

# Product Requirements Document – Medcor Unified Platform (Patient, Doctor, Admin, AI ChatBot)

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## 1. Document Control

Field	Description
Document Title	Product Requirements Document – Medcor Patient, Doctor, Admin & AI ChatBot Manuals
Author	Sreosha Mallick
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## 2. Executive Summary

This PRD outlines the end-user documentation structure for all key Medcor systems:

- **Patient Portal**
- **Doctor Portal**
- **Clinic Admin Portal**
- **Medcor AI ChatBot Widget**

The goal is to enable effective onboarding, usage, and troubleshooting across these products. Each manual includes installation (if applicable), core feature guides, and support procedures.

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### 3. Stakeholders

Role	Name	Contact
Client	Clinic/Hospital Admin	
Product Manager	Subhajit Das	
Technical Writer	Sreosha Mallick, Jay Chovatiya, Jayanta Das	
UX Designer	Santanu Mukherjee	
AI/Voice Engineer	Shubendu Biswas	

### 4. Goals and Objectives

- Standardize end-user manuals across all Medcor modules.
- Simplify setup and engagement for clinics, patients, and doctors.
- Support clinics in deploying the Medcor AI ChatBot widget independently.
- Ensure clarity, accessibility, and completeness.

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### 5. Scope

In Scope	Out of Scope
Documentation for web-based portals and chatbot	NA
AI assistant, chatbot, and voice UI guides	Internal admin dashboards
Step-by-step onboarding and troubleshooting	3rd-party billing or EHR system integration

## 6. Platforms Covered

1. Patient Portal
  2. Doctor Portal
  3. Clinic Admin Portal
  4. Medcor AI ChatBot Widget
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## 7. AI ChatBot Widget – User Manual Content Overview

Section	Description
Overview	Introduction to the widget and key use cases
Installation Guide	How to deploy the chatbot widget to a clinic website
Main Interface	Layout overview (chat bubble, headers, content area)
Core Features	Voice/chat assistant, doctor browsing, booking, online face editor
Authentication System	User login, guest access, and restrictions
Step-by-Step Usage Guide	How users interact with core features
Technical Requirements	Frontend integration, device/browser support
Privacy & Security	Permissions, data handling, encryption
Troubleshooting	Fixes for common issues (camera, mic, login, widget not loading)
Updates & Maintenance	Update policy and system availability
Support & Feedback	Getting help and sharing suggestions

## 8. New Functional Requirements for ChatBot

ID	Feature	Description	Priority
F11	AI Chat Assistant	Real-time interaction via text or voice	High
F12	Custom Script Generation	Admins can generate an embeddable chatbot script	High
F13	Doctor Portfolio Integration	Displays searchable doctor profiles within the widget	High
F14	Appointment Booking	Guided module for selecting treatment, doctor, and available time	High
F15	Online Face Editor	Camera-based interface for cosmetic/aesthetic procedure previews	Medium
F16	Authentication Layer	Restricts certain actions (e.g., booking) to logged-in users	High
F17	Voice Controls	Includes voice input, output, mute/unmute controls	Medium
F18	Responsive Widget UI	Floats on website as a chat bubble and expands on interaction	High

## 9. Widget Installation & Activation Flow

1. **Login as Clinic Admin** via <https://app.medcor.ai>
2. Click **Generate Custom Chatbot**
3. Copy the generated `<script>` tag
4. Paste it into the clinic's website HTML (just before `</body>`)
5. After deployment:
  - A chat bubble appears ~2 seconds post-page-load
  - Widget expands when clicked
  - AI greets user with voice + text

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## 10. AI ChatBot Core Modules

Module	Details
AI Assistant	Natural language interaction, voice support, visual avatar
Doctor Portfolio	Detailed bios, photos, specialization filters, audio summaries
Appointment Booking	Secure, step-by-step booking with doctor and time slot selection
Online Face Editor	Real-time camera interface for cosmetic consultations

## 11. Technical Requirements Summary

Area	Requirements
HTML Page	Script tag added before <code>&lt;/body&gt;</code>
Browser Support	Chrome v90+, Firefox v88+, Safari v14+, Edge v90+
Permissions	Camera, microphone for voice/face features
Network	Stable broadband, CSP configured for <code>https://app.medcor.ai</code>
Device Requirements	2GB+ RAM, working camera/mic for full feature access

## 12. Troubleshooting Summary

Issue	Fix/Explanation
Widget Not Loading	Check script placement, internet connection, browser console logs
Camera Not Working	Grant permission, close conflicting apps, refresh page
Voice Not Working	Check mic settings, permissions, unmute AI

Login Fails	Validate credentials, check cookies enabled, try guest mode
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## 13. Support and Maintenance

- **Automatic updates** – no manual updates required
- **Scheduled maintenance** communicated via admin panel
- **Support** – via Medcor support channels or within widget
- **Feedback** – submit suggestions via widget or admin portal

## 14. Appendices

- **Example Script Tag**

```
<script id="customer_medcorhospital"
src="https://app.medcor.ai/static/chat_widget/dist/chatWidget.min
.js?uuid=41:AV83t-zjepAkvJYYTCtUMOLZultwp6IN6mPm1PUSWXw&schema=me
dcorhospital" defer></script>
```

- **Permissions Prompt Screenshot**  
(Camera/Microphone Allow Dialogs)
- **AI Avatar Welcome Message UI**  
(Chat window with avatar and speech bubble)

## Final Deliverables

- PRD covering all four portals/modules
- Detailed user manuals for:

- Patient Portal
  - Doctor Portal
  - Clinic Admin Panel
  - AI ChatBot Widget
- Installation and usage flows
- Security, support, and troubleshooting coverage