APPOINTMENT MASTER

Project Group 20

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Project Definition:

Appointment master is a system that provide better way for client & service provider to communicate. In this system we can manage appointments, services, payments, feedbacks etc. It is an interface between clients and service providers such as doctor and patient.

In any normal organization or department you can see there are lot of people come on same time, but at a time only one or limited people get their service, on that time other all peoples are waiting. The ultimate goal of this system is to reduce this waiting and wasting time of clients.

Requirement Determination & Analysis

This is an appointment management system so there will be strong requirement of time management of appointments. To make this system successful it needs to get as more and more service providers and services as possible.

To give the structure to this system the following will be main blocks of this system.

- **Users**
  - **DBA**
  - **Client**
  - **Service Provider (SP)**
- **Appointments**
  - **Client id**
  - **Details of Service**
  - **Time**
  - **Date**
  - **Place**
  - **Token Number**
- **Services**
  - **Created by SP**
  - **Time of Appointment**
  - **Dates are available**
  - **Place**
  - **Tags**
- **Feedbacks**
  - **Type Positive/Negative**
  - **Client description**
- **Payment**
  - **Amount**

This system has this main 3 types of users and has a main goal as to overcome the wasting and waiting time of clients to use service.

Appointments are best way to communicate between client and service provider. The communication will be like as one patient placed one appointment for a doctor and doctor see it, he will decide to whether he is free on that time or not, if he is free than he can approve the appointment of patient otherwise doctor can refuse that appointment and system will tell next available appointment time for that patient.

To manage system we need to add sign up, sign in and dashboard for client and service provider users.

As appointments, service provider and services are important part of this system. We need to make a decisions on their tasks as:

Clients:

Clients can place their request appointment by simply register them in system. Clients can explore all the services if they are not registered.

Service Provider:

The registration is 1st thing for SPs, after that they can add services to the system, but the service will be checked and authenticated first by our High level officers, if the service is genuine then it will be shown in the system. One SP can create maximum 5 services.

The SP can see the feedback from clients, based on feedbacks from client the service will be judged by DBA and our system also trying to add payment facility.

Admin:

Admin will manage the other users and other parts of the system, he have all super access to the system.

Project Modules:

- Home-Page:

  In this home page user view all service that provide by service provider. User can sign-up for use feature of this system. User can also select any service that time sign-in is first, then after user can use services.

- Server Provider Dashboard:

  In this module service provider manage the service such like add service, update service, delete service etc. service provider also mange clients & service provider view feedback was given by clients. They will get appointment request & also those request approve/ rejected by us.

- Client Dashboard:

  In this module user can add appointment request to the service provider & also give feedback for the service. Client can also explorer the services.

- Admin Dashboard:

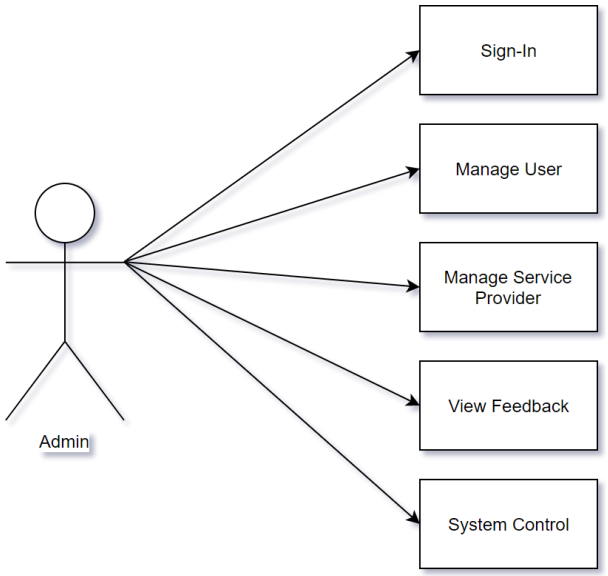
  In this admin module admin can manage both clients and service provider. Admin can also view feedback who give by clients.

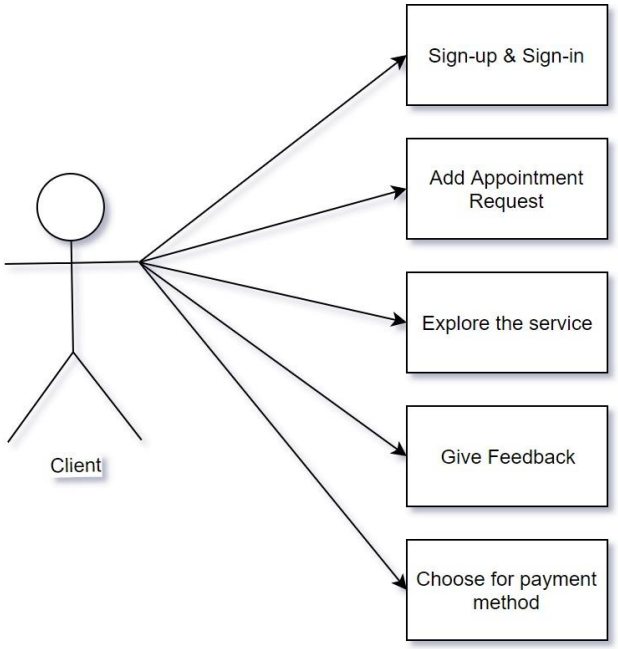
- Search Page:

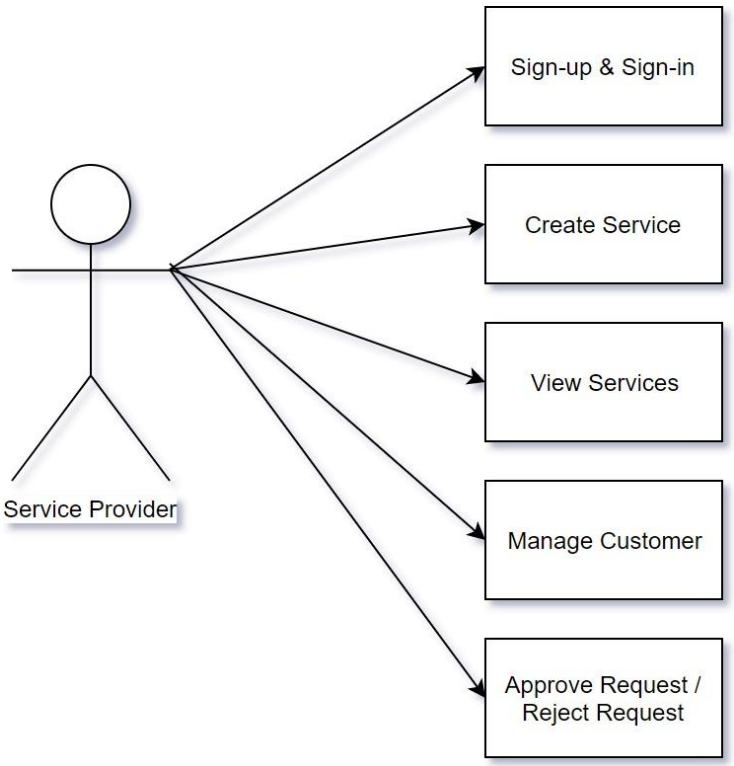
  In this module user will redirect to search page & get the results.

Project Diagrams

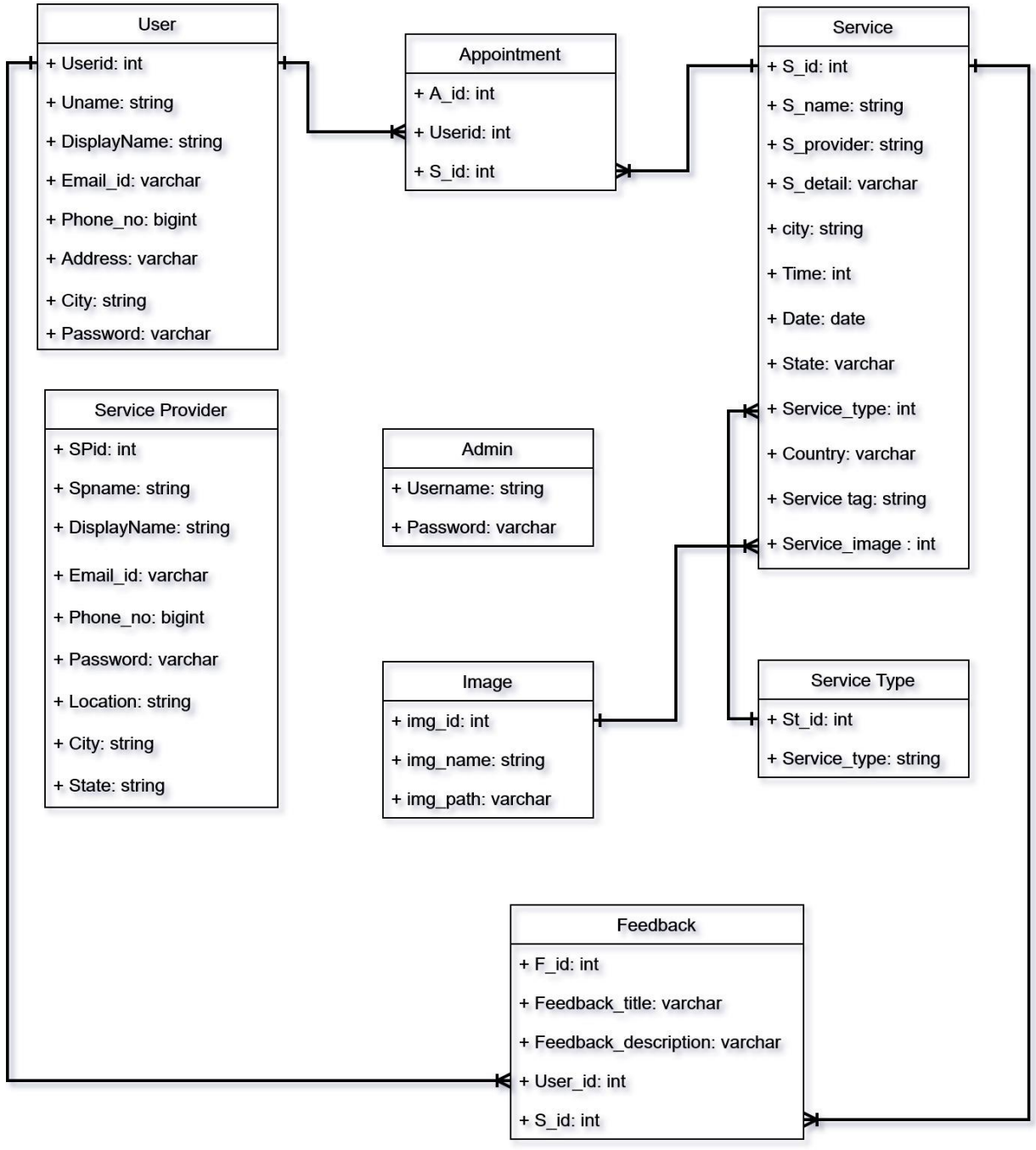
Use Cases:



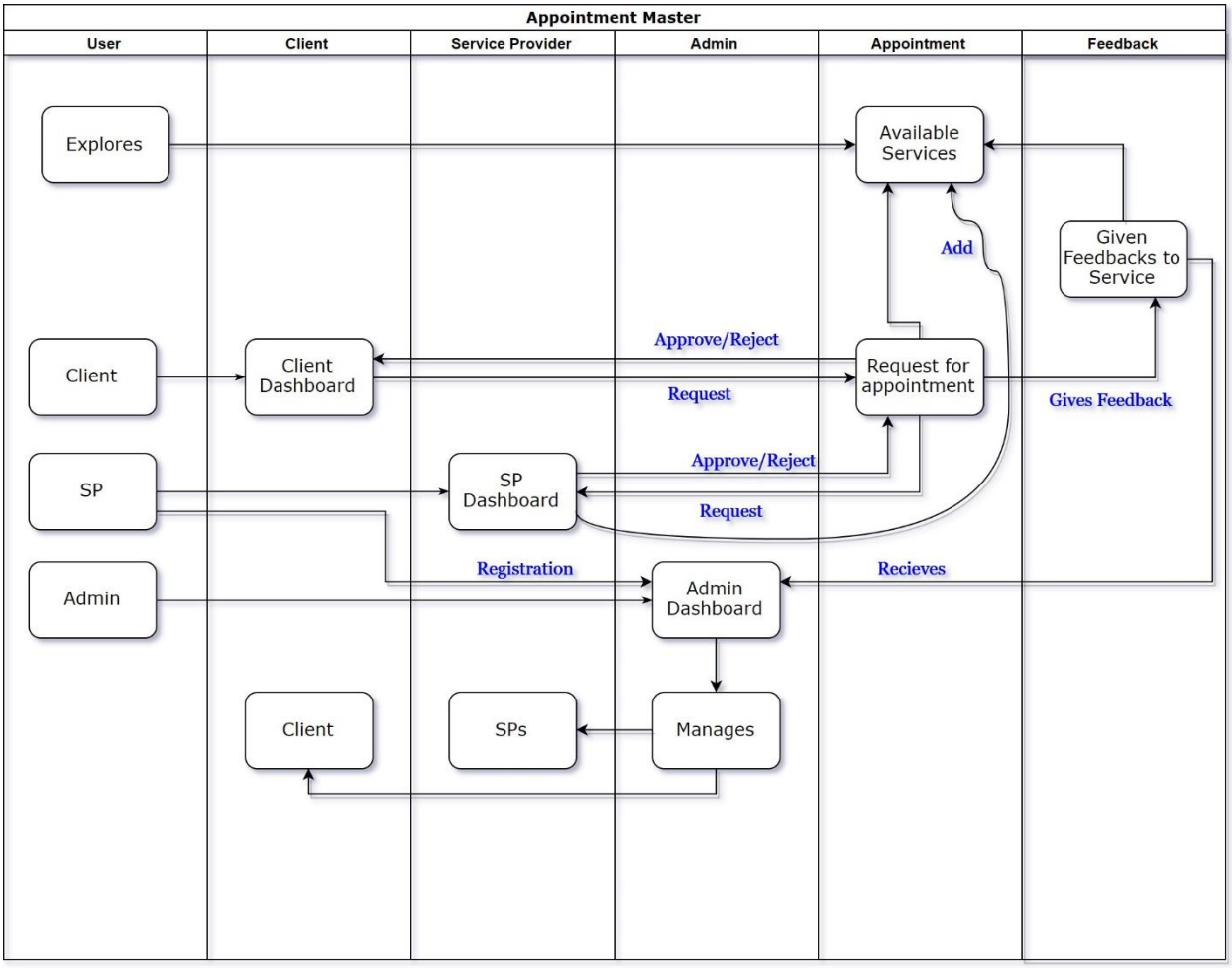
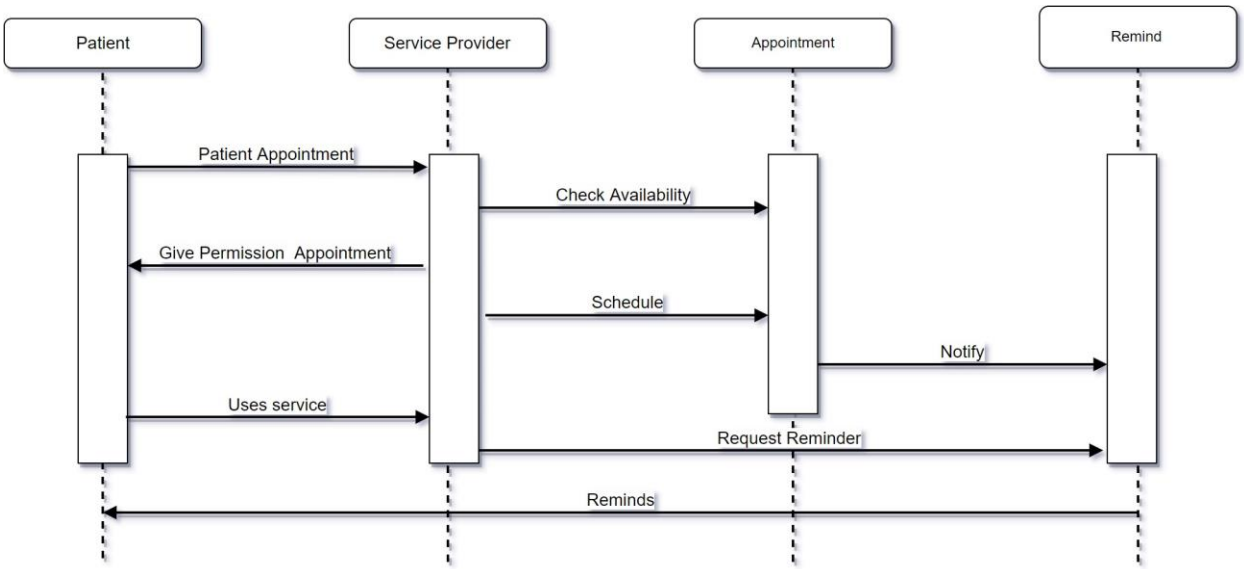



Sign-up & Sign-in
Create Service
View Services
Manage Customer
Approve Request / Reject Request
Service Provider

Class Diagram:



Activity Diagram



Interaction Diagram