# Yo!Coach

# Version 4.2

## Online Tutoring And Consultation Solution

### Feature List

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# 1. System Overview:

Yo! Coach is an advanced software designed to create an online tutoring and consultation platform, facilitating global connectivity, communication, and learning without geographical constraints. Platforms built with Yo!Coach enables teachers and learners to collaborate through online video chat, and tools such as whiteboard, text pad, screen sharing and recording functionality.

Many industry-specific features are strategically implemented within the software to provide a seamless user experience. Additionally, the software comes pre-integrated with essential APIs including video conferencing tools, multiple payment gateways, and many more to enhance the capabilities of your platform.

The admin is responsible for managing all aspects of the business. We offer a comprehensive suite of admin features to facilitate seamless management of the platform.

# 2. User Types

An online learning platform accommodates different types of users, as mentioned below:

1. **Guest Users:** A guest user can view complete details of the listed teachers and also navigate to other pages of the platform that do not require registration/log-in.

2. **Learners:** A learner can search for teachers, group classes, languages, and courses and view results based on the search criteria. Also, a learner can view the availability calendar of the teacher and book a session (1-2-1 session online/offline), courses, or group classes by making a payment and previewing the content to make a buying decision.

3. **Teachers:** A teacher can register and create a public teaching profile (as per the experience) on the platform. Teachers can manage availability for various sessions and classes, and offer courses and group classes for booking by learners on the platform.

4. **Affiliate User:** An affiliate user earns a commission by sharing their unique affiliate link to drive traffic to the website. Affiliates are distinct from teachers or learners on the platform, focusing solely on attracting visitors and earning commissions on their referred purchases.

5. **Admin:** The administrator has complete control over the platform. They handle all the important responsibilities such as:

   ➜ Setting the commission rates

   ➜ Managing user profiles

   ➜ Managing courses(enable/disable)

   ➜ Viewing and analyzing statistics and revenue reports

   ➜ Managing types of sessions (Offline or Online)

   ➜ Content management

   ➜ Currency management

   ➜ SEO Management

   ➜ Auditing teacher reviews

Other than these, there are numerous other settings as well that the administrator has to implement. However, with a robust system like Yo!Coach, it can be managed seamlessly. Furthermore, the administrator troubleshoots the issues and ensures smooth functioning of the platform.

# 3. Features Available

The following are the features, that are available on the platform:

## 3.1 Front-end User Features (Learners)

1. **Register & Login**
   ➔ Via Email

   ➔ Via social logins Facebook, Google, and Apple.

2. **Time Zone**: Once a user opens the platform, their time zone is auto-detected.

3. **Multi-Lingual**

4. **Multi-Currency**

5. **Browse & Search**
   ➔ Browse teachers as per languages

   ➔ Search by Teacher Name, Language, Price Range, Time Availability, geolocation, and many more secondary filters

   ➔ View search results as per the searched criteria

6. **Sort & Filters**
   ● Sort By:

   ➔ Most Popular

➔ Price Low to high

➔ Price High to Low

- **Filter By:**

    ➔ Languages Spoken (By teachers)

    ➔ Subjects

    ➔ Skills

    ➔ Location (Country)

    ➔ Teacher's Gender

    ➔ Online

    ➔ Featured

7. **Teacher's Listing Page (Result Page)**: View teachers based on selected criteria with the following details:

    ➔ Teacher's Name

    ➔ Teacher's Image

    ➔ Featured Icon

    ➔ Online and Last Seen

    ➔ Location

    ➔ Ratings

    ➔ Price Range

    ➔ Language(s) they teach

    ➔ Language(s) Spoken (with proficiency level)

    ➔ No. of sessions Delivered

    ➔ No. of courses sold

    ➔ No. of learners enrolled

➔ Brief introduction

➔ Availability Calendar

➔ Available for Offline session (if enabled)

8. **Teacher's Detail Page:** By clicking on a teacher's profile, the user is redirected to the teacher's detail page consisting of the following information:

➔ Teacher's Name

➔ Teacher's Image

➔ Introduction Video

➔ Location

➔ Reviews and Ratings

➔ Price Range

➔ Featured Icon

➔ Online and Last Seen

➔ Languages they Teach

➔ Languages Spoken (with proficiency level)

➔ No. of the session delivered

➔ No. of learners enrolled

➔ No. of courses sold

➔ Share Profile on social media

➔ Profile Description (About the Teacher)

➔ Availability Calendar

➔ Teaching Expertise

➔ Resume

➔ Profile sharing

➜ Free Trial Booking

➜ Courses offered by the teacher

➜ Classes/Packages offered by the teacher

➜ Lesson Booking

➜ Message to Teacher with Attachments

➜ Message Notifications

9. **Group Class/Packages Listing:** View group classes and packages based on the following details:

➜ Search By

◆ Keyword

◆ Language

◆ Class Type(Regular/Package)

◆ Class Duration

➜ Group Class/Package Title

➜ Language

➜ Class/Package Date and Time

➜ Seats Available

➜ Class/Package Price

➜ Book Now Button

➜ Tag for Total Classes ( in case of package class)

10. **Free Trial Booking**

➜ Users select the date and time from the availability calendar

➜ Complete booking

The free trial session time is common for all the teachers on the platform. The students can take 1 free trial per teacher.

11. **Paid Booking & Checkout**

   ➜ Select the Number of Lessons

   ➜ Select the type of session

      ◆ Online (by default)

      ◆ Offline (if enabled)

   ➜ Select Recurring Buy (Optional)

   ➜ View Lessons Price

   ➜ Select Payment Method

   ➜ Apply reward points

   ➜ Apply discount coupons

   ➜ View Total Price

   ➜ Complete Payment

   ➜ Schedule the lesson after successful payment through the Thankyou page and also through the My Lessons page

12. **Group Class/Package Detail Page:** By clicking on a group class or package the user is redirected to the detail page consisting of the following information:

   ➜ Class Title

   ➜ Class Description

   ➜ Teacher Details(Name, Reviews, and Ratings)

   ➜ Class Subject

   ➜ Class Date and Time

   ➜ Seats Available

➜ Classes Count

➜ Classes Listings(In case of the class package with class titles and details)

➜ Class/Package Price

➜ Book Now

➜ Share Class on social media

➜ More Classes from the same teacher

13. **Course Listing Page:** View courses based on selected criteria with the following details:

➜ Course Title

➜ Course Subtitle

➜ Course Image

➜ Course Preview Video

➜ Rating & Reviews

➜ Category/Sub Category

➜ Certificate Tag

➜ Course Level

➜ Total Lectures

➜ Course Duration

➜ Total Enrolled Learners

➜ Teacher Name & Image

➜ Course Price

➜ Enroll Now

➜ View Course Details

14. **Course Detail Page:** By clicking on a course, the user is redirected to the course detail page consisting of the following information:

➜ Course Title

➜ Course Subtitle

➜ Course Image

➜ Course Preview Video

➜ Rating & Reviews

➜ Category/Sub Category

➜ Certificate Tag

➜ Course Level

➜ Total Lectures

➜ Course Duration

➜ Total Enrolled Learners

➜ Teacher Name & Image

➜ Course Price

➜ Mark Favorite

➜ Course Overview

➜ Course Description

➜ Course Tags

➜ About Teacher

➜ Course Curriculum

➜ Share Course on Social Media

➜ Course Reviews

➜ More Courses by Teacher

15. **Course Checkout:** A learner can select a course and buy the same using various payment options available on the platform including virtual wallet, bank transfer, Stripe, PayPal, PayGate, PayStack, Authorize.net, and so on.

16. **Start Course:** Learners will be able to access all purchased courses from their dashboard. They can start learning the course immediately or as per the availability.

17. **Progress Tracking:** Learners will be able to track the completed lectures in the course. They will also be able to jump to any previous or upcoming lecture, based on the requirement.

18. **Course Notes and Additional Documents Access:** Learners will have the option to maintain notes with an ongoing lecture, which will help in summarizing the course later, and also can access all attached documents in the lectures. In addition, documents will be downloadable.

19. **Course Certificate:** On completion of the course, learners will be awarded a certificate, which can be downloaded and shared on social media.

20.**Course Ratings:** Learners can review the course post-completion. The rating will be added to the course and the tutor's profile.

21. **Retake Course:** On retaking a course, the progress will be reset for the learner he will be able to go through all lectures again.

22.**Forum Questions Page:** The learners can now interact with other platform users by posting questions on the platform:

➜ Search bar to search questions

➜ All questions(Active/Answered/Popular)

➜ Question Stats(Question Asked/Teacher Answers/ Active Teachers)

➜ Question Title

➜ Question tags

➜ Posted By and Date

➜ Comments Count

➜ Views Count

➜ Like/Dislike button

➜ Community Experts

➜ Ask a Question

23. **Forum Question Detail Page:**

➜ Question Title

➜ Question Details

➜ Question Tags

➜ Posted By and Details

➜ Report

➜ Views Count

➜ Shared questions on social media

➜ Add a Comment

➜ Comments Listing

➜ Recommended Post

➜ Community Experts

➔ Ask a Question

24. **Join Lessons/Classes**

   ➔ Once a free trial/Private lesson/Group lesson is purchased and booked, they are listed under the lessons section.

   ➔ As per the scheduled time, students can join the class/lesson to be delivered by teachers.

25. **Online Lesson Interaction/Delivery Tools (AtomChat, jitsi meeting tool, Lesson space, and Zoom)**

   ● **Video Chat**

      ➔ All the lessons are delivered by the teachers via video call.

      ➔ Video Calling platforms have features like screen sharing & recording

      ➔ The screen sharing and recording feature depends upon the subscribed API package.

   ● **Whiteboard:** The whiteboard can be used by the teachers and students to collaborate. Tools like highlighter, pen, zoom, shapes, and many more enhance the online learning experience.

   ● **Textpad or Collaborative Document:** This feature allows teachers and learners to create notes during the lessons. A teacher can create a TextPad to write and share it with an individual learner or vice versa. The collaboration in the text pad is one-to-one i.e. between one teacher and one learner. The TextPad has the following features:

      ➔ Write Text

      ➔ Change Font (Type, Size, Color)

      ➔ Font Style (Bold, Italic, Underline)

      ➔ Bullet Lists

      ➔ Undo/Redo

      ➔ Copy/Paste

➔ Save and Download

- **Text Chat:** A chat option is available using which the learner and teacher can communicate with each other. A text chat has the following features:

  ➔ Text Messages Interchange

  ➔ Emoticons

  ➔ Special Characters

  ➔ Language Translations

  ➔ Speech Messages

- **Group Chat:** A Group chat option is available using which the learners and teacher of a group class can interact with each other. A group chat has the following features:
  ➔ Write text
  ➔ Change font
  ➔ Share files
  ➔ undo/redo
  ➔ Copy/paste

For more features and pricing, please review:

  ➔ Atom Chat: https://www.atomchat.com/pricing
  ➔ Lesson Space: https://www.thelessonspace.com/pricing
  ➔ Zoom: https://zoom.us/pricing
  ➔ jitsi: https://jaas.8x8.vc/#/pricing

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

26. **Geo-location:** The Yo!Coach platform now includes a geolocation feature that automatically identifies the location of learners when they search for a teacher available for an offline session. Additionally, administrators can set the radius of the search through an admin-level setting.

27. **Offline Sessions:** Learners now have the option to schedule offline sessions if the teacher has marked their availability for offline sessions. Teachers indicate their

availability for offline sessions, and those who are available will appear in the search results for offline sessions on the front end.

28. **Lesson Rescheduling:** Learners have the option to reschedule the lesson. The learner can choose an alternative time from the teacher's availability calendar for rescheduling the lesson. A notification is sent to the teacher for a new schedule.

29. **Lesson Cancellation (Website Wallet)**: Learners have the option to cancel the lesson. Upon cancellation, the money is refunded to the learner's online wallet in the platform which is further used to make payment for other lessons.

30. **Report Issue in Lesson:** In case of any technical difficulty, the learners can report an issue to the teacher. The teacher decides whether they would like to:

   ➔ Complete the lesson

   ➔ Reschedule the Lesson

   ➔ Refund 50%

   ➔ Refund 100%

   Disputes are then raised to the admin.

31. **Review and Ratings:** Upon lesson completion, the learners submit reviews and ratings for the teachers. Review and ratings are reflected on the respective teachers' profiles after the admin's approval.

32. **Gift Cards**

   ● Buy Gift Card: Users can buy a gift card from the website to share with their friends and acquaintances after specifying the following details:
      ➔ Name

      ➔ From

      ➔ Message

      ➔ Gift Card Price

      ➔ Complete Payment

Once purchased, a gift card is sent to the buyer's email ID from where they can further share it with their friends and acquaintances.

- Redeem Gift Card

  ➔ All the gift cards can be redeemed on the website while making payments for the lessons.

  ➔ Once redeemed, gift cards cannot be redeemed again.

33. **Refer and Earn:** "The 'Refer and Earn" feature enables users to earn rewards by referring others to register on the platform using their unique referral link. Users receive rewards upon the successful registration of referred individuals, as well as upon the completion of their first purchase on the platform."

34. **Video Section:** A dedicated Video Content page is available on the website where the YouTube videos are linked for users' help and convenience. These videos are admin-manageable and are added from the admin back-end.

35. **Affiliate Module:** An affiliate module serves to direct users to the platform, with the affiliate earning credit for each successful registration made through their affiliate link, as well as for every order completed by the registered user.

36. **Subscribe to Newsletter:** The users can subscribe to the newsletter of the platform

37. **Editable Content Blocks:** Admin can Edit the content of the content block as and when required.

38. **FAQ: The FAQ section offers quick access to answers, saving users time and effort in searching for information.**

39. **CMS Pages (About Us, Privacy, Terms, etc.):** Each of these sections serves a distinct purpose in providing users with information, guidance, and assurances regarding various aspects of their interaction with the website or company.

40. **Contact Us:** This section Serves as a direct communication channel between visitors and the website owner or support team. It allows visitors to provide feedback, ask questions, report issues, and inquire about products or services. This section helps in building trust, resolving customer concerns, and generating leads.

41. **Yo!Coach Mobile Apps:** Yo!Coach comes with Learner's mobile apps(Android and iOS) making it easier for the learners to access the features of Yo!Coach from their mobile phone app. With Mobile apps Learners can attend sessions from anywhere.

## 3.2 Front-end User Features (Teachers)

The teachers have all the features of learners along with the following additional features:

1. **Register & Login**
   - ➔ Via Email
   - ➔ Via Facebook and Google

2. **Submit Additional Details/ Apply to Teach**
   - ➔ Languages they teach
   - ➔ Languages they speak
   - ➔ Video URL (YouTube)
   - ➔ Biography (About Me)
   - ➔ Resume

➜ Availability for Teaching

➜ Profile Image

➜ Govt. ID Proof

➜ Agreement Terms

➜ Submit

The profile details are submitted to the admin for approval. After getting approval from the admin, the teachers can access the dashboard.

3. **Teacher Profile:** There are many details in the teacher profile that can be edited/deleted by the teacher himself/herself. Below is the list of details in the teacher profile:

➜ Personal information like name, gender, phone number, location, profile picture, introduction video link, biography.

➜ Subjects to be taught and languages spoken by the teacher.

➜ Teachers can select the time duration for which they want to deliver the sessions and set their prices accordingly.

➜ Teachers can add, edit, and delete their work experience.

➜ Skills like accent, teaching level, learners' age group, etc. can also be managed by the teacher.

➜ Payments can be managed by the teacher.

➜ Teachers can add their Addresses for the offline sessions.

➜ Teachers can change their emails and passwords.

The details in the profile section can be edited and deleted by the teacher any time.

4. **Availability Calendar [Timezone Based]**

   → The availability calendar allows teachers to specify their weekly and daily availability.

   → The teachers have the option to select any Timezone to specify their availability regardless of their current location.

   → The availability calendar can be synced with Google Calendar to better manage the availability and vice versa.

5. **Price Setting**

   ● Lesson Price

      → Single Lesson Price

      → Bulk Lesson Price

   ● Special Price for Students:

      → Teachers can fix any price for their students irrespective of their lesson price.

      → This applies to the students for all future purchases.

6. **Teaching Guidelines:** This is the CMS page where all the teaching guidelines are available for the teachers. This page is managed by the admin.

7. **Teaching Tutorials:** The section consists of tutorial videos (YouTube) for teachers. Tutorial videos are created and uploaded by the admin from the admin panel.

8. **Group Classes:** The section consists of Group classes for teachers to create and manage the group class with different slots.

9. **Group Class Packages:** The section consists of Group Class Packages created by the teacher. A teacher can integrate several group classes in the form of a package and teach each class according to the set sequence.

## 3.3 Admin Features

This section empowers the admin to manage the entire platform from the backend. The backend comes with strong functionalities that help the admin to manage the platform effectively. Each screen of the platform includes a help section, page warnings, and page descriptions to assist the Admin in understanding the functionality of the page. Additionally, every page is equipped with an export feature, allowing the Admin to download page data for offline usage. The functionalities in this section would be:-

➔ **Dashboard Stats**

➔ **Help Section:** The admin dashboard features a comprehensive help section accompanying each page, aiding administrators in understanding the purpose and function of every element within the dashboard.

➔ **Manage Users**
   ◆ Users Listing
   ◆ Teacher Approval Request
   ◆ Withdraw Request
   ◆ Teacher Reviews

- ◆ GDPR Requests

- ◆ Manage Admins

→ **Manage Group Classes/Packages**

→ **Manage Courses:** The admin can enable/disable the courses on the platform. If enabled, the following sections will be available:

- ◆ Course Languages

- ◆ Categories

- ◆ Courses Listing

- ◆ Approval Request

- ◆ Certificates

- ◆ Course Review

- ◆ Refund Request

→ **Manage Orders**

- ◆ View details for all types of orders on the platform(Lessons, Subscription, Classes, Courses, Packages, Gift Card, Wallet Recharge)

→ **Manage Reported/Escalted Issues**

→ **Manage Teacher Preferences**

- ◆ Accent

- ◆ Teach Level

- ◆ Learners Ages

- ◆ Lesson Included

- ◆ Test Preparations

- ◆ Spoken Language

- ◆ Teaching Language
- ◆ Issue reported Options
- → **Manage CMS**
  - ◆ Home Page Slides
  - ◆ Content Blocks: Using the drag-and-drop features offered in this section, the admin can modify the homepage's appearance.
  - ◆ Content Pages
  - ◆ Navigation
  - ◆ Countries
  - ◆ States
  - ◆ Video Content
  - ◆ Testimonials
  - ◆ Language Labels
  - ◆ FAQ categories
  - ◆ Manage FAQs
  - ◆ Email Template
- → **Manage Settings:** The admin can manage multiple settings like price management on the platform(admin manageable or teacher manageable), the following sections will be available for the admin to manage the platform settings:
  - ◆ General Settings
  - ◆ Meeting Tools Configuration
  - ◆ Payment Methods
  - ◆ Social Platforms

- ◆ Discount Coupons
- ◆ Commission Settings
- ◆ Currency Management and Currency Formats
- ◆ Theme Management
- ◆ Page language data
- ◆ Affiliate commission

➜ **Manage Blogs:**

- ◆ Blog Categories
- ◆ Blog Posts
- ◆ Blog Comments
- ◆ Blog Contributions

➜ **Manage SEO Settings:**

- ◆ Meta Tags: Meta Description, Keywords, and OG
- ◆ SEO URLs
- ◆ Robots.txt
- ◆ HTML and XML Sitemap
- ◆ Google Tag Manager

➜ **View Platform Reports**

- ◆ Lessons Top Languages
- ◆ Classes Top Languages
- ◆ Teacher Performance
- ◆ Lesson Stas
- ◆ Sales Report
- ◆ Settlements
- ◆ Admin Earning

◆ Affiliate report

➜ **Mange Forum Module Settings**

➜ **Manage Mobile Apps Labels**

*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 sharing their data. The users registered on the platform can anytime request the admin to delete their personal information. The compliance enables business owners to assure the platform users who are concerned about their security and privacy.*

## 3.4 Marketing Features

Effectively marketing your online tutoring platform is essential to attract more students and tutors. Yo!Coach comes pre-integrated with marketing features to help you implement various marketing strategies for the success of your business.

Following are the marketing-related features that Yo!Coach offers:

➜ **Google Analytics**

Google Analytics helps businesses get a better understanding of the progress of their online tutoring marketplace. They can evaluate and measure user engagement and other useful data. Our system comes pre-integrated with Google Analytics to help you create an effective marketing strategy and make informed business decisions.

➜ **SEO Management**

A search engine-optimized platform is important for the success of any marketing campaign. Yo!Coach provides a dedicated SEO module to manage your website for better visibility and reach.

Following are the SEO management features provided by Yo!Coach:

- ◆ SEO Management
- ◆ URL rewriting
- ◆ Meta tags optimization
- ◆ Manageable robots.txt
- ◆ Manageable XML & HTML Sitemap
- ◆ Google tag manager
- ◆ Site tracking

➔ **Auto Meta Creation**
The system will auto-create the Meta Title, Keywords and Description, OG Image, and so on for tutor profile pages. However, the admin can still update and edit the details.

➔ **Email Marketing**
This feature can be used to send system-generated emails to all the users of the online learning platform.

➔ **Google Tag Manager**
Allows the admin to manage all the website tags without editing the codes such as third-party tags, Google Ads, and Google Analytics.

➔ **Discussion Forum Module**

Yo!Coach comes equipped with a discussion forum module that helps build communities of trust over time, i.e., users can view and post queries, get solutions from other users, and stay updated about relevant content using tags.

➔ **Refer and Earn**

Utilize the 'Refer and Earn Program' feature and implement the word-of-mouth marketing strategy for your business. Allow the students and tutors to refer the platform to potential prospects by sharing their referral links. In return, provide them with rewards or discounts.

➔ **Affiliate Module**

Enable users to register as an affiliate and earn money on the platform by sharing a personalized affiliate link to promote the platform. The affiliate can earn a percentage of the commission upon every successful purchase made through their affiliate link.

# 4. Payment Process

➔ Once payment is made by the learner, complete payment is sent to the Portal Payment Account, and virtual credits are sent to the teacher's online wallet after lesson delivery (With Portal Commission Deduction).

➔ Teachers have the option to request a withdrawal, once the withdrawal request is submitted to the admin; the admin can transfer the money to the teacher's

◆ Bank Account or

◆ PayPal account i.e. via PayPal Payouts

# 5. Third-Party APIs Integration

Following is the list of APIs used in the platform:

## 5.1 Payment APIs

➜ PayPal Standard Payments including Payouts

➜ Authorize.Net Payments

➜ Stripe

➜ Paystack

➜ PayGate

➜ Bank Transfer

## 5.2 Lesson Interaction and Delivery

➜ Atom Chat

➜ Lesson Space

➜ Zoom Meeting

➜ Jitsi meeting

## 5.3 Other

➜ Google Analytics

➜ Mailchimp

➜ Microsoft Text Translator

➜ Fixer

➜ Firebase(required for mobile apps)

# 6. Yo!Coach Niches

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

➔ Doctor Consultation

➔ Legal Consultation

➔ Business Consultation

➔ Health and Wellness Consultation

➔ Astrology Consultation

➔ Music Learning

➔ Dance Learning

➔ Language Learning

➔ Online Tutoring

➔ Sports Coaching

➔ Academic Education

➔ Fitness Coaching

➔ Personality Development

➔ Code Training

➔ Culinary Coaching

➔ Online Mentoring

➔ Acting Classes

## Note

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

# Explore Our Online Tutoring & Consultation Platform Demos:

## Explore Front End Demo

## Explore Tutor Demo

## Explore Admin  Demo

OR

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