Case Study on
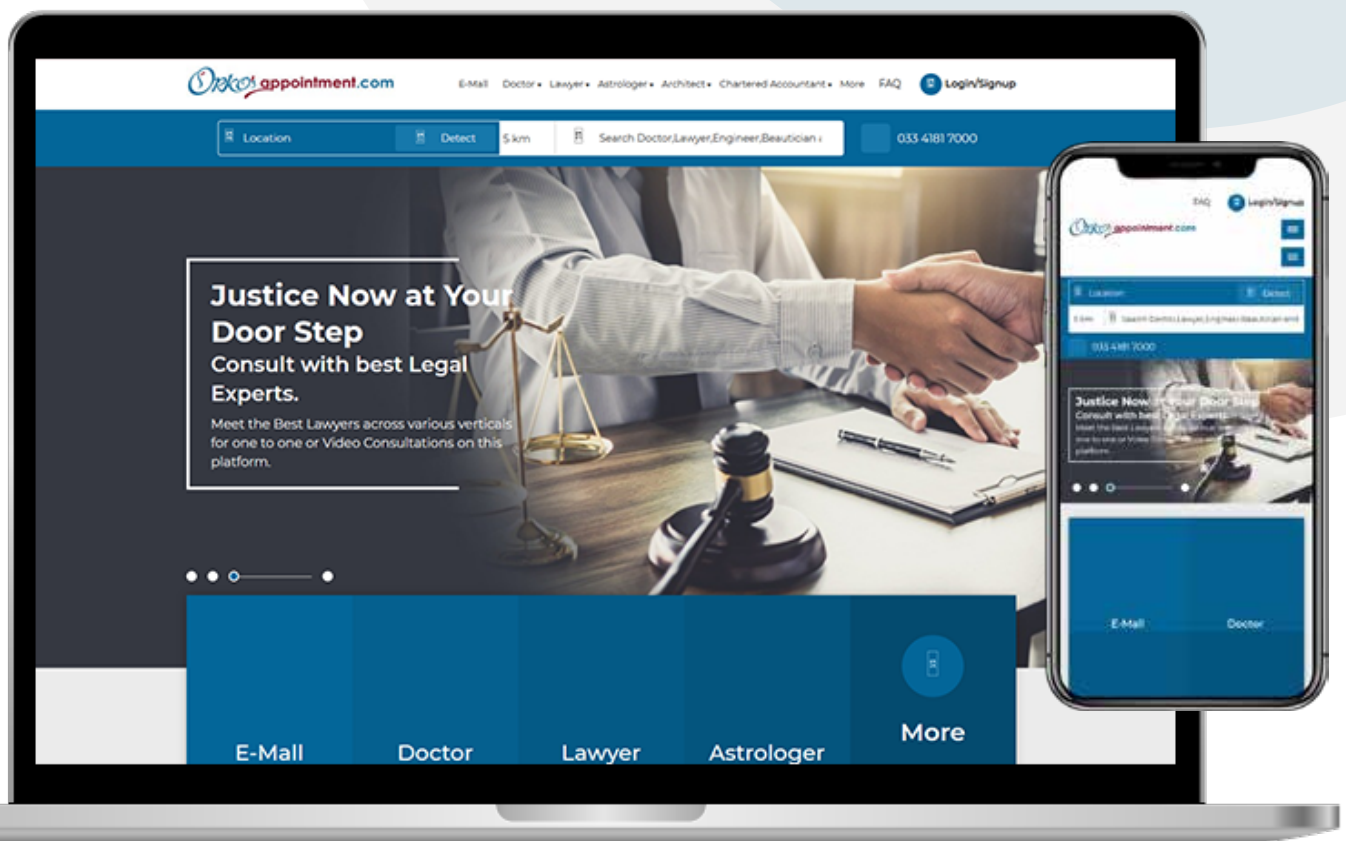# www.orkosappointment.com

The case study showcases how
Webguru Infosystems built a robust, easy-to-use,
and interactive web platform for users to avail
top-quality professional online consulting services across
industry domains.

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Introduction

Our client, the Sens Group of Companies operates in diversified areas of financial management, foreign exchange, and hospitality, among others. It felt the need to build a common web platform whereby users can get access to top-notch professionals in their chosen domain across industry verticals for consulting. The client wanted to establish a digitized seamless link between the consultants and service seekers (users) in areas such as medical and healthcare, legal, astrology, architecture, and web development to name a few.

To build the premium consulting web platform named Orkosappointment.com the client had approached Webguru Infosystems Private Limited, the premier digital agency. Our developers used technologies such as Laravel, PHP 7.1, and MySQL database, among others to build a user-friendly, interactive, secure, and high-performing web portal as per the client's mandate.

Proposal

The client wanted us to develop a web portal to display professionals or consultants under various service categories. The portal would allow a user to browse through the categories and make an online appointment. The other aspects of the proposal are as follows:

» Through an intuitive user interface, a user may select a service category and subcategory, view the professional/consultant, select a date and time from the available time slots, and submit a booking request.

» The booking request can be both free and paid, which the professional/consultant can mention in his or her account. If paid, the user needs to pay through an online payment system called Atom pay.

» The booking process can be of two types; normal appointment and video appointment. In a normal appointment, the user needs to physically visit the actual location of the professional/consultant on the scheduled day and time booked through the portal. While for a video appointment, the user can have a virtual consultation on the scheduled day and time confirmed through the portal.

» Upon successful booking and payment, the system will schedule the online video consultation time (based on the selected date and time slot) with the consultant.

» The design of the portal will be high-end, clean, and professional.

» The user experience needs to be smooth and simple.

» The web portal has to be highly secured so that a user can feel safe while making an online payment.

Workflow

The development of the web portal followed the Agile methodology where beta testing, and debugging were conducted alongside development while communicating with the client at all stages. The web portal contains the following core modules :

» A home page displaying the sections for service categories, professionals, and appointment booking.

» A service catalogue page displaying service categories and subcategories wherein a user can click on any service title and view details.

» A view consultants/professionals page showing the available consultants/professionals with details such as profile, consultation charges, speciality, association, and achievement (if any).

» An appointment booking page allowing the user to search for a professional/consultant through speciality/service or keyword filters. The user will be able to view the availability of the consultant and select the time slot for an appointment.

» To book an appointment the user needs to get registered with the web portal and pay the requisite amount through debit/credit card **(only for paid booking). Every successful booking (paid or free) will generate a confirmation email to be sent to the user automatically.**

» The user can upload details such as prescriptions, diagnostic reports in Doc/PDF format, and other medical-related data in a dump file format. The uploaded data can be viewed by the professionals/consultants.

» The user can view the booking history after logging into his or her account.

To manage the data generated from the above-mentioned core modules, a secure web back-end control panel is developed. The control panel allows the administrator to view and manage the following sections:

Speciality master: The section allows the administrator to manage the specialty master table. A speciality can be added to the system by providing the title and brief info such as cardiologist, neurologist, etc., to the doctor's category.

Service categories and subcategories: The section allows the administrator to manage the service catalogue by adding any new service details, editing the existing service details, or deleting a service from the list.

Consultants/professionals: The section allows the administrator to upload consultant details comprising basic info such as name, description, qualification, speciality, and booking fees. The administrator can define the available date and time for the consultant by filling up a form.

Orders: This section allows the administrator to view user details like billing address, and others, and manage orders and invoices.

For consultants, a separate account panel is created through which he or she can view online booking, customers, and initiate consultation through video call and chat. The video chat option allows the user to share his or her screen and display any document for the professional/consultant.

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Special Mention

» At first, the mandate was to use the location entered manually by the administrator to search for professionals/consultants. However, during development and based on the client's instructions, we added the Google location API to the search option wherein the user is able to locate a professional/consultant centre directly from the Google Map.

» We implemented a search system that displays the location of the professional/consultant within 5 km of the user's location.

» We had developed the video chat option and connected it to the portal by using an API.

Technology Stack

Our team used the following technologies:

» Programming Language: PHP 7.1

» Web Server: Apache

» Database: MySQL 5.7

» Operating System: Linux

» Framework: Laravel

» Scripting and Interface: HTML5.1 , CSS 4, and JavaScript/ JQuery

Conclusion

The appointment web portal built by us went through a rigorous testing process as per the business specifications and objectives. It allows any user to reach out to professionals or consultants from various domains instantly and seek their services virtually on a one-to-one basis. The robust web portal allows the administrator (client) to manage various aspects such as registration, displaying appointments, payments, and listings, among others. We thank the client, the Sens Group of Companies, for its constant support and guidance during the development process.

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