mwaliko unaisha baada ya masaa 48."

Step 2 – Staff receives invitation:

Case A – Amina already has NexGate account:

Taps invitation link

Logs in with OWN credentials

Sees invitation screen:

□□Mwaliko wa TechStore	
Kibuti Mwangi anakualika kujiunga na	
TechStore kama:	
Wakala wa Msaada	
Utaweza:	
✓ Kujibu ujumbe wa wateja	
✓ Kutuma ofa za bei	
✓ Kuona mazungumzo yote ya duka	
Hutaweza:	
x Kuona mazungumzo ya kibinafsi ya owner	
x Kubadilisha mipangilio ya duka	
[Kubali]	[Kataa]

Taps Kubali → linked to TechStore immediately

Case B – Amina has no NexGate account:

Taps invitation link

Registration page opens

Registers with own phone number + PIN

Invitation auto-accepted after registration

Linked to TechStore as Support Agent

Case C – Token expired (>48 hours):

"Mwaliko huu umeisha muda"

Owner must send new invitation

Step 3 – Staff accesses shop:

Amina logs into NexGate normally:

Her own phone number

Her own PIN

Her own account entirely

Her inbox shows tabs:

[Personal ●3] [TechStore ●12]

Personal tab:

Her own DMs and groups
Completely private
TechStore cannot see this

TechStore tab:

All TechStore customer conversations
Shared with all TechStore staff
She replies as "TechStore" ☐

Step 4 – Staff replies to customer:

Amina opens TechStore conversation
Context indicator clearly shown:

```
| ☐☐Unajibu kama: TechStore |
| (Wakala wa Msaada) |
|-----|
| Customer: "Je, Samsung A15 ipo?" |
| |
| [Andika ujumbe kama TechStore...] |
| |
| [☐☐] [☐☐] [☐☐] [➤ Tuma] |
|-----|
```

Customer receives:

TechStore: "Ndio, Samsung A15 ipo!"
No "Amina" anywhere ☐
No mention of staff ☐
Just TechStore brand ☐

What Customer Sees vs What Owner Sees

Customer view of conversation:

10:30 [Customer]: "Je, A15 ipo?"
10:32 [TechStore]: "Ndio, ipo! Bei TZS 450,000"
10:35 [Customer]: "Naweza kupata punguzo?"
10:36 [TechStore]: "Nitaona ninachoweza kufanya"
10:40 [TechStore]: ☐☐Bei Maalum: TZS 400,000
[Offer card]

Customer never knows:

Who replied at 10:32
Who replied at 10:36
Whether same person replied
How many staff exist
Whether it's the owner or staff

Owner/Manager audit view:

10:30 Customer: "Je, A15 ipo?"
10:32 Amina (Support Agent): "Ndio, ipo! Bei TZS 450,000"
10:35 Customer: "Naweza kupata punguzo?"
10:36 Amina (Support Agent): "Nitaona ninachoweza kufanya"
10:40 John (Manager): Bei Maalum TZS 400,000 imetumwa

Staff Identity Rules — Complete List

Staff name NEVER appears in:

- ☐ DM message content ("TechStore" always)
- ☐ Offer cards (shop name only)
- ☐ Order confirmation messages
- ☐ Typing indicator ("TechStore anaandika...")
- ☐ Read receipts (customer sees shop read it)
- ☐ Call screen ("TechStore" calling / answering)
- ☐ Missed call notification ("Simu kutoka TechStore")
- ☐ Voice note sender name
- ☐ Reaction attribution (customer sees shop reacted)
- ☐ System messages

Staff identity ONLY appears in:

- ☐ Internal audit log (owner + manager view)

- Staff management dashboard
 - Internal analytics (who handled most conversations)
 - Staff's own inbox context indicator
- "Unajibu kama: TechStore (Wakala wa Msaada)"

This rule is enforced by the system:

Staff JID: techstore@shops.nexgate.com/amina
Customer sees: techstore@shops.nexgate.com
Resource (/amina) stripped before sending to customer
Cannot be overridden by any staff action

Typing Indicator — Shop Name Not Staff

Amina is typing reply:

Customer sees: "TechStore anaandika..."
NOT: "Amina anaandika..."
NOT: "Mfanyakazi anaandika..."

Two staff typing simultaneously:

Customer sees: "TechStore anaandika..."
(same – no way to know it's two people)
This is correct behavior

Ejabberd handles this via shop JID:

Composing stanza from: techstore@shops.nexgate.com
Resource stripped before routing to customer

Voice/Video Call — Staff Anonymity

Customer calls TechStore:

Whoever answers (any available staff)
Call screen shows to customer:
"TechStore" (shop name)
Shop avatar
NOT staff name

Staff receives call:

Their screen shows:

- Customer name (from conversation)
- "Simu kwa TechStore" indicator
- They answer as TechStore

Staff initiates call to customer:

Customer's incoming call screen shows:

- "TechStore" calling
- NOT "Amina" calling
- NOT a personal number

Call log in customer's conversation:

- "Simu na TechStore – dakika 4:32"
- NOT "Simu na Amina"

Owner Managing Staff

Staff management dashboard (owner only):

Wafanyakazi wa TechStore	
Amina Hassan	
Support Agent · Imeunganishwa: Jan 15, 2026	
Imetumika mara ya mwisho: Leo 14:30	
Mazungumzo 47 wiki hii	
[Badilisha Jukumu] [Simamisha] [Ondoa]	
John Doe	
Manager · Imeunganishwa: Feb 1, 2026	
Imetumika mara ya mwisho: Jana 09:15	
Mazungumzo 23 wiki hii	
[Badilisha Jukumu] [Simamisha] [Ondoa]	
[+ Alikuwa Mfanyakazi Mpya]	

Owner actions:

- Invite new staff
- Change role (Manager ↔ Support Agent ↔ Read Only)
- Suspend temporarily (keeps access frozen, not removed)
- Remove permanently (instant access revocation)
- View activity stats per staff
- View full audit log

Remove staff – what happens:

Access revoked IMMEDIATELY
TechStore tab disappears from their inbox
All pending conversations stay in shop inbox
(conversations not lost – just staff can't see them)
No notification sent to customers
Historical messages remain attributed in audit log

Multi-Shop Staff

Amina works for two shops:

Shop A: TechStore (Support Agent)
Shop B: ClothingHub (Manager)
– Different owner (different business)

Her inbox shows:

[Personal] [TechStore] [ClothingHub]

Rules:

TechStore conversations: visible □
ClothingHub conversations: visible □
Each shop completely isolated from other □
TechStore cannot see ClothingHub data □
ClothingHub cannot see TechStore data □
Her personal inbox: only she sees □

Security Rules

- Each staff has own NexGate account
 - Owner never shares password
 - Invitation token secure + expires 48 hours
 - Role-based access strictly enforced
 - Customer always sees shop name (system enforced)
 - Audit log tracks every action
 - Owner can revoke access instantly
 - Staff cannot access unassigned shops
 - Staff cannot access owner personal inbox
 - Staff cannot change their own role
 - Staff cannot invite other staff (Manager+ only)
 - Removed staff cannot export conversation history
-
- No shared passwords ever
 - No staff name to customers ever
 - No personal contact revealed to customers
 - No cross-shop data access
 - No personal inbox access by staff

Database Schema

shop_staff_invitations

invitation_id	UUID	
shop_id	UUID	
invited_by	UUID	owner userId
invitee_email	TEXT	
invitee_phone	TEXT	
role	ENUM	MANAGER / SUPPORT_AGENT / READ_ONLY
token_hash	TEXT	hashed secure token
status	ENUM	PENDING / ACCEPTED / DECLINED / EXPIRED
expires_at	TIMESTAMPTZ	48 hours from creation
created_at	TIMESTAMPTZ	
responded_at	TIMESTAMPTZ	

shop_staff_members

id	UUID
----	------

shop_id	UUID	
user_id	UUID	staff NexGate userId
role	ENUM	OWNER / MANAGER / SUPPORT_AGENT / READ_ONLY
invited_by	UUID	
joined_at	TIMESTAMPTZ	
last_active_at	TIMESTAMPTZ	
status	ENUM	ACTIVE / SUSPENDED / REMOVED
suspended_at	TIMESTAMPTZ	
removed_at	TIMESTAMPTZ	
removed_by	UUID	

shop_staff_audit_log

log_id	UUID	
shop_id	UUID	
staff_user_id	UUID	
action	ENUM	MESSAGE_SENT / OFFER_SENT / OFFER_CREATED / CALL_ANSWERED / PRODUCT_VIEWED / MEMBER_ADDED / MEMBER_REMOVED / ROLE_CHANGED
conversation_id	UUID	
message_id	UUID	
timestamp	TIMESTAMPTZ	
metadata	JSONB	action-specific details

18. Notification Settings

Per-Conversation Settings

Each conversation has:

Notifications:

- All messages
- Mentions only (groups)
- Muted (until: 8 hours / 1 week / forever)

Media auto-download:

- WiFi only

- WiFi + Mobile data
- Never

Global Notification Settings

Message notifications: On / Off
Call notifications: On / Off
Reaction notifications: On / Off
Group notifications: On / Off
Commerce notifications: On / Off (cannot turn off CRITICAL)
Sound: Default / Custom / Silent
Vibration: On / Off
In-app preview: Show / Hide content

CRITICAL Notifications — Always On

These cannot be turned off by user:

- Order placed (seller receives)
- Payment confirmed (buyer receives)
- Payment failed (buyer receives)
- Order cancelled (both receive)

Reason:

- Financial events
- User could miss critical money information
- Platform liability without guaranteed delivery
- Textfy SMS fallback ensures they always arrive

19. Edge Cases & Scenarios

Messaging Edge Cases

User deletes their account:

- Their messages remain visible in conversations
- Name shows: "Mtumiaji aliyefuta akaunti"

Profile picture: default avatar

Cannot be messaged or called

User changes username:

All conversations update automatically

Old username links still work (redirect)

No broken references

Very long message (>4000 chars):

Truncated in thread: first 200 chars + "...Soma zaidi"

Tap to expand full message

Not split into multiple messages

Same message sent twice (duplicate):

Detected by temp_id

Only one stored in DB

User sees single message (not duplicate)

Message sent to blocked user:

Appears sent (single tick)

Never delivered (stays at single tick)

User not informed of block

Commerce Edge Cases

Product goes out of stock while offer pending:

Offer still valid (was frozen at send time)

Checkout validates stock at payment time

If out of stock at payment:

Payment rejected

"Bidhaa hii imeisha"

Buyer returned to conversation

Seller notified to resend offer or cancel

Product price changes while offer pending:

Offer price locked at creation ☐

Public price change does NOT affect offer

Buyer pays the offer price always

Seller deletes product while offer pending:

- Offer still valid (snapshot frozen)

- Checkout validates product existence

- If product deleted at payment:

 - Payment rejected

 - "Bidhaa hii haipatikani tena"

Two buyers get offers for last item:

- Both offers exist simultaneously

- First to complete checkout gets the item

- Second buyer's payment rejected:

 - "Bidhaa hii imeisha"

- Standard e-commerce race condition handling

Seller sends offer to wrong person:

- Cannot retract offer

- Offer expires naturally

- Seller can contact NexGate support if urgent

Buyer in checkout when offer expires:

- Payment attempt fails

- "Bei yako imeisha muda"

- Must request new offer from seller

Call Edge Cases

Call drops mid-conversation:

- WebRTC detects loss

- Auto-reconnect attempted (10 seconds)

- If reconnect success: call continues

- If reconnect fails: call ended

- Both see: "Simu ilikatizwa"

- Kibuti can redial immediately

Both call each other simultaneously:

- Race condition – both see "Simu inayoingia"

- System picks one (first to reach server)

- Other cancelled automatically

- One call established

Call during active call:

- Second call: goes to missed calls
- Busy signal not sent (no UX for this)
- After first call: notification of missed call

Phone runs out of battery during call:

- WebRTC detects disconnect
- Same as network drop
- Other party sees: "Simu ilikatizwa"

Someone calls during Do Not Disturb (DND):

- DND on device: depends on device DND rules
- NexGate mute: call goes to missed calls silently
- CRITICAL commerce calls: bypass mute (configurable)

Group Chat Edge Cases

Owner leaves group:

- Must transfer ownership first
- OR system auto-assigns to oldest admin
- OR if no admins: oldest member becomes owner

Last person leaves group:

- Group archived automatically
- Messages preserved for 30 days
- Then permanently deleted

Adding member who blocked you:

- Cannot add blocked users to groups
- System rejects silently
- No error shown (privacy)

Member blocked in group:

- They stay in group (cannot remove via block)
- Cannot DM each other
- Can both still see group messages
- Admin can remove either from group

20. Follow System — Users & Shops

Two Entity Types — Two Sigils

NexGate has two distinct entity types:

User: @kibuti (a person)

Shop: \$techstore (a business)

The sigil makes it immediately clear

what type of entity you are interacting with

@ = social relationship

\$ = commercial relationship

Follow Button — Users

On @kibuti profile page:

[+ Follow]

What following a user gives you:

Their VP Feed posts appear in your feed

Their VP Live streams appear in your feed

Their events appear in your feed

You can message them (mutual relationship)

They can message you back

Mutual follow:

Both @kibuti and @juma follow each other

= stronger relationship

= can call each other

= message requests not needed

One-way follow:

@kibuti follows @juma

@juma does NOT follow @kibuti

Kibuti sees Juma's content

Juma does not see Kibuti's content

Kibuti can message Juma (follower relationship)

Juma sees message request (not mutual)

Follow Button — Shops

On \$techstore profile page:

[+ Follow Shop]

NOT "Subscribe" because:

Subscribe implies payment (Netflix, Spotify)

EA users might think it costs money

Follow is free and familiar ☐

"Follow Shop" label sets clear expectation

NOT just "Follow" because:

"Follow Shop" makes clear it's a business

Sets expectation: commercial content

Not personal/social content

What following a shop gives you:

Shop products appear in your VP Feed

Shop promotions appear in feed

Shop VP Live streams appear in feed

Shop events appear in feed

FCM notification: "TechStore posted new products"

Commerce DM permission (can initiate chat)

Can be invited to shop customer groups

Can receive Bei ya pamoja from shop

Shop Following Rules

Shops do NOT follow anyone:

No "Following" count on shop profile

Shops are followed – they don't follow

Like a Facebook Page

Like a YouTube channel

Shop profile shows:

Followers: 3,420 ← people following the shop
No "Following" count

User profile shows:

Followers: 1,240

Following: 856

Both counts shown (social graph)

Unfollow Behavior

User unfollows @kibuti:

Kibuti NOT notified ☐ (standard)

Kibuti's content leaves your feed ☐

Can still message Kibuti ☐

(if previously connected)

Relationship weakened but not broken

User unfollows \$techstore:

Shop NOT notified ☐

Shop content leaves your feed ☐

Can still initiate commerce DM ☐

(unfollow ≠ block)

Cannot be added to shop groups ☐

(lost follower relationship)

Existing order conversations remain ☐

Follow Count Display

@kibuti profile:

@kibuti	
Kibuti Mwangi	
1,240	856
Followers	Following
[+ Follow]	[Message]

\$techstore profile:

\$techstore	
TechStore	
Electronics · Dar es Salaam	
3,420	
Followers	
[+ Follow Shop]	[Message]

21. Group Join Model

Two Group Types

PRIVATE GROUP:

- Closed – controlled membership
- Not discoverable in search
- Default when creating a group
- Like WhatsApp groups

PUBLIC GROUP:

- Open – anyone can join
- Discoverable in NexGate search
- Explicit choice by creator
- Like Telegram public groups

How People Join Groups — The Philosophy

NexGate principle:

- Nobody ends up in a group without choosing to be there

- No WhatsApp-style direct add (added before you know it)

Two mechanisms instead:

1. Consent DM invitation (proactive)
2. Invite link (self-service)

Both require the person to
actively choose to join

Mechanism 1 — Consent DM Invitation

Admin selects people from:

- Their contacts ☐
- Their followers ☐
- Their commerce relationships ☐
- NOT random strangers ☐

Each selected person receives a DM:

👤👤 Group Invitation	
Kibuti Mwangi invited you to join:	
👤👤 Business Friends	
47 members · Private Group	
"Discussion for Dar founders"	
[Accept & Join]	[Decline]

If Accept: member immediately ☐

If Decline: not added ☐
 admin NOT notified (privacy)

If Ignored: auto-declined after 48 hours ☐

Why this model:

- ☐ Familiar to EA users (like WhatsApp add)
- ☐ But with consent (unlike WhatsApp)
- ☐ Commerce groups work (seller invites customers)

- Event groups work (organizer invites attendees)
- Family/friends groups easy to start
- User always in control

Mechanism 2 — Invite Link

Admin generates invite link:

nexgate.app/join/abc-xyz-def

Person taps link → sees group preview:

PRIVATE GROUP link:

Private Group
Business Friends
47 members
Created by Kibuti Mwangi
This group requires admin approval
[Request to Join]

Admin sees request:

Name, username, mutual connections

[Approve] [Decline]

If approved → member □

If declined → person not notified (privacy)

PUBLIC GROUP link:

Public Group
Dar Tech Community
1,247 members
Created by @kibuti
"Discussion for Dar tech founders"
[Join Group]

Tap [Join Group] → member immediately ☐

No approval needed

Invite Link Settings

Admin controls (Group Settings → Invite Link):

Invite Link
nexgate.app/join/abc-xyz
[Copy] [Share] [Revoke]
Expiry:
☒ Never
☐ 24 hours
☐ 7 days
☐ 30 days
Max joins: [Unlimited ▼]
Options: 10 / 25 / 50 / 100 / Unlimited

Revoke link:

Old link immediately dead

"This invite link is no longer valid"

New link auto-generated

Invitation Limits (Anti-Spam)

Per group per day:

Admin can send max 50 consent DM invitations

Prevents mass-invite spam

Per user per day:

User can receive max 10 group invitations

11th → goes to group requests folder

User reviews when ready

Rate limiting:

If 80%+ of your invitations declined

System flags account

Temporary invite restriction applied

Group Admin System

OWNER (1 per group):

- Created the group OR ownership transferred
- Cannot be removed by anyone
- Full control over everything
- Can delete the group
- Can transfer ownership

ADMIN (multiple):

- Appointed by OWNER
- Can add/remove members
- Can remove any message
- Can pin messages
- Can change group info
- Cannot remove OWNER
- Cannot remove other ADMINS

MEMBER (everyone else):

- Can send messages
- Can react, reply, forward
- Can delete own messages only
- Cannot manage others

Group Admin Permissions Matrix

Action	Owner	Admin	Member
Send messages	☒	☒	☒
Delete own messages	☒	☒	☒
Delete any message	☒	☒	☐
Send consent DM invite	☒	☒	☐

Remove members	☐	☐	☐
Make someone admin	☐	☐	☐
Remove admin	☐	☐	☐
Change group name/photo	☐	☐	☐
Generate invite link	☐	☐	☐
Revoke invite link	☐	☐	☐
Pin messages	☐	☐	☐
Announcement mode	☐	☐	☐
Transfer ownership	☐	☐	☐
Delete group	☐	☐	☐
Leave group	☒ *	☐	☐

*must transfer ownership first

Group Settings Panel

Admin opens Group Settings:

Group Settings

Group Name

[Business Friends]

Description

[Discussion for Dar founders]

Group Type

☒ Private (invite + approval)
☐ Public (anyone can join)

Who can send messages?

☒ All members
☐ Admins only (announcement mode)

Who can send invitations?

☒ Admins only
☐ All members

Invite Link

nexgate.app/join/abc-xyz	
[Copy] [Share] [Revoke]	
Expiry: [Never ▼]	
Max joins: [Unlimited ▼]	

☐ ☐ ☐ Delete Group	

NexGate Natural Group Contexts

These groups form naturally without strangers:

VP Events:

- Organizer creates event group
- Ticket buyers receive consent DM automatically
- "Dar Tech Summit invited you to Attendees group"
- All attendees = commerce relationship ☐

VP Shop customer group:

- Seller creates customer community group
- Past buyers receive consent DM invitation
- "TechStore invited you to VIP Customers group"
- All = previous buyers ☐

VP Feed creator community:

- Creator makes PUBLIC group
- Shares link on VP Feed
- Followers join themselves
- All = followers (relationship exists) ☐

Friends/family:

- Admin sends consent DM to close contacts
- Small group bootstrapped easily
- All = contacts/followers ☐

22. Shop Chat Initiation

The Core Principle

Customer relationship = permission to initiate

No relationship = cannot initiate

This applies to shops messaging customers

Same rule as personal messaging

Consistent across all of NexGate

When Shop Can Initiate

ALWAYS ALLOWED (transactional):

Order placed → shop sends confirmation

Order shipped → shop sends update

Order issue → shop contacts buyer

Payment problem → shop contacts buyer

→ Goes directly to customer commerce inbox

→ Customer expects this ☐

→ Cannot be turned off

ALLOWED with relationship:

Customer bought from shop before ☐

Customer sent message to shop before ☐

Customer follows the shop (\$techstore) ☐

→ Shop can initiate from order/customer list

→ Goes to existing commerce thread

→ OR new message request if no thread yet

NEVER ALLOWED:

Cold message to random NexGate users ☐

Mass promotional outreach ☐

Message to users who never interacted ☐

→ System blocks this

→ "You can only message customers

who have interacted with your shop"

How Shop Staff Initiates

From existing order:

- Shop → Orders → Find Kibuti's order
- Tap [Message Customer]
- Opens existing commerce thread
- Send message as TechStore ☐

From customer list:

- Shop → Customers → Find Kibuti
- Tap [Send Message]
- Opens existing thread OR
- New message request to Kibuti
- Kibuti sees: "TechStore wants to send you a message"

From active conversation:

- Staff sees conversation in shop inbox
- Replies as TechStore
- Normal response flow ☐

From VP Feed (not messaging – different):

- Shop posts on VP Feed
- Followers see it in feed
- Interested followers DM the shop
- Shop replies ☐

Transactional Messages — Auto System

These fire automatically from Spring Boot

No manual staff action needed:

Order placed:

- System message in commerce thread:
- "Your order ORD-789 has been confirmed
- Samsung A15 × 1 – TZS 400,000
- [Track Order]"

Order shipped:

- "Your order has been shipped
- Expected: 2-3 days
- [Track Delivery]"

Order delivered:

→ "Your order has been delivered!

How was your experience?

[Leave Review]"

Payment failed:

→ "Payment issue with your order

Please update your payment method

[Fix Payment]"

All go directly to commerce inbox ☐

Customer always expects these ☐

Cannot be disabled by customer ☐

Customer Controls

Settings → Privacy → Shop Messages:

Who can send me shop messages?

- Shops I have bought from (default)
- Shops I follow + bought from
- Nobody (all go to requests)

Allow shops to send me promotions?

- Yes
- No (default)

Allow order updates from shops?

- Always (cannot turn off)
- (transactional – always needed)

23. Broadcast Channels — Why Not Needed

The Question

Should NexGate have broadcast channels?

Like Telegram channels or WhatsApp channels?

One-way: creator/shop → followers

What VP Feed Already Covers

VP Feed does everything a broadcast channel does:

Public announcements:

Shop posts new product → VP Feed ☐

Creator posts update → VP Feed ☐

All followers see it ☐

Urgent alerts:

FCM HIGH priority notification on post ☐

"TechStore posted: Flash sale today!"

Same urgency as channel message ☐

Exclusive content:

VP Feed close friends feature ☐

Post visible to selected followers only

Covers "exclusive subscriber" use case ☐

Shop promotions:

Shop posts on VP Feed ☐

Product tags + sale tags ☐

Followers see in feed ☐

The question becomes:

What does a broadcast channel add

that VP Feed with notifications doesn't?

Honestly – very little

Why NOT to Build Broadcast Channels

Duplication:

Two places creator manages content

Two places follower checks for updates

"Should I post this to feed or channel?"
Confusing for both creators and followers

WeChat lesson:

WeChat has both feed (Moments)
AND official accounts (channels)
Users find it confusing what goes where
Even WeChat admits this overlap
NexGate should be cleaner

Simpler is better:

One place for content → VP Feed
One place for conversation → Messaging
No hybrid in between
Clean product with clear purpose

Inbox stays clean:

Personal DMs
Group chats
Shop commerce DMs
That's it
No broadcast section cluttering inbox

What Covers Each Use Case Instead

Use case	Solution (no broadcast needed)
Public announcements	VP Feed post ☐
Urgent alerts	VP Feed + FCM notification ☐
Flash sales	VP Feed with sale tag ☐
Exclusive content	VP Feed close friends ☐
Private community	Group chat ☐
Personal deals	1:1 Commerce DM ☐
Group deals	Group + Bei ya pamoja ☐
Customer updates	Transactional DMs (auto) ☐
Order updates	Commerce thread (auto) ☐

Decision

Broadcast channels: NOT BUILT ☐

VP Feed is NexGate's content distribution layer

Messaging is NexGate's conversation layer

They serve different purposes

They stay separate

No overlap needed

24. Commerce Attach — 1:1 vs Group

The Clean Separation

Custom price offer:

1:1 DMs ONLY

Private negotiation between one seller and one buyer

Makes no sense in a group

(why negotiate privately in front of everyone?)

Bei ya pamoja (group purchase):

Group chats (primary home)

Also shareable in 1:1 DMs

Group power buying

Dynamic pricing

Perfect for group context

Attach Menu — 1:1 DM

Inside a 1:1 conversation:

Tap attach (+)

☐☐Image

☐☐Voice Note

☐☐File

☐☐From My Shop → custom price offer
(private deal – this buyer only)

☐☐Event Card → share any event

👥Bei ya pamoja → share a group buy
(recipient can join or share further)

Attach Menu — Group Chat

Inside a group conversation:

Tap attach (+)

🖼️Image

🗣️Voice Note

📁File

🛒From My Shop → product card only
(public price shown)
(NO custom price in group)

📅Event Card → share any event

👥Bei ya pamoja → start or share group buy
THIS is group commerce 🛒

Why Custom Price NOT in Groups

Custom price = private negotiation

"I'll give you a special deal"

Said to ONE person in private

Makes sense in 1:1 🛒

Custom price in group = awkward

"I'll give everyone TZS 400,000"

In front of 50 group members

Why is this price special?

How is it different from a sale?

It's NOT private anymore

Loses its meaning 🛒

Bei ya pamoja = group power

"If we get 10 people together we save"

Collective action in a group

Group chat is the PERFECT home for this 🛒

Dynamic pricing makes sense collectively 🛒

Bei ya Pamoja in Group — Flow

Someone shares Bei ya pamoja in group:

Group Purchase

Samsung A15

Public price: TZS 450,000

Group price: TZS 350,000 (10 people)

Progress: 8 / 10

2 more people needed

Expires: 23 hours 45 minutes

[Join Group Buy]

Group members:

- See card in group thread
- Anyone can tap [Join Group Buy]
- Progress updates in real time
- When 10 people join → all checkout
- Card updates: "Target reached! Proceeding..."

Summary Table

Feature	1:1 DM	Group Chat
Text message		
Voice note		
Media (image/video)		
File/document		
Product card	(public)	(public)
Custom price offer	seller only	not available
Bei ya pamoja	shareable	primary home
Event card		
Post card		

Summary Updates

NexGate's messaging platform has been refined with five additional decisions:

Follow System: Users are followed with [@Follow], shops are followed with [Follow Shop]. The \$ sigil already signals commercial relationship. Shops have followers but do not follow anyone — like a Facebook Page. "Subscribe" is avoided because it implies payment to EA users.

Group Join Model: Nobody enters a group without choosing to. Two mechanisms: consent DM invitation (admin proactively invites their network — each person accepts or declines) and invite link (self-service joining). Private groups require admin approval on link join. Public groups allow instant join. No WhatsApp-style forced adding.

Shop Chat Initiation: Shops can only initiate chat with customers who have an existing relationship (previous buyer, follower, or active conversation). Transactional messages (order updates) fire automatically. Cold outreach to strangers is blocked at system level. Customer controls what types of shop messages they receive.

Broadcast Channels: Not built. VP Feed already covers all content distribution use cases. Adding channels would duplicate VP Feed and confuse users about where to post content. The inbox stays clean: personal DMs, group chats, and shop commerce DMs only.

Commerce Attach Separation: Custom price offers live in 1:1 DMs only — private negotiation has no place in a group context. Group commerce is Bei ya pamoja — dynamic group buying where price drops as more members join. Each feature has one clear home and one clear purpose.

NexGate Messaging — Product Requirements & Feature Flows v1.0 QBIT SPARK | Rules · Flows · Permissions · Scenarios · Edge Cases

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