8. Configurations: Verification levels

In Configurations, **Verification Levels** play a key role in managing the client verification process. Each client type (e.g., Personal or Business) can have its own set of verification levels, which are linked to different verification statuses. These levels determine how a client progresses through authentication, ensuring compliance with KYC (Know Your Customer) requirements.

Use Cases

1. **Multi-Step KYC**
   Financial institutions can define verification levels such as **"Email," "Phone," "Identity"**, with statuses progressing from **init** to **approved** for enhanced security.
2. **Business vs. Personal Clients**
   Verification processes can be tailored—**business accounts** may require additional documents and higher verification levels than **personal accounts**.
3. **Automation & Compliance**
   The system can **automatically update** a client's **"verified"** status when they reach a specific level/status threshold (e.g., **"email/pending"** or **"identity/approved"**), ensuring compliance without manual intervention.

Accessing Verification Levels

To manage your verification flows, first switch to the **Verification Levels** tab in **Configurations**:

1. In the top navigation of the Configurations page, click **Verification Levels**.
2. The screen splits into three panels. On the **left**, you'll see every **Verification Level** defined in your system (e.g., **Test**, **Email**, **Phone**, **Identity**), each tagged with its associated client type (for example, **Personal**).

Creating or Editing a Verification Level

1. Add a New Level
Click the **+ Add** button above the left panel.

In the **Add verification level** modal that appears:
Type: Choose the client type this level applies to (Business, Personal, Test, etc.).

Name: Enter the human-readable name displayed in the UI (e.g., Email, Phone, Identity).

Properties: (Optional) Map any custom JSON nodes or metadata for this flow.
Language & Translations: Use the language buttons, **Clone**, or **Translate** to localize.

Click **Save**. Your new level immediately shows up in the list on the left.

2. Edit an Existing Level
Hover over any level in the list and click its pencil icon.
Modify its Name, Properties, or Translations as needed.
Click **Save**.

> **Warning**: If a verification level is already in use by some clients, you cannot delete it—only edit.

Defining Statuses for Each Verification Level

Every verification level drives one or more **Statuses** (e.g., Init → Pending → Completed/Rejected). You configure these in the right-hand panel:

1. Statuses Panel (Right Side)
With a level selected on the left, the **Statuses** panel on the right shows all statuses defined for that flow.
Typical statuses include:
Init: No verification started.
Pending: Verification in progress.
Completed: Verification passed.
Rejected: Verification failed.

Each verification level can have its own set of statuses.

2. Add or Edit Status
Click **+ Add** in the top-right of the Statuses panel.
In the **Add status** modal:

Name (User-facing name): e.g., Pending.

Properties: (Optional) Attach any JSON metadata nodes.

Click **Save**. The new status appears in the list.

3. Edit or Delete a Status
Edit: Hover over a status and click its pencil icon to rename or remap properties.
Delete: Click the trash bin—only enabled if no clients are currently in that status.

How Verification Levels and Statuses Appear in Clients

1. Client Type Dependency
If you create a verification level for “Personal,” only Personal clients will see that level. Similarly, levels for “Business” apply only to Business clients.

2. Edit a Client
a. Navigate to the Clients List
In the main sidebar, click **Clients** to open the clients table.
b. Open the Edit Form
Find the client you want to change, then click the **pencil (Edit)** icon at the end of its row.
c. Locate Verification Fields
In the **General** section of the edit drawer you’ll see two new dropdowns under **Affiliation** (or wherever your form layout places them):
Verification level
Verification status
Dropdown options are exactly the levels and statuses you configured in **Configurations → Verification Levels**.
Only the levels matching this client’s **Type** appear.
Once a level is chosen, its associated statuses populate the **Verification status** dropdown.

3. Cannot Delete In-Use Items
If any client is currently assigned a given level or status, the trash-bin icon for that item in **Configurations → Verification Levels** will be disabled.
You may **rename** or **reconfigure** it, but **full deletion** is blocked to avoid orphaning existing client records.

Key Points to Remember

1. **Client Type Binding**: Each verification level is tied to a specific client type (Personal or Business, etc.).
2. **Multiple Statuses per Level**: You can define as many statuses as needed to reflect each step (e.g., init, pending, completed).
3. **No Deletion If In Use**: Levels or statuses assigned to real clients can’t be removed.
4. **Properties & Language Fields**: Allows storing custom data or translations for each level/status, enabling localized or extended flows.

Verification Levels in Configurations enable you to create structured, multi-step KYC (Know Your Customer) processes for each client type. By pairing these levels with custom statuses, you can tailor how a client progresses from “Init” to “Pending” to “Completed,” ensuring each user meets the compliance and verification standards required for their account.

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