



Online Consultation Solution

- Feature List -

Version 2.2

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1. System Overview

Yo!Coach helps to build an online business consultation platform where people from all over the world can connect, communicate, and learn without any geographical restrictions. The platform allows consultants and clients to collaborate, where clients can book sessions and consultants can deliver the sessions via the online video chat feature on the website.

The website also has collaboration with third-party APIs providing features like textpad, whiteboard, workspace, to simulate the real-life consulting environment for consultants and clients on the website.

Admin is the overall controller of the website and the commissions from online session booking will be the primary business model of the website.

2. User Types

The portal will have different types of users which include:

- i. Guest Users: A guest user will be able to view complete details of the available consultants and navigate on other pages of the website that do not require registration/log-in.
- ii. Clients: A client can search for consultants and view results based on the search criteria. Also, a client can view the availability calendar of any consultant and book a session by making payment.
- iii. Consultants: A consultant can register and create a public profile (as per the experience) on the website.
- iv. Admin: A website administrator will have complete control of the system. The admin will be responsible for the approval of consultants'

profiles on the website. -The admin can also create session packages and deliver the sessions by using an online video chat option.

3. Features Available

Following are the features, which will be available in the system:

3.1 Front-end User Features (Clients)

1. Register & Login
 - a. Via Email
 - b. Via Facebook and Google
2. Time Zone: Once a user opens the website, their time zone will be auto-detected.
3. Multi-Lingual
4. Multi-Currency
5. Browse & Search
 - a. Browse Consultants as per Languages
 - b. Search by keywords
 - c. View Search results as per the searched criteria
6. Sort & filters
 - a. Sort By:
 - i. Most Popular
 - ii. Price Low to high
 - iii. Price High to Low
 - b. Filter By:
 - i. Languages Spoken (By consultants)
 - ii. Price
 - iii. Skills

- iv. Location (Country)
 - v. Gender
- 7. Consultant Listing Page (Results Page): View consultant based on selected criteria with the following details:
 - a. Consultant's Name
 - b. Consultant's Image
 - c. Ratings
 - d. Services Offered
 - e. Industry Expertise
 - f. Short Biography
- 8. Consultant's Detail Page: By clicking on a consultant's profile, the user will be redirected to the consultant's details page comprising of the following information:
 - a. Consultant's Name
 - b. Consultant's Image
 - c. Intro Video (Populated via YouTube link)
 - d. Ratings
 - e. Biography
 - f. Skills
 - g. Expertise
 - h. Location
 - i. Book Free Trial
 - j. Message to Consultant
 - k. Availability Calendar
- 9. Free Trial Booking (30 Mins Trial)
 - a. Select the Date and Time from Availability Calendar
 - b. Complete Booking
 - c. The free trial session time will be common for all the consultants on the website. The clients can take 1 free trial per consultant.

10. Paid Booking & Checkout

- a. Select Number of Sessions
- b. View Sessions Price
- c. Select Payment Method
- d. View Total Price
- e. Complete Payment

11. Join Sessions

- a. Once a free trial/Private session/Group session is purchased and booked, they will be listed under the lessons section.
- b. As per the scheduled time, clients can join the session to be delivered by consultants.

12. Interaction Tools (CometChat, Lessonspace, and Zoom)

- a. Video Chat
 - i. All the sessions will be delivered by the consultants via video call.
 - ii. Video Calling platforms may have features like screen sharing.
 - iii. The screen sharing and recording feature will depend upon the subscribed API package.
- b. **Workspace/File Sharing:** A workspace will be a common space between clients and consultants, the consultants will have the option to upload the files (DOC/PDF).
- c. **Whiteboard:** Using a whiteboard, users can efficiently edit documents, save revisions, export files and do much more with third-party video tools.
- d. **Text pad or Collaborative Document:** This feature will allow consultants and clients to create documents during the sessions. A consultant can create a TextPad to write and share it with an individual client or vice versa. The collaboration in the text pad

will be one to one i.e. between one consultant and one client. The text pad will have the following features:

- i. Write Text
 - ii. Change Font (Type, Size, Color)
 - iii. Font Style (Bold, Italic, Underline)
 - iv. Bullet Lists
 - v. Undo/Redo
 - vi. Copy/Paste
 - vii. Save and Download
- e. **Text Chat:** A chat option will be available using which the client and consultant can communicate with each other. A Text chat will have the following features:
- i. Text Messages Interchange
 - ii. Emoticons
 - iii. Special Characters
 - iv. Language Translations
 - v. Speech Messages
- f. For more features and pricing please review:
- i. CometChat: <https://www.cometchat.com/go-pricing>
 - ii. Lessonspace: <https://www.thelessonspace.com/pricing>
 - iii. Zoom: <https://zoom.us/pricing>

The above-mentioned features will vary based on the API being used on the platform for implementation.

- g. **Flashcards:** A client can create flashcards for the lessons. The flashcard can help to learn a language with the following details:
- i. New Word
 - ii. Definition
 - iii. Pronunciation

iv. Notes

Clients can review the flashcards to revise the new words.

13. Session Rescheduling: The client will have the option to reschedule the lesson. The client can choose the alternative time from the consultant's availability calendar for rescheduling the lesson. A notification will be sent to the consultant for a new schedule.
14. Session Cancellation (Website Wallet): Clients will have the option to cancel the session. Upon cancellation, the money will be refunded to the client's online wallet in the system which can be further used to make payment for other sessions.
15. Report Issue in Session: In case of any technical difficulty, the client can report an issue to the consultant. The consultant can decide whether they would like to:
 - a. Complete the session
 - b. Reschedule the session
 - c. Refund 50%
 - d. Refund 100%
 - e. Disputes can be raised to the admin.
16. Review and Ratings: Upon lesson completion, the client can submit reviews and ratings for the consultant. Review and ratings will be reflected on the respective consultant's profile after the admin's approval.
17. Gift Cards
 - a. Buy Gift Card: Users can buy a gift card from the website to share with their friends and acquaintances after specifying the following details:
 - i. Name
 - ii. From

- iii. Message
 - iv. Gift Card Price
 - v. Complete Payment
 - b. Once purchased, a gift card will be sent to the buyer's email ID from where they can further share it with their friends and acquaintances.
 - c. Redeem Gift Card
 - i. All the gift cards can be redeemed on the website while making payments for the lessons.
 - ii. Once redeemed, gift cards cannot be redeemed again.
18. Video Section: There will be a section in the Header area 'Video Content' where users can view the video content uploaded by the Admin. The admin can upload the videos from the backend.
19. Subscribe to Newsletter
20. Gift Cards
21. How it Works
22. FAQ
23. CMS Pages (About Us, Privacy, Terms, etc.)
- 24.24. Contact Us

3.2 Front-end User Features (Consultants)

The consultants will have all the features of clients along with the following additional features:

1. Register & Login
 - a. Via Email
 - b. Via Facebook and Google
2. Submit Additional Details/Services they Offer
 - a. Video URL (YouTube)

- b. Biography (About Me)
 - c. Resume
 - d. Availability for Consulting
 - e. Profile Image
 - f. Govt. ID Proof
 - g. Agreement Terms
 - h. Submit
 - i. The profile details will be submitted to the admin for approval. After getting approval from the admin, the consultants can access the dashboard.
3. Profile Updates: All the details submitted to the admin for approval will be populated with further profile options:
- a. Expertise
 - b. Languages they speak
 - c. Specify the proficiency
 - d. Accents
 - e. Ages they cater
 - f. Sessions Include
 - g. Subjects
 - h. Price
4. Availability Calendar [Timezone Based]
- a. The availability calendar allows consultants to specify their weekly and daily availability.
 - b. The consultants have the option to select any Timezone to specify their availability regardless of their current location.
5. Price Setting
- a. Session Price
 - i. Single Session Price
 - ii. Bulk Session Price

- b. Personal Client Price
 - i. Consultants can fix any price to their clients irrespective of their session price.
 - ii. This will be applicable to the clients for all future purchases.
6. Consulting Guidelines: This will be a CMS page where all the consulting guidelines will be available for the consultants. This page will be managed by the admin.
7. Consulting Tutorials: The section will consist of tutorial videos (YouTube) for consultants. Tutorial videos will be created and uploaded by the admin from the admin panel.

3.3 Admin Features

This section will empower the admin to manage the entire website from the backend. The backend comes with strong functionalities that help the admin to manage the website effectively. The functionalities in this section would be:-

- Manage Users (consultants/clients) and User Profiles
- Manage Consultant Approval
- Manage Languages Type
- Manage Payments
- Manage PWA Settings
- Manage Orders/Bookings
- Manage Cancellations
- Manage Withdrawals
- Manage Offers/Promo Codes
- Manage Videos/Tutorial Videos
- Manage Settings
- Manage Gift Cards

- Manage Content Pages like About, Term of use, Privacy policy, Guidelines, FAQ, etc.
- Manage Blogs
- Manage Flash Cards (Enable/Disable)
- Manage Session Duration
- View Commission Report
- View Commission Report of each consultant
- View and download lesson cancellation/rescheduling report of each consultant
- Generate Sitemap

*Yo!Coach is highly committed to the users' rights to privacy and protection, and therefore, complies with the **GDPR policies**. It now aims to offer control to the users over their personal data. The compliance enables business owners to assure the platform users who are concerned about their security and privacy.*

3.4 Marketing Features

To get the most from your tutoring platform, Yo!Coach is integrated with Google Analytics. Drawing insights from in-depth analysis like visitor statistics, traffic sources, and much more, you can deliver better experiences and drive results.

4. Payment Process

- Once payment is made by the client, complete payment will be sent to the Portal Payment Account and virtual credits will be sent to the consultant's online wallet after session delivery (With Portal Commission Deduction).

- Consultants will have the option to request a withdrawal, once the withdrawal request is submitted to admin; the admin can transfer the money to the consultant's
 - Bank Account or
 - PayPal account i.e. via PayPal Payouts

5. Third-Party APIs Integration

Following are the list of APIs used in the platform:

Payment APIs

- PayPal Standard Payments including Payouts
- Authorize.Net Payments
- Stripe
- Paystack
- PayGate
- 2Checkout

Session Interaction and Delivery

- CometChat
- Lessonspace
- Zoom

6. Yo!Coach Niches

The Yo!Coach architecture supports platforms to be modified for the following applications:

- Business Consultation
- Doctors Consultation

- Lawyers Consultation
- Music Lessons
- Dance Lessons
- Fitness Coaching
- Language Learning Lessons
- Academic Education
- Online Tutoring

Please note that the configuration of 3rd party APIs by our team will carry additional charges.

A Perfect Solution for Building an Online Business Consultation Platform

[Explore Front End Demo](#)

[Explore Tutor Demo](#)

[Explore Admin Demo](#)

or

Contact us at

<https://www.fatbit.com/website-design-company/requestaquote.html>



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