

1. Solution Overview of the Project

Deliverables	Detail
Informative Website	Dynamic and Responsive website developed in the Laravel platform. This website will allow users to know more about the platform and Services, and users can use the portal. The administrator will have the provision to manage the content of the website through the CMS provided.
Client Portal	Android, iOS Applications and Web
Therapist and Psychiatrist	Android, iOS Applications and Web
EAP B2B Admin	Web
Employee	Mobile App
Admin	Web
Responsive Design	The website will be responsive enough to match all forms of Mobiles and Tablets.
CMS pages	<ul style="list-style-type: none"> • CMS based website • Each template will follow a standard design which will have a logo, brand colouring and text
User-Friendly Navigation	The website is integrated with user-friendly navigation throughout the website.
SEO Friendly Coding	The website coding will be SEO (Search Engine Optimization) friendly

2. Scope Of the Project

- Planning: The scope, requirements and goals for the website will be determined and defined in an SRS document which Amaeka Will provide during the initial stage of the project.
- Concept design: Generation of a new concept for the project which complements the business of the client to beat the competitors in the market.
- Advanced Content Management Feature for updating site contents.
- Highly secured coding standards will be maintained throughout the modules.
- Ensuring the security of the website.
- Source code with Technical Documents and API documents is.

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3. Functional Scope

Key Functionalities

Consultation

1. Video Consultation
2. Audio Consultation
3. Chat Consultation

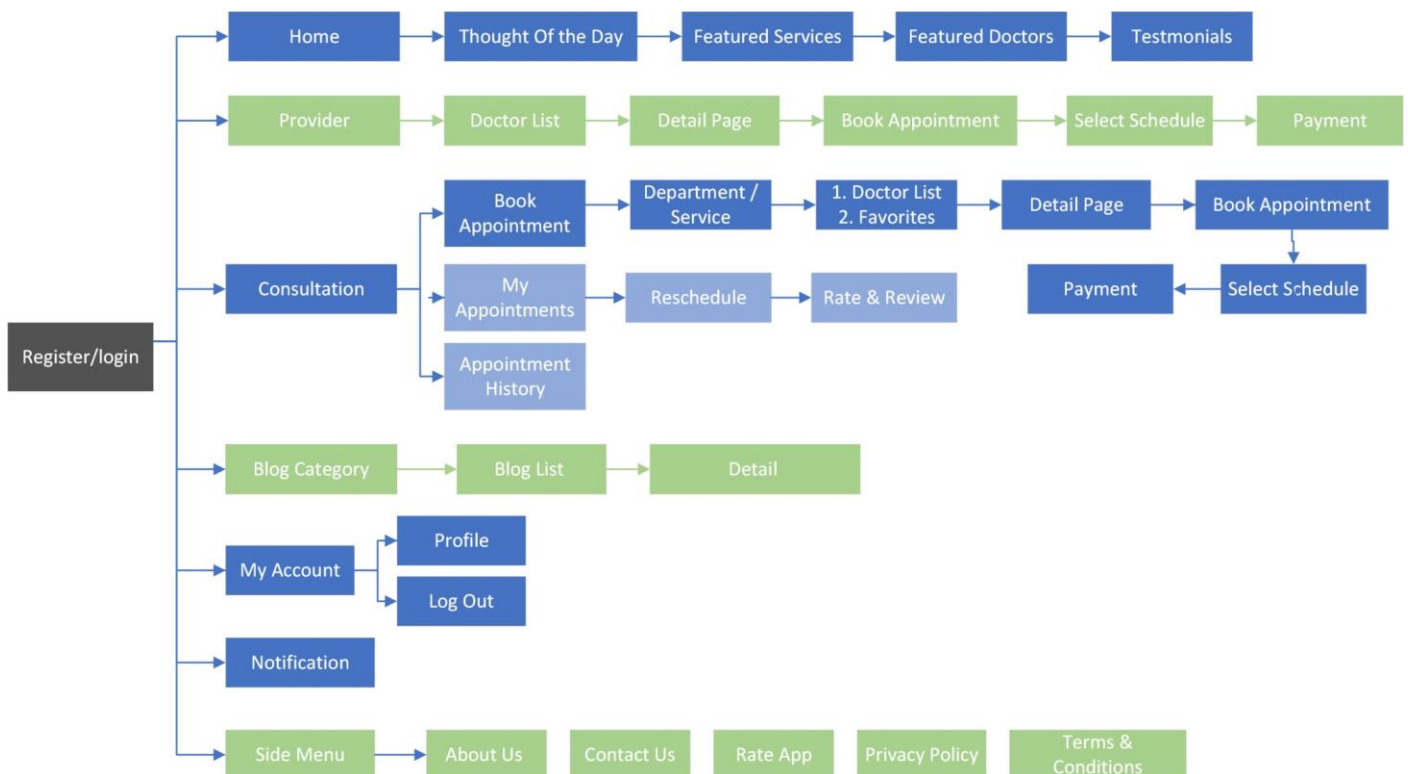
User Engagements

1. Assessment
2. Mood Tracking
3. Chatbot
4. Podcast

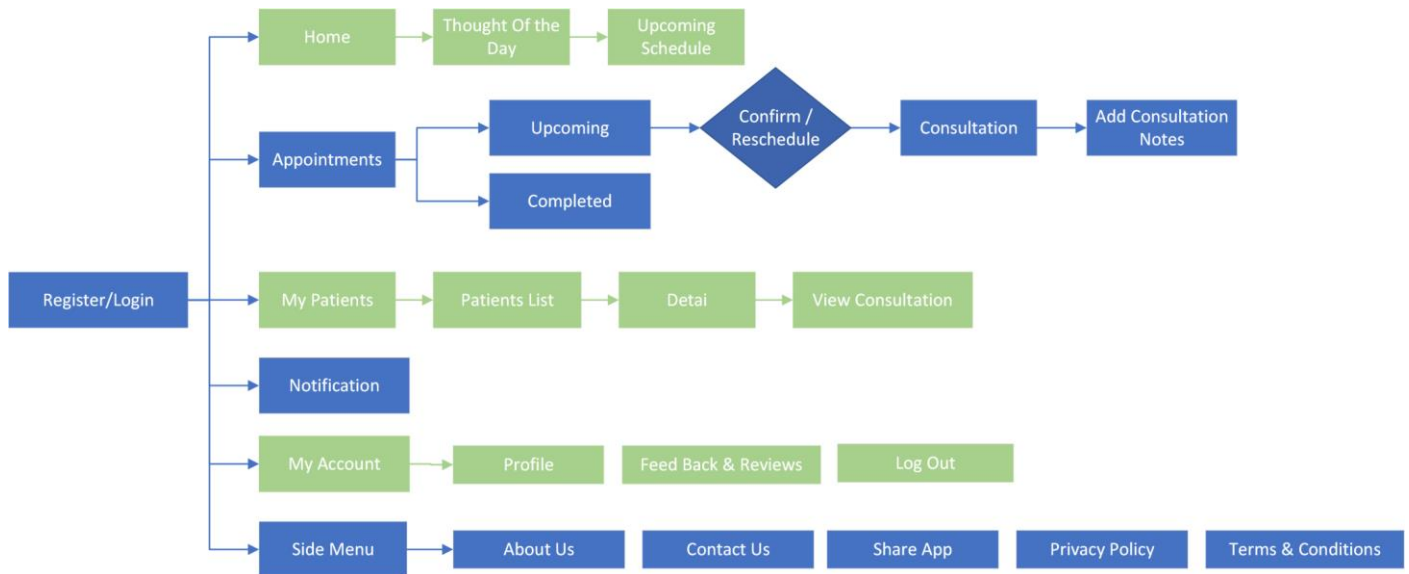
Other Services – 3rd Party platform for Web

1. Courses
2. Shop Online

Client Process flow



Therapists Process Flow



Client Module Description

Modules	Features
Register/ Login	<ul style="list-style-type: none"> User Can Log in using the below options <ul style="list-style-type: none"> Google Sign in Mobile phone number and OTP Email ID and Password. On the splash screen Feni, a butterfly gif and a yellow cloud a friend for life GIF should be added. By Registering, users can become members of the application. The user will be directed to the main page after logging in.
Modules	<ul style="list-style-type: none"> Home Services Community (2Nd Phase) Appointments Assessment Side Menu / More <ul style="list-style-type: none"> Therapist Blog My Account Notification & Support

Modules	Features
Home	<p>The home page contains,</p> <ul style="list-style-type: none"> • Thought Of The Day – (Motivational Quotes) • Count of Seeking help (How many people are using this service in a day that count needs to be there and it had an option to change from the backend also) • Featured Service – By Selecting any of the Services User will be redirected to the detail page of the Service, Therapist and booking. • Featured Therapists - By Selecting any of the Services User will be redirected to the detail page of the Therapist, and booking. • Testimonials. • News Letters • Events (we will have different types of events which needs to be optional either we can provide that free or paid) • Games & activities, podcast, Exercise (We are planning to engage the clients in different types of activities when they login to the application for those different types of small games, Podcast, and different kinds of exercise)
Services	<p>On this page it Lists Services, by clicking the services, details of services will be visible and, concerned providers will be listed.</p>
Assessment	<p>There will be an assessment option, which will be a set of Questionnaires based on the service selection, the user can put the answers and during the consultation, if needed, the user can make it visible to the Therapist. It should be able to create multiple assessments, some of which are, Happiness index, Wheel of life, and Partners compatibility are the list assessment</p>

Modules	Features
Therapist List	<p>The Therapists will be listed here. The view should be in Grid Mode. Below Details will be visible in the list view.</p> <ul style="list-style-type: none"> • Therapist Name • Therapist Image • Designation • Therapist Rating • Language • Availability (online, offline, away 5min ago) • Tagging – Expert, Specialist etc. <p>The user will be directed to the detail page after clicking any Therapist button.</p>
Daily Mood Tracking	<p>Different type of emoji needs to be there to express the emotion, they can select the emoji based on the emotion.</p>
Gift card	<p>A gift card option is required, users can purchase and share it with others, and users can use it for any service.</p>
Therapist- Detail	<p>This page includes the details about the Therapist. The user can view:</p> <ul style="list-style-type: none"> • Therapist Name • Therapist Image • Therapist Review • Experience • Availability Today • Consultation fee • Available Slots • Book Now Button • Therapists Description video (It is not embedded in YouTube) <p>The user can choose a date from the calendar and then, from a drop-down menu, select a slot that is open for that day. The user will be taken to the payment screen after finishing the booking.</p>

Modules	Features
Payment	<p>The user has the following options on the payment page: (Redirection to the payment portal and return to the booking confirmation page).</p> <ul style="list-style-type: none"> • Display the booking details and booking confirmation on the page. email and SMS confirmation will be sent. • Integration of an online payment gateway is required, for customer payment and auto settlement of the Therapist. <p>Country-wise payment should be able to define.</p>
Reschedule/ Cancel	<p>If the user wants to reschedule the appointment, he can select the appointment, and reschedule to another available slot for the Therapist with reason.</p> <p>The user can also cancel the appointment.</p>
Appointment	<p>In the consultation module, the user could see/below things</p> <ol style="list-style-type: none"> 1. New Appointment Booking 2. My Appointments – (Upcoming Appointments) 3. Appointment History <p>The user will receive a notification of the consultation confirmation. At the appointed time and day, the user may join the call. The user must assign a star rating to the Therapist following the consultation. This comment will be kept. In My Appointments, the user can view & download the Prescription as pdf.</p>
Chatbot	<p>Feni, a chatbot, is required. The feni must communicate with clients and resolve their issues based on the question. If the client raises the topic of suicide, the feni must advise them to consult with the therapist on the platform.</p>
Chat	<p>For chat consultation, a wallet will be there. On that wallet need to recharge & will fix a price for the consultation based on the Time or characters the amount needs to deduct</p>

Modules	Features
Call Consultation	Cloud calling is required for this, and we have a wallet on which we will recharge and set a fee per minute for calls, and it will deduct
Video Consultation	An AI video engine is required for video consultation for Identifying emotions ex: Morph Cast video engine
Direct consultation	Direct consultation booking and payment need to be done from the platform itself.
Favourite	After Consultation, the user can add the Therapist to their Favorites. They can filter it from the Provider list.
Notification	Users will get a notification in the below modes <ul style="list-style-type: none"> • in app / Push Notification • Email Notification • SMS Notification
Feedback	The client will get a feedback form, through SMS or WhatsApp.
Blog	Blogs will be visible here category-wise.
My Account	Users can view their Profile Details and Any Update required he couldDo.
Privacy Policy	The Company's privacy policy will be shown in this section.
Terms and conditions	The terms and conditions are explained in more detail on this page.
Contact Us	The Organization's contact information is provided on this page. <ul style="list-style-type: none"> • Phone Number • Email Id
Logout	This option allows the user to log out of the application.
Language	The Platform Should support Multi Language, Users can choose their preferred language.

Module description – Therapist

Modules	Features
Register/ Login	<ul style="list-style-type: none"> • The Therapist will be registered in the backend by Admin, He will receive an Email to Set Password. • He can log in to the platform using those credentials. • The user will be directed to the main page after logging in. • On the splash screen Feni, a butterfly gif and a yellow cloud a friend for life GIF should be added. <p>Note: verified Therapists only can log in to the app</p>
Modules	<ul style="list-style-type: none"> • Home • Clients • Appointments • Chats • Blog • Side Menu <ul style="list-style-type: none"> • My Account • Notification
Home	<p>The home page contains,</p> <ul style="list-style-type: none"> • Banners • Upcoming Appointment • Thought Of the Day • Recent Chats
Clients	<p>In this menu, all the Clients assigned to the particular provider will be listed, by clicking the client profile, his details and history can be viewed.</p>
My Appointments	<p>Therapists can view the list of their appointments. This will have:</p> <ul style="list-style-type: none"> • Upcoming • Accept/ Reschedule • If Accept Therapist can take the Video consultation. After that

Modules	Features
	<p>Therapist can add the consultation notes for the client.</p> <ul style="list-style-type: none"> The Therapist can view the Completed Appointments.
My clients	<p>The Therapist has access to the list of clients. When a client is chosen, the healthcare Therapist can see:</p> <ul style="list-style-type: none"> Client profile: basic details of the client <p>Consultation notes: Added by the Therapist for the particular client.</p>
Schedule time	<p>Therapists can add their time schedules.</p> <ul style="list-style-type: none"> Available/ unavailable time The session limit needs to be there <p>Note: For all these admin needs to approve.</p>
Recurring session	<p>After the first consultation, if the client agrees to another session with the same therapist, a recurring session within a certain number of days must be scheduled, and the notification must be displayed in the client profile; additionally, only the session will be confirmed if the client has paid.</p>
Notifications	<p>the Therapist will get a notification of booking requests also about upcoming bookings. A notification tone is needed when the consultation got late</p>
My Account	<p>This section will be available for logged-in users only. It provides options for</p> <ul style="list-style-type: none"> Profile Feedback Logout
Profile	<p>This page includes the details about the Therapist. The user can view,</p> <ul style="list-style-type: none"> Therapist Name Therapist Image Experience <p>Admin can only update the profile.</p>
Feedback	<p>The Therapist can view the Feedback against the Therapist which is added by the clients.</p>

Modules	Features
Side Menu	<p>The side menu will include:</p> <ul style="list-style-type: none"> • Privacy Policy • Terms Conditions • Contact Us
Privacy Policy	This section will display the privacy policy associated with the Company
Terms and conditions	This page will provide details of the terms and conditions.
Contact Us	<p>This page gives information regarding the company's address and Contact information.</p> <ul style="list-style-type: none"> • Phone Number • Email Id
Logout	The user can logout from the application from this option

Admin Portal

Modules	Features
Login	To access this panel, the administrator must log in using the approved username and password.
Dashboard	<p>Dashboard can have</p> <ul style="list-style-type: none"> • Therapists Management • Slot Management • Booking Management • Prescription Management • Notification • Reports • Blog • Packages

Modules	Features
Admin User Management	<p>The administrator user section shows the list of admin users accessing the panel. There will be options to:</p> <ul style="list-style-type: none"> • View Admin users • Search / Sort Admin users • Change the Status of the admin user (Active / Inactive) • Add / Edit / Delete Admin Users
Client Management	<p>The client section shows the list of registered Clients. There will be options to:</p> <ul style="list-style-type: none"> • View Client • Search/ Sort Client • Change the Status of the Client (Active / Inactive) • Add / Edit / Delete Client
Blog	The blogs need to be updated & removed from the admin side
Multiple Packages	<ul style="list-style-type: none"> • Multiple packages need to be added (A program called stress relief program will be for 20 days it will have several consultations so the client will have consultation based on this topic fully) • The clients who are registering on the platform will get a free session for 15 mins with a specified provider
Multiple users' consultation	Multiple users need to access from different locations in the same consultation (There is a package called couple consultation on this consultation most of the couples will be on different so those two people need to join on this same session by sharing the link.)
WhatsApp API integration	A WhatsApp messages notification like welcoming messages, Reminders for birthdays & special days greetings etc. need to share with the registered clients. Reminder message for provider & therapist before the session.
Online store Basic	To publish the book & the future products which we are developing need to be published in this store.

Modules	Features
Coupon	The client must be able to share the coupons with their friends, and the coupons must be valid for a specified period of time.
Happy hours	We will offer a discount for the session at a certain time, and anyone who books the session at that time will receive a discount.
Appointment Transfer	If a therapist is not available for the mentioned session that appointment needs to transfer to another therapist.
Appointments	<ul style="list-style-type: none"> • View the consultation details of the Client. • View the prescription details of the Client.
Therapist Management	<p>Admin can view all the Therapists that are being displayed on the site. Admin has full rights to add/ edit the particular Therapist's details once placed on the site.</p> <ul style="list-style-type: none"> • View/ add/ edit Therapist • Search / Sort Therapists <p>Add General Information about Therapists like Name, experience, consultation fees etc.</p>
Slot Management	<p>The admin will be able to add the slots against each Therapist. The admin can:</p> <ul style="list-style-type: none"> • View slots against each Therapist. • Add/edit/delete slots against each Therapist.
Consultation Note	The admin can view the Consultation Note of each customer.
Reports	<ul style="list-style-type: none"> • Revenue Report (need to filter for each Therapist) • Consultation Report (Day, week, monthly for each Therapist) • Client health report • All the reports need to export in Excel
Notification Management	Admin can send notifications to the Therapists & Clients
Change Password	Admin has the option to change the password for sub- admin logging into the admin part of the website.
Logout	This option helps Admin to log out from the admin section of the

Psychiatrist

Modules	Features
Profile Creation	A profile needs to create for a psychiatrist. It will be Just a category of consultant. All the Profile information will be the same as Psychologists.
Package	A separate package should be specified for a psychiatrist, the customer can purchase it as an add-on to their regular consultation with the Psychologist. For example, during the consultation, if the therapist informs the client that they need medication, only a psychiatrist can do so; this add-on package will require payment from the client in addition to the consultation fee.
Consultation	Consultation can be conducted in two ways in an ongoing session the therapist can invite the Psychiatrist to the current session or after completing one session therapist can schedule another session with the psychiatrist on that session also Client, In the same session both Therapist & Psychiatrist Can join.

EAP Program

EAP stands for Employee Assistance Program. It is a voluntary and confidential program offered by employers to their employees to support them with personal or work-related issues that may impact their job performance, health, and well-being.

EAP programs typically provide access to professional counsellors, therapists, or other mental health experts who can offer short-term counselling, referrals to specialized services, and guidance on a variety of issues, such as stress management, substance abuse, financial problems, relationship difficulties, and more. Some EAP programs may also offer educational resources and training to help employees develop skills for dealing with various life challenges.

The goal of an EAP program is to assist employees in addressing personal issues that may affect their job performance and productivity and to help them maintain their overall physical and emotional well-being. The program can be a valuable resource for employees who may not otherwise have access to such services, and it can also benefit employers by promoting a healthier and more engaged workforce.

EAP YC Admin Web

Modules	Features
Client Creation	Admin can create B2B Clients: <ul style="list-style-type: none"> • Company GST number • Company pan card • Company Registered Address • Total Employees numbers
Packages	<ul style="list-style-type: none"> • Multiple packages creation (For Every customer the amount and the package should be different it needs to create according to that) • Package Customization (The admin must determine for each client which features are necessary and set restrictions for the package's features.)
Employee Administration	Employee creation for a company, current employee status, the number of employees registered overall, and access should also be provided to the Admin of Yellow Cloud.
Monitoring Activities	<ul style="list-style-type: none"> • Employee onboarded Counts • No employees using each package

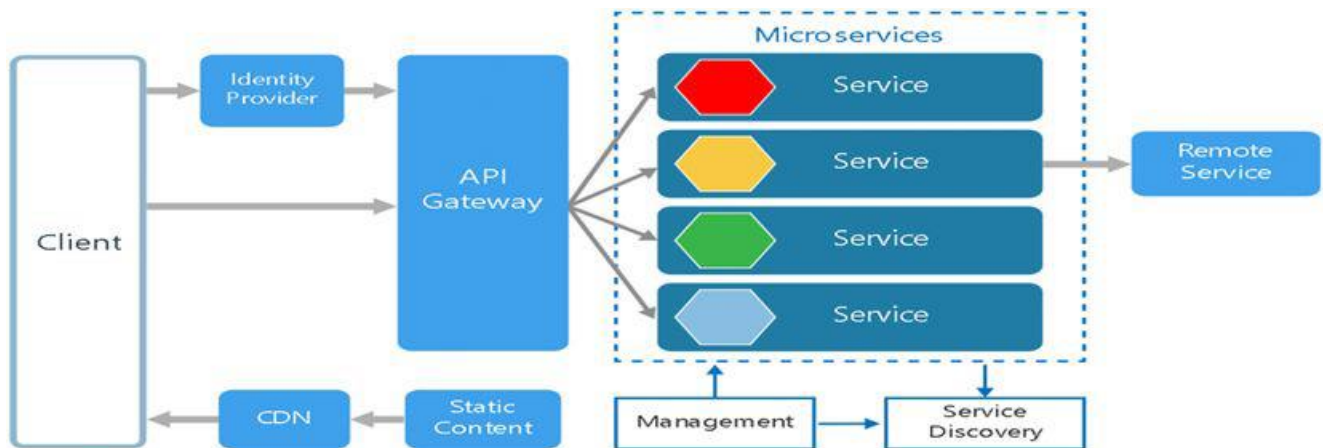
EAP B2B Admin Web

Modules	Features
Employee Creation	For employee creation: <ul style="list-style-type: none"> • Emp id • Emp designation • DOB • Sex
Employee Dashboard	<ul style="list-style-type: none"> • Home: on home, the program which He/she is currently interested in or looking for the session needs to show. • Goals: The Activity based on their program should be shown Ex: if a person is having Depression there should be a list of Audio that should calm their mind or some Activities or exercise related to that.

4. Resource Alignment

Resource	Role in Project
Leadership Team	To validate the development and sponsor the project
Solution Architect	To design the technology Architecture that is scalable and latest in technology
Project Manager	To Coordinate with various stakeholders to meet the timeline and cost of delivery
Developers Front End	To write the code for front end technology
Developers Backend	To write the code for Backend end technology
Functional Tester	To Ensure that all development is passing the functional test criteria

5. High-Level Architecture Consideration



6. Program Management Methodologies

1. Requirement Mapping
2. User Experience and Architecture Designing
3. Product Development and Project Management
4. Functional Testing
5. Non Functional Testing
6. Product Release
7. Future Product Road Map
 - 7.1 New Implementation
 - 7.2 Enhancement
 - 7.3 Scale Up