



## **IntelliConsult**

### **Software Engineering - (IT314)** **Prof- Saurabh Tiwari**

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## 1. Authentication vs. Accessibility

- **Conflict:** Strong authentication (doctor verification, secure login) can delay user onboarding and frustrate patients who want quick booking. Doctors often find the verification process frustrating and overwhelming.
- **Stories Involved:**
  - **User Story 1.2:** Patient Registration
  - **User Story 1.3:** Doctor Registration
- **Resolution:**
  - Patients can sign up quickly using email or social login, so they don't face delays in booking.
  - Doctors get access in stages, they can explore the platform initially, but advanced features unlock only after their credentials are verified.

## 2. Appointment Booking vs. Doctor Availability (Module 2 vs. Module 4)

- **Conflict:** Patients may book appointments in real-time, but doctors might later mark themselves unavailable (clash between booking and schedule management).
- **Stories Involved:**
  - **User Story 2.3:** Appointment Booking
  - **User Story 4.2:** Manage Availability

- **Resolution:**
  - Implement real-time synchronization of calendars.
  - If conflicts arise, the system should auto-reschedule or suggest the nearest available slot.

### **3. AI Triage vs. Doctor's Prioritized Queue (Module 3 vs. Module 4)**

- **Conflict:** The AI assigns urgency scores, but doctors may disagree with them or want to manually change it. Only relying on AI may reduce trust.
- **Stories Involved:**
  - **User Story 3.2:** AI Triage
  - **User Story 4.1:** View AI Prioritized Queue
- **Resolution:**
  - Allow doctor override AI scores.
  - Keep audit logs for compliance and future AI model improvement.