**User Flow:**

Organic Dental Website Organic Dental Website - User Flow Documentation Overview: The Organic Dental website is an intuitive, responsive web platform designed for dental patients and administrative staff. It supports patients in discovering services, booking appointments, managing accounts, and submitting reviews. Administrators manage users, appointments, and feedback via a dedicated admin panel.

**1. Customer Flow:**

* Visit homepage → Navigate to Services or Appointment
* Book an appointment → Fill form → Confirmation
* Optional: Register/Login to track appointments
* Leave a review
* View Google Maps/contact details
* Access Blog or FAQ for dental info

**2. Admin Flow:**

* Login as admin → Dashboard
* View stats (appointments, revenue, patient count)
* Manage Users: Edit roles, Delete users
* Manage Appointments, Blogs, Services, Reviews
* Logout securely

User Roles:

1. Visitor (Unauthenticated User)

2. Patient (Authenticated User)

3. Admin

**Flow Breakdown:**

* 1. Visitor Flow: - Lands on the homepage. -

Views services offered (e.g., cleanings, extractions, implants). - Uses embedded Google Maps to locate the clinic. - Clicks phone number link to directly call the clinic. - Clicks social media links to follow/visit clinic profiles. - Chooses to sign up or login.

* 1. Patient Flow (Authenticated User): - Logs in or registers via the Sign Up form. - Books appointments via an appointment form. - Views appointment history. - Leaves a review after a visit. - Can view profile info and edit account details.
  2. Admin Flow (Authenticated Admin): - Logs in through the Admin login panel. - Views dashboard metrics (number of users, reviews, bookings, etc.). - Manages user accounts: view, delete, or edit patients. - Manages appointments: approve, edit, or remove appointments. - Manages reviews: moderate or delete inappropriate reviews. - Updates services and content displayed on the site.

**Highlights**: -

Mobile-friendly and responsive UI. - All data managed securely in MongoDB. - Admin dashboard is protected and separate from user-facing UI. - Simple UX to ensure patients of all ages can use the platform.