Sri Lanka Institute of Information Technology

FeelsFIX Online Therapy Booking System

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INFORMATION TECHNOLOGY PROJECT – IT2080

B.Sc. (Hons) in Information Technology

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Introduction

FeelsFix Online Therapy System (Serenity Well-being center) The whole platform that increases client experience in mental health services and synchronizes therapists, clients and Administrators. This system is built for speed in therapy bookings, session administration, distributing wellness posts to the clients and handling financial transactions that many problems within a real-world scenario of inefficient scheduling, little client interaction and easily limited access to mental health resources

The platform is intended for users working as clients, therapists and administrators to enable them an easy interface for scheduling and keeping track with therapy sessions, payment management, self-help materials access, between therapist-client communication.

Real-time scheduling with automated notification, and secure data storage is the necessity of the hour to improve service efficiency and easily accessible, autonomy while providing therapy experience using FeelsFix.

Key features of the FeelsFix Online Therapy System include:

- **Appointment Management**: This feature allows your clients to book or reschedule sessions and send reminders for when people will be in the office with automated email notifications as well as being able to cancel with a self-service cancellation policy that refunds them.

- **User Management**: This means being capable of managing any user type (clients, therapist and administrator) in order to have security, authorization and role-based functionalities. Clients can manage their profiles, therapists can access session details, and administrators can oversee platform operations.

- **Wellness Content & Feedback Management**: Offers a collection of mental health articles, self-help resources, and guided activities while allowing users to submit feedback and rate their therapy experience to improve service quality.

- **Payment Management**: Securely process payments through uploading bank slip, invoice generation and a history of refunds for easy transparency and accountability.

- **Workshop Management**: Therapy provider is allowed to set up and deliver the group therapy in which clients sign up, hopefully learning and sharing together as a group toward the same goal of ensue healing.

In this way the system brings all therapy management work into one platform user data centralized so clients to therapist and administrator are up to date all at the same time. That solution drastically lowers the number of manually scheduled and admin tasks that have a big impact on which users make decisions for themselves as well as the progress of therapy sessions, payments and well-being content management. Finally, to deliver a more efficient, smooth and user-friendly service, with the top quality of all availability and more accessible.

User Story Priorities

User Story ID	Description	Estimated Priority
101	User creates an account (Client, Therapist, Admin)	01
102	User verifies their email after registration	01
103	User logs into the system using email and password	01
104	User resets or changes password through email verification	01
105	User updates personal information (name, profile picture, contact details)	02
106	Admin verifies therapist profiles before approval to ensure authenticity	03
107	Admin can suspend or reactivate user accounts based on policy violations	04
108	Therapists complete verification and approval process before listing	03
109	Therapists set availability and session slots for bookings	03
110	Clients manage their subscription settings (cancel, renew)	03
111	Clients block/report therapists for misconduct or unprofessional behavior	03
112	Therapists block/report clients for misconduct or harassment	03
113	Admin reviews and takes action on reported users (clients or therapists)	04
114	Admin can monitor therapist performance based on client feedback and session history	04
115	Users set notification preferences (email, SMS, in-app alerts)	03
116	The system generates personalized therapy recommendations based on client history	04
117	User account deletion request (requires admin approval)	05
118	User activity logs for security tracking and audit purposes	05
201	Clients can browse available therapists based on specialization and availability	01
202	Clients can book an appointment with a therapist based on available slots	01
203	Clients receive an automated confirmation email and SMS after booking	02

204	Clients can reschedule an appointment if needed, based on therapist availability	02
205	Clients can cancel an appointment before a specified deadline	03
206	Therapists can view their upcoming appointments in a structured table format	02
207	Therapists can approve or decline appointment requests based on their schedule	03
208	Therapists can set their availability and time slots for clients to book	02
209	Admins can monitor appointment trends and track booking statistics	04
210	Admins can handle appointment disputes between clients and therapists	04
211	Clients can select a preferred communication mode (video, chat, or call) during booking	03
212	Clients receive a reminder notification before their scheduled session	03
213	Clients can join a virtual waiting room before their session starts.	04
214	System automatically detects therapist no-shows and notifies the admin	05
215	Clients can provide a reason when canceling an appointment for better tracking	04
216	Therapists can mark an appointment as completed, triggering a post-session feedback request	05
301	Users can securely upload bank transfer slips as proof of payment.	01
302	Users can view session costs before making a bank transfer.	01
303	Users receive payment confirmation after slip verification.	01
304	Therapists can set session fees and payment policies.	02
305	Users can subscribe to therapy plans with different pricing tiers.	01
306	Secure storage of user subscription details for future renewals.	02
307	Users can view and track payment history.	02
308	Users can download invoices/receipts.	03
309	Admins can review and approve uploaded bank slips.	02
310	Therapists receive automated payouts.	03

311	Admins can generate financial reports.	03
312	Users can set up automatic renewal for subscriptions.	03
313	Users can apply discount codes or promo offers.	04
314	Therapists get notified of failed or pending payments.	03
315	Users can request refunds under specific conditions.	04
401	Users can browse and view available therapy workshops.	01
402	Users can register for workshops through the platform.	01
403	Users receive confirmation upon successful registration.	01
404	Therapists can create and list workshops.	02
405	Users can see workshop details (date, time, topics, therapist info).	01
406	The system sends reminders for upcoming workshops.	02
407	Therapists can manage participant lists.	02
408	Admins can approve or reject workshop listings.	03
409	Users can cancel their workshop registration.	03
410	Admins can track workshop attendance and participation.	03
411	Users can receive certificates for workshop completion.	04
412	Users can leave feedback or ratings for workshops.	03
413	Therapists can offer discounts or early-bird pricing.	04
414	Users could access workshop recordings if they missed the session.	04
415	The system suggests workshops based on user interests.	05
501	Users and therapists can create and submit blog posts.	01
502	Admins must approve blog posts before publishing.	01
503	Users can like, comment, and share blog posts.	02
504	Users can edit their published blog posts.	02
505	Users can submit feedback on therapists, sessions, and workshops.	01
506	Users can submit general feedback on the platform and services.	02
507	Admins can block users for inappropriate content.	02
508	Users can report inappropriate blog posts and comments.	02
509	Admins can review and manage reported content.	02

510	Therapists can respond to feedback on their sessions.	03
511	Admins can analyze feedback trends to improve services.	03
512	Users receive notifications when their post is approved or rejected.	03
513	Users can filter and search blog posts by category.	04
514	Users can reply to comments on blog posts.	04
515	The system highlights top-rated therapists based on feedback.	05

IT23166110 - D.D. Haputhanthri

Epic – User Management System

Feature	User Story ID	User Story	Tasks
Create an account	101	**As a user**, I want to create an account so I can use the facilities on the website.	1. Create a user database model. 2. Migrate it to the database. 3. Create a UI for user registration. 4. Validate input fields. 5. Save user details in the database.
Email verification	102	**As a user**, I want to verify my email after registration to activate my account.	1. Generate verification email with a unique token. 2. Send the email to the user. 3. Create a verification endpoint. 4. Update user status after verification. 5. Show success or failure messages.
User login	103	**As a user**, I want to log in using my email and password to access my account.	1. Implement login UI. 2. Validate credentials against the database. 3. Handle incorrect login attempts securely.

			4. Implement session management. 5. Redirect to dashboard upon successful login.
Password reset/change	104	**As a user**, I want to reset or change my password using email verification in case I forget it.	1. Create a password reset UI. 2. Generate and send a password reset token via email. 3. Verify token validity. 4. Allow users to set a new password. 5. Update password in the database.
Update profile	105	**As a user**, I want to update my personal details (name, profile picture, contact) for personalization.	1. Create an edit profile UI. 2. Validate and save updated details. 3. Implement profile picture upload functionality. 4. Ensure proper security for updates. 5. Display confirmation message after changes.
Therapist verification	106	**As an admin**, I want to verify therapist profiles before approval to ensure authenticity.	1. Create a verification request system. 2. Allow therapists to upload the required

			documents. 3. Implement an approval/rejection mechanism. 4. Notify therapists of verification status. 5. Update their account status upon approval.
Suspend/reactivate accounts	107	**As an admin**, I want to suspend or reactivate user accounts if they violate policies.	1. Implement an admin panel for managing user accounts. 2. Add suspend/reactivate options. 3. Store suspension history. 4. Notify users upon suspension/reactivation. 5. Restrict access for suspended users.
Therapist approval process	108	**As a therapist**, I want to complete verification so I can offer therapy sessions.	1. Create an approval request UI for therapists. 2. Collect and store verification documents. 3. Notify admin for review. 4. Approve/reject with automated email notification.

			5. Enable session scheduling only after approval.
Set availability & session slots	109	**As a therapist**, I want to set my availability so clients can book sessions.	1. Create a calendar-based availability UI. 2. Store session slots in the database. 3. Prevent double bookings. 4. Notify clients about available slots. 5. Allow therapists to update availability.
Manage subscription settings	110	**As a client**, I want to manage my subscription so I can renew or cancel it.	1. Create a subscription management UI. 2. Store user subscription details. 3. Allow cancelation with confirmation. 4. Implement auto-renewal reminders. 5. Notify users upon subscription updates.
Block/report therapists	111	**As a client**, I want to block or report a therapist if they behave unprofessionally.	1. Implement a "Block" & "Report" button in session history. 2. Store reports in the database. 3. Notify admins for review.

			4. Allow clients to unblock if needed. 5. Restrict blocked therapists from contacting clients.
Block/report clients	112	**As a therapist**, I want to block or report clients for misconduct or harassment.	1. Add "Block" & "Report" options in session history. 2. Store reports securely. 3. Notify admins for action. 4. Allow therapists to unblock clients if needed. 5. Prevent blocked clients from booking sessions.
Review of reported users	113	**As an admin**, I want to review and take action on reported users to maintain platform integrity.	1. Create an admin panel for reviewing reports. 2. Display reported user history. 3. Allow admins to suspend or warn users. 4. Notify users of admin actions. 5. Store admin decisions in logs.

Monitor therapist performance	114	**As an admin**, I want to monitor therapist performance based on client feedback and session history.	1. Create a dashboard for therapist insights. 2. Aggregate session ratings and feedback. 3. Identify trends in therapist performance. 4. Allow admins to take necessary actions. 5. Generate periodic reports.
Set notification preferences	115	**As a user**, I want to set my notification preferences, so I receive updates via my preferred method.	1. Create notification settings page. 2. Implement email, SMS, and in-app notification options. 3. Store user preferences securely. 4. Apply preferences across the platform. 5. Notify users only as per their chosen settings.
Personalized therapy recommendations	116	**As a user**, I want personalized therapy recommendations based on my history to find the best fit for me.	1. Develop an algorithm to suggest relevant therapists. 2. Analyze past session data. 3. Display recommendations on the user dashboard.

			4. Allow users to give feedback on suggestions. 5. Update recommendations over time.
Request account deletion	117	**As a user**, I want to request account deletion, but admin approval is needed for security.	1. Add an "Account Deletion Request" button. 2. Notify the admin upon request. 3. Store deletion requests in a queue. 4. Allow admin to approve/reject requests. 5. Permanently remove user data upon approval.
User activity logs	118	**As an admin**, I want to track user activity logs for security and audits.	1. Implement logging for login, transactions, and actions. 2. Store logs securely. 3. Provide a search and filter option for logs. 4. Allow admins to generate reports. 5. Set up log retention policies.

Sprint Planning -User Management

Sprint 1(2 weeks) – Foundation and Core Features

- **User Stories:-**

  - Create an account – 101
  - Email Verification – 102
  - User Login - 103
  - Password Reset/Change – 104
  - Update Profile – 105

- **Outcomes: -** Login page, sign-up page, email verification system, password management, and user profile update page.

Sprint 2(2 weeks) – Management Features

- **User Stories: -**

  - Therapist verification – 106
  - Suspend/reactivate accounts - 107
  - Therapist approval process – 108
  - Set availability & session slots - 109
  - Manage subscription settings - 110
  - Block/report therapists - 111
  - Block/report clients - 112
  - Review of reported users – 113

- **Outcomes: -** Therapist verification system, account suspension/reactivation module, therapist approval dashboard, session availability management, subscription management panel, user reporting system, therapist and client blocking functionality, and an admin review dashboard for reported users.

Sprint 3(2 weeks) – Final Features & Refinements

- **User Stories: -**

  - Monitor therapist performance - 114
  - Set notification preferences - 115
  - Personalized therapy recommendations - 116
  - Request account deletion - 117
  - User activity logs – 118

- **Outcomes: -** Therapist performance tracking dashboard, notification settings panel, personalized therapy recommendation system, account deletion request module, and user activity log management system.

IT23268258 - B.P.L. Fernando

Epic –Appointment Management System

Feature	User Story ID	User Story	Tasks
Browse therapists	201	**As a client**, I want to browse available therapists based on specialization and availability to find the best match.	1. Create a search/filter feature for therapists. 2. Display therapist profiles with availability. 3. Store and fetch therapist details from the database. 4. Implement a responsive UI for easy browsing.
Book an appointment	202	**As a client**, I want to book an appointment with a therapist based on available slots.	1. Develop a booking UI with available time slots. 2. Validate therapist availability before confirming. 3. Store appointment details in the database. 4. Notify the therapist of a new booking.

Receive booking confirmation	203	**As a client**, I want to receive an automated confirmation email and SMS after booking.	1. Generate a booking confirmation message. 2. Send email and SMS notifications. 3. Store notification logs for reference. 4. Ensure message delivery reliability.
Reschedule appointment	204	**As a client**, I want to reschedule an appointment based on therapist availability.	1. Provide a rescheduling option in the client portal. 2. Check therapist availability before rescheduling. 3. Update the appointment details in the database. 4. Notify both parties about changes.
Cancel appointment	205	**As a client**, I want to cancel an appointment before a deadline to free up the slot.	1. Implement a cancellation UI. 2. Store the cancellation reason if required. 3. Update the appointment status.

			4. Notify the therapist about the cancellation.
View upcoming appointments	206	**As a therapist**, I want to view my upcoming appointments in a structured table format.	1. Create an appointment dashboard for therapists. 2. Fetch and display upcoming bookings. 3. Allow sorting and filtering by date. 4. Ensure real-time updates on new bookings.
Approve/decline requests	207	**As a therapist**, I want to approve or decline appointment requests based on my schedule.	1. Add an "Approve/Decline" feature for therapists. 2. Store approval/rejection decisions. 3. Notify clients about approval status. 4. Update availability upon approval.
Set availability & time slots	208	**As a therapist**, I want to set my availability so clients can book sessions.	1. Implement a calendar for setting availability.

			2. Store time slots in the database. 3. Prevent overbooking of slots. 4. Allow therapists to modify availability.
Monitor booking trends	209	**As an admin**, I want to monitor appointment trends and track booking statistics.	1. Develop an admin dashboard with appointment insights. 2. Collect and analyze booking data. 3. Generate reports on therapist-client engagement. 4. Provide filters for detailed analysis.
Handle appointment disputes	210	**As an admin**, I want to handle disputes between clients and therapists regarding appointments.	1. Implement a dispute resolution module. 2. Store reported disputes in a review system. 3. Allow admins to investigate and take action. 4. Notify both

			parties of the resolution.
Select communication mode	211	**As a client**, I want to select my preferred communication mode (video, chat, or call) during booking.	1. Add a selection dropdown for communication mode. 2. Store client preferences with the booking. 3. Notify the therapist about the selected mode. 4. Ensure the platform supports all options.
Receive session reminders	212	**As a client**, I want to receive a reminder notification before my scheduled session.	1. Set up automatic session reminders. 2. Send notifications via email/SMS/app. 3. Ensure reminders follow a configurable schedule. 4. Store notification logs for tracking.
Join a virtual waiting room	213	**As a client**, I want to join a virtual waiting room before my session starts.	1. Develop a virtual waiting room feature. 2. Enable early check-in before the

			session. 3. Notify therapists when the client joins. 4. Ensure smooth transition to the session.
Detect therapist no-shows	214	**As a system**, I want to detect therapist no-shows and notify the admin for action.	1. Track therapist session check-ins. 2. Detect if a session starts as scheduled. 3. Notify admin if a therapist does not show up. 4. Store incidents for review.
Provide cancellation reason	215	**As a client**, I want to provide a reason when canceling an appointment for better tracking.	1. Add a reason selection dropdown on cancellation. 2. Store cancellation reasons in the database. 3. Allow admins to analyze cancellation trends. 4. Generate reports on cancellation patterns.
Mark session as	216	**As a therapist**, I want to mark an appointment as completed to trigger a	1. Add a "Mark as Completed" button

completed		post-session feedback request.	in the therapist portal. 2. Store session completion status. 3. Trigger a post-session feedback request to the client. 4. Notify the admin if feedback is submitted.

Sprint Planning -Appointment Management

Sprint 1(2 weeks) – Foundation and Core Features

- **User Stories:-**

  - Browse therapists - 201
  - Book an appointment - 202
  - Receive booking confirmation - 203
  - Reschedule appointment - 204
  - Cancel appointment - 205
  - View upcoming appointments - 206

- **Outcomes:** - A therapist listing page with search and filter options, an appointment booking system, automated email/SMS confirmations, a rescheduling feature, a cancellation system with notifications, and a therapist dashboard for upcoming sessions.

Sprint 2(2 weeks) – Management Features

- **User Stories:-**

  - Approve/Decline requests - 207
  - Set availability & time slots – 208
  - Monitor booking trends - 209
  - Handle appointment disputes - 210
  - Select communication mode - 211
  - Receive session reminders - 212

- **Outcomes:** - A feature for therapists to approve or decline appointments, a system for therapists to set their availability, an admin tool to track booking trends, a system for resolving appointment disputes, an option for clients to choose their communication method, and automatic reminders for clients before sessions.

Sprint 3(2 weeks) – Final Features & Refinements

- **User Stories: -**

  - Join a virtual waiting room – 213
  - Detect therapist no-shows - 214
  - Provide cancellation reason - 215
  - Mark session as completed – 216

- **Outcomes: -** A virtual waiting room feature for clients before sessions, a system to detect therapist no-shows and notify admins, a cancellation feature that allows clients to provide a reason, and a feature for therapists to mark sessions as completed.

IT23275560 - A.D. Athauda

Epic –Payment Management System

Feature	User Story ID	User Story	Tasks
Upload bank transfer slips	301	**As a user**, I want to securely upload bank transfer slips as proof of payment.	1. Implement file upload functionality. 2. Ensure secure storage of the slips. 3. Validate file format and size. 4. Display confirmation after successful upload.
View session costs	302	**As a user**, I want to view session costs before making a bank transfer.	1. Display session fees on the booking page. 2. Ensure the session cost is clearly visible. 3. Implement dynamic pricing for different session types.
Payment confirmation after slip verification	303	**As a user**, I want to receive payment confirmation after my bank slip is verified.	1. Admin verifies the uploaded bank slip. 2. Admin approves or rejects the payment. 3. Notify the user about the approval

			status. 4. Update booking status once confirmed.
Set session fees and policies	304	**As a therapist**, I want to set session fees and payment policies for my services.	1. Provide a session fee input feature for therapists. 2. Allow therapists to set payment terms. 3. Store and display session fees dynamically.
Subscribe to therapy plans	305	**As a user**, I want to subscribe to therapy plans with different pricing tiers.	1. Display available therapy plans with different pricing tiers. 2. Allow users to select and subscribe to a plan. 3. Store subscription details in the database.
Secure storage of subscription details	306	**As a system**, I want to securely store user subscription details for future renewals.	1. Implement encryption for storing subscription data. 2. Enable secure access for renewals. 3. Provide access control for sensitive data.

View and track payment history	307	**As a user**, I want to view and track my payment history.	1. Develop a user interface to view transaction history. 2. Fetch payment details from the database. 3. Display payment status and history in a clear format.
Download invoices/receipts	308	**As a user**, I want to download invoices and receipts for my payments.	1. Implement invoice generation after payment confirmation. 2. Provide a download option for users. 3. Ensure the invoice contains necessary payment details.
Review and approve uploaded bank slips	309	**As an admin**, I want to review and approve uploaded bank slips.	1. Implement an admin dashboard to view pending bank slips. 2. Allow admins to approve or reject slips. 3. Send notifications to users after approval/rejection.

Automated payouts to therapists	310	**As a therapist**, I want to receive automated payouts for my sessions.	1. Integrate a payout system for therapists. 2. Automate the payout process after session completion. 3. Send payout confirmation to therapists.
Generate financial reports	311	**As an admin**, I want to generate financial reports for the platform.	1. Implement a report generation system. 2. Create filters for various financial metrics. 3. Export reports in multiple formats (PDF, CSV).
Automatic subscription renewal	312	**As a user**, I want to set up automatic renewal for my subscription.	1. Implement an auto-renewal feature for subscriptions. 2. Notify users before renewal. 3. Ensure secure payment processing for automatic renewals.
Apply discount codes or promo offers	313	**As a user**, I want to apply discount codes or promo offers to my subscription.	1. Create a discount code input feature. 2. Validate the code and apply the discount.

			3. Update the payment amount based on the discount.
Notification of failed or pending payments	314	**As a therapist**, I want to be notified of failed or pending payments.	1. Monitor payment status after user payment attempts. 2. Notify therapists about any payment issues. 3. Implement a retry mechanism for pending payments.
Request refunds	315	**As a user**, I want to request refunds under specific conditions.	1. Set up a refund request form. 2. Review refund requests and validate conditions. 3. Notify users about refund status.

Sprint Planning -Payment Management

Sprint 1(2 weeks) – Foundation and Core Features

- **User Stories:-**

  - Upload bank transfer slips - 301
  - View session costs - 302
  - Payment confirmation after slip verification - 303
  - Set session fees and policies - 304
  - Subscribe to therapy plans - 305

- **Outcomes:** - Users can securely upload bank transfer slips as proof of payment, view session costs before making a transfer, receive payment confirmation after the admin verifies the bank slip, therapists can set their own session fees and payment policies, and users can subscribe to therapy plans with different pricing tiers.

Sprint 2(2 weeks) – Management Features

- **User Stories:-**

  - Secure storage of subscription details – 306
  - View and track payment history - 307
  - Download invoices/receipts - 308
  - Review and approve uploaded bank slips - 309
  - Automated payouts to therapists - 310

- **Outcomes:** - Subscription details are securely stored for future renewals, users can view and track their payment history, download invoices and receipts for transactions, admins can review and approve uploaded bank slips, and therapists receive automated payouts for their sessions.

Sprint 3(2 weeks) – Final Features & Refinements

- **User Stories: -**

  - Generate financial reports – 311
  - Automatic subscription renewal - 312
  - Apply discount codes or promo offers - 313
  - Notification of failed or pending payments – 314
  - Request refunds - 315

- **Outcomes: -** Admins can generate financial reports, users can set up automatic subscription renewals, users can apply discount codes or promo offers during checkout, therapists are notified of failed or pending payments, and users can request refunds under specific conditions.

IT23423992 - K.H. Dissanayake

Epic – Workshop Management System

Feature	User Story ID	User Story	Tasks
Browse and view workshops	401	**As a user**, I want to browse and view available therapy workshops so I can select ones that interest me.	1. Create a list of available workshops. 2. Display workshop details (date, time, topics, therapist). 3. Implement search and filter options.
Register for workshops	402	**As a user**, I want to register for workshops through the platform so I can attend.	1. Develop a registration form for workshops. 2. Ensure session slots are updated after registration. 3. Integrate a confirmation system post-registration.
Receive registration confirmation	403	**As a user**, I want to receive confirmation upon successful registration so I can be assured of my spot.	1. Send email/SMS confirmation after successful registration. 2. Include workshop details in the confirmation message.

Create and list workshops	404	**As a therapist**, I want to create and list workshops so users can view and register for them.	1. Develop a form for therapists to list workshops. 2. Allow therapists to set workshop details (date, time, topics). 3. Display listed workshops on the platform.
View workshop details	405	**As a user**, I want to see detailed information about workshops such as date, time, topics, and therapist info.	1. Display detailed workshop information on the workshop page. 2. Ensure all fields are dynamically populated.
Send workshop reminders	406	**As a user**, I want to receive reminders for upcoming workshops to ensure I don't miss them.	1. Implement reminder notification system (email/SMS). 2. Schedule reminders before workshops (24-48 hours).
Manage participant lists	407	**As a therapist**, I want to manage participant lists for workshops to ensure smooth operation.	1. Develop a feature to view and manage participants. 2. Enable participant status updates (confirmed, canceled).

Approve or reject workshop listings	408	**As an admin**, I want to approve or reject workshop listings to maintain quality control.	1. Create an admin panel for reviewing workshop submissions. 2. Add approval/rejection functionality. 3. Notify therapist of listing status.
Cancel workshop registration	409	**As an admin**, I want to track workshop attendance and participation to monitor engagement.	1. Implement attendance tracking system. 2. Generate reports for attended sessions. 3. Notify admins of attendance status.
Track workshop attendance	410	**As an admin**, I want to track workshop attendance and participation to monitor engagement.	1. Implement attendance tracking system. 2. Generate reports for attended sessions. 3. Notify admins of attendance status.
Provide certificates for completion	411	**As a user**, I want to receive certificates for workshop completion to have proof of participation.	1. Generate certificates after workshop completion. 2. Send certificates via email to users. 3. Include details like

			therapist name, date, and topics.
Leave feedback or ratings for workshops	412	**As a user**, I want to leave feedback or ratings for workshops to share my experience.	1. Develop a feedback form for users after workshops. 2. Integrate a rating system (1-5 stars). 3. Display feedback on the workshop page.
Offer discounts or early-bird pricing	413	**As a therapist**, I want to offer discounts or early bird pricing to attract more participants.	1. Enable a discount code feature. 2. Display discounts/early-bird pricing clearly. 3. Apply discounts automatically during registration.
Access workshop recordings	414	**As a user**, I want to access workshop recordings if I miss the session.	1. Upload and store workshop recordings. 2. Provide users with a view/download option. 3. Ensure recordings are accessible only to registered participants.
Suggested workshops based on	415	**As a user**, I want the system to suggest	1. Implement a recommendation

interests		workshops based on my interests to enhance my experience.	engine based on user activity and preferences. 2. Display suggested workshops on the dashboard.

Sprint Planning -Workshop Management

Sprint 1(2 weeks) – Foundation and Core Features

- **User Stories:-**

  - Browse and view workshops - 401
  - Register for workshops - 402
  - Receive registration confirmation - 403
  - Create and list workshops - 404
  - View workshop details - 405

- **Outcomes:** - Users can browse and view available therapy workshops, register for workshops through the platform, receive confirmation upon successful registration, therapists can create and list workshops, and users can view detailed information about the workshops such as date, time, topics, and therapist details.

Sprint 2(2 weeks) – Management Features

- **User Stories:-**

  - Send workshop reminders - 406
  - Manage participant lists - 407
  - Approve or reject workshop listings - 408
  - Cancel workshop registration - 409
  - Track workshop attendance - 410

- **Outcomes:** - Users receive reminders for upcoming workshops, therapists can manage participant lists, admins can approve or reject workshop listings, users can cancel their workshop registration, and admins can track workshop attendance and participation.

Sprint 3(2 weeks) – Final Features & Refinements

- **User Stories: -**

  - Provide certificates for completion - 411
  - Leave feedback or ratings for workshops - 412
  - Offer discounts or early-bird pricing - 413
  - Access workshop recordings - 414
  - Suggest workshops based on interests - 415

- **Outcomes: -** Users receive certificates for completing workshops, leave feedback or ratings for workshops, therapists can offer discounts or early-bird pricing, users could access workshop recordings if they missed the session, and the system suggests workshops based on user interests.

IT23257436 - E.M.W.S. Ekanayake

Epic – Wellness Content & Feedback Management System

Feature	User Story ID	User Story	Tasks
Create and submit blog posts	501	**As a user or therapist**, I want to create and submit blog posts so I can share insights and experiences.	1. Design a blog post submission form. 2. Store drafts for later editing. 3. Submit posts for admin approval.
Admin approval for blog posts	502	**As an admin**, I want to review blog posts before publishing so I can ensure appropriate content.	1. Create an approval workflow. 2. Implement a status indicator (Pending, Approved, Rejected). 3. Enable admin notifications for new submissions.
Like, comment, and share blog posts	503	**As a user**, I want to engage with blog posts by liking, commenting, and sharing.	1. Develop a like and share system. 2. Implement a comment section with moderation.
Edit published blog posts	504	**As a user or therapist**, I want to	1. Implement an edit option for

		edit my published blog posts in case I need to make changes.	authors. 2. Create a version control system for edits.
Submit feedback on therapy sessions, workshops, and therapists	505	**As a user**, I want to provide feedback on my experience to help improve services.	1. Design a feedback form. 2. Store feedback in a database. 3. Notify therapists/admins of new feedback.
General platform feedback	506	**As a user**, I want to submit feedback about the platform to suggest improvements.	1. Create a general feedback form. 2. Implement a feedback review dashboard for admins.
Block users for inappropriate content	507	**As an admin**, I want to block users who violate policies to maintain a safe environment.	1. Develop a blocking system. 2. Provide an appeal process for blocked users.
Report inappropriate blog posts and comments	508	**As a user**, I want to report inappropriate content to help maintain community guidelines.	1. Implement a report button for posts/comments. 2. Create a reporting dashboard for admins.
Review and manage reported content	509	**As an admin**, I want to review and take	1. Develop an admin panel to view reports.

		action on reported content to ensure compliance.	2. Provide options to remove or approve reported content.
Therapists respond to feedback	510	**As a therapist**, I want to respond to feedback on my sessions to engage with clients.	1. Create a reply feature for therapist feedback. 2. Notify users when a therapist responds.
Analyze feedback trends	511	**As an admin**, I want to analyze feedback trends to improve service quality.	1. Implement a data analysis system for feedback. 2. Generate insights for service improvements.
Notification for post approval/rejection	512	**As a user or therapist,** I want to receive notifications when my post is approved or rejected.	1. Implement an automated notification system. 2. Display status updates in the user dashboard.
Filter and search blog posts	513	**As a user**, I want to filter and search blog posts by category to find relevant content.	1. Develop a search and filter feature. 2. Categorize blog posts for better accessibility.
Reply to comments	514	**As a user**, I want to reply to comments on blog posts to engage in discussions.	1. Enable threaded comments. 2. Implement a notification system for replies.

Highlight top-rated therapists	515	**As a system**, I want to showcase highly rated therapists based on feedback.	1. Develop a rating algorithm. 2. Display top therapists in a featured section.

Sprint Planning -Wellness Content &Feedback Management

Sprint 1(2 weeks) – Foundation and Core Features

- **User Stories: -**

  - Create and submit blog posts - 501
  - Admin approval for blog posts - 502
  - Like, comment, and share blog posts - 503
  - Edit published blog posts - 504
  - Submit feedback on therapy sessions, workshops, and therapists - 505
  - General platform feedback - 506

- **Outcomes: -** Users and therapists can create and submit blog posts, admins approve posts before publishing, users can engage with posts by liking, commenting, and sharing, authors can edit their published posts, and users can submit feedback on therapy sessions, workshops, therapists, and the platform.

Sprint 2(2 weeks) – Management Features

- **User Stories:-**

  - Block users for inappropriate content - 507
  - Report inappropriate blog posts and comments - 508
  - Review and manage reported content - 509
  - Therapists respond to feedback - 510
  - Analyze feedback trends - 511

- **Outcomes: -** Admins can block users for violating policies, users can report inappropriate blog posts and comments, admins can review and manage reported content, therapists can respond to feedback, and admins can analyze feedback trends to improve services.

Sprint 3(2 weeks) – Final Features & Refinements

- **User Stories: -**

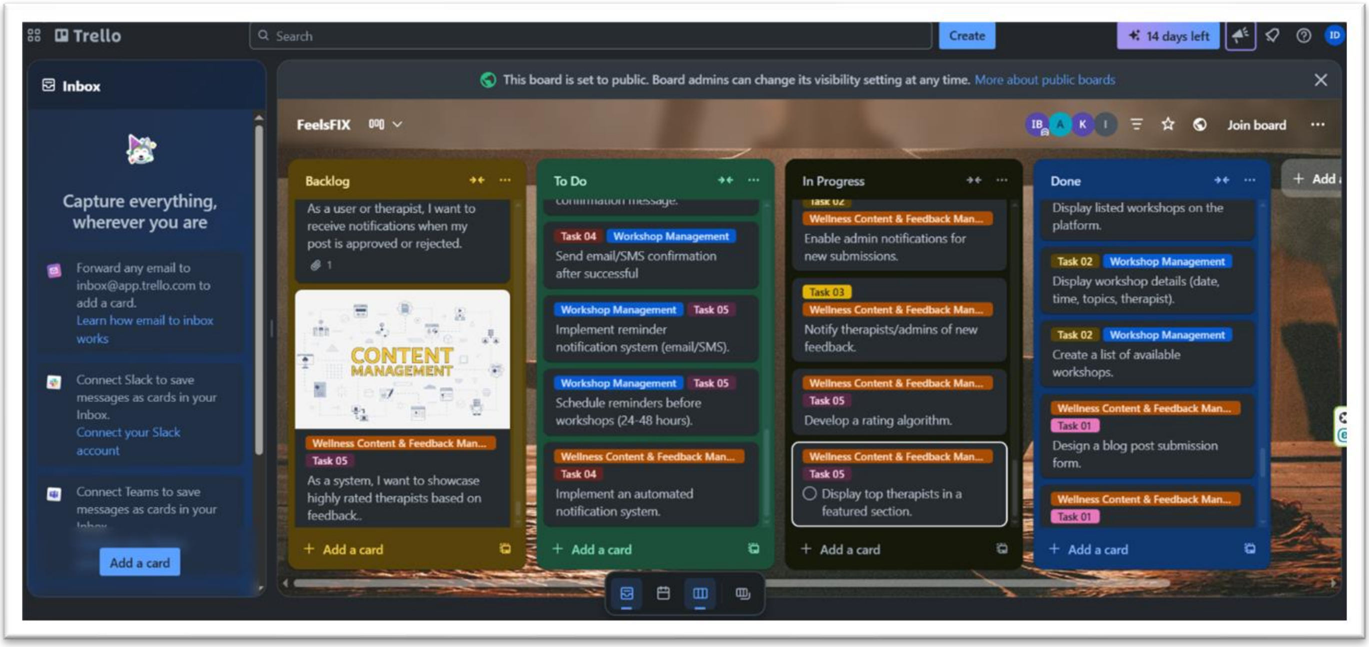
  - Notification for post approval/rejection - 512
  - Filter and search blog posts - 513
  - Reply to comments - 514
  - Highlight top-rated therapists - 515

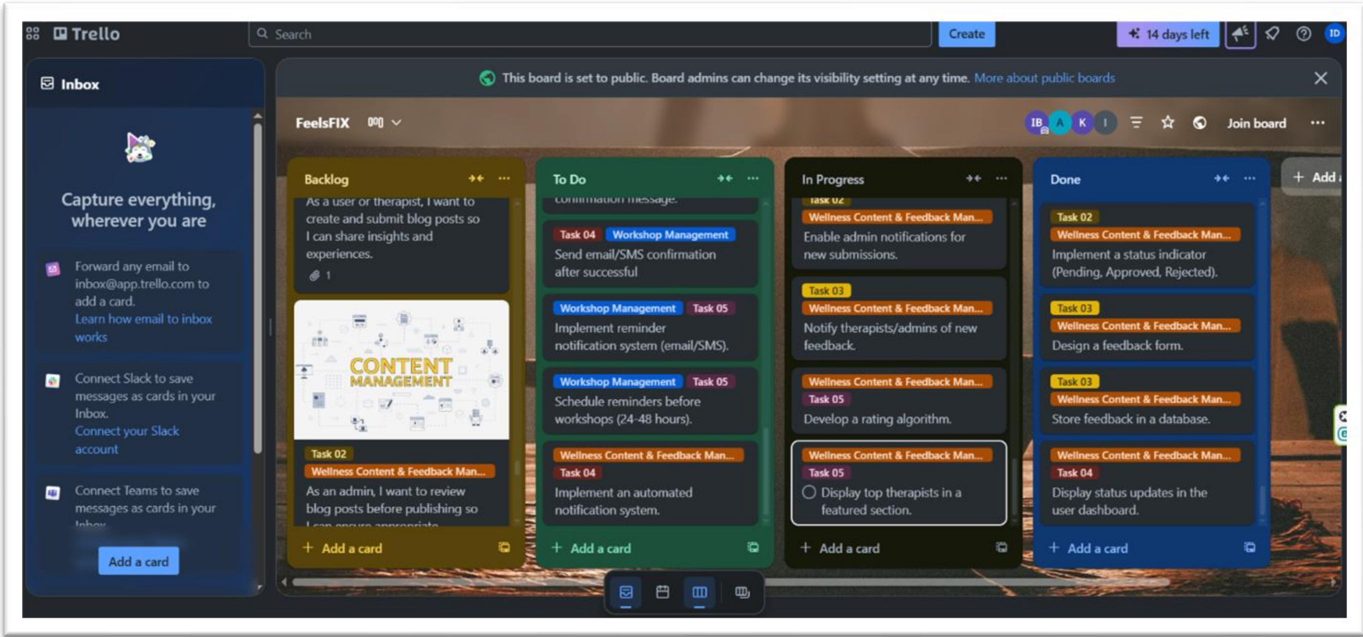
- **Outcomes: -** Users receive notifications about post approval or rejection, can filter and search blog posts by category, reply to comments for better engagement, and see top-rated therapists highlighted based on feedback.

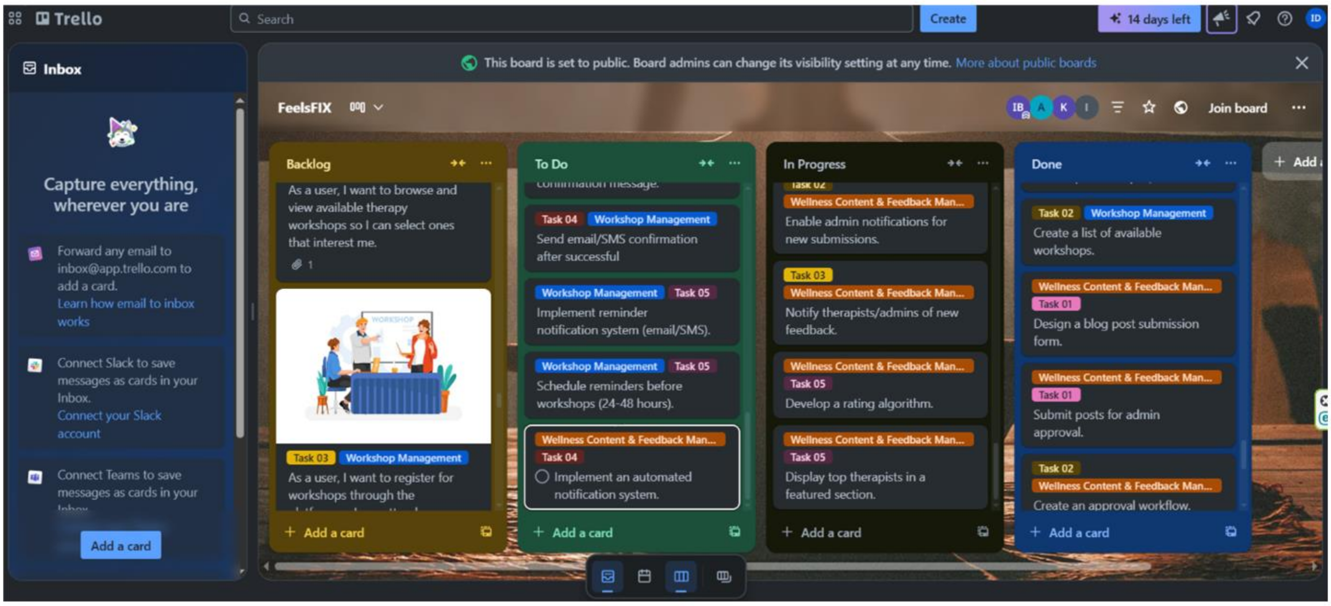
Sprint Plan Allocation (Team Members)

Team Member	Assigned Tasks (Sprint 1)	Assigned Tasks (Sprint 2)	Assigned Tasks (Sprint 3)
D.D. Haputhanthri	101, 102, 103, 104, 105	106, 107, 108, 109, 110, 111, 112, 113	114, 115, 116, 117, 118
B.P.L. Fernando	201, 202, 203, 204, 205, 206	207, 208, 209, 210, 211, 212	213, 214, 215, 216
A.D. Athauda	301, 302, 303, 304, 305	306, 307, 308, 309, 310	311, 312, 313, 314, 315
K.H. Dissanayake	401, 402, 403, 404, 405	406, 407, 408, 409, 410	411, 412, 413, 414, 415
E.M.W.S. Ekanayake	501, 502, 503, 504, 505, 506	507, 508, 509, 510, 511	512, 513, 514, 515

Kanban chart






Trello
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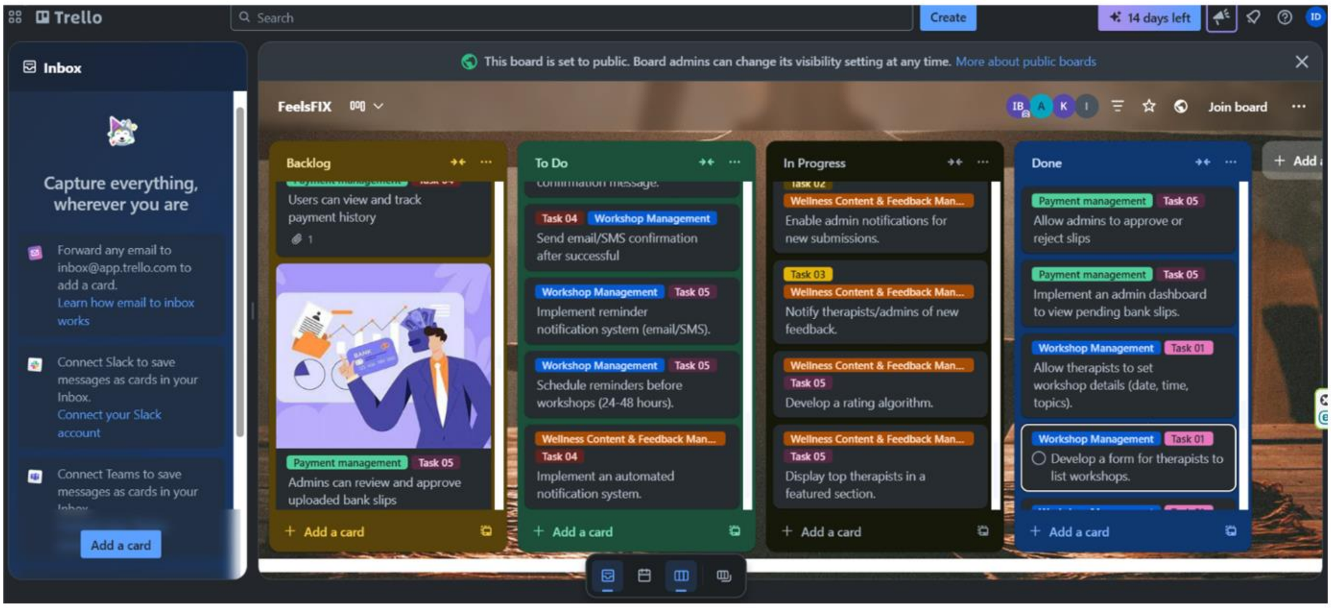
14 days left
Inbox
Capture everything, wherever you are
Forward any email to inbox@app.trello.com to add a card.
Learn how email to inbox works
Connect Slack to save messages as cards in your Inbox.
Connect your Slack account
Connect Teams to save messages as cards in your
Add a card
This board is set to public. Board admins can change its visibility setting at any time. More about public boards
FeelsFIX
Join board
Backlog
As a user, I want to browse and view available therapy workshops so I can select ones that interest me.
Task 03
Workshop Management
As a user, I want to register for workshops through the
Add a card
To Do
Task 04
Workshop Management
Send email/SMS confirmation after successful
Workshop Management
Task 05
Implement reminder notification system (email/SMS).
Workshop Management
Task 05
Schedule reminders before workshops (24-48 hours).
Wellness Content & Feedback Man...
Task 04
Implement an automated notification system.
Add a card
In Progress
Wellness Content & Feedback Man...
Enable admin notifications for new submissions.
Task 03
Wellness Content & Feedback Man...
Notify therapists/admins of new feedback.
Wellness Content & Feedback Man...
Task 05
Develop a rating algorithm.
Wellness Content & Feedback Man...
Task 05
Display top therapists in a featured section.
Add a card
Done
Task 02
Workshop Management
Create a list of available workshops.
Wellness Content & Feedback Man...
Task 01
Design a blog post submission form.
Wellness Content & Feedback Man...
Task 01
Submit posts for admin approval.
Task 02
Wellness Content & Feedback Man...
Create an approval workflow.
Add a card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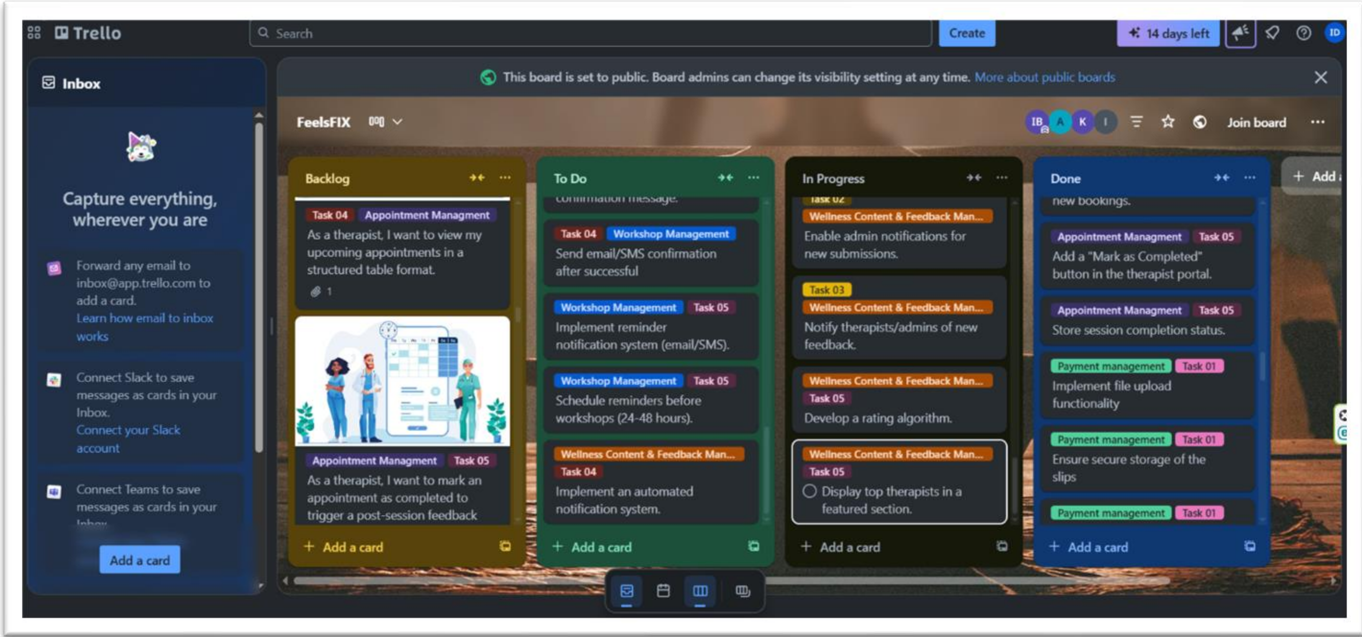
This board is set to public. Board admins can change its visibility setting at any time. More about public boards
FeelsFIX
Join board
Backlog
Users can view and track payment history
Payment management
Task 05
Admins can review and approve uploaded bank slips
Add a card
To Do
Task 04
Workshop Management
Send email/SMS confirmation after successful
Workshop Management
Task 05
Implement reminder notification system (email/SMS).
Workshop Management
Task 05
Schedule reminders before workshops (24-48 hours).
Wellness Content & Feedback Man...
Task 04
Implement an automated notification system.
Add a card
In Progress
Wellness Content & Feedback Man...
Enable admin notifications for new submissions.
Task 03
Wellness Content & Feedback Man...
Notify therapists/admins of new feedback.
Wellness Content & Feedback Man...
Task 05
Develop a rating algorithm.
Wellness Content & Feedback Man...
Task 05
Display top therapists in a featured section.
Add a card
Done
Payment management
Task 05
Allow admins to approve or reject slips
Payment management
Task 05
Implement an admin dashboard to view pending bank slips.
Workshop Management
Task 01
Allow therapists to set workshop details (date, time, topics).
Workshop Management
Task 01
Develop a form for therapists to list workshops.
Add a card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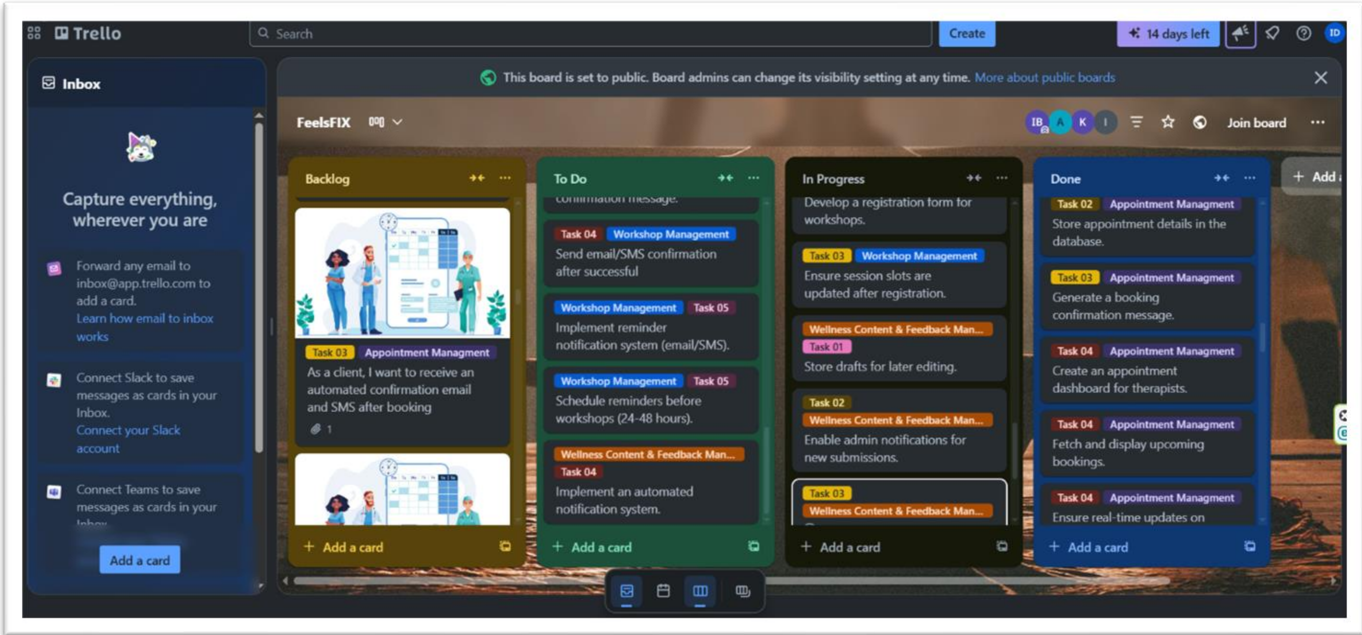
Task 04 Appointment Managment
As a therapist, I want to view my upcoming appointments in a structured table format.
Appointment Managment Task 05
As a therapist, I want to mark an appointment as completed to trigger a post-session feedback
To Do
Task 04 Workshop Management
Send email/SMS confirmation after successful
Workshop Management Task 05
Implement reminder notification system (email/SMS).
Workshop Management Task 05
Schedule reminders before workshops (24-48 hours).
Wellness Content & Feedback Man...
Task 04
Implement an automated notification system.
In Progress
Wellness Content & Feedback Man...
Enable admin notifications for new submissions.
Task 03
Wellness Content & Feedback Man...
Notify therapists/admins of new feedback.
Wellness Content & Feedback Man...
Task 05
Develop a rating algorithm.
Wellness Content & Feedback Man...
Task 05
Display top therapists in a featured section.
Done
new bookings.
Appointment Managment Task 05
Add a "Mark as Completed" button in the therapist portal.
Appointment Managment Task 05
Store session completion status.
Payment management Task 01
Implement file upload functionality
Payment management Task 01
Ensure secure storage of the slips
Payment management Task 01
Add a card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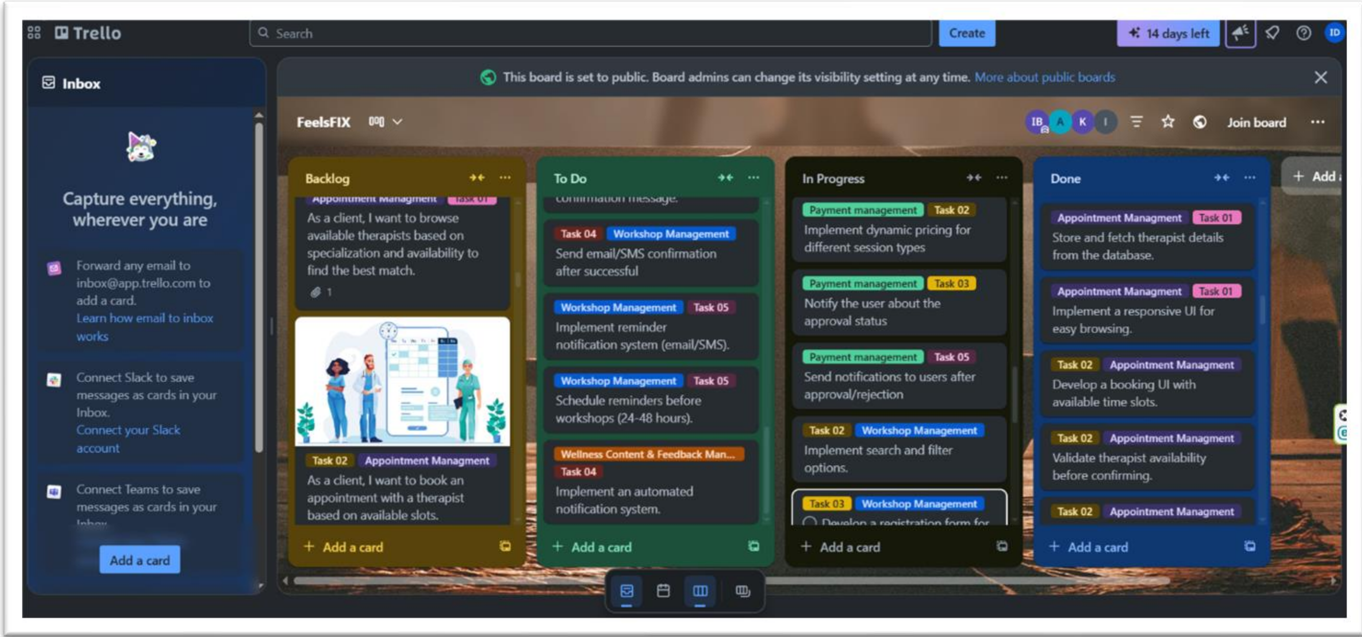
Backlog
Task 03 Appointment Managment
As a client, I want to receive an automated confirmation email and SMS after booking
To Do
Task 04 Workshop Management
Send email/SMS confirmation after successful
Workshop Management Task 05
Implement reminder notification system (email/SMS).
Workshop Management Task 05
Schedule reminders before workshops (24-48 hours).
Wellness Content & Feedback Man...
Task 04
Implement an automated notification system.
In Progress
Develop a registration form for workshops.
Task 03 Workshop Management
Ensure session slots are updated after registration.
Wellness Content & Feedback Man...
Task 01
Store drafts for later editing.
Task 02
Wellness Content & Feedback Man...
Enable admin notifications for new submissions.
Task 03
Wellness Content & Feedback Man...
Done
Task 02 Appointment Managment
Store appointment details in the database.
Task 03 Appointment Managment
Generate a booking confirmation message.
Task 04 Appointment Managment
Create an appointment dashboard for therapists.
Task 04 Appointment Managment
Fetch and display upcoming bookings.
Task 04 Appointment Managment
Ensure real-time updates on
Add a card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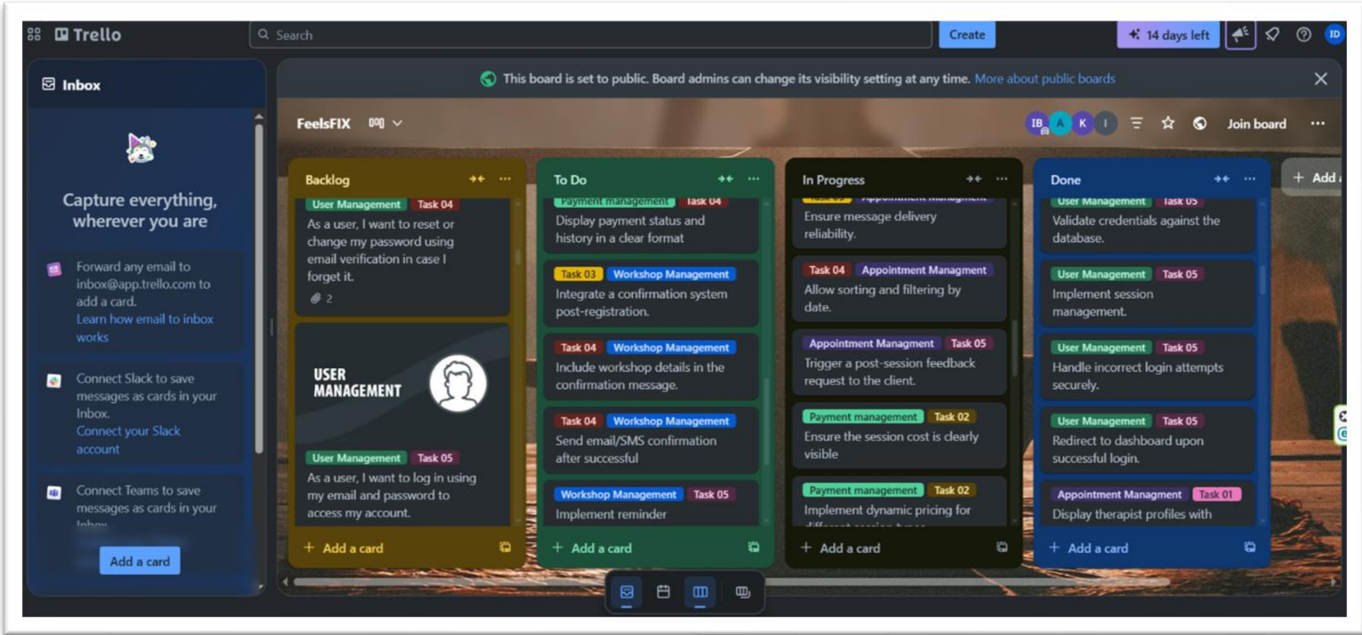
As a client, I want to browse available therapists based on specialization and availability to find the best match.
Task 02
Appointment Managment
As a client, I want to book an appointment with a therapist based on available slots.
Add a card
To Do
Task 04
Workshop Management
Send email/SMS confirmation after successful
Workshop Management
Task 05
Implement reminder notification system (email/SMS).
Workshop Management
Task 05
Schedule reminders before workshops (24-48 hours).
Wellness Content & Feedback Man...
Task 04
Implement an automated notification system.
Add a card
In Progress
Payment management
Task 02
Implement dynamic pricing for different session types
Payment management
Task 03
Notify the user about the approval status
Payment management
Task 05
Send notifications to users after approval/rejection
Task 02
Workshop Management
Implement search and filter options.
Task 03
Workshop Management
Add a card
Done
Appointment Managment
Task 01
Store and fetch therapist details from the database.
Appointment Managment
Task 01
Implement a responsive UI for easy browsing.
Task 02
Appointment Managment
Develop a booking UI with available time slots.
Task 02
Appointment Managment
Validate therapist availability before confirming.
Task 02
Appointment Managment
Add a card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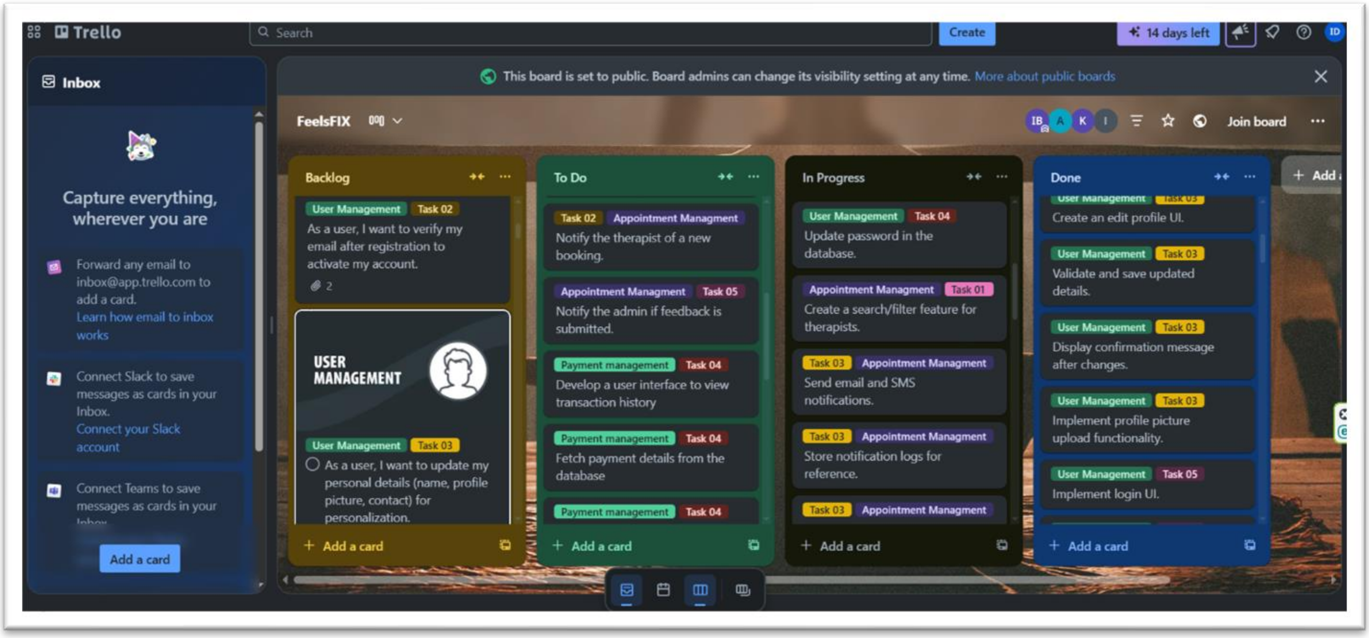
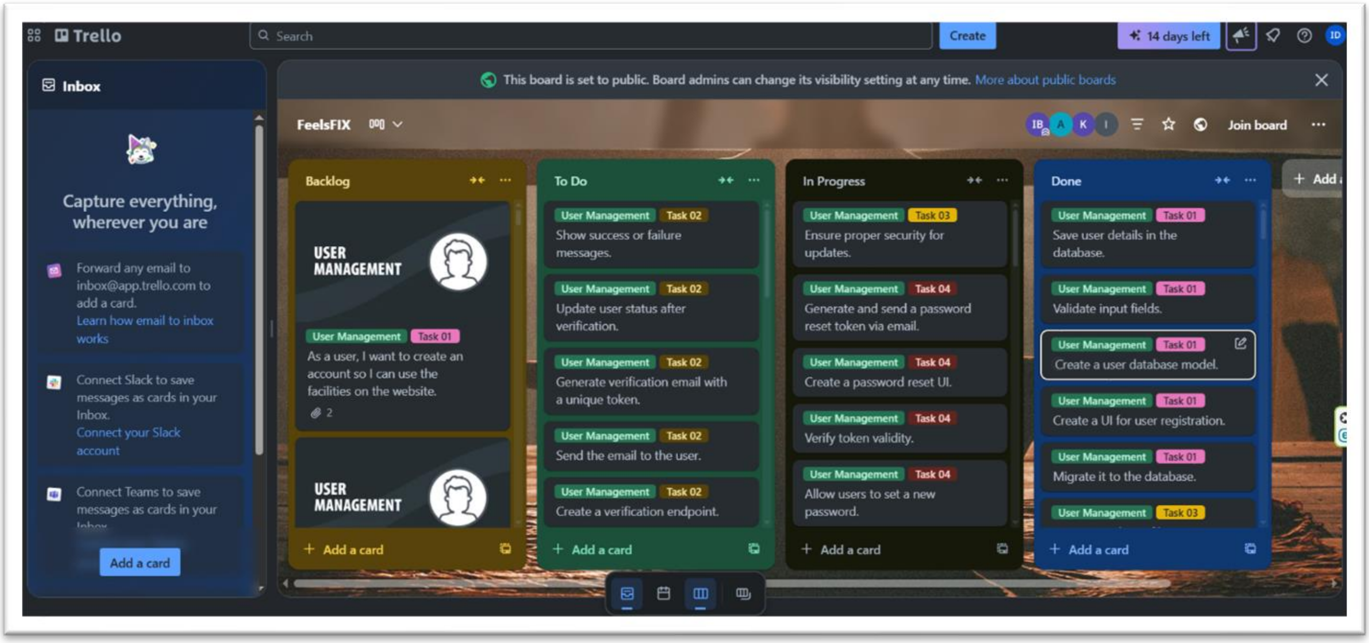
User Management
Task 04
As a user, I want to reset or change my password using email verification in case I forget it.
USER MANAGEMENT
User Management
Task 05
As a user, I want to log in using my email and password to access my account.
Add a card
To Do
Display payment status and history in a clear format
Task 03
Workshop Management
Integrate a confirmation system post-registration.
Task 04
Workshop Management
Include workshop details in the confirmation message.
Task 04
Workshop Management
Send email/SMS confirmation after successful
Workshop Management
Task 05
Implement reminder
Add a card
In Progress
Ensure message delivery reliability.
Task 04
Appointment Managment
Allow sorting and filtering by date.
Appointment Managment
Task 05
Trigger a post-session feedback request to the client.
Payment management
Task 02
Ensure the session cost is clearly visible
Payment management
Task 02
Implement dynamic pricing for
Add a card
Done
Validate credentials against the database.
User Management
Task 05
Implement session management.
User Management
Task 05
Handle incorrect login attempts securely.
User Management
Task 05
Redirect to dashboard upon successful login.
Appointment Managment
Task 01
Display therapist profiles with
Add a card





Trello Link: - https://trello.com/b/NPLESHD3