

09 April, 2025



Live Chat Feature for DIAP Website

<https://diapindia.org.in/iap-webinar/>



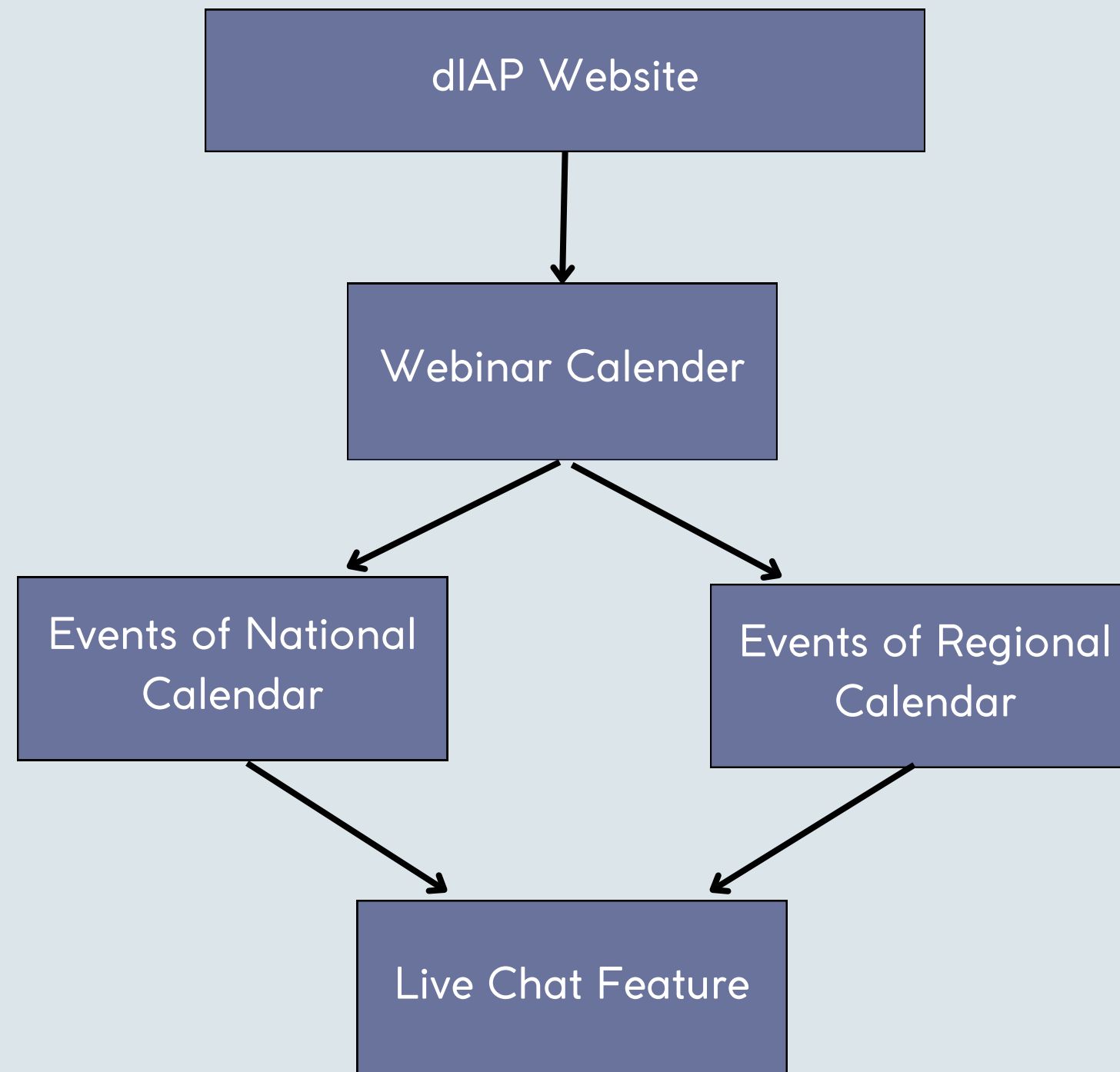
Product Overview

- **Product name**
 - **Product purpose**
 - **Product primary users**
 - **User journey (Flowchart)**
 - **User journey (screens)**
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Product Name & Purpose

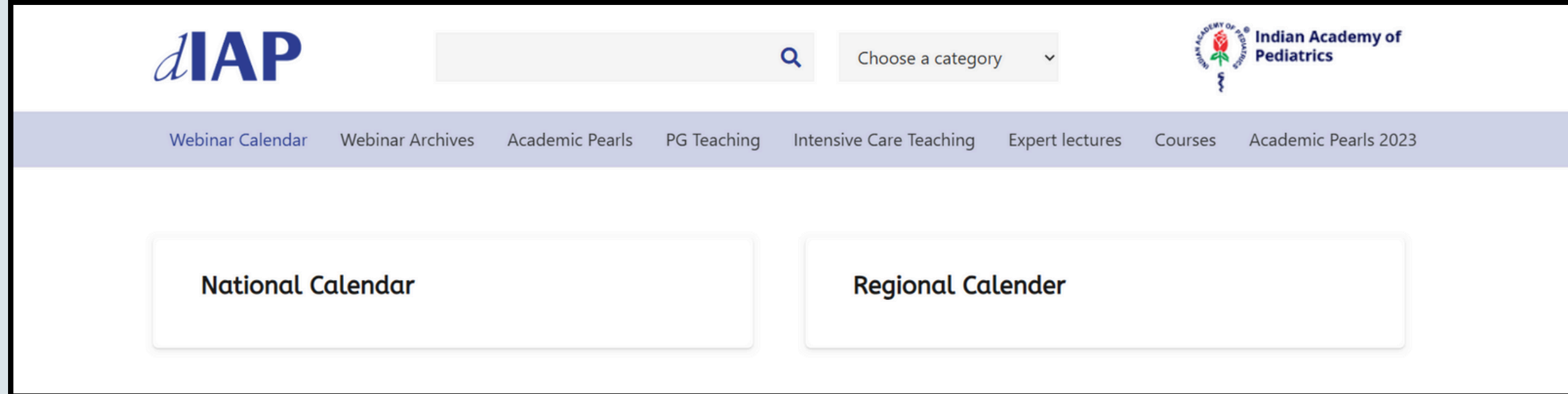
- **dIAP Webinar Calender Live Chat Feature**
 - **This product note is for the additional feature to be included in the dIAP Website's Webinar Section (Calender). The DIAP website hosts scheduled events for its members. To enhance engagement and interaction, a live chat feature will be introduced. This feature will only be functional during the time a scheduled event is live, with an additional buffer period of 30 minutes post-event to allow further discussions.**
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User Flow



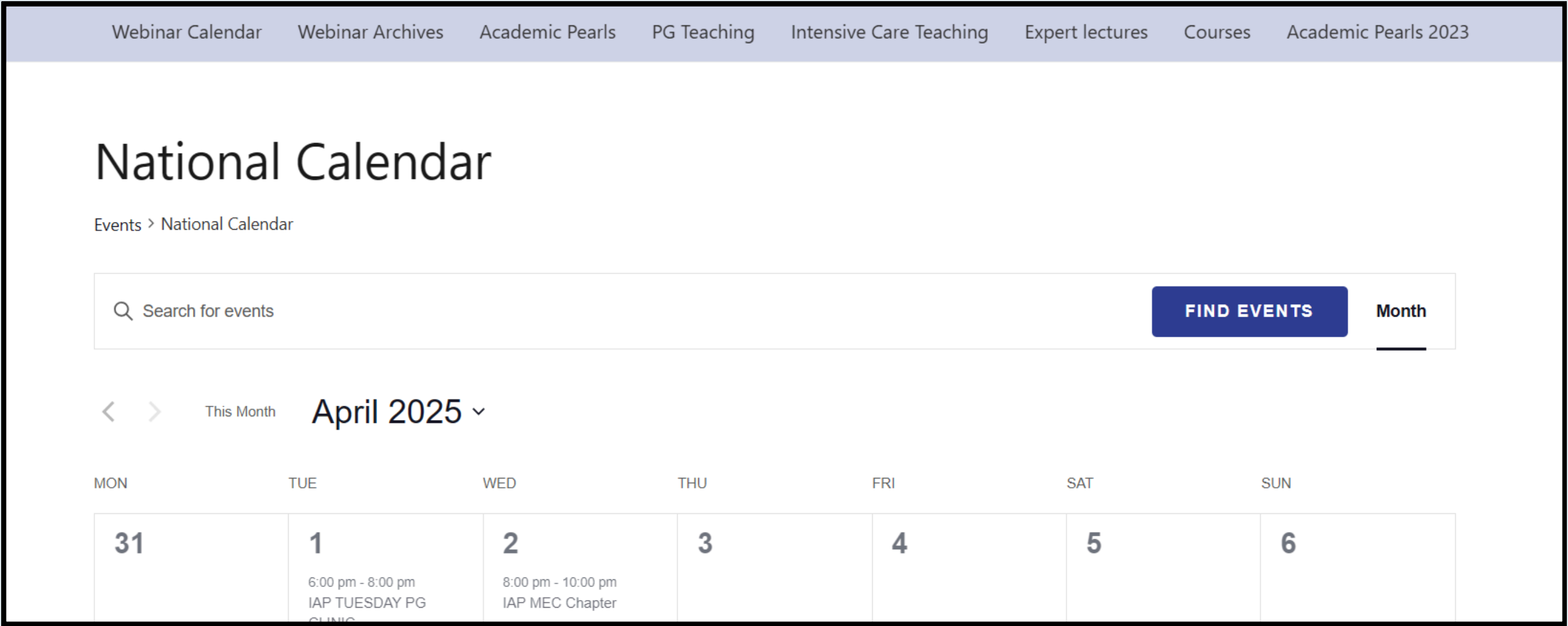
User Journey - Frontend

- Upon opening the dIAP Website, <https://diapindia.org.in/> the user navigates to the tab 'Webinar Calender'. This opens up Regional and National Calender options.



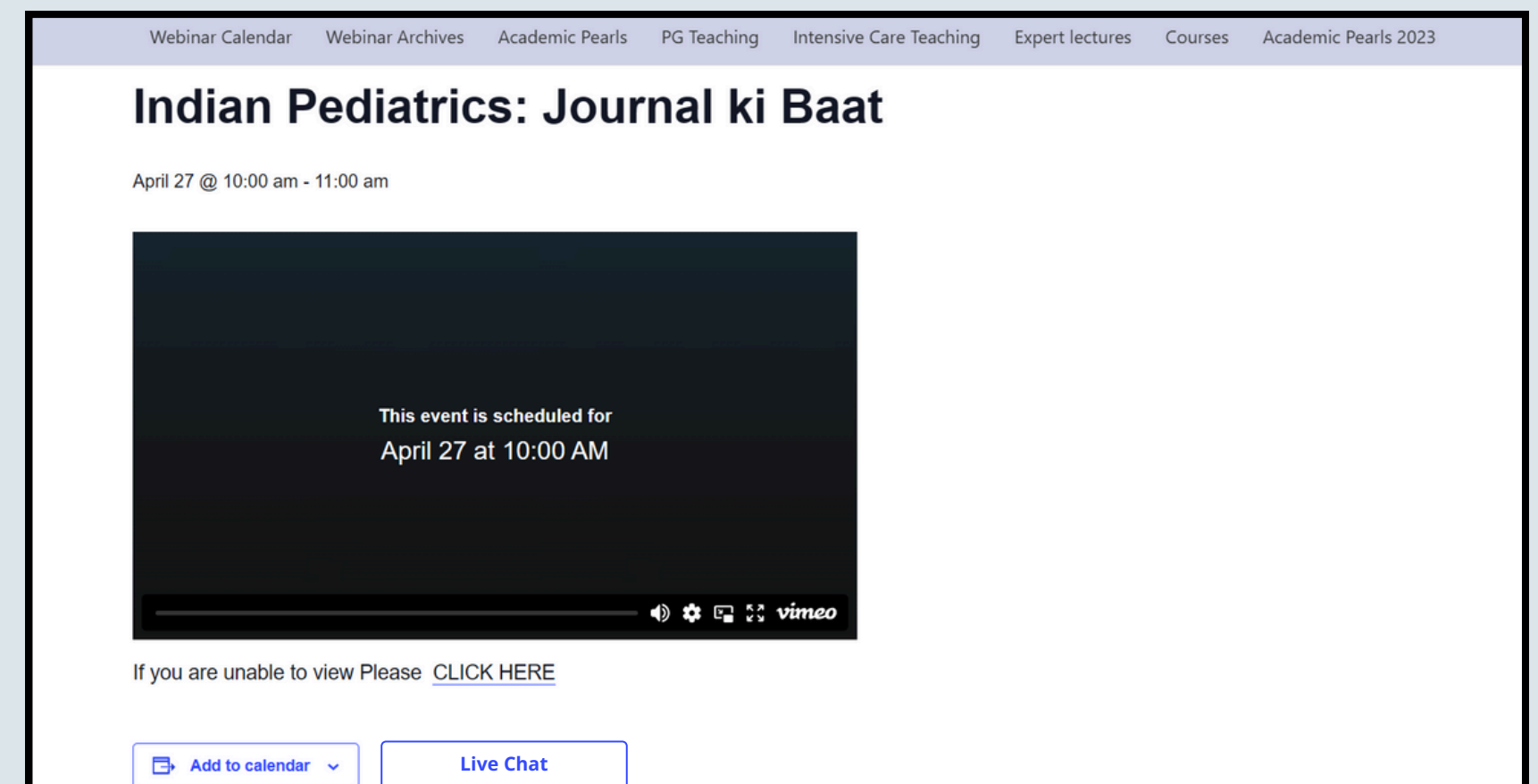
User Journey - Frontend

- Upon clicking on National/Regional Calender, a calender will open with all the scheduled events.



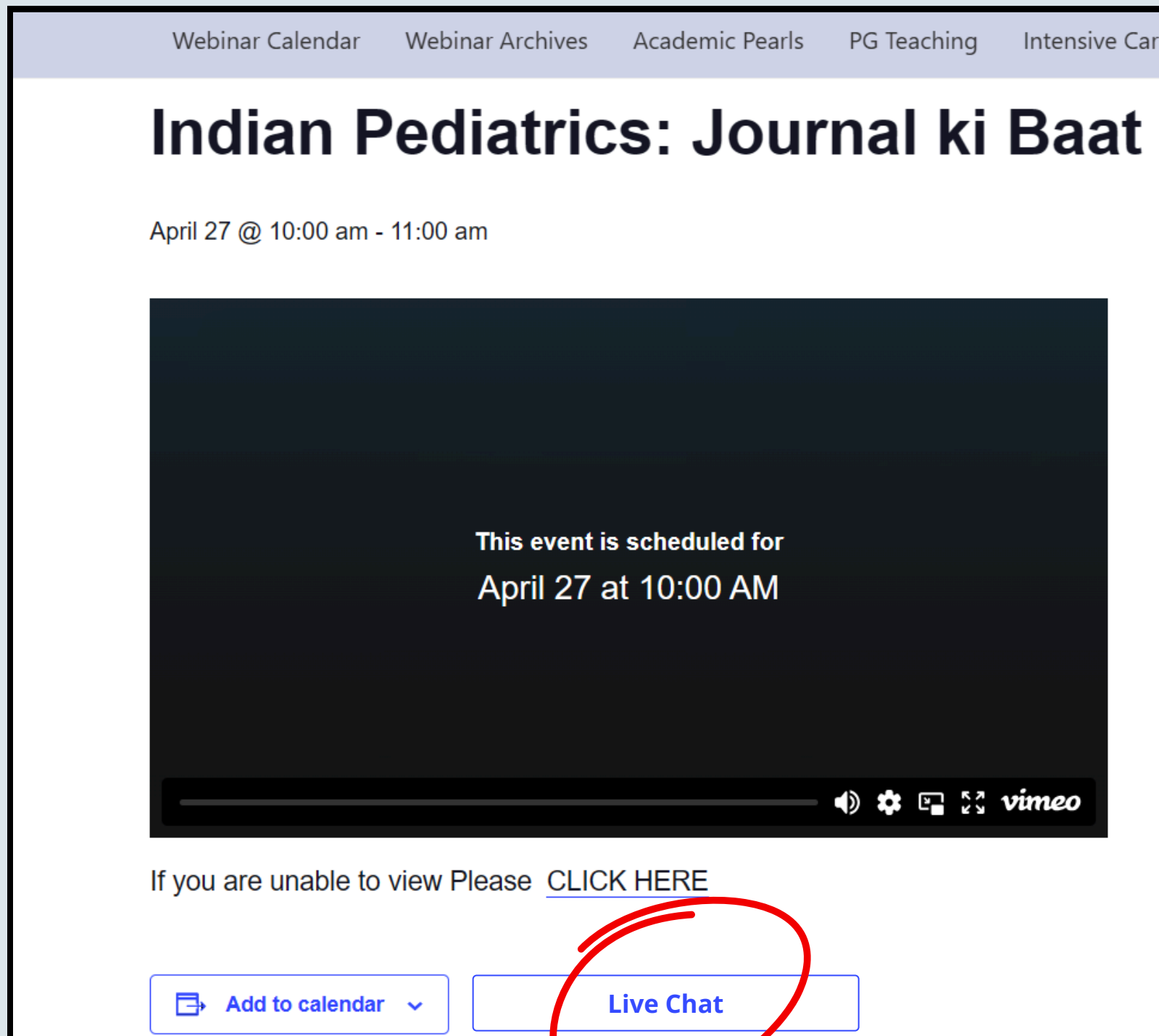
User Journey - Frontend

- Upon clicking on the event, it must have a 'Live Chat' Feature which will be functional only during the event schedule. This live chat feature can be used by the members attending the event.
- Live Chat Activation:
 1. Chat becomes active 5 minutes before the scheduled start time of the event.
 2. Chat remains available throughout the event.
 3. Chat remains active for an additional 30 minutes after the scheduled end time.



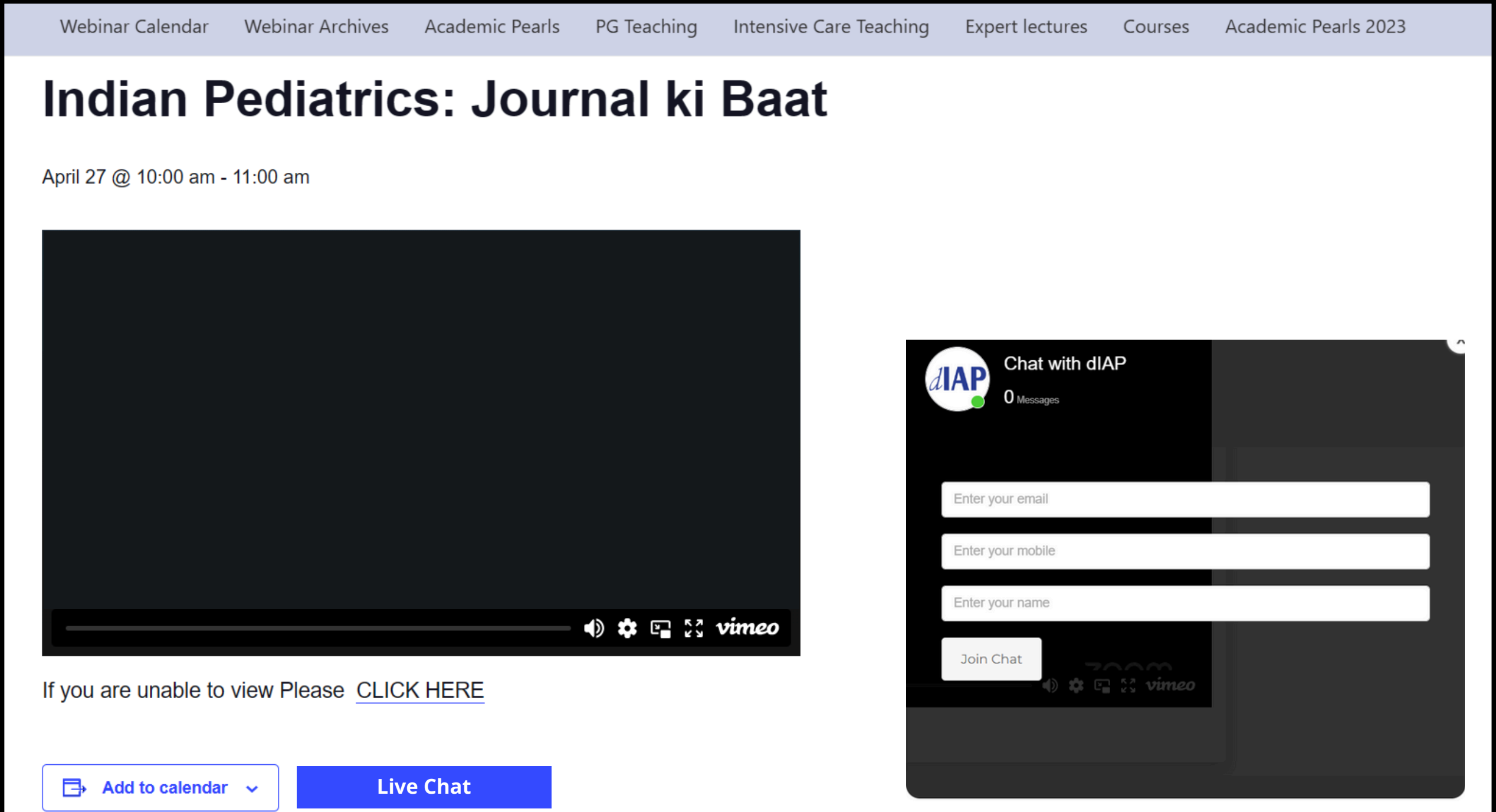
User Journey - Frontend

- If anyone clicks on the button before the webinar it should say: “Live Chat will be active during the webinar”



User Journey - Frontend

- Upon clicking on the live chat button, the user needs to enter the following details and click on “Join Chat” button
- Email ID
- Mobile Number
- Name



The screenshot displays a webinar interface. At the top, a navigation bar includes links for Webinar Calendar, Webinar Archives, Academic Pearls, PG Teaching, Intensive Care Teaching, Expert lectures, Courses, and Academic Pearls 2023. The main heading is "Indian Pediatrics: Journal ki Baat", with a subtitle "April 27 @ 10:00 am - 11:00 am". Below this is a large video player, currently showing a black screen, with a Vimeo logo in the bottom right corner. A text prompt below the video reads, "If you are unable to view Please [CLICK HERE](#)". At the bottom of the page, there are two buttons: "Add to calendar" and "Live Chat". An overlay chat window titled "Chat with dIAP" is positioned on the right side, showing "0 Messages" and three input fields for "Enter your email", "Enter your mobile", and "Enter your name", followed by a "Join Chat" button.

User Journey - Frontend

- Upon clicking on the Join Chat button, the user can chat.

The screenshot shows a webinar interface. At the top is a navigation bar with links: Webinar Calendar, Webinar Archives, Academic Pearls, PG Teaching, Intensive Care Teaching, Expert lectures, Courses, and Academic Pearls 2023. The main heading is "Indian Pediatrics: Journal ki Baat" with a subtitle "April 27 @ 10:00 am - 11:00 am". Below this is a large black video player with a Vimeo logo and playback controls. A text link "CLICK HERE" is provided for users unable to view the video. At the bottom left are two buttons: "Add to calendar" and "Live Chat". A blue mouse cursor is clicking the "Live Chat" button. On the right, a "Live Event Chat" overlay is visible, showing a message from "Dr. Smith" at 10:01: "Welcome everyone to today's session on pediatric care updates!". At the bottom of the chat is a text input field labeled "Type your message..." and a send button.

User Journey - Backend

- The live chat for an event must be downloadable in the format of a CSV Sheet from the backend.
- Every webinar will have separate CSV files for that particular Webinar



Thank you

