

Heaven MentCare System



By:

Falak Irfan

50029

Kubra Zareen

51111

Anisa Kanwal

44527

Faculty of Computing
Riphah International University, Islamabad
Spring 2024

A Dissertation Submitted To

Faculty of Computing,

Riphah International University, Islamabad

As a Partial Fulfillment of the Requirement for the Course

Software Requirements Engineering

Bachelors of Science in Software Engineering



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Dedication/Acknowledgment

Thanks to Allah Almighty who made us able to complete this final project report. Also our course teacher who guided us in this project. All the members of the team who worked hard and diligently to complete this project.

Falak Irfan

50029

Kubra Zareen

51111

Anisa Kanwal

44527

Abstract

For developing a software, it is important to do documentation of all the aspects of software. It is the most efficient way to develop a well-organized software. It is the rough idea of what we are supposed to build. By documenting, we ensure consistency, efficiency and peace of mind for everyone involved. In this report, we mentioned all important and major documents so that stakeholders can understand it easily.

This report is based on seven major artifacts. One section of report is Vision Document. It includes purpose, scope, user profiles, product features, system's risk, precedence and priorities. We categorized the risk (high, medium & low) on the basis of their dependencies. This report also has the portion of Use-case Modelling. So that stakeholders get clear picture of system by visualizing use case diagram, as it is from user's perspective. Traceability Matrix is an important part of building software's. It helps testing team to understand the level of testing they are supposed to perform. So in this report, we have made Requirement Traceability Matrix and mapped all the software requirements with use cases. We also have a separate portion of Business Modeling, as activity diagrams are used to describe business processes.

The last section of report includes Supplementary Specification Document. It includes all the quality attributes and design constraints (software languages, development tools, design tools).

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Problem Statement/Project Proposal

Project Proposal:

Project Title: Heaven MentCare System (A mental Health Service provider System)

Description: Heaven MentCare System is a revolutionary platform designed to transform the landscape of mental health support services. Our system aims to provide seamless access to personalized mental health services, empowering individuals to enhance their emotional and psychological well-being. With a focus on efficiency and tailored support, Heaven MentCare System is set to revolutionize how individuals seek and receive mental health services.

Currently, individuals seeking mental health services face numerous challenges in accessing the support they need. Many users spend a significant amount of time searching for available mental health resources, navigating complex payment methods, and scheduling appointments. This process can be time-consuming, inefficient, and often leads to disruptions in their daily lives. Additionally, traditional mental health service delivery models can result in long wait times, limited choices, and a lack of personalized support for users.

Heaven MentCare System offers a groundbreaking solution to address the challenges faced by individuals seeking mental health services. Our platform allows users to order mental health services online, which are then delivered to a designated location at a specified time and date. This innovative approach eliminates the need for users to spend time searching for resources and scheduling appointments, providing a seamless and personalized experience. By offering personalized counseling sessions, therapeutic interventions, and mindfulness tools tailored to individual needs, our system enhances the efficiency of the user's journey towards emotional well-being.

By anticipating the mental health needs of our users, Heaven MentCare System aims to streamline the delivery of services, reduce wait times, and increase overall satisfaction.

Our vision includes expanding the system to provide access to mental health services from a variety of sources, offering users greater flexibility and convenience in their mental health care choices. With Heaven MentCare System, individuals can expect a transformative experience in accessing mental health support services, leading to improved well-being and emotional health.

Literature Survey:

Existing Features Description:

ID	Feature Name	Description
F-1	User sign up or login	This feature will enable the user to sign up or login to the system. For sign up phone number will be verified and for login password will be verified.
F-2	Doctor's registration request	Using this feature the doctor will be able to send request for registering himself/herself as a doctor. The request will be approved or disapproved by the admin.
F-3	Manage user profile	By using this feature the user will be able to build his/her profile, editing his/her existing profile i.e. name, phone number or password.
F-4	Find Appointment	By using this feature the user can find appointment to desired doctor by searching doctor through specialty, disease or hospital.
F-5	Book appointment	By using this feature the user can book appointment to desired doctor by searching doctor through specialty, disease or hospital.
F-6	Book video consultation	Through this feature the user can book video consultation with doctor online at the moment or by selecting available time slot.
F-7	View Doctor's profile	. Users can access detailed profiles of mental health professionals within the system, including their qualifications, specialties, experience, and user ratings.
F-8	Change Multilanguage	The system supports multiple languages, allowing users to switch to their preferred language for accessing services and content.
F-9	Select Relevant Category	Users can choose from a variety of mental health categories or specialties to ensure that they are matched with professionals who can address their specific needs effectively.
F-10	Digital Payments	The system ensures secure and encrypted payment transactions for all mental health services, safeguarding users' financial information and privacy.

F-11	Support Service	Users have access to dedicated customer support channels, including live chat, email, or phone support, for assistance with any inquiries or issues they may encounter.
F-12	Read System's Blogs	Users can explore a library of informative blogs and articles covering various mental health topics, providing valuable insights and guidance.
F-13	Emergency Contact	In case of emergencies or crisis situations, users have access to emergency contact information or hotlines for immediate assistance.
F-14	Guide to book Appointment	Users are provided with step-by-step guidance on how to book appointments with mental health professionals through the system, ensuring a smooth booking process.
F-15	Guidance about System's Working	Users receive comprehensive guidance and instructions on how to navigate and utilize the features and functionalities of the Heaven MentCare System effectively.
F-16	Do Questionnaires	Patients can complete customized questionnaires or assessments to evaluate their mental health status, preferences, and needs, facilitating personalized service delivery.
F-17	Real time Progress Tracking	Patients and mental health professionals can track progress in real-time, monitoring goals, treatment outcomes, and changes in mental health status over time.
F-18	Phone call sessions	The system facilitates phone call sessions between patients and mental health professionals, providing an alternative mode of communication for therapy or counseling sessions.
F-19	Chat Sessions	Patients can engage in real-time chat sessions with mental health professionals, offering convenient and accessible support for immediate concerns or discussions.
F-20	User Feedback Mechanism	Patients are encouraged to provide feedback on their experiences with mental health services, enabling continuous improvement and ensuring user satisfaction.
F-21	Live Sessions	Engaging and interactive virtual events featuring expert speakers and interactive activities for personal and professional development.

F-22	Provide Worksheets	Organized document designed to facilitate learning or task completion through structured exercises or information gathering.
F-23	Unlimited Messaging	Access to continuous communication without restrictions or limitations for seamless interaction.
F-24	Guided YOGA	Mind-body practice combining physical postures, breathing techniques, and meditation for holistic well-being and relaxation.
F-25	Strong Client-to-Therapist Connections	Building meaningful and supportive relationships between clients and therapists to enhance the therapeutic process and outcomes.
F-26	Stress Management Tools	Resources and techniques to help individuals effectively cope with and reduce stress levels for improved well-being.
F-27	Self-esteem Journaling Sheets	Prompts and exercises to support self-reflection and boost self-confidence through written expression.
F-28	Sleep by Headspace	Guided meditations and sleep exercises to improve sleep quality and promote relaxation for a restful night.
F-29	Daily Reminder	Timely prompts or notifications to help individuals stay organized, focused, and motivated throughout their day.
F-30	User-friendly Interface	Intuitive and easy-to-navigate design that enhances user experience and accessibility.
F-31	Access to Offline Meditations	Ability to listen to meditation sessions without an internet connection for convenient and uninterrupted practice.

F-32	Wide variety of meditation and mindfulness content	Diverse selection of practices and resources to support mental well-being and personal growth.
F-33	Mindfulness practices for all ages	Techniques and exercises suitable for individuals of various age groups to cultivate present-moment awareness and emotional well-being.
F-34	Relaxing Music	Carefully selected soundtracks and playlists designed to create a calming and soothing atmosphere for relaxation.
F-35	Check-ins	Mood assessments and journal prompts within the app to encourage self-reflection and emotional awareness.
F-36	Matching Therapist	In this feature user based on their preferences and need, including preferred methods of communication, specialization, and type of therapy, users are paired with licensed therapists.
F-37	Flexible Plans	System provides a range of subscription plans to meet the demands of different therapy clients at different price points. Customers are not locked into any long-term agreements and have the flexibility to select between weekly or monthly payment alternatives.
F-38	Listener Support	This system offers a network of well-trained volunteer listeners that assist costumers emotionally
F-39	Community Support	System creates a friendly environment where users may exchange stories, counsel, and words of encouragement with one another. Users who have a sense of community may find more resources for support and feel less alone in their challenges.
F-40	kid-friendly content	System provides breathing exercises, guided meditations, and visualization methods aimed to younger users. The goal of system for Kids is to educate kids emotional resilience and mindfulness in an entertaining and interactive way.

F-41	24/7 Availability	System is accessible to users at all times, giving assistance whenever needed, irrespective of their location or time zone.
F-42	Data Export and Backup	System facilitates the exportation of data and the creation of backups for secure storage. This feature makes sure that users may still access their data even after uninstalling the app or switching devices.
F-43	The Crisis Support	System may provide users going through a mental health crisis with information and resources, such as emergency contacts, crisis intervention services, and helplines. This functionality guarantees that users can get help and support when they need it most.
F-44	Community Events and Workshops	Experts in the fields of mental health and allied fields may present webinars, workshops, or community events. Users can connect with others in a supportive environment, learn from experts, and ask questions at these events.
F-45	Connectivity with Wearable Devices	In order to collect more information on users' sleep habits, physical activity levels and some versions of system may integrate with wearable technology, such as smartwatches or fitness trackers.
F-46	Imaginative data visualization	System gives users attractive graphs and charts that present a summary of their progress over time, symptom severity ratings, and data from their mood tracking.
F-47	Goal Setting	System offers support and motivation to help users in working towards their goals, which they can set in connection with their mental health and well-being.
F-48	Accessible Features	System makes sure that the software is accessible by people with a range of needs and abilities through using accessibility features like text size adjustments, color contrast options, and screen reader compatibility.
F-49	Customized Profiles	Users have the option to create customizable profiles that let them establish choices, goals, and reminders that are specific to their needs and tastes.

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Systems and Feature Mapping:

System Name /Features	Sehat Yab	Ruhbaru	Better Help	Regain	Marham	Sehat Kahani	Talk Space	7 Cups	Thrive mental well-being	Heads pace	www.Online - Therapy.com	Calm	Heaven Ment Care System
F-1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-3	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓
F-4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-8	✓	✓	✗	✗	✗	✗	✓	✗	✓	✗	✓	✗	✓
F-9	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓
F-10	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-11	✓	✓	✗	✗	✗	✗	✓	✗	✗	✓	✓	✓	✓
F-12	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓
F-13	✗	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓
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F-18	✗	✓	✗	✗	✗	✓	✗	✓	✗	✓	✗	✗	✓
F-19	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
F-20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-21	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✗	✓
F-22	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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F-37	✗	✗	✓	✓	✗	✗	✓	✓	✓	✗	✓	✗	✓
F-38	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓
F-39	✗	✗	✗	✓	✗	✗	✗	✓	✓	✗	✗	✗	✓
F-40	✗	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗	✓
F-41	✗	✗	✗	✓	v	✗	✗	✓	✓	✓	✗	✓	✓
F-42	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗	✓
F-43	✗	✗	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓
F-44	✗	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✓
F-45	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✓	✓
F-46	✗	✓	✓	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓
F-47	✗	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✓

F-48	×	✓	×	×	×	×	×	×	✓	×	✓	×	✓
F-49	×	✓	✓	×	×	×	✓	✓	✓	✓	✓	✓	✓

Proposed System Features:

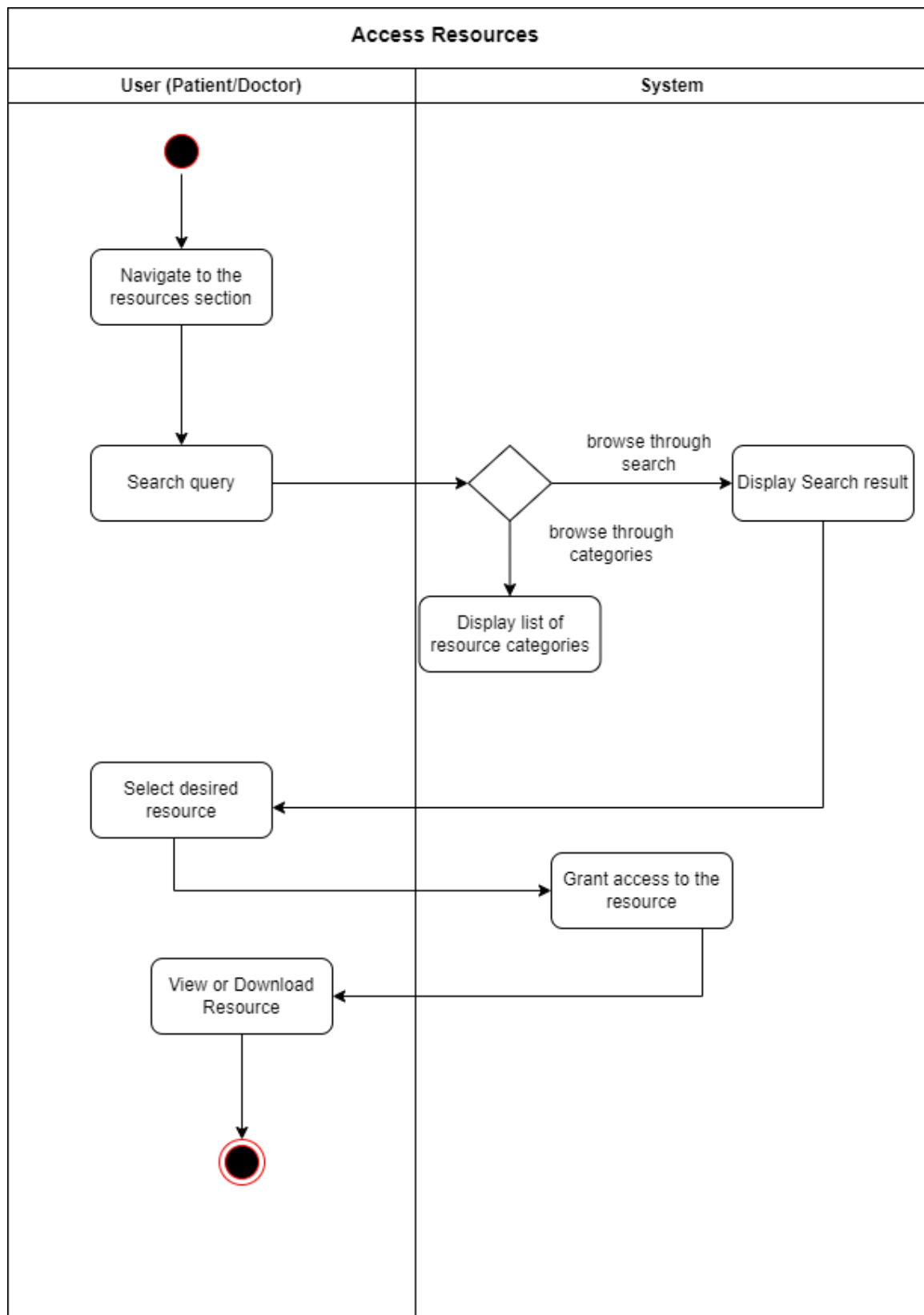
ID	Feature Name	Description
F-50	Free Appointment	Heaven Metcare's Free Appointments feature offers a unique opportunity for newly registered doctors to gain valuable experience and build their professional portfolio. By providing three complimentary therapy sessions to their first three patients, these doctors can refine their skills, gain confidence, and establish a strong reputation within the system.
F-51	Multi-Languages	Heaven Metcare's Multilanguage System allows users to switch between various Pakistani local languages, making mental health services more accessible and inclusive. This feature caters to diverse linguistic needs, promoting cultural sensitivity and equal access to support for all users..
F-52	Mood-Tracker	Heaven Metcare's Mood Tracker feature uses emojis to simply and effectively monitor your emotions, asking "How are you feeling today?" and tracking your mood over time. Easily express and acknowledge your emotions, identifying patterns and trends to gain greater self-awareness and support.
F-53	Spiritual Healing	Heaven Metcare's Spiritual Healing feature offers Quranic verses and Hadiths tailored to your mood, providing spiritual comfort and guidance for stress relief. Relevant passages are displayed to help you find peace and tranquility, supporting your mental well-being with divine wisdom.

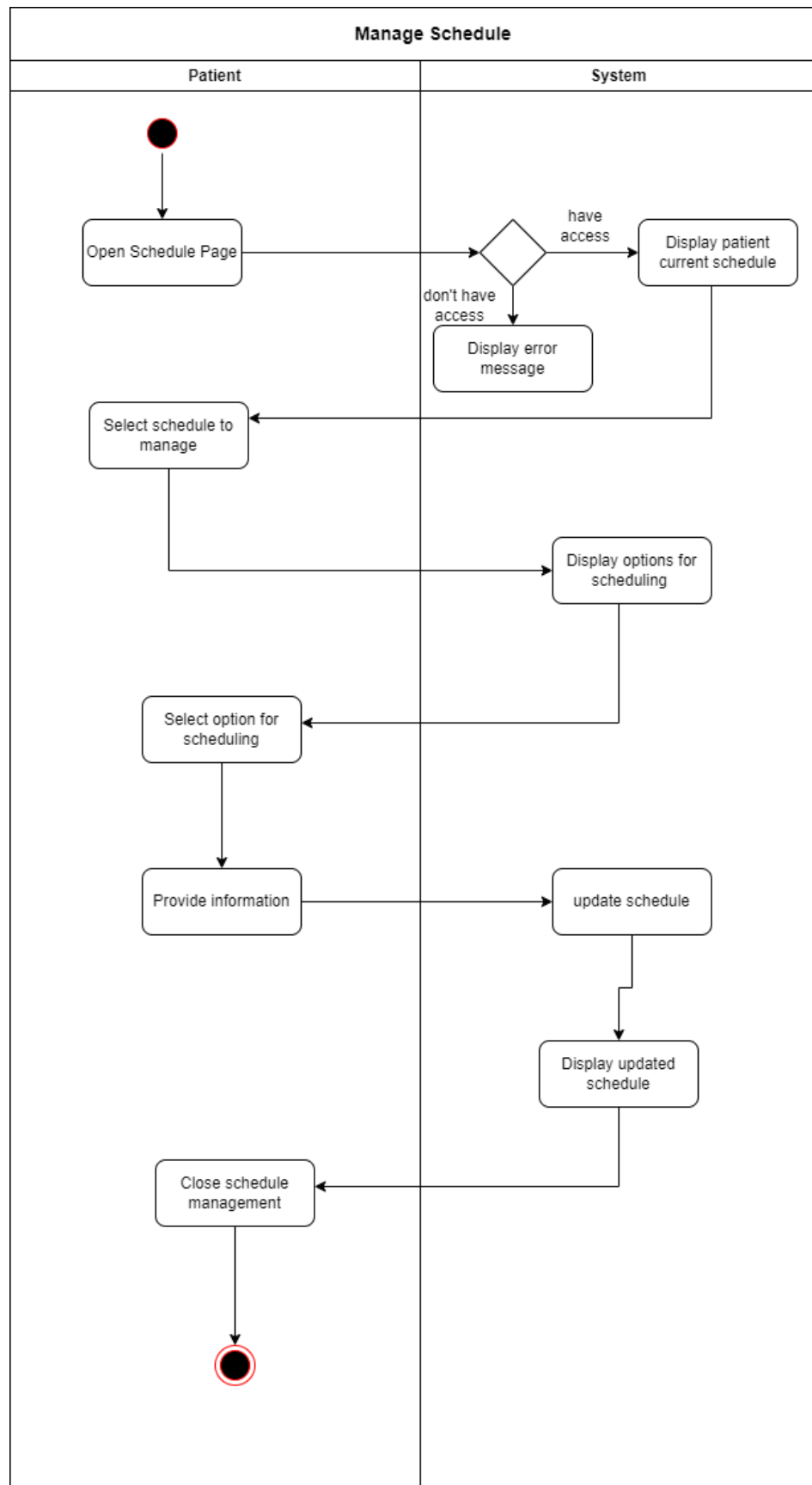
Revision History

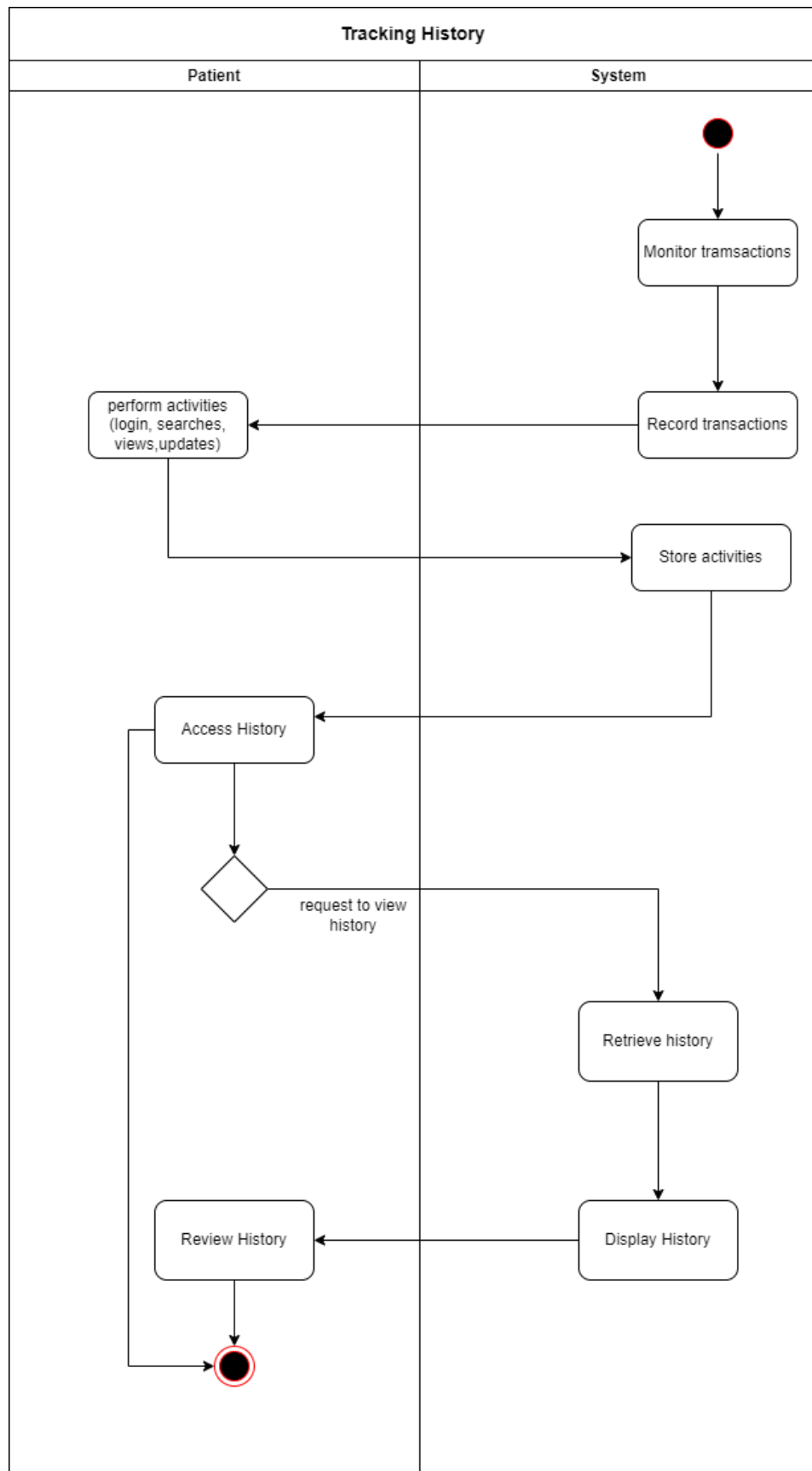
Name	Date	Reason For Changes	Version
Group D	7 th May,2024	Initial Proposal	1.0
Group D	9 th May,2024	Added one more proposed feature and Fix the grammatical errors in the features and their description.	1.1
Group-D	14 th May,2024	Added Detailed description of Proposed Features	1.2

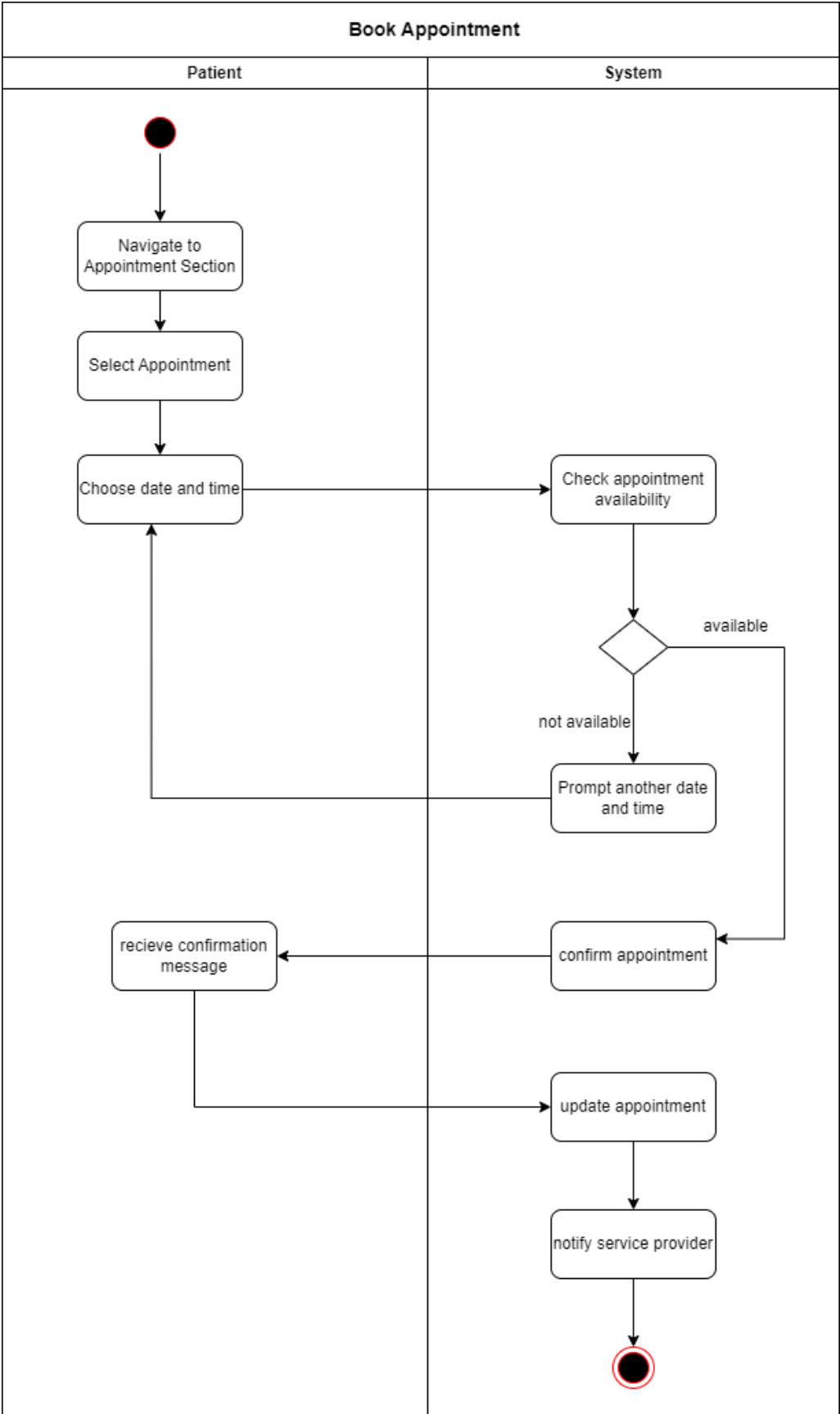
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Business Models









Artifact-3

Vision Document

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Vision

1. Introduction

An outline of the proposed Heaven MentCare System (HMS), which focuses on mental health support services, is given in this vision document. The aims of the system, its functional requirements, and the justification for the proposed software development are outlined. A summary, acronyms, abbreviations, definitions, references, and sections regarding purpose and scope are all included in the paper.

1.1 Purpose

This document serves as a communication tool for the project teams, marketing, and management as it relates to the creation of the Heaven MentCare System. It acts as a high-level reference for comprehending the requirements, use cases, and goals of the system. It also helps to determine the scope and importance of product features, obtains preliminary consumer input, and facilitates project acceptance.

1.2 Scope

The goal of the Heaven MentCare System (HMS) is to offer individualized and easily accessible mental health support services, which link people to licensed psychologists and psychiatrists for treatment, counseling, and other interventions pertaining to mental health. It seeks to improve emotional and psychological well-being and expedite the process of obtaining mental health services.

1.3 Definitions, Acronyms, and Abbreviations

1.3.1. Acronyms

HMCS --- Heaven MentCare System

1.4 References

1. S. Courtney, RUP VISION DOCUMENT For “Home Appliance Control System”, 5-10-2014
<https://personal.utdallas.edu/~chung/SYSM6309/vision-doc-UTDCS-17-04.pdf>
2. Establishing the Vision for Use Case Modeling
<https://www.informit.com/articles/article.aspx?p=30162&seqNum=4>

1.5 Overview

The goal of the Heaven MentCare System is to automate tasks associated with providing mental health support services. These tasks include arranging therapy and counseling appointments, developing tailored solutions, monitoring progress, and providing user feedback. People in need of mental health support can easily access and effectively use the system because of its design.

2. Positioning

2.1 Problem Statement for Admin

The problem of	Ineffective record-keeping for therapists, therapy sessions, and user information
Affects	Admin
the impact of which is	Managing therapist schedules, organizing counseling sessions, and keeping accurate user data are among the challenges that this has.
a successful solution would be	The successful implementation of an updated system that improves accuracy and makes it easier to handle counseling sessions, therapist schedules, and user data would increase admins' comfort, convenience, and safety.

2.2 Problem Statement for Doctor

The problem of	Lack of proper appointment scheduling leading to time wastage.
Affects	Doctor
the impact of which is	Mismanaged appointment slots, increased wait times, and decreased satisfaction.
a successful solution would be	Implementing a system that provides fast, manageable, and reliable appointment scheduling, enhances accuracy, and allows effective interaction with patients, thereby improving the quality and efficiency of mental health care provided by doctors.

2.3 Problem Statement for Patient

The problem of	Limited functionality and data insecurity leading to time wastage.
Affects	Patients
the impact of which is	Dissatisfaction, insecurity regarding personal data, and inadequate functionalities.
a successful solution would be	<p>Implementing a system that enhances safety, convenience, and functionality for patients, allowing easy access to qualified therapists, personalized therapy sessions, and efficient appointment scheduling, thereby improving user satisfaction and mental well-being.</p> <p>These problem statements reflect the specific challenges faced by Admins, Doctors, and Patients within the mental health</p>

	support context of the Heaven MentCare System, as structured according to the sample provided.
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2.4 Product Position Statement

For	Individuals seeking mental health support services, psychiatrists, psychologists, and administrators managing mental health care facilities.
Who	Engage in online counseling sessions, therapy interventions, and administrative tasks related to mental health support services.
The Heaven MentCare System (HMS)	Is a software product.
That	Provides seamless access to qualified psychiatrists and psychologists for counseling sessions, therapy interventions, progress tracking, and administrative tasks, unlike traditional mental health support systems that may lack accessibility and personalization.
Unlike	Traditional mental health support systems that may lack proper data management and comprehensive functionality.
Our product	Enables users to schedule counseling sessions, access therapy interventions, track progress, and provide feedback, ensuring a personalized and efficient mental health support experience. Additionally, administrators can manage therapist schedules, coordinate sessions, and maintain accurate user records, optimizing the efficiency and quality of mental health care delivery.

3. Stakeholder and User Descriptions

HMS stakeholders will be mentioned. The system has a total of 8 stakeholders, including 3 system users. The following is a detailed analysis of these stakeholders.

3.1. Stakeholder Summary

Name	Description	Responsibilities
System Analyst	This is a stakeholder that works with other stakeholders to meet their needs.	Guides and coordinates modeling of use-case and requirements elicitation by outlining system functionality. For example, identifying which actors are present and what use cases issues they will need when interacting with the system.
Requirements Specifier	A stakeholder that works with analysts to accurately translate request into design requirements.	Describes one or more aspects of system functionality, including functional and non-functional, by understanding the user needs.
Technical Reviewer	They must be involved regularly to maintain the growth cycle of the system.	This reviewer role is responsible for providing timely, appropriate feedback on project models. This role is included in the review category, which deals with the technical review of the project sample.
Software Architecture	Key stakeholder in guiding the development of software system	Responsible for software architecture, including key technical decisions that constrain the overall design and implementation of the project.
Project Manager	A key stakeholder that primarily ensures the development of the systems.	Software project managers are in charge of the planning, scheduling, budgeting, execution, and delivery of software projects. They ensure that the software project is completed successfully and also supervise the people working on the projects.

3.1 User Summary

Name	Description	Responsibilities	Stakeholder
Admin	They are the end users of the system.	Assist in managing user (patient, doctor) data, updating information as necessary. Manage records of appointments and ensure smooth payment procedures within the system.	Self-representative
Patient	Proposed system's end user.	Book online counseling sessions, view therapist availability, manage personal information, such as name and contact number, and access their own session records.	Self-representative
Doctor	End user of the system to be developed.	Register as a therapist by providing necessary information such as licensing details, name, and contact number.	Self-representative

3.2 User Environment

Users of the Heaven MentCare System (HMS), including patients, administrators, and doctors, require internet connectivity to access the system. The administrator is responsible for addressing system issues such as security vulnerabilities, application crashes, or freezes.

The Heaven MentCare System will be compatible with various operating systems, including:

Apple macOS

Microsoft Windows

Google's Android OS

Linux Operating System

IBM's OS/2

Apple iOS

The implementation of the Heaven MentCare System utilizes SQL, CSS, and Python programming languages.

The HMS application is designed to function seamlessly on smartphones, supporting both Android and Apple's iOS platforms. Additionally, it is compatible with personal computers running Microsoft Windows and Apple macOS operating systems.

3.3 Stakeholder Profiles

3.3.1 System Analyst

Representative	Mr. Irfan Hameed
Description	This is a stakeholder that works with other stakeholders to help them model use-cases and requirements elicitation.
Type	The systems analyst is consultant, supporting expert, and agent of change.
Responsibilities	System analyst guides and coordinates modeling of use-case and requirements

	elicitation by outlining system functionality. For example, identifying which actors are present and what use cases issues they will need when interacting with the system. He write requirements for new systems and can also help implement and monitor their effectiveness.
Success Criteria	Success criteria are fulfilled by achieving financial performance. The system should meet customer needs and produce quality products and services. Success criteria is mainly fulfilled when the system works according to the user requirements.
Involvement	A system analyst solve business problems by using analysis and design techniques. System analyst may serve as change agents who identify the organizational improvements needed, design system to implement those changes, and train and motivate others to use the systems.
Deliverables	None
Comments / Issues	None

3.3.2 Requirements Specifier

Representative	Mr. Fahad Ahmad
Description	A stakeholder that works with analysts to accurately translate request into design requirements.
Type	He is an expert in specifying all details requirements of the system functionality in order to satisfy the user needs.
Responsibilities	Requirements specifier describes one or more aspects of system functionality, including functional and non-functional, by understanding the user needs.
Success Criteria	Success criteria is fulfilled when requirement specifier details all quality requirements of the system functionality and all these detail requirements fulfill the user needs.
Involvement	He is involved in specifying all the features, functional and non-functional requirements of the system.
Deliverables	None
Comments / Issues	None

3.3.3 Technical Reviewer

Representative	Miss Alia Raza
Description	Key stakeholder providing feedback on project.
Type	She involve expert inspection in order to provide feedback that enables improvement. Although specific to software, research into each of these items is more general.
Responsibilities	This reviewer role is responsible for providing timely, appropriate feedback on project models. This role is included in the review category, which deals with the technical review of the project sample.
Success Criteria	Success criteria is fulfilled when technical reviewer provide feedback on project modeling on time and approved the project.
Involvement	She discuss the technical approach, analysis, results, conclusions, and reference. She suggests improvements in project. The main point of the review is to tell what they or need to do in order to maintain the project into something acceptable. She

	must be involved regularly to maintain the growth cycle of the system.
Deliverables	None
Comments / Issues	None

3.3.4 Software Architecture

Representative	Miss Maham Iftikhar
Description	Key stakeholder in guiding the development of software system.
Type	She is a software development specialist who chooses high quality designs and tries to implement technical standards.
Responsibilities	She is responsible for software architecture, including key technical decisions that constrain the overall design and implementation of the project.
Success Criteria	Success is mainly depends upon improving the overall design and implementation standards of the system.
Involvement	She is involved in evaluating, identifying and developing software solutions and making high level decisions about each stage of the process. Also in planning, documenting and recording every aspect of a software.
Deliverables	None
Comments / Issues	None

3.3.5 Project Manager

Representative	Mr. Waseeh Khan
Description	A key stakeholder that primarily ensures the development of the systems.
Type	A project manager is an experienced person who is well versed in all stages of project development and project management. Project manager is responsible for project planning, procurement and implementation
Responsibilities	Software Project Manager is in charge of planning, scheduling, budgeting, implementing and delivering software projects.
Success Criteria	He also ensure the completion of all software productions and oversee the people working on them. Success criteria of a project are fulfilled when the project manager is satisfied with the cost, scope, and time of the system.
Involvement	Project managers play a key role in planning, executing, monitoring, controlling and closing projects. He is responsible for the scope of the entire project, the project team and resources, the budget of the project, and the success or failure of the project.
Deliverables	None
Comments / Issues	None

3.4 User Profiles

3.4.1 Admin

Representative	
Description	Admins manage the operational aspects of the Heaven MentCare System
Type	Advanced user with technological expertise
Responsibilities	<ul style="list-style-type: none">• Manage user data (patients, doctors).• Maintain records of appointments, therapy sessions, and patient progress.• Ensure smooth payment procedures and system security.
Success Criteria	<ul style="list-style-type: none">• Elimination of negative customer complaints.• Efficient maintenance of system data..
Involvement	<ul style="list-style-type: none">• Data management, appointment scheduling, payment procedures, system security.
Deliverables	None
Comments / Issues	None

3.4.2 Patient

Representative	
Description	Individuals seeking mental health support services..
Type	This is a casual user, possibly may not be aware of the technology or may be familiar with it.
Responsibilities	<ul style="list-style-type: none">• Attend scheduled counseling and therapy sessions.• Actively participate in the treatment process.• Provide honest feedback to mental health professionals.
Success Criteria	<ul style="list-style-type: none">• Improved mental well-being and satisfaction with treatment..
Involvement	<ul style="list-style-type: none">• Attending therapy sessions, communicating with mental health professionals, providing feedback.
Deliverables	None
Comments / Issues	None

3.4.3 Doctor

Representative	
Description	Mental health professionals providing counseling and therapy sessions.
Type	Expert user
Responsibilities	<ul style="list-style-type: none">• Conduct counseling and therapy sessions with patients.• Maintain accurate session records and progress notes.• Provide personalized treatment plans..
Success Criteria	<ul style="list-style-type: none">• Patient trust and satisfaction with treatment.

	<ul style="list-style-type: none"> • Effective progress in patients' mental well-being
Involvement	<ul style="list-style-type: none"> • Conducting therapy sessions, reviewing patient progress, adjusting treatment plans..
Deliverables	Therapy sessions, progress notes, treatment plans
Comments / Issues	None

3.5 Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Safe and secured access	High	Personal record is not properly maintained manually.	None	User access the system with authorized code. Personal data of user should be secured and no one can access user personal data.
User friendly interface	High	Difficulty of understanding procedures i.e. booking appointments.	None	Provide highly user friendly interfaces. User should be able to use and understand the system easily.
Productive	High	No proper way of maintaining therapy session records, leading to manual data recording..	Therapy session records are not managed properly. It is difficult to update all data manually, leading to data loss and increased time and cost	Implement a system that makes it easy to maintain and update therapy session records. - Reduce time-consuming manual tasks and ensure data security. - Improve efficiency in managing therapy sessions and user records.
User feedback	Moderate	User feedback and complaints are not properly considered. And it's not easy to identify what kind of services they want and what services they want to improve.	Feedback is conducting through survey forms. This process is time consuming. And customers are not willingly give feedback.	User can provide feedback through online survey forms. It will be easy for a manager to recognize most common complaints of users.

3.6 Alternatives and Competition

3.7.1 Better Help:

- Better Help offers online counseling and therapy services, providing users with a platform to connect with licensed therapists for virtual sessions.

- Drawbacks: Users may not have the option for in-person therapy sessions, and the platform's compatibility with different devices should be considered.

3.7.2 Sehat Kahani:

- Sehat Kahani is a platform that connects users with healthcare providers, offering telemedicine services and access to medical consultations.
- Drawbacks: Users may face limitations in terms of accessing specialized psychiatric or psychological therapy services through the platform.

3.7.3 Marham:

- Marham allows users to order medicines and book online appointments with healthcare providers.
- Drawbacks: Users may not have the option for specialized psychiatric therapy sessions or access to a network of mental health professionals.

3.7.4 Ruhbaru:

- Ruhbaru is a system that provides psychological therapy and counseling services, focusing on mental health and well-being.
- Drawbacks: Users may encounter limitations in terms of accessing a wide range of mental health professionals or specialized therapy options.

3.7.5 SehatYab:

- SehatYab is a telemedicine platform that provides a wide range of healthcare services, including access to specialists in various fields
- Drawbacks: Users may encounter challenges in scheduling appointments with highly sought-after specialists due to high demand.

3.7.6 Talkspace:

- Talkspace is an online therapy platform that connects users with licensed therapists for virtual counseling sessions
- Drawbacks: Some users may find the asynchronous nature of therapy sessions (not in real-time) to be limiting in terms of immediate support during crises.

3.7.7. 7Cups:

- 7 Cups is an online emotional support platform that offers free listener services and access to online therapy with licensed professionals.
- Drawbacks: Users may experience delays in receiving responses from listeners due to the high volume of users seeking support on the platform.

3.7.8. Thrive mental well-being:

- Thrive mental well-being is a mental health app that provides resources for stress management, mindfulness practices, and self-care tools.
- Drawbacks: Some users may find that the self-help resources offered on the app are limited in addressing more complex mental health issues.

3.7.9. Headspace:

- Headspace is a meditation and mindfulness app that offers guided meditation sessions and tools for stress relief and improved mental well-being.
- Drawbacks: Users looking for more personalized mental health support or therapy may find that Headspace primarily focuses on meditation and mindfulness practices, lacking in-depth mental health resources.

3.7.5 www.onlineTherapy.com:

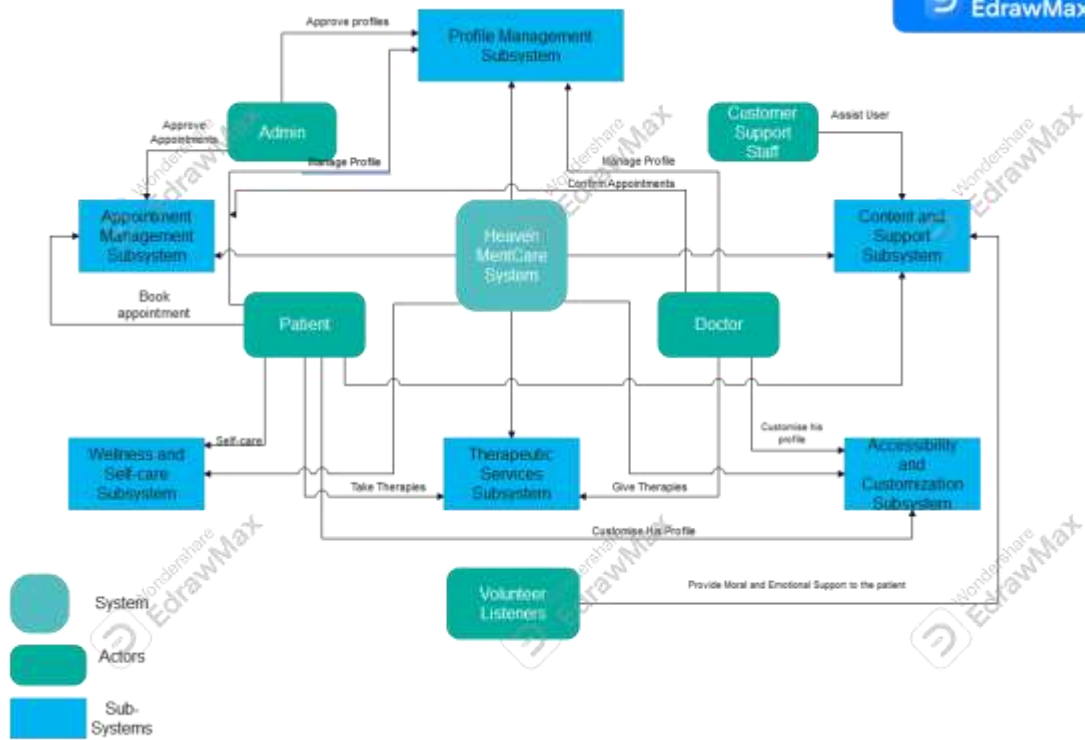
- www.onlineTherapy.com offers online therapy services, providing users with access to licensed therapists for virtual counseling sessions.
- Drawbacks: Users may not have the option for in-person therapy sessions or access to a diverse range of mental health professionals.

4. Product Overview

This section will consist of three subsections i.e. Product perspective, Product functions, Assumptions and dependencies.

4.1 Product Perspective

The proposed system Heaven MentCare System will be making the idea of virtual doctor visit possible. Our system will be expanding access to care, benefiting both doctors and the patients. Our system will be capturing, storing, and using patient data for better medical decision-making. It is less time consuming and facilitates performance improvements. The illustration of the system with its major parts and their relationship is given by the following block diagram (Diagram 4.1):



4.2 Summary of Capabilities

Table 4-1 Customer Support System

Customer Benefit	Supporting Features
Enhanced data security.	The Heaven MentCare System ensures authorized access only, utilizing unique login credentials to authenticate users securely.
Smooth customer service.	Users benefit from virtual therapy sessions, enabling video consultations between mental health professionals and patients for efficient communication and support.
Increased system efficiency.	The online platform minimizes time-consuming processes and reduces errors through advanced management techniques and improved technology, enhancing overall system efficiency.
Improved healthcare quality.	Patient data and history are meticulously tracked and stored using secure databases, facilitating better medical decision-making and personalized treatment plans for enhanced healthcare quality.
Efficient order procedure.	Users can conveniently order mental health services, including therapy sessions and interventions, with access to a wide variety of options through an efficient search system. Billing facilities are provided, allowing users to pay securely via credit card or cash on delivery for a streamlined order procedure

4.3 Assumptions and Dependencies

The following list outlines the assumptions and dependencies of the Heaven MentCare System:

1. User Familiarity with Technology:

- It is assumed that users are familiar with using internet browsers and are comfortable navigating web-based platforms using a keyboard and mouse.

2. Internet Connectivity:

- Users are assumed to have access to stable and reliable internet connections to ensure smooth usage of the system, particularly during virtual therapy sessions and data access.

3. Administrator Competence:

- The system administrator is assumed to possess sufficient qualifications and knowledge in basic computer skills to effectively handle and monitor the system's operation and maintenance.

4. Language Understanding:

- Users are assumed to understand the language used within the system, which is primarily English, to navigate interfaces, read instructions, and communicate effectively with mental health professionals.

5. Database Storage Capacity:

- It is assumed that the database system supporting the MentCare system has an adequate amount of storage space to accommodate user data, session records, and other essential information without encountering storage limitations.

6. Server Performance and Data Backup:

- The system relies on server infrastructure to support the intended user load, ensuring responsive performance during peak usage periods. Additionally, the server infrastructure must incorporate robust data backup mechanisms to safeguard against data loss and ensure data integrity.

5. Product Features

1. User sign up
2. User login
3. Doctor's registration request
4. Manage user profile
5. Find Appointment
6. Book appointment
7. Book video consultation
8. View Doctor's profile
9. Multilanguage System
10. Select Relevant Category
11. Digital Payments
12. Support Service
13. Read System's Blogs
14. Emergency Contact
15. Guide to book Appointment
16. Guidance about System's Working
17. Do Questionnaires
18. Real time Progress Tracking
19. Phone call sessions
20. Chat Sessions
21. User Feedback Mechanism
22. Live Sessions
23. Provide Worksheets
24. Unlimited Messaging
25. Guided YOGA
26. Strong Client-to-Therapist Connections
27. Stress Management Tools
28. Self-esteem Journaling Sheets
29. Sleep by Headspace
30. Daily Reminder
31. User-friendly Interface
32. Access to Offline Meditations
33. Wide variety of meditation and mindfulness content
34. Mindfulness practices for all ages
35. Relaxing Music
36. Check-ins
37. Matching Therapist
38. Flexible Plans
39. Listener Support
40. Community Support
41. kid-friendly content
42. 24/7 Availability
43. Data Export and Backup
44. The Crisis Support
45. Community Events and Workshops
46. Connectivity with Wearable Devices
47. Imaginative data visualization
48. Goal Setting
49. Accessible Features
50. Customized Profiles
51. Free Appointments
52. Mood Tracker

- 53. Spiritual Healing
- 54. Stress Management tools

6. Constraints

Databases of user, doctor and patient is only accessible by the admin, if he has an authorized access. Admin's data is only accessible by him. User can use system only if he has an authorized access. Every user must enter into the system with different phone number. While login to the application, if user enter invalid OTP code for several times. System will alert the user to enter valid code. After having 5 attempts, system will let the user to login again after 1 hour.

7. Quality Ranges

7.1 Security

- The Heaven MentCare System prioritizes security by implementing stringent access controls. Only authorized users with valid credentials, such as a registered phone number, can access the system.

7.2 Availability

- The system ensures uninterrupted availability, operating online 24/7, 365 days a year. Users can access mental health services whenever they need them, without any downtime or service interruptions.

7.3 Usability

- The proposed system emphasizes usability, providing a user-friendly interface that is intuitive and easy to navigate. Users can efficiently access the system's features and services without encountering complexities.
- System responsiveness is optimized, with the system promptly responding to user requests within 5 seconds, ensuring a seamless user experience and minimizing waiting times.

7.4 Efficiency

- Efficiency is a key focus of the Heaven MentCare System, particularly in the delivery of mental health services.
- The system streamlines healthcare services by optimizing the workflow of doctors, therapists, pharmacists, and administrators, allowing them to complete tasks in the shortest possible time.
- Efficient utilization of resources and time-saving strategies ensure that users receive prompt and effective mental health support, enhancing overall service delivery efficiency.

8. Precedence and Priority

Features	Priority
F-1: User sign up or login F-2: Doctor's registration request F-3: Manage user profile F-5: Book appointment	Critical

F-10: Digital Payments F-11: Support Service F-7: View Doctor's profile F-17: Real-time Progress Tracking	
F-4: Find Appointment F-6: Book video consultation F-8: Multilanguage System F-9: Select Relevant Category F-15: Guidance about System's Working F-16: Do Questionnaires F-18: Phone call sessions F-19: Chat Sessions	Important
F-12: Read System's Blogs F-13: Emergency Contact F-14: Guide to book Appointment F-20: User Feedback Mechanism F-21: Live Sessions F-22: Provide Worksheets F-23: Unlimited Messaging F-24: Guided YOGA	Useful

9. Documentation Requirements

9.1 User Manual

The user manual for the Heaven MentCare System will comprehensively describe the functionalities of the system from both the administrator and users' perspectives. It will include step-by-step instructions for the following features:

- Sign up / Login: Detailed guidance on the registration and login process, including account creation and password management.
- Booking Therapy Sessions: Instructions on how users can schedule appointments for therapy sessions with mental health professionals.

- **Accessing Virtual Therapy Sessions:** Guidance on how users can access and participate in virtual therapy sessions through video conferencing tools.
- **Progress Tracking:** Explanation of how users can track their progress throughout therapy sessions and access session records.
- **Billing:** Description of how users can view and manage billing information, including invoices and payment methods.

9.2 Online Help

The online help feature will serve as a comprehensive resource for addressing user queries and providing assistance related to therapy sessions. It will cover all topics outlined in the user manual and offer detailed explanations, FAQs, and troubleshooting tips to guide users through various aspects of the system.

9.3 Installation Guides, Configuration, and Read Me File

This documentation will include:

Installation Guide: Step-by-step instructions for installing the Heaven MentCare System on various platforms, including PC and Mac.

Configuration: Guidance on configuring system settings and preferences to optimize user experience.

Read Me File: A helpful reference guide providing an overview of the system, its features, and a roadmap for users. It will also include instructions for troubleshooting common issues and accessing support resources.

A: Feature Attributes

A.1. Status

Proposed	<ol style="list-style-type: none"> 1. Free Appointments 2. Spiritual Healing 3. Mood Tracker 4. Multi-Language System
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Approved	1. User sign up or login 2. Doctor's registration request 3. Manage user profile 4. Book appointment 5. Digital Payments 6. Support Service 7. View Doctor's profile 8. Real-time Progress Tracking 9. Multilanguage System 10. Mood Tracker 11. Spiritual Healing 12. Free Appointments
Incorporated	All features of Heaven Mentcare Management system

Benefit

Critical	F-1: User sign up or login F-2: Doctor's registration request F-10: Digital Payments F-11: Support Service F-51: Free Appointments
Important	F-5: Book appointment F-6: Book video consultation F-7: View Doctor's profile F-17: Real-time Progress Tracking F-52: Mood Tracker
Useful	F-3: Manage user profile F-8: Multilanguage System F-9: Select Relevant Category F-12: Read System's Blogs F-53: Spiritual Healing

A.3 Effort

High	<p>F-11: Digital Payments</p> <p>F-18: Real-time Progress Tracking</p> <p>F-19: Phone call sessions</p> <p>F-20: Chat Sessions</p> <p>F-22: Live Sessions</p> <p>F-25: Guided YOGA</p> <p>F-28: Self-esteem Journaling Sheets</p> <p>F-29: Sleep by Headspace</p> <p>F-34: Mindfulness practices for all ages</p> <p>F-36: Check-ins</p> <p>F-37: Matching Therapist</p> <p>F-40: Community Support</p> <p>F-43: Data Export and Backup</p> <p>F-44: The Crisis Support</p> <p>F-46: Connectivity with Wearable Devices</p> <p>F-47: Imaginative data visualization</p> <p>F-48: Goal Setting</p> <p>F-54: Stress Management tools</p>
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Medium	<p>F-2: Doctor's registration request</p> <p>F-6: Book video consultation</p> <p>F-10: Multilanguage System</p> <p>F-12: Support Service</p> <p>F-14: Guide to book Appointment</p> <p>F-15: Guidance about System's Working</p> <p>F-21: User Feedback Mechanism</p> <p>F-23: Provide Worksheets</p> <p>F-26: Strong Client-to-Therapist Connections</p> <p>F-30: Daily Reminder</p> <p>F-32: Access to Offline Meditations</p> <p>F-35: Relaxing Music</p> <p>F-38: Flexible Plans</p> <p>F-41: Kid-friendly content</p> <p>F-45: Community Events and Workshops</p>
Low	<p>F-1: User sign up</p> <p>F-3: Manage user profile</p> <p>F-4: Find Appointment</p> <p>F-5: Book appointment</p> <p>F-7: View Doctor's profile</p> <p>F-8: Select Relevant Category</p> <p>F-9: Read System's Blogs</p> <p>F-13: Emergency Contact</p> <p>F-16: Do Questionnaires</p> <p>F-24: Unlimited Messaging</p> <p>F-27: Stress Management Tools</p> <p>F-31: User-friendly Interface</p> <p>F-33: Wide variety of meditation and mindfulness content</p> <p>F-39: Listener Support</p> <p>F-42: 24/7 Availability</p> <p>F-49: Accessible Features</p> <p>F-50: Customized Profiles</p> <p>F-51: Free Appointments</p> <p>F-52: Mood Tracker</p> <p>F-53: Spiritual Healing</p> <p>F-17: Guide to book Appointment</p>

A.4. Risk

We categorized the risk as high, medium as low. It is divided on the basis of their dependencies.

High	F-10: Digital Payments F-11: Support Service .F-13: Emergency Contact
Medium	F-5: Find & book appointment F-6: Book video consultation F-7: View Doctor's profile F-9: Select Relevant Category F-14: Guide to book Appointment F-15: Guidance about System's Working F-17: Real-time Progress Tracking F-18: Phone call sessions F-19: Chat Sessions F-20: User Feedback Mechanism
Low	F-1: User sign up or login F-2: Doctor's registration request F-3: Add user profile F-4: Edit user profile F-8: Change Language F-12: Read System's Blogs F-16: Do Questionnaires

A.5 Stability

Stability of system is dependent on these features:

1. Secure Payments (F-10): Ensuring that payment transactions are secure and reliable is crucial for the financial stability and trustworthiness of the system.
2. Customer Support Service (F-11): Prompt and effective customer support is essential for addressing user issues and maintaining user satisfaction, which contributes to the overall stability of the system.
3. Real-time Progress Tracking (F-17): Providing accurate and real-time progress tracking

functionalities is important for users to monitor their progress and stay engaged with the system.

4. Phone call sessions (F-18) and Chat Sessions (F-19): Offering stable and reliable communication channels such as phone call and chat sessions is vital for user engagement and support within the system.

By changing any of these features will mainly affect the stability of system.

A.6 Target Release

We will release those features in first version which have critical priority i.e. F1, F2, F10, F11, F13. All other features which are important will be included in second version i.e. F5, F6, F7, F17, F18, F19. All other useful features are will be included in next version.

A.7 Assigned To

Features ID	Members
F1, F2, F3, F14, F15, F17, F20	Falak Irfan
F5, F8, F9, F11, F19, F6, F10, F11	Kubra Zareen
F12, F13, F16, F18, F12, F4	Anisa Kanwal

A.8 Reason

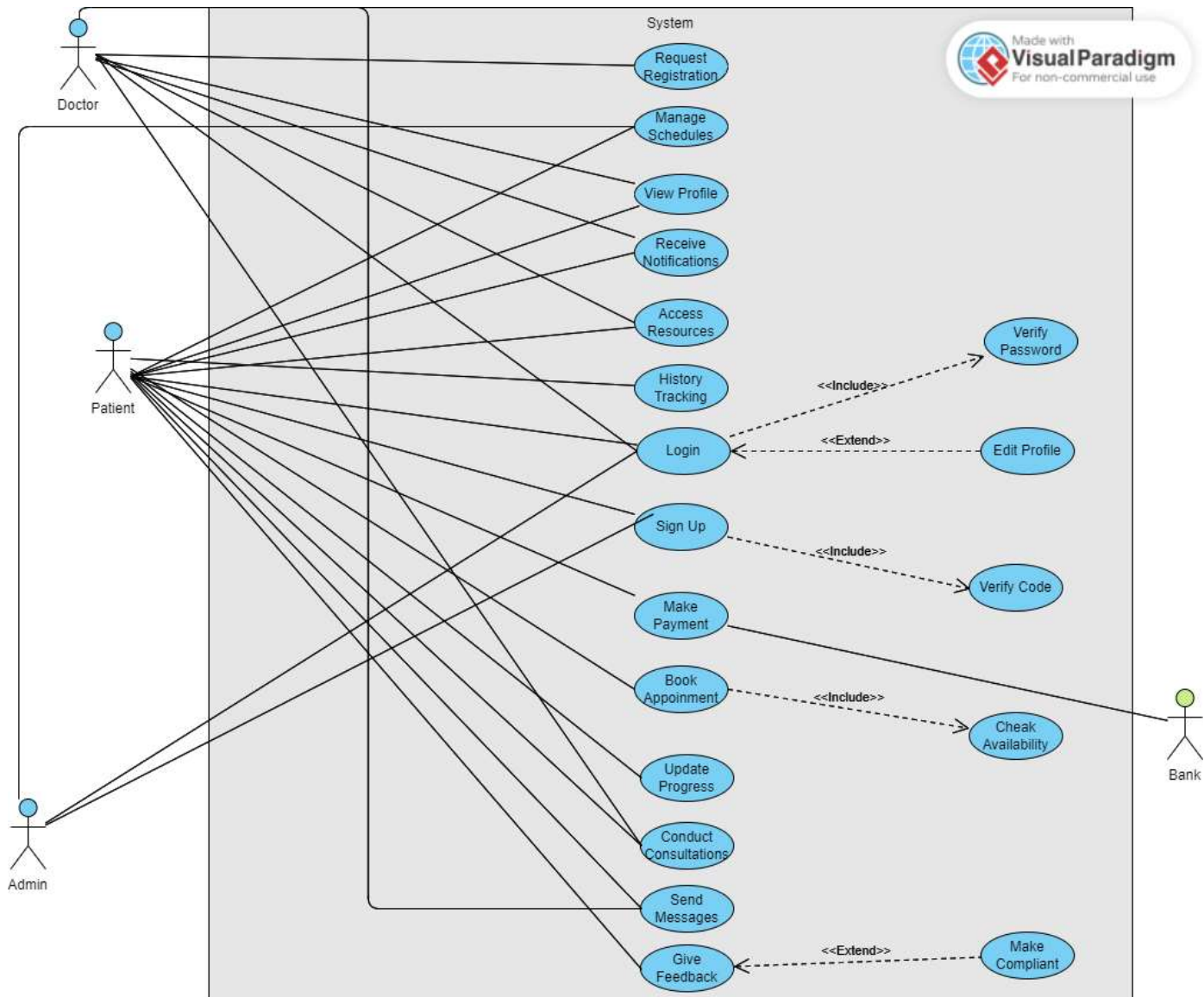
The features that are included in vision document are organized after workshops with different stakeholders i.e. customer, investor etc. The reason of this system is to automate the existing manual system. E-HMS will automate the system and save time and work with efficiency.

Artifact-4

Use Case Modeling

Table of Contents

1-	ID: UC 01
2-	ID: UC 02
3-	ID: UC 03
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<Request Registration> <ID: UC-01>

Section	Content
Designation	UC-01
Name	Request Registration
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Doctor
Responsible	MentCare System
Description	This use case describes the process of a Doctor requesting registration.
Trigger event	Doctor wants to register to the System.
Actors	Doctor
Precondition	Doctor has access to the System.
Post condition	Doctor is registered on the System.
Result	Doctor is able to access the System with registered expertise.
Main Scenario	<ol style="list-style-type: none">1- Doctor selects the "Register" option on the System.2- System displays the registration form.3- Doctor fills in the required information.4- Doctor submits the registration form.5- System verifies the information provided by the Doctor.6- System creates a new Doctor account.7- System sends a confirmation email to the Doctor.8- Doctor confirms the registration by clicking on the link provided in the email.9- System activates the Doctor account.10- System displays a message confirming the registration.
Alternative Scenario	<ol style="list-style-type: none">3a. Doctor enters incorrect information.3b. Platform MentCare System rejects the registration request.3c. Doctor is requested to correct their information and resubmit the registration form.

<Manage Schedules> <ID: UC-02>

Section	Content
Designation	UC-02
Name	Manage Schedules
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal

Priority	High
Criticality	High
Source	System
Responsible	Kubra Zareen, Falak Irfan, Anisa Kanwal
Description	This use case describes the process of managing schedules.
Trigger event	Patient wants to manage their schedule.
Actors	Patient, Admin
Precondition	Patient has access to the System.
Post condition	Patient schedule is updated.
Result	Patient schedule is updated.
Main Scenario	<ol style="list-style-type: none"> 1- Patient opens the schedule management on system. 2- System displays the Patient current schedule. 3- Patient selects the schedule they want to manage. 4- System displays the options for managing the schedule. 5- Patient selects the option they want to use. 6- Patient provides the necessary information. 7- System updates the schedule. 8- System displays the updated schedule to the Patient. 9- Patient closes the schedule management.
Alternative Scenario	<ol style="list-style-type: none"> 1a1. Patient does not have access to the System. 1a2. System displays an error message. 1a3. Patient is unable to manage their schedule.

< View Profile> <ID: UC-03>

Section	Content
Designation	UC-03
Name	View Profile
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	Low
Source	Patient, Doctor
Responsible	Kubra Zareen, Falak Irfan, Anisa Kanwal
Description	This use case describes the process of viewing a Patient profile information and doctor's profile information.
Trigger event	Selects the "View Profile" option from the app menu.
Actors	Patient, Doctor
Precondition	Must be logged in to the app.
Post condition	Patient is able to view the selected Patient profile information. Doctor able to view the patient profile information.
Result	Patient can view their profile. Doctor can view their profile.

Main Scenario	1- Patient selects the ``View Profile" option from the app menu. 2- App displays a list of Patients. 3- Patient selects the desired Patient from the list. 4- App displays the selected Patient profile information, including their name, and description. 5- Doctor is able to view the patient's profile.
Alternative Scenario	1a. Patient searches for a specific Patient by name. 1b. Patient selects a Patient from their contacts list. 2a. App displays the search results or contacts list. 3a. Patient selects the desired Patient from the search results or contacts list. 4a. App displays the selected Patient profile information, including their name, and description. 5a. Doctor doesn't able to view patient profile.

<Receive Notification > <ID: UC-04>

Section	Content
Designation	UC-04
Name	Receive Notification
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	Medium
Source	System
Responsible	MentCare System
Description	This use case describes the process of receiving notifications from the System.
Trigger event	System generates a notification for the Patient and doctor.
Actors	Patient, Doctor
Precondition	Patient and doctor is logged into the System.
Post condition	Patient, doctor receives and views the notification.
Result	Doctor and patient can receive notifications successfully.
Main Scenario	1- System generates a notification for the Patient and doctor. 2- Patient and doctor's device displays a notification alert. 3- Patient and doctor clicks on the notification alert to view the details. 4- System displays the notification content to the Patient and doctor. 5- Patient and doctor reads the notification and takes necessary action.
Alternative Scenario	2a. Patient and doctor device is in silent mode. 2b. Patient and doctor does not notice the notification alert. 3a. Patient and doctor checks the notification center on their device. 4a. Patient and doctor views the notification content from the notification center. 5a. Patient and doctor reads the notification and takes necessary

	action.
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< Access Resources > <ID: UC-05>

Section	Content
Designation	UC-05
Name	Access Resources
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	Medium
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of accessing resources available on the System.
Trigger event	Patient requests to access resources.
Actors	Doctor, Patient
Precondition	Patient is logged into the System.
Post condition	Patient successfully accesses the requested resources.
Result	Doctor and patient can successfully access the resources.
Main Scenario	<ol style="list-style-type: none"> 1- Patient and Doctor moves to the resources section of the System. 2- Patient and Doctor Searches for the desired resource using the search functionality. 3- System displays a list of search results matching the Patient and Doctor's query. 4- Patient and Doctor selects the desired resource from the search results. 5- System grants access to the selected resource. 6- Patient and Doctor can now view or download the resource as needed.
Alternative Scenario	<ol style="list-style-type: none"> 2a. Patient and doctor browses through the resource categories instead of searching. 3a. System displays a list of resource categories. 4a. Patient and doctor selects a category to view resources within that category. 5a. System displays the resources available in the selected category. 6a. Patient and doctor selects a specific resource to access.

<History Tracking> <ID: UC-06>

Section	Content
Designation	UC-06
Name	History Tracking
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High

Criticality	High
Source	System
Responsible	MentCare System
Description	This use case describes the process of tracking and recording Patient activity history.
Trigger event	System records Patient activity.
Actors	Patient
Precondition	Patient is logged into the System.
Post condition	Patient activity history is successfully tracked and recorded.
Result	History of the Patient is recorded successfully.
Main Scenario	<ol style="list-style-type: none"> 1- System continuously monitors Patient interactions within the System. 2- System records Patient actions, such as logins, searches, views, and updates. 3- Patient performs various actions within the System. 4- System captures and stores the Patient activity history in a secure database. 5- Patient can access their activity history through a designated section in the System.
Alternative Scenario	<ol style="list-style-type: none"> 2a. Patient requests to view their activity history. 3a. System retrieves and displays the Patient activity history. 4a. Patient reviews their past actions and interactions within the System.

<Login> <ID: UC-07>

Section	Content
Designation	UC-07
Name	Login
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of authenticating a Patient identity and granting access to the System.
Trigger event	Patient initiates the login process.
Actors	Doctor, Patient, Admin
Precondition	Patient account is registered in the System.
Post condition	Patient successfully login into the System.
Result	Patient and doctor has login successfully
Main Scenario	<ol style="list-style-type: none"> 1- Patient and doctor move to the login page of the System. 2- Patient and doctor enters their Patient name and password. 3- System verifies the Patient and doctor credentials.

	4- If the information are valid, the System grants access to the Patient and doctor. 5- Patient and doctor is redirected to the System's dashboard or home page.
Alternative Scenario	3a. If the informati are invalid, the System displays an error message. 3b. Patient and doctor can attempt to login again by re-entering their Patient name and password. 3c. After multiple failed login attempts, the System may lock the Patient account for security purposes.

<Verify Password> <ID: UC-08>

Section	Content
Designation	UC-08
Name	Verify Password
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	System
Responsible	MentCare System
Description	This use case describes the process of verifying a Patient's password during the login authentication process.
Trigger event	Event: Patient attempts to log in to the System.
Actors	Doctor, Patient, Admin
Precondition	Patient and doctor account is registered.
Post condition	Patient and doctor password is successfully verified.
Result	Patient and doctor password is verify successfully.
Main Scenario	1- Patient move to the login page of the System. 2- Patient enters their Patient name and password. 3- System retrieves the Patient's stored password based on the entered Patient name. 4- The password entered and the password stored are compared by the system. 5- If the passwords match, the System grants access to the Patient. 6- Patient is redirected to the System's dashboard or home page.
Alternative Scenario	4a. If the entered password does not match the stored password, the System prompts the Patient to re-enter the password. 4b. Patient can attempt to re-enter the password. 4c. After multiple failed attempts, the System may lock the Patient account for security purposes.

<Edit Profile> <ID: UC-09>

Section	Content
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Designation	UC-09
Name	Edit Profile
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of editing a Patient profile information and managing accounts for family members.
Trigger event	Patient accesses the profile editing feature.
Actors	Patient, Doctor, Admin
Precondition	Patient is logged into the System.
Post condition	Patient profile information is successfully updated, and family member accounts are managed.
Result	Patient successfully edit the information and also create account for family members.
Main Scenario	<ol style="list-style-type: none"> 1- Patient move to the profile editing section of the System. 2- Patient selects the option to edit their profile information. 3- System displays the Patient's current profile information. 4- Patient makes the desired changes to their profile, such as updating contact details or personal information. 5- Patient saves the changes. 6- System updates the Patient's profile information. 7- Patient selects the option to manage family member accounts. 8- System displays a list of family member accounts associated with the Patient. 9- Patient can add, remove, or update family member accounts as needed. 10- Patient saves the changes to family member accounts. 11- System updates the family member account information.
Alternative Scenario	<p>4a. Patient decides not to make any changes to their profile information.</p> <p>4b. Patient cancels the editing process.</p> <p>4c. System retains the Patient's current profile information.</p> <p>9a. Patient does not have any family member accounts associated.</p> <p>9b. System prompts the Patient to add family member accounts.</p> <p>9c. Patient adds family member accounts.</p>

<Sign Up> <ID: UC-10>

Section	Content
Designation	UC-10
Name	Sign Up
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High

Source	Patient
Responsible	MentCare System
Description	This use case describes the process of registering a new Patient account in the System.
Trigger event	Patient initiates the sign-up process.
Actors	Patient, Admin
Precondition	Patient does not have an existing account.
Post condition	Patient successfully creates a new account and gains access.
Result	Patient Sign up successfully
Main Scenario	<ol style="list-style-type: none"> 1- Patient move to the sign-up page of the System. 2- Patient enters their personal information, such as name, email address, and password. 3- System validates the entered information. 4- If the information is valid, the System creates a new Patient account. 5- Patient receives a confirmation email or notification to verify the account. 6- Patient verifies the account through the provided method. 7- System confirms the account verification. 8- Patient gains access to the System with the newly created account.
Alternative Scenario	<p>3a. If the entered information is incomplete or invalid, the System prompts the Patient to correct the errors.</p> <p>3b. Patient re-enters the required information.</p> <p>3c. System re-validates the information.</p> <p>5a. If the confirmation email or notification is not received, the Patient can request a resend.</p> <p>5b. Patient receives the confirmation email or notification and verifies the account.</p>

<Verify Code> <ID: UC-11>

Section	Content
Designation	UC-11
Name	Verify Code
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	System
Responsible	MentCare System
Description	This use case describes the process of verifying a verification code sent to the Patient during the sign-up process.
Trigger event	Patient receives a verification code for account verification.
Actors	Patient, Admin
Precondition	Patient has completed the sign-up process and received a verification code.
Post condition	Patient's account is successfully verified.

Result	Patient's account is successfully verified.
Main Scenario	<ol style="list-style-type: none"> 1- Patient completes the sign-up process and receives a verification code via email or SMS. 2- Patient move to the verification code input page in the System. 3- Patient enters the verification code received. 4- System validates the entered verification code. 5- If the verification code is correct, the System confirms the account verification. 6- Patient receives a confirmation message that the account is successfully verified.
Alternative Scenario	<ol style="list-style-type: none"> 4a. If the entered verification code is incorrect, the System prompts the Patient to re-enter the code. 4b. Patient re-enters the verification code. 4c. System re-validates the entered verification code. 4d. If the verification code is still incorrect, the Patient may request a new verification code.

<Make Payment> <ID: UC-12>

Section	Content
Designation	UC-13
Name	Make Payment
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of making a payment within the System.
Trigger event	Patient initiates a payment transaction.
Actors	Patient, Bank
Precondition	Patient has selected items for purchase and is ready to make a payment.
Post condition	Payment is successfully processed, and the transaction is completed.
Result	Payment is successful.
Main Scenario	<ol style="list-style-type: none"> 1- Patient selects the items they wish to purchase and proceeds to the checkout page. 2- Patient selects the payment method as "Credit/Debit Card" or "Bank Transfer". 3- System ask Patient to enter payment details. 4- Patient enters the required payment information, such as card details or bank account information. 5- System validates the payment information. 6- If the payment information is valid, the System initiates the payment transaction. 7- System sends the payment request to the Bank for processing. 8- Bank processes the payment request and verifies the transaction.

	<p>9- Bank sends a confirmation message to the Patient indicating the payment status.</p> <p>10- System updates the Patient's account with the payment details and completes the transaction.</p> <p>11- Patient receives a payment confirmation and a receipt for the transaction.</p>
Alternative Scenario	<p>6a. If the payment information is invalid or incomplete, the System prompts the Patient to correct the errors.</p> <p>6b. Patient re-enters the payment information.</p> <p>6c. System re-validates the payment information.</p> <p>8a. If the Bank encounters an issue processing the payment, it sends an error message to the System.</p> <p>8b. System notifies the Patient of the payment processing issue and prompts them to try again or choose an alternative payment method.</p>

<Book Appointment> <ID: UC-13>

Section	Content
Designation	UC-13
Name	Book Appointment
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of booking an appointment through the System.
Trigger event	Patient initiates the appointment booking process.
Actors	Patient
Precondition	Patient is logged into the System and has selected a service provider or book an appointment.
Post condition	Appointment is successfully booked and confirmed.
Result	Appointment is successfully booked and confirmed.
Main Scenario	<p>1- Patient move to the appointment booking section of the System.</p> <p>2- Patient selects a service provider or an appointment.</p> <p>3- Patient chooses a preferred date and time for the appointment.</p> <p>4- System checks the availability of the selected service provider or location at the chosen date and time.</p> <p>5- If the selected slot is available, the System confirms the appointment booking.</p> <p>6- Patient receives a confirmation message with the appointment details.</p> <p>7- System updates the appointment schedule and notifies the service provider or location.</p>
Alternative Scenario	<p>4a. If the selected slot is not available, the System prompts the patient to choose an alternative date or time.</p> <p>4b. Patient selects a different date or time for the appointment.</p> <p>4c. System rechecks the availability and confirms the new</p>

	appointment slot. 6a. If the appointment booking process fails due to a System error, the System notifies the patient and prompts them to try again later.
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<Cheak Availability> <ID: UC-14>

Section	Content
Designation	UC-14
Name	Cheak Availability
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of checking the availability of service providers or locations for booking appointments.
Trigger event	Patient initiates the process of booking an appointment and selects a service provider.
Actors	Patient
Precondition	Patient is logged into the System and has selected a service provider to book an appointment.
Post condition	Patient is informed about the availability of the selected service provider or location at the chosen date and time.
Result	Patient is informed about availability successfully.
Main Scenario	<ol style="list-style-type: none"> 1- Patient initiates the appointment booking process and selects a service provider to book an appointment. 2- Patient chooses a preferred date and time for the appointment. 3- System checks the availability of the selected service provider or location at the chosen date and time. 4- If the selected slot is available, the System confirms the availability to the patient. 5- Patient can proceed with booking the appointment if the selected slot is available
Alternative Scenario	<p>3a. If the selected slot is not available, the System provides alternative available dates and times to the patient.</p> <p>3b. Patient selects an alternative date or time for the appointment.</p> <p>3c. System rechecks the availability and informs the patient about the new appointment slot availability.</p> <p>4a. If the System encounters an error while checking availability, it notifies the patient and prompts them to try again later.</p>

<Update Progress> <ID: UC-15>

Section	Content
Designation	UC-15

Name	Update Progress
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of updating the progress of a task or activities.
Trigger event	Patient initiates the update progress action for a specific task or activities.
Actors	Patient
Precondition	Patient is logged into the System and has access to the task or project that needs progress updating.
Post condition	Progress of the task or project is successfully updated in the System.
Result	Progress is successfully updated in the System.
Main Scenario	<ol style="list-style-type: none"> 1- Patient move to the task or project management section of the System. 2- Patient selects the specific task or activities for which progress needs to be updated. 3- Patient chooses the option to update progress for the selected task or activities. 4- Patient enters the updated progress information, such as percentage completed, status, or any relevant notes. 5- If the information is valid, the System updates the progress of the task or activities. 6- System notifies the patient about the successful update of progress.
Alternative Scenario	<p>5a. If the entered progress information is incomplete or invalid, the System prompts the patient to correct the errors.</p> <p>5b. Patient revises the progress information and re-enters the necessary details.</p> <p>5c. System re-validates the updated progress information.</p> <p>6a. If the System encounters an error while updating the progress, it notifies the patient and prompts them to try again later.</p>

<Conduct Consultations> <ID: UC-16>

Section	Content
Designation	UC-17
Name	Consultations
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of conducting consultations through the system.

Trigger event	Patient initiates a consultation session.
Actors	Patient, Doctor
Precondition	Patient and Consultant are logged into the System and have agreed upon a consultation session.
Post condition	Consultation session is successfully conducted and history is recorded in the System.
Result	Consultation session is successfully conducted.
Main Scenario	<ol style="list-style-type: none"> 1- Patient schedules a consultation session with a Doctor through the System. 2- Doctor receives a notification about the scheduled consultation. 3- Patient and Doctor join the consultation session at the agreed-upon time. 4- System provides a platform for the consultation, including audio/video conferencing or chat features. 5- Patient and Doctor engage in the consultation, discussing relevant topics or issues. 6- System records the consultation session. 7- Patient and Doctor conclude the consultation session. 8- System saves the consultation details and updates the records.
Alternative Scenario	<p>4a. If there are technical issues with the platform, the System prompts the Patient and Doctor to switch to an alternative communication method.</p> <p>4b. Patient and Doctor switch to an alternative communication method to continue the consultation.</p> <p>6a. If the consultation session needs to be extended beyond the scheduled time, Patient and Doctor agree to continue and the System updates the session duration.</p>

<Send Messages > <ID: UC-17>

Section	Content
Designation	UC-17
Name	Send Messages
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of sending messages through the System.
Trigger event	Patient initiates the action to send a message.
Actors	Doctor, Patient
Precondition	Patient is logged into the System and has access to the messaging feature.
Post condition	Message is successfully sent to the recipient and recorded in the System.
Result	The message is sent successfully.

Main Scenario	1- Patient move to the messaging section of the System. 2- Patient selects the option to compose a new message. 3- Patient enters the patient name or selects the recipient (doctor) from a list. 4- Patient writes the message content in the designated text area. 5- Patient reviews the message for completeness. 6- Patient clicks the send button to send the message. 7- System validates the message content and recipient (doctor) details. 8- System sends the message to the recipient (doctor). 9- Recipient (doctor) receives the message and can view it in their inbox. 10- System records the sent message in the message history.
Alternative Scenario	5a. If Patient decides to cancel the message, they have the option to discard the message draft. 5b. Patient confirms the cancellation and the message draft is discarded. 7a. If there are any errors in the message content or recipient (doctor) details, the System prompts Patient to correct the information. 7b. Patient revises the message content or recipient details as needed. 8a. If the message cannot be delivered due to technical issues, the System notifies Patient and attempts to resend the message.

<Give Feedback > <ID: UC-18>

Section	Content
Designation	UC-18
Name	Give Feedback
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case describes the process of providing feedback through the System.
Trigger event	Patient initiates the action to give feedback.
Actors	Patient
Precondition	Patient is logged into the System and has access to the feedback feature.
Post condition	Feedback is successfully submitted and recorded in the System.
Result	Feedback is successfully submitted.
Main Scenario	1- Patient move to the feedback section of the System. 2- Patient selects the option to provide feedback. 3- Patient enters the feedback details in the designated text area. 4- Patient submits the feedback by clicking the submit button. 5- System validates the feedback content and type. 6- System records the feedback in the System database. 7- Patient receives a confirmation message that the feedback has been successfully submitted.
Alternative	4a. If Patient decides to cancel the feedback submission, they have

Scenario	<p>the option to discard the feedback.</p> <p>4b. Patient confirms the cancellation and the feedback is discarded.</p> <p>5a. If there are any errors in the feedback content or type selection, the System prompts Patient to correct the information.</p> <p>5b. Patient revises the feedback content or type as needed.</p> <p>7a. If the feedback submission fails due to technical issues, the System notifies Patient and prompts them to try again later.</p>
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<Make Compliant> <ID: UC-19>

Section	Content
Designation	UC-19
Name	Make Compliant
Authors	Kubra Zareen, Falak Irfan, Anisa Kanwal
Priority	High
Criticality	High
Source	Patient
Responsible	MentCare System
Description	This use case extends the "Give Feedback" use case to specifically handle the process of making a complaint within the System.
Trigger event	Patient selects the option to make a complaint within the feedback feature.
Actors	Patient
Precondition	Patient is logged into the System and has accessed the feedback feature.
Post condition	Complaint is successfully submitted and recorded to the System.
Result	Complaint is submitted successfully.
Main Scenario	<ol style="list-style-type: none"> 1- Patient follows the steps outlined in the "Give Feedback" use case up to selecting the feedback type. 2- Patient chooses the complaint option as the type of feedback. 3- Patient enters the complaint details in the designated text area. 4- Patient submits the complaint by clicking the submit button. 5- System validates the complaint content and type. 6- System records the complaint in the System database. 7- Patient receives a confirmation message that the complaint has been successfully submitted.
Alternative Scenario	<p>4a. If Patient decides to cancel the complaint submission, they have the option to discard the complaint.</p> <p>4b. Patient confirms the cancellation and the complaint is discarded.</p> <p>5a. If there are any errors in the complaint content, the System prompts Patient to correct the information.</p> <p>7a. If the complaint submission fails due to technical issues, the System notifies Patient and prompts them to try again later.</p>

Artifact-5

Features and Software Requirements

3.1 Specific Requirements

3.1.1. sign up or log in

Feature-1:

SRS-1.1: Patient have to register themselves into the system for the first time.

SRS-1.2: System will send the code to relevant phone number during login.

SRS-1.3: Patient enter in the system by using phone numbers.

SRS-1'4: Patient logins to the system by entering his country code.

SRS-1.5: Patient must choose a password that has both numbers ,alphabets.

3.1.2. Doctor's registration

Feature-2:

SRS-2.1: System allow qualified medical professionals to submit a request for registration to became authorized doctor.

SRS-2.2: Doctors enter their personal information, credentials, contact information.

SRS-2.3: After completing registration form doctor will be able to submit the registration request.

SRS-2.4: After the registration request has been successfully submitted, a confirmation message will appear.

3.1.3. Manage user profile

Feature-3:

SRS-3.1: Patient can create profiles for their family members to manage Checkups.

SRS-3.2: Patient enter personal data such name, birthdate, medical history, allergies.

SRS-3.3: Patient can schedule appointments within the system

SRS-3.4: Patient can change their passwords, phone numbers, names on their profiles.

SRS-3.5: System provide efficient operations for editing profiles are made possible by integration with databases.

SRS-3.6: The system guarantees adherence to data protection laws, depends on database.

3.1.4. Find appointment

Feature-4:

SRS-4.1: Patient can search for open appointments by entering details like the date, time, location, specialty, healthcare provider.

SRS-4.2: The system provides list of available appointments based on patient search criteria.

3.1.5: Book Appointment

Feature-5:

SRS-5.1: Patient can book appointment directly from available list the system provides.

SRS-5.2: Patient can choose convenient time for appointment from available slot.

SRS-5.3: Patient receive reminders from the system about scheduled appointments modifications, cancellations.

3.1.6: Book video consultation

Feature-6:

SRS-6.1: Patient choose a doctor by browsing the list of healthcare providers that are offering video consultations

SRS-6.2: Patient can select a convenient time period for the consultation.

SRS-6.3: The system shows the doctor's availability in that moment.

SRS-6.4: The system allows patients to record session.

SRS-6.5: Patient can share recorded session.

SRS-6.6: The patient can give feedback after the end of session.

3.1.7. View Doctor's profile

Feature-7:

SRS-7.1: Patient can browse a list of available healthcare providers.

SRS-7.2: Doctor profile display relevant data including the physician's name, picture, credentials, experience, specializations, affiliations with professionals.

3.1.8: Change Multilingual

Feature-8:

SRS-8.1: Patient can choose the preferred language from a list of supported language that system provide.

SRS-8.2: The system provides patients with a user-friendly menu with choices that patient can select their preferred language.

3.1.9. Select relevant

Feature-9:

Feature-9:

SRS-9.1: The System provide patients with the choice to choose from a predetermined list of relevant mental health categories, specialties.

SRS-9.2: Patient can browse, select categories according to their unique concerns with ease.

3.1.10. Digital- Payments

Feature-10:

SRS-10.1: System provide a secure gateway to process payment transaction.

SRS-10.2: Patient will have the option to select their chosen payment method (such as PayPal, credit card).

SRS-10.3: System employ encryption to protect data transfer between the client, server.

3.1.11. Support Service

Feature-11:

SRS-11.1 The system provide access to the live chat interface for patient support.

SRS-11.2 Patient can get immediate help via the live chat feature.

SRS-11.3 The chat interface support exchanges of text messages, file attachments, links.

3.1.12. Read system Blogs

Feature-12:

SRS-12.1: Patient can view list of blogs that have been posted on the system.

SRS-12.2: Blogs post include the title, author, publishing date, summary.

SRS-12.3: Patient can share, like, comment on blog posts.

3.1.13. Emergency Contact

Feature-13:

SRS-13.1: System store multiple emergency contact details for organizations.

SRS-13.2: System displays the list of organizational emergency contacts.

SRS-13. 3: System updates the list of organizational emergency contacts to include the new entry.

SRS-13.3: The system will available for 24/7 to ensure patient can access emergency contacts and information at any time.

3.1.14. Guide to book Appointment

Feature-14:

SRS-14.1: Patient can search for available appointments based on preferences.

SRS-14.2: The system allow admin to access to an admin panel to manage patient accounts, appointment.

SRS-14.3: The system provides accurate and current availability information for appointment periods to avoid double bookings , scheduling conflicts.

3.1.15. Guidance about System's Working

Feature-15:

SRS-15.1: The system provides contextual help, offering relevant guidance, instructions based on the user's present context.

SRS-15.2: The system provides access to specific support channel such as live chat, email, phone help.

SRS-15.3: System provide tutorial to guide user to help new users with the initial setup.

3.1.16. Do Questionnaires

Feature-16:

SRS-16.1: Patient can use their system user identities to access, complete the available questionnaires.

SRS-16.2: The system guide Patient through questionnaire completion process, presenting questions one at a time.

SRS-16.3: Patient can save their progress ,pick up where they left off when completing a questionnaire.

3.1.17. Real time Progress Tracking

Feature-17:

SRS-17.1: Patient, **counselors** can create customized goals related to treatment results, lifestyle modifications, mental health enhancement.

SRS-17.2: The system provides visual presentation of progress data, such as charts, graphs, dashboards, progress bars.

3.1.18. Phone call sessions

Feature-18:

SRS-18.1: Patient will be able to arrange phone consultations with mental health specialists through the system.

SRS-18.2: Call logs ,session histories are accessible to patient, mental health experts through their individual user profiles.

3.1.19. Chat Sessions

Feature-19:

SRS-19.1: System allow user to match with an available professional based on their requirements, preferences.

SRS-19.2: Patient will be able to send text messages, emojis, multimedia assets (such as photographs, documents) during chat session.

3.1.20. User Feedback Mechanism**Feature-20:**

SRS-20.1: Patient will be able to provide feedback on their experiences using mental health services.

SRS-20.2: System provide a feedback form ,survey from the system with relevant questions to collect input on a variety of areas of their experience, including satisfaction, accessibility, quality of service.

3.1.21. Live Sessions**Feature-21.1:**

SRS-21.1: The system enables administrators to plan live sessions, including determining the day, time, length, subject matter of each one.

SRS-21.2: Patient are able to browse ,schedule of upcoming live sessions that the system will present to them.

3.1.22. Provide worksheet

Feature-22:

SRS-22.1: The system allows patient to create worksheet, organize worksheets by adding sections, exercises, questions,

SRS-22.2: Worksheets can be customized by patient to meet their own learning goals, assignments.

3.1.23. Unlimited messages

Feature-23:

SRS-23.1: Patient can compose, send messages to other users in the system continuously.

SRS-23.2: The system provides various message kinds, such as text, multimedia (photos, videos), documents.

SRS-23.3: Patient can message to individuals, groups in chat channels.

3.1.24. Guided Yoga

Feature-24:

SRS-24.1: System will allow patient to access to library of meditation pose tutorials on the system, which show them how to properly execute, match different meditation postures.

SRS-24.2: Patient will have access to breathing exercises that are guided in order to help them relax, reduce stress, practice mindfulness.

3.1.25. Strong Client-to-Therapist Connections

Feature-25:

SRS-25.1: Patient can look for, choose therapists using the system according to a number of factors, including user preferences, geography, availability, specialty.

SRS-25.2: Patient will be able to communicate via text, voice, video, in-person sessions, among other mediums.

3.1.26. Stress Management Tools

Feature-26:

SRS-26.1: The system will enable patient to evaluate their degree of stress by using a stress assessment tool.

SRS-26.2: The system will provide patient with a range of relaxation exercises, techniques in order to reduce tension ,encourage relaxation.

3.1.27. Self-esteem Journaling Sheets

Feature-27:

SRS-27.1: The system will produce activities, suggestions designed to encourage, increase confidence.

SRS-27.2: The system provides various topics related to self-esteem, personal growth, positive affirmation, tailored to the user's preferences.

3.1.28. Sleep by Headspace

Feature-28:

SRS-28.1: System will provide a collection of guided meditations created especially to encourage relaxation, enhance the quality of sleep

SRS-28.2: Patient can browse, choose from a variety of guided meditation sessions according to their preferences.

3.1.29. Daily Reminder

Feature-29:

SRS-29.1: Patient will be able to set customized reminders for different tasks, occasions, goals.

SRS-29.2: Patient can personalize the reminder's title, description, date, time, frequency of recurrence through the system.

SRS-29.3: Patient can establish priority levels for reminder. Patient will receive reminders from the system through timely alerts on the devices of their choice, including desktop computers, tablets, mobile phones.

SRS-29.4: System will provide snooze feature, which enables them to respond to the alert at a more convenient moment.

3.1.30. User-friendly Interface

Feature-30:

SRS-30.1: The system will provide clear, easy navigation structure so that Patient can quickly locate, access the features, material they want.

SRS-30.2: The structure of the system must be reflected in the logical organization, labeling of navigation menus, buttons, and links.

3.1.31. Access to Offline Meditations

Feature-31:

SRS-31.1: Patient will able to browse, play downloaded meditation sessions without an online connection.

SRS-31.2: The system will allow meditation sessions to be played back offline.

SRS-31.3: The system will allow to share recorded session.

SRS-31.4: Patient can select medium according to their choice.

3.1.32. Wide variety of meditation and mindfulness content

Feature-32:

SRS-32.1: The system will create a vast range of guided meditation sessions, breathing exercises, mindfulness practices, relaxation methods.

SRS-32.2: The content will come from reliable sources, professionals, groups that focus on mindfulness, meditation.

3.1.33. Mindfulness practices for all ages

Feature-33:

SRS-33.1: A system shall provide a collection of mindfulness exercises appropriate for people of different ages, including kids, teens, adults, senior citizens.

SRS-33.2: Mindfulness exercises shall cover a range of topics including stress management, emotional control, body awareness, gratitude practices.

SRS-33.3: Every mindfulness activity must come with clear instructions, advice.

3.1.34:Relaxing music

Feature-34:

SRS-34.1: Patient will have access to a selection of carefully chosen playlists created with relaxation in mind.

SRS-34.2: Playlists will be categorized by the system according to several themes of relaxation, like instrumental music, guided meditation, sounds of nature.

SRS-34.3: Patient can search, look up, choose playlists according to their tastes , emotion.

3.1.35. Check-ins

Feature-35:

SRS-35.1: Patient shall be able to perform mood tests within the program To determine their current emotional state.

SRS-35.2: The mood assessments shall cover a variety of mood markers, including general well-being, anxiety, tension, happiness, sadness.

3.1.36. Matching Therapist

Feature-36:

SRS-36.1: The system will pair users with certified therapists in accordance with their criteria, preferences using an algorithm

SRS-36.2: System will provide a list of suggested therapists, together with information about each one's history, qualifications, specializations, availability.

3.1.37. Flexible Plans

Feature-37:

SRS-37.1: The system shall present users with a range of subscription plans to choose from.

SRS-37.2: The system will display different price points for each subscription plan.

3.1.38. Listener Support

Feature-38:

SRS-38.1: Patient in need of emotional support will be able to contact with trained volunteer listeners who can offer sympathetic support due to the technology.

SRS-38.2: Web browsers ,mobile devices with internet access will be required for the system to function.

3.1.39. Community Support

Feature-39:

SRS-39.1: The system shall create community forum where user is able to create posts, participate in conversations.

SRS-39.2: Patient can start new posts to exchange tales, offer counsel, show support.

3.1.40. kid-friendly content

Feature-40:

SRS-40.1: Patient can create kid-friendly accounts on the system with parental permission

SRS-40.2: The system will provide kid-specific breathing, stress-reduction activities

SRS-40.3: The system will include interactive components like games, quizzes..

3.1.41. 24/7 Availability

Feature-41:

SRS-41.1: The system must response at a time even during periods of high demand.

SRS-41.2: Patient shall be able to access the system seven days a week, twenty-four hours a day, without interruption for regular maintenance.

3.1.42. Data Export and Backup

Feature-42:

SRS-42.1: System allow Patient to recover their data from a backup.

SRS-42.2: The data shall be restored to the correct location by the system when it has retrieved it from the backup file.

3.1.43. The Crisis Support

Feature-43:

SRS-43.1: The system shall provide access to crisis intervention resources, including crisis hotlines, suicide prevention centers, mental health clinics.

SRS-43.2: Patient will receive immediate help by means of minimum response times when accessing crisis support options.

SRS-43.3: The available intervention services, hotlines may be available according to the Patient location.

3.1.44. Community events and workshops

Feature-44:

SRS-44.1: The system display list of upcoming events, workshops.

SRS-44.2: Patient receive reminder reminders for upcoming events.

SRS-44.3: Patient can engage with the presenter, participants during events.

3.1.45. Connectivity with Wearable Devices

Feature-45:

SRS-45.1: Patient will be able to link wearable gadgets to the application through the system.

SRS-45.2: The system shall collect data about sleep habits, others physical activities.

SRS-45.3: Patient will be able to establish goals, monitor their progress over time with the system.

3.1.46. Imaginative data visualization

Feature-46:

SRS-46.1: System generate Graphs, chart based on patient information.

SRS-46.2: The system will show a summary of the patient progress throughout time.

SRS-46.3: The system will show the ranking of symptoms of patient diseases in graphic format.

3.1.47. Goal Setting

Feature-47:

SRS-47.1: Patient are able to set new goals related to their mental health.

SRS-47.2: The system will provide users with encouragement, reminders, motivating messages to help them stay focused on their objectives

3.1.48. Accessible Features

Feature-48:

SRS-48.1: Patient shall be able to change the font size shown in the user interface of the system.

SRS-48.2: The system will give Patient the flexibility to change the color contrast settings.

SRS-48.3: The system will provide keyboard shortcuts to access, navigate through all interactive features, menus, controls.

3.1.49. Customized Profiles

Feature-49:

SRS-49.1: Patient shall be able to establish new profiles on the system using their name, email address, among other basic personal data.

SRS-49.2: Patient shall be able to personalize their profiles with display choices, themes, profile images.

SRS-49.3: Patient shall will be able to specify and set own goals Within their profiles.

3.1.50. Mood tracker

Feature-50:

SRS-50.1: Patient will be able to choose from predefined categories (such as happy, sad, nervous.) to record their mood on a daily basis.

SRS-50.2: Patient will be able to add more information about their mood, including thoughts, actions, events, through the system.

3.1.51 Free Appointment

Feature-51:

SRS-51.1: List of registered doctors for Free Appointment option will be shown by the system.

SRS-51.2: The system will allow qualified physicians to provide three free therapy sessions.

SRS-51.3: Patients will be asked to provide feedback on their experience after completing session.

3.1.52. Multi-Languages

Feature-52:

SRS-52.1: The system will allow a patient to choose their preferred language from available list.

SRS-52.2: The system remember the patient preferred language across session.

SRS-52.3: The chosen language will be used for all written material, including menus, buttons, help texts, notifications.

3.1.53. Spiritual Healing

Feature-53:

SRS-53.1: The system shall provide a list of moods.

SRS-53.2: The system allow patient to select their current emotional state from list.

SRS-53.3: The system retrieves and display Ayats or Hadiths that are relevant to the chosen mood.

SRS-53.4: Patient can save,share the display content.

Artifact-6

Requirements Traceability Matrix

SRS-No.	Description	Source	Designation/Department	Priority	Use Case #ID	Test Case #ID
SRS-1.	Patient have to register themselves into the system for the first time.	Mr. Ahmad	Administrative department	High	UC-10	TC-1.
SRS-2.	System will send the code to relevant phone number during login.	Mr. Adil	Administrative department	High	UC-10	TC-2.
SRS-3.	Patient enter in the system by using phone numbers.	Mr. Nasser	User	High	UC-10	TC-3.
SRS-4.	Patient logs in to the system by entering his country code.	Mr. Arslan	User	High	UC-10	TC-4.
SRS-5.	Patient must choose a password that has both numbers, alphabets.	Ms. Rida	User	High	UC-10	TC-5.
SRS-6.	System allows qualified medical professionals to submit a request for registration to become authorized doctor.	Ms. Rida	Administrative department	High	UC-01	TC-6.
SRS-7.	Doctors enter their personal information, credentials, contact information.	Mr. Kamal	User (Doctor)	High	UC-01	TC-7.

SRS-8.	After completing registration form doctor will be able to submit the registration request.	Mr. Javed	Administrative department	High	UC-01	TC-8.
SRS-9.	After the registration request has been successfully submitted, a confirmation message will appear	Mr. Ali	Administrative department	High	UC-1	TC-9.
SRS-10.	Patient can create profiles for their family members to manage Checkups.	Mr. Ahmed	User	High	UC-09	TC-10.
SRS-11.	Patient enter personal data such name, birthdate, medical history, allergies	Ms. Rida	User	High	UC-10	TC-11.
SRS-12.	Patient can schedule appointments within the system	Mr. Zabab	User	Medium	UC-02	TC-12.
SRS-13.	Patient can change their passwords, phone numbers, names on their profiles.	Mr. Shahzaib	User	High	UC-06	TC-13.
SRS-14.	System provides efficient operations for editing profiles are made possible by integration with databases.	Mr. Anees	Administrative department	High	UC-09	TC-14.
SRS-15.	The system guarantees adherence to data protection laws, depends on database.	Mr. Rahim	Administrative department	High	UC-09	TC-15.
SRS-16.	Patient can search for open appointments by entering details like the date, time, location, specialty, healthcare provider.	Ms. Nida	user	High	UC-02	TC-16.
SRS-17.	The system provides list of available appointments based on patient search criteria.	Mr. Ali	Management department	Medium	UC-02	TC-17.
SRS-18.	Patient can book appointment directly from available list the system provides.	Mr. Javed	User	High	UC-13	TC-18.
SRS-19.	Patient can choose convenient time for appointment from available slot.	Mr. Ahmed	User	High	UC-13	TC-19.
SRS-20.	Patient receive reminders from the system about scheduled appointments modifications, cancellations.	Mr. Anees	Management department	High	UC-04	TC-20.

SRS-21.	Patient choose a doctor by browsing the list of healthcare providers that are offering video consultations	Mr. Faseeh	User	High	UC-02	TC-21.
SRS-22.	Patient can select a convenient time period for the consultation	Mr. Usman	User	High	UC-02	TC-22.
SRS-23.	The system shows the doctor's availability in that moment	Mr. Danyal	Administrative department	Medium	UC-14	TC-23.
SRS-24.	The system allows patients to record session	Mr. Bilal	Management department	Medium	UC-17	TC-24.
SRS-25.	Patient can share recorded session	Mr. Zeeshan	User	Medium	UC- 17	TC-25
SRS-26.	The patient can give feedback after the end of session.	Mr. Adil	User	Medium	UC=18	TC-25.
SRS-27.	Patient can browse a list of available healthcare providers.	Mr. Amir	User	High	UC-17	TC-26.
SRS-28.	Doctor profile display relevant data including the physician's name, picture, credentials, experience, specializations, affiliations with professionals.	Mr. Zubair	User (Doctor)	Medium	UC-03	TC-27.
SRS-29.	Patient can choose the preferred language from a list of supported language that system provide.	Mr. Hasher	User	Medium	UC-03	TC-28.
SRS-30.	The system provides patients with a user-friendly menu with choices that patient can select their preferred language.	Mr. Faiz	Department of Administration	High	UC-16	TC-29.
SRS-31.	The System provide patients with the choice to choose from a predetermined list of relevant mental health categories, specialties.	Mr. Khalid	Management Department	High	UC-03	TC-30.
SRS-32.	Patient can browse, select categories according to their unique concerns with ease.	Mr. Luckman	User	High	UC-03	TC-31.
SRS-33.	System provides a secure gateway to process payment transaction	Mr. Junaid	Finance Department	High	UC-12	TC-32.
SRS-34.	Patient will have the option to select their chosen payment method (such as PayPal, credit card).	Mr. Tahir	Finance Department	High	UC-12	TC-33.
SRS-35.	System employ encryption to protect data transfer between the client, server.	Mr. Samir	Finance Department	High	UC-12	TC-34.

SRS-36.	The system provide access to the live chat interface for patient support.	Mr. Rasheed	Department of Administration	High	UC-16	TC-35.
SRS-37.	Patient can get immediate help via the live chat feature.	Mr. Yousef	Department of Administration	High	UC-	TC-36.
SRS-38.	The chat interface support exchanges of text messages, file attachments, links.	Mr. Imtiaz	Record Management Department	High	UC-05	TC-37.
SRS-39.	Patient can view list of blogs that have been posted on the system	Mr. Bilal	User	Medium	UC	TC-38.
SRS-40.	Blogs post include the title, author, publishing date, summary	Mr. Nasser	Management Department	Low	UC-05	TC-39.
SRS-41.	Patient can share, like, comment on blog posts.	Mr. Moneeb	User	Medium	UC-05	TC-40.
SRS-42.	System store multiple emergency contact details for organizations.	Mr. Yasir	User	High	UC-07	TC-41.
SRS-43.	System displays the list of organizational emergency contacts.	Mr. Atik	Department of Administration	High	UC-07	TC-42.
SRS-44.	System updates the list of organizational emergency contacts to include the new entry.	Mr. Riaz	User	High	UC-07	TC-43.
SRS-45.	The system will available for 24/7 to ensure patient can access emergency contacts, information at any time.	Mr. Abid	Department of Administration	High	UC-07	TC-44.
SRS-46.	Patient can search for available appointments based on preferences.	Mr. Shahzad	User	High	UC-02	TC-45.
SRS-47.	The system allow admin to access to an admin panel to manage patient accounts, appointment.	Mr. Sokat	Department of Administration	High	UC-02	TC-46.
SRS-48.	The system provides accurate and current availability information for appointment periods to avoid double bookings, scheduling conflicts	Mr. Ahmad	Management Department	High	UC-02	TC-47.
SRS-49.	The system provides contextual help, offering relevant guidance, instructions based on the user's present context.	Mr. Faseeh	Department of Administration	High	UC-05	TC-48.
SRS-50.	The system provides access to specific support channel such as live chat, email, phone help.	Mr. Shahbaz	Management Department	High	UC-05	TC-49.
SRS-51.	System provide tutorial to guide user to help new users with the initial setup.	Mr. Raza	Management Department	Medium	UC-05	TC-50.
SRS-52.	Patient can use their system user identities to access, complete the available questionnaires	Mr. Shahzaib	User	High	UC-005	TC-51.

SRS-53.	The system guide Patient through questionnaire completion process, presenting questions one at a time.	Mr. Ali	Management department	High	UC-005	TC-52.
SRS-54.	Patient can save their progress, pick up where they left off when completing a questionnaire	Mr. Shahid	User (Admin, Patient)	Medium	UC-07	TC-53.
SRS-55.	Patient, counselors can create customized goals related to treatment results, lifestyle modifications, mental health enhancement.	Mrs. Ayesha	User	Medium	UC-09	TC-54.
SRS-56.	The system provides visual presentation of progress data, such as charts, graphs, dashboards, progress bars.	Mr. Irtezah	Management department	Medium	UC-05	TC-55.
SRS-57.	Patient will be able to arrange phone consultations with mental health specialists through the system	Mr. Ahmed	User	High	UC-13	TC-56.
SRS-58.	Call logs, session histories are accessible to patient, mental health experts through their individual user profiles	Mr. Yousaf	Administrative department	Medium	UC-06	TC-57.
SRS-59.	System allow user to match with an available professional based on their requirements, preferences.	Mr. Javed	Administrative department	Medium	UC-013	TC-58.
SRS-60.	Patient will be able to send text messages, emojis, multimedia assets (such as photographs, documents) during chat session.	Mr. Amir	User	High	UC-17	TC-59.
SRS-61.	Patient will be able to provide feedback on their experiences using mental health services.	Mr. Ahmed	User	Medium	UC-18	TC-60.
SRS-62.	System provides a feedback form, survey from the system with relevant questions to collect input on a variety of areas of their experience, including satisfaction, accessibility, quality of service.	Mr. Zafar	User	Medium	UC-18	TC-61.
SRS-63.	The system enables administrators to plan live sessions, including determining the day, time, length, subject matter of each one.	Mr. Iqbal	Administrative department	High	UC-16	TC-62.
SRS-64.	Patient are able to browse, schedule of upcoming live sessions that the system will present to them.	Mr. Asif	Management department	High	UC-05	TC-63.

SRS-65.	The system allows patient to create worksheet, organize worksheets by adding sections, exercises, questions,	Mr. Arif	Management department	Low	UC-05	TC-64.
SRS-66.	Worksheets can be customized by patient to meet their own learning goals, assignments.	Mr. Sarim	Management department	Medium	UC-05	TC-65.
SRS-67.	Patient can compose, send messages to other users in the system continuously.	Mr. Ali	User (Patient)	Medium	UC-17	TC-66.
SRS-68.	The system provides various message kinds, such as text, multimedia (photos, videos), documents	Mrs. Rumaissa	Administrative department	High	UC-17	TC-67.
SRS-69.	Patient can message to individuals, groups in chat channels	Mr. Waleed	User	Low	UC-17	TC-68.
SRS-70.	System will allow patient to access to library of meditation pose tutorials on the system, which show them how to properly execute, match different meditation postures.	Mr. Umar	Administrative department	High	UC-05	TC-69.
SRS-71.	Patient will have access to breathing exercises that are guided in order to help them relax, reduce stress, practice mindfulness.	Mr. Ahmed	User	Medium	UC-05	TC-70.
SRS-72.	Patient can look for, choose therapists using the system according to a number of factors, including user preferences, geography, availability, specialty.	Mr. Ahmer	User	High	UC-13	TC-71.
SRS-73.	Patient will be able to communicate via text, voice, video, in-person sessions, among other mediums	Mr. Hamza	User	Medium	UC-05	TC-72.
SRS-74.	The system will enable patient to evaluate their degree of stress by using a stress assessment tool.	Mr. Saim	Management department	Medium	UC-05	TC-73.
SRS-75.	The system will provide patient with a range of relaxation exercises, techniques in order to reduce tension, encourage relaxation.	Mrs. Roman	Management department	High	UC-05	TC-74.
SRS-76.	The system will produce activities, suggestions designed to encourage, increase confidence.	Mr. Saqib	Management department	High	UC-05	TC-75.

SRS-77.	The system provides various topics related to self-esteem, personal growth, positive affirmation, tailored to the user's preferences.	Mr. Faseeh	Management department	Medium	UC-05	TC-76.
SRS-78.	System will provide a collection of guided meditations created especially to encourage relaxation, enhance the quality of sleep	Mr. Ali	Administrative department	Medium	UC-05	TC-77.
SRS-79.	Patient can browse, choose from a variety of guided meditation sessions according to their preferences	Mrs. Kanza	User	High	UC-05	TC-78.
SRS-80.	Patient will be able to set customized reminders for different tasks, occasions, goals.	Mr. Sami	User	Medium	UC-04	TC-80
SRS-81.	Patient can personalize the reminder's title, description, date, time, frequency of recurrence through the system	Mr. Nasir	User	Medium	UC-04	TC-81
SRS-82.	Patient can establish priority levels for reminder. Patient will receive reminders from the system through timely alerts on the devices of their choice, including desktop computers, tablets, mobile phones.	Mr. Sameer	User (Patient)	High	UC-04	TC-82
SRS-83.	System will provide snooze feature, which enables them to respond to the alert at a more convenient moment.	Mr. Feeroz	Administrative department	Medium	UC-04	TC-83
SRS-84.	The system will provide clear, easy navigation structure so that Patient can quickly locate, access the features, material they want.	Mr. Haroon	Management Department	High	UC-05	TC-84
SRS-85.	The structure of the system must be reflected in the logical organization, labeling of navigation menus, buttons, and links.	Mr. Tanveer	Management Department	High	UC-05	TC-85
SRS-86.	Patient will able to browse, play downloaded meditation sessions without an online connection.	Mr. Faraz	User (Patient)	Medium	UC-13	TC-86
SRS-87.	The system will allow meditation sessions to be played back offline.	Mr. Shahid	Management Department	High	UC-13	TC-87
SRS-88.	The system will allow to share recorded session	Mr. Raza	Management Department	High	UC-13	TC-88

SRS-89.	Patient can select medium according to their choice.	Mr. Haleem	User (Patient)	High	UC-16	TC-89
SRS-90.	The system will create a vast range of guided meditation sessions, breathing exercises, mindfulness practices, relaxation methods.	Mr. Usman	Management Department	High	UC-05	TC-90
SRS-91.	The content will come from reliable sources, professionals, groups that focus on mindfulness, meditation	Mr. Imtiaz	Management Department	High	UC-05	TC-91
SRS-92.	A system shall provide a collection of mindfulness exercises appropriate for people of different ages, including kids, teens, adults, senior citizens	Mr. Bilal	Administrative department	High	UC-05	TC-92
SRS-93.	Mindfulness exercises shall cover a range of topics including stress management, emotional control, body awareness, gratitude practices.	Mr. Ehtisham	Administrative department	High	UC-05	TC-93
SRS-94.	Every mindfulness activity must come with clear instructions, advice	Mr. Khurshid	Management Department	High	UC-05	TC-94
SRS-95.	Patient will have access to a selection of carefully chosen playlists created with relaxation in mind.	Mr. Yaseen	User (Patient)	High	UC-05	TC-95
SRS-96.	Playlists will be categorized by the system according to several themes of relaxation, like instrumental music, guided meditation, sounds of nature	Mr. Rehman	Administrative department	Low	UC-05	TC-96
SRS-97.	Patient can search, look up, choose playlists according to their tastes, emotion	Mr. Riaz	User (Patient)	High	UC-05	TC-97
SRS-98.	Patient shall be able to perform mood tests within the program to determine their current emotional state	Mr. Abid	User (Patient)	Medium	UC-06	TC-98
SRS-99.	The mood assessments shall cover a variety of mood markers, including general well-being, anxiety, tension, happiness, sadness.	Mr. Shahzad	Management Department	High	UC-05	TC-99
SRS-100.	The system will pair users with certified therapists in accordance with their criteria, preferences using an algorithm	Mr. Khateeb	Management Department	High	UC-13	TC-100

SRS-101.	System will provide a list of suggested therapists, together with information about each one's history, qualifications, specializations, availability	Mr. Qamar	Management Department	High	UC-05	TC-101
SRS-102.	The system shall present users with a range of subscription plans to choose from.	Mr. Atif	Management Department	High	UC-05	TC-102
SRS-103.	The system will display different price points for each subscription plan.	Mr. Amir	Management Department	High	UC-12	TC-103
SRS-104.	Patient in need of emotional support will be able to contact with trained volunteer listeners who can offer sympathetic support due to the technology.	Mr. Kabir	User (Patient)	High	UC-13	TC-104
SRS-105.	Web browsers, mobile devices with internet access will be required for the system to function.	Mr. Nasser	Management Department	High	UC-14	TC-105
SRS-106.	The system shall create community forum where user is able to create posts, participate in conversations	Mr. Abid	Administrative department	High	UC-05	TC-106
SRS-107.	Patient can start new posts to exchange tales, offer counsel, show support	Mr. Ahmed	User (Patient)	low	UC-05	TC-107
SRS-108.	Patient can create kid-friendly accounts on the system with parental permission	Mr. Qamar	User (Patient)	High	UC-10	TC-108
SRS-109.	The system will provide kid-specific breathing, stress-reduction activities	Mr. Zubair	Administrative department	High	UC-05	TC-109
SRS-110.	The system will include interactive components like games, quizzes.	Mr. Ahsan	Administrative department	Medium	UC-14	TC-110
SRS-111.	The system must response at a time even during periods of high demand.	Mr. Qamar	Management Department	High	UC-14	TC-111
SRS-112.	Patient shall be able to access the system seven days a week, twenty-four hours a day, without interruption for regular maintenance.	Mr. Nadeem	User (Patient)	High	UC-14	TC-112
SRS-113.	System allow Patient to recover their data from a backup	Ms. Rubab	Administrative department	High	UC-05	TC-113

SRS-114.	The data shall be restored to the correct location by the system when it has retrieved it from the backup file.	Mr. Ali	Administrative department	High	UC-14	TC-114
SRS-115.	The system shall provide access to crisis intervention resources, including crisis hotlines, suicide prevention centers, mental health clinics.	Mr. Hassan	Administrative department	High	UC-05	TC-115
SRS-116.	Patient will receive immediate help by means of minimum response times when accessing crisis support options	Mr. Shameer	User (Patient)	High	UC-05	TC-116
SRS-117.	The available intervention services, hotlines may be available according to the Patient location	Mr. Khurram	Administrative department	High	UC-14	TC-117
SRS-118.	The system display list of upcoming events, workshops	Mr. Zia	Management Department	Medium	UC-05	TC-118
SRS-119.	Patient receive reminder reminders for upcoming events.	Mr. Sami	User (Patient)	Medium	UC-04	TC-119
SRS-120.	Patient can engage with the presenter, participants during events.	Mr. Atif	User (Patient)	Medium	UC-05	TC-120
SRS-121.	Patient will be able to link wearable gadgets to the application through the system.	Mr. Ahmed	User (Patient)	High	UC-05	TC-121
SRS-122.	The system shall collect data about sleep habits, others physical activities.	Mr. Kabir	Management Department	Medium	UC-05	TC-122
SRS-123.	Patient will be able to establish goals, monitor their progress over time with the system.	Mr. Zia	User (Patient)	Medium	UC-06	TC-123
SRS-124.	System generate Graphs, chart based on patient information	Mr. Atif	Management Department	High	UC-06	TC-124
SRS-125.	The system will show a summary of the patient progress throughout time	Mr. Ahsan	Administrative department	Medium	UC-06	TC-125
SRS-126.	The system will show the ranking of symptoms of patient diseases in graphic format.	Mr. Ahsan	Administrative department	High	UC-05	TC-126
SRS-127.	Patient are able to set new goals related to their mental health.	Mr. Abid	User (Patient)	Medium	UC-08	TC-127

SRS-128.	The system will provide users with encouragement, reminders, motivating messages to help them stay focused on their objectives	Mr. Ali	Administrative department	High	UC-04	TC-128
SRS-129.	Patient shall be able to change the font size shown in the user interface of the system.	Mr. Shameer	User (Patient)	High	UC-08	TC-129
SRS-130.	The system will give Patient the flexibility to change the color contrast settings.	Mr. Ahsan	Administrative department	Medium	UC-08	TC-130
SRS-131.	The system will provide keyboard shortcuts to access, navigate through all interactive features, menus, controls	Mr. Bilal	Administrative department	High	UC-08	TC-131
SRS-132.	Patient shall be able to establish new profiles on the system using their name, email address, among other basic personal data.	Mr. Abid	User (Patient)	Medium	UC-08	TC-132
SRS-133.	Patient shall be able to personalize their profiles with display choices, themes, profile images.	Mr. Kabir	User (Patient)	Medium	UC-08	TC-133
SRS-134.	Patient shall will be able to specify and set own goals Within their profiles.	Mr. Shameer	User (Patient)	High	UC-08	TC-134
SRS-135.	Patient will be able to choose from predefined categories (such as happy, sad, nervous.) to record their mood on a daily basis	Mr. Kabir	User (Patient)	High	UC-05	TC-135
SRS-136.	Patient will be able to add more information about their mood, including thoughts, actions, events, through the system.	Mr. Sami	User (Patient)	Medium	UC-08	TC-136
SRS-137.	List of registered doctors for Free Appointment option will be shown by the system.	Mr. Ahmed	Administrative department	High	UC-13	TC-137
SRS-138.	The system will allow qualified physicians to provide three free therapy sessions.	Mr. Bilal	Administrative department	High	UC-13	TC-138
SRS-139.	Patients will be asked to provide feedback on their experience after completing session.	Mr. Shameer	User (Patient)	High	UC-19	TC-139

SRS-140.	The system will allow a patient to choose their preferred language from available list.	Mr. Ali	Management Department	High	UC-05	TC-140
SRS-141.	The system remembers the patient preferred language across session.	Mrs. Roman	Administrative department	High	UC-04	TC-141
SRS-142.	The chosen language will be used for all written material, including menus, buttons, help texts, notifications	Mr. Bilal	Management Department	Medium	UC-05	TC-142
SRS-143.	The system shall provide a list of moods.	Mr. Nasser	Management Department	High	UC-06	TC-143
SRS-144.	The system allow patient to select their current emotional state from list	Mr. Ali	Administrative department	High	UC-06	TC-144
SRS-145.	The system retrieves and display Ayats or Hadiths that are relevant to the chosen mood.	Mrs. Roman	Management Department	High	UC-05	TC-145
SRS-146.	Patient can save, share the display content.	Mr. Kabir	User (Patient)	Medium	UC-05	TC-146

Artifact-7

Test Cases

	Requirements Description	Test Data	Expected Result	Actual Result	Pass/ Fail	Test Case -Id
SRS-1.1	Patient have to register themselves into the system for the first time.	Patient's name, date of birth, contact information, email address, username, password.	Successful registration of the patient into the system with all provided information.	Successful registration of the patient into the system with all provided information.	Pass	TC-01
SRS-1.2	System will send the code to relevant phone number during login.	Phone number.	Code is successfully sent to the phone number for verification during login.	Code is successfully sent to the phone number for verification during login.	Pass	TC-02
SRS-1.3	Patient enter in the system by using phone numbers.	Phone numbers for login.	System allows the patient to log in using phone numbers.	System allows the patient to log in using phone numbers.	Pass	TC-03
SRS-1.4	Patient logs in to the system by entering his country code and phone number.	Country code, phone number.	Successfully login after entering the country code and phone number.	Successful login after entering the country code and phone number.	Pass	TC-04
SRS-1.5	Patient must choose a password that has both numbers, alphabets.	Password with a combination of numbers and alphabets.	Password create is successful only if it contains both numbers and alphabets.	Password create is successful only if it contains both numbers and alphabets.	Pass	TC-05

SRS-2.1	System allow qualified medical professionals to submit a request for registration to become authorized doctor.	Doctor's personal information, credentials, contact information.	Successful submission of the registration request by the doctor.	Successful submission of the registration request by the doctor.	Pass	TC-06
SRS-2.2	Doctors enter their personal information, credentials, contact information.	Doctor's personal information, credentials, contact information	Doctor successfully enters all required information on the registration form.	Doctor successfully enters all required information on the registration form.	Pass	TC-07
SRS-2.3	After completing registration form doctor will be able to submit the registration request.	Completed registration form.	Confirmation message appears after successful submission of the registration request.	Confirmation message appears after successful submission of the registration request.	Pass	TC-08
SRS-2.4	After the registration request has been successfully submitted, a confirmation message will appear.	Registration form submission data.	Confirmation message is displayed upon successfully submission.	Confirmation message is displayed	pass	TC-09
SRS-3.1	Patient can create profiles for their family members to manage Checkups.	Dependent's personal information.	Successfully create of profiles for family members.	Successful create of profiles for family members.	Pass	TC -10
SRS-3.2	Patient enter personal data such name, birthdate, medical history, and allergies.	Personal data.	System accepts and stores the patient's personal data including medical history and allergies.	System accepts and stores the patient's personal data including medical history and allergies.	Pass	TC-11
SRS-3.3	Patient can schedule appointments within the system.	Appointment details	Successful scheduling of appointments	Successful scheduling of appointments	Pass	TC -12
SRS-3.4	Patient can change their passwords, phone numbers, names on their profiles.	New password, phone number, name.	Successful update of password, phone number, and name on the patient's profile.	Successful update of password, phone number, and name on the patient's profile.	Pass	TC -13
SRS-3.5	System provide efficient operations for editing profiles are made possible by integration with databases	Profile editing operations.	Efficient profile editing operations are possible through integration with databases	Efficient profile editing operations are possible through integration with databases	Pass	TC -14
SRS-3.6	The system guarantees adherence to data protection laws and depends on database	Data protection laws, database	System operation ensures compliance with data protection laws and relies on database	System operation ensures compliance with data protection laws and relies on database	Pass	TC -15
SRS-4.1	Patient can search for open appointments by entering details like the date, time, location, specialty,	Appointment search criteria.	System displays a list of available appointments based	System displays a list of available appointments	Pass	TC-16

	healthcare provider.		on the patient's search criteria.	based on the patient's search criteria.		
SRS-4.2	The system provides list of available appointments based on user search criteria.	Search criteria.	System presents a list of available appointments matching the user's search criteria.	System presents a list of available appointments matching the user's search criteria.	Pass	TC - 17
SRS-5.1	Patient can book appointment directly from available list the system provide.	Selected appointment.	Successful booking of the appointment from the available list.	Successful booking of the appointment from the available list.	Pass	TC - 18
SRS-5.2	Patient can choose convenient time for appointment from available slot.	Available time slots: i.e. 9:00 AM, 10:00 AM, 2:00 PM, 3:00 PM	Patient selects 10:00 AM on 25th May for the appointment	Patient selects 10:00 AM on 25th May for the appointment	Pass	TC - 19
SRS-5.3	Patient receive reminders from the system about scheduled appointments, modifications, cancellations.	Appointment reminders.	System sends reminders to the patient about scheduled appointments, modifications, or cancellations.	System sends reminders to the patient about scheduled appointments, modifications, or cancellations.	Pass	TC- 20
SRS-6.1	Patient choose a doctor by browsing the list of healthcare providers that are offering video consultations	List of healthcare providers offering video consultations	Patient selects Dr. Johnson from the list for a video consultation	Patient selects Dr. Johnson from the list for a video consultation	Pass	TC - 21
SRS-6.2	Patient can select a convenient time period for the consultation.	Preferred time for consultation.	Patient selects a suitable time period for the consultation.	Patient selects a suitable time period for the consultation.	Pass	TC- 22
SRS-6.3	The system shows the doctor's availability in that moment.	Doctor's availability.	System displays the doctor's real-time availability for the consultation.	System displays the doctor's real-time availability for the consultation.	Pass	TC- 23
SRS-6.4	The system allows patients to record session.	Recording feature.	Patients can record the consultation session if needed.	Patients can record the consultation session if needed.	Pass	TC- 24
SRS-6.5	Patient can share recorded session.	Sharing functionality.	Patients are able to share the recorded session as required.	Patients are able to share the recorded session as required.	Pass	TC- 25
SRS-6.6	The patient can give feedback after the end of session.	Feedback submission.	Patients can submit feedback at the end of the session.	Patients can submit feedback at the end of the session.		TC- 26
SRS-7.1	Patient can browse a list of available healthcare providers	N/A.	Ability to view list of healthcare providers	View list of healthcare providers	PASS	TC- 27

SRS-7.2	Doctor profile display relevant data including the physician's name, picture, credentials, experience, specializations, affiliations with professionals.	Doctor profile data.	Relevant data displayed on the doctor's profile.	Relevant data displayed on the doctor's profile.	Pass	TC-28
SRS-8.1	Patient can choose the preferred language from a list of supported language that system provide.	Preferred language selection.	Ability to select and set preferred language from the supported list.	Ability to select and set preferred language from the supported list.	Pass	TC-29
SRS-8.2	The system provides patients with a user-friendly menu with choices that patient can select their preferred language.	User interface with language selection.	User-friendly menu with language choices for selecting preferred language.	User-friendly menu with language choices for selecting preferred language.	Pass	TC-30
SRS-9.1	The System provide patients with the choice to choose from a predetermined list of relevant mental health categories, specialties.	List of mental health categories.	Ability to choose from the list of relevant mental health categories.	Ability to choose from the list of relevant mental health categories.	Pass	TC-31
SRS-9.2	Patient can browse, select categories according to their unique concerns with ease.	Patient's unique concerns.	Easy browsing and selection of mental health categories based on concerns.	Easy browsing and selection of mental health categories based on concerns.	Pass	TC-32
SRS-10.1	System provide a secure gateway to process payment transaction.	Payment transaction data.	Secure processing of payment transactions.	Secure processing of payment transactions.	Pass	TC-33
SRS-10.2	Patient will have the option to select their chosen payment method (such as PayPal or a credit card).	Payment method selection.	Ability to select preferred payment method for transactions.	Ability to select preferred payment method for transactions.	Pass	TC-34
SRS-10.3	System employ encryption to protect data transfer between the client, server.	Data transfer during payment.	Encryption employed to protect data transfer during payment transactions.	Encryption employed to protect data transfer during payment transactions.	Pass	TC-35
SRS-11.1	The system provide access to the live chat interface for patient support.	Live chat interface.	Availability of live chat interface for patient support.	Availability of live chat interface for patient support.	Pass	TC-36
SRS-11.2	Patient can get immediate help via the live chat feature.	Live chat feature.	Ability to receive immediate help through the live chat feature.	Ability to receive immediate help through the live chat feature.	Pass	TC -37
SRS-11.3	The chat interface support exchanges of text messages, file attachments, links.	Text messages, file attachments, links.	Support for exchanging text messages, file attachments, and links in chat interface.	Support for exchanging text messages, file attachments, and links in chat interface.	Pass	TC-38
SRS-12.1	Patient can view list of blogs that have been posted on the system.	Blog list	Ability to view a list of blogs posted on the system.	Ability to view a list of blogs posted on the system.	Pass	TC -39

SRS-12.2	Blogs post include the title, author, publishing date, and summary.	Blog post information	Inclusion of title, author, date, and summary in blog posts.	Inclusion of title, author, date, and summary in blog posts.	Pass	TC - 40
SRS-12.3	Patient can share, like, and comment on blog posts.	Blog post interaction	Ability to share, like, and comment on blog posts.	Ability to share, like, and comment on blog posts.	Pass	TC - 41
SRS-13.1	Patient can specify two emergency contacts on their user profile.	Emergency contact details	Ability to add two emergency contacts on user profile.	Ability to add two emergency contacts on user profile.	Pass	TC - 42
SRS-13.2	Emergency contact have section for name, relationship, phone number, and extra notes.	Emergency contact details	Inclusion of fields for name, relationship, phone number, and notes in contact section.	Inclusion of fields for name, relationship, phone number, and notes in contact section.	Pass	TC - 43
SRS-13.3	Patient can add, update, and remove emergency contacts as needed.	Emergency contact management	Ability to add, update, and remove emergency contacts as needed.	Ability to add, update, and remove emergency contacts as needed.	Pass	TC - 44
SRS-13.4	The system will available for 24/7 to ensure patient can access emergency contacts and information at any time.	System availability for emergency contacts	Availability of system for accessing emergency contacts and information 24/7.	Availability of system for accessing emergency contacts and information 24/7.	Pass	TC - 45
SRS-14.1	Patient can search for available appointments based on preferences.	Appointment preferences	Ability to search for appointments based on preferences.	Ability to search for appointments based on preferences.	Pass	TC - 46
SRS-14.2	The system allow admin to access to an admin panel to manage user accounts and appointment.	Admin panel access	Availability of admin panel for managing user accounts and appointments.	Availability of admin panel for managing user accounts and appointments.	Pass	TC - 47
SRS-14.3	The system provides accurate and current availability information for appointment periods to avoid double bookings, scheduling conflicts.	Appointment availability information	Accuracy and currency of availability information to prevent double bookings.	Accuracy and currency of availability information to prevent double bookings.	Pass	TC - 48
SRS-15.1	The system provides contextual help, offering relevant guidance, instructions based on the user's present context.	User in different contexts	Relevant guidance, instructions provided based on the user's context.	Relevant guidance, instructions provided based on the user's context.	Pass	TC - 49
SRS-15.2	The system provides access to specific support channel such as live chat, email, or phone help.	Support channels	Access to specific support channels like live chat, email, or phone help.	Access to specific support channels like live chat, email, or phone help.	Pass	TC - 50

SRS-15.3	System provide tutorial to guide user to help new users with the initial setup.	New user setup	Tutorials available to guide new users with the setup	Tutorials available to guide new users with the setup	Pass	TC-51
SRS-16.1	Patient can use their system user identities to access, complete the available questionnaires.	User identities	Ability to use user identities to access, complete questionnaires.	Ability to use user identities to access, complete questionnaires.	Pass	TC-52
SRS-16.2	The system guide Patient through questionnaire completion process, presenting questions one at a time.	Questionnaire completion process	Patient guided through questionnaire completion process with one question at a time.	Patient guided through questionnaire completion process with one question at a time.	Pass	TC-53
SRS-16.3	Patient can save their progress, pick up where they left off when completing a questionnaire.	Questionnaire progress	Ability to save progress and resume where left off when completing a questionnaire.	Ability to save progress and resume where left off when completing a questionnaire.	Pass	TC-54
SRS-17.1	Patient, counselors can create customized goals related to treatment results, lifestyle modifications, or mental health enhancement.	Customized goals create	Ability for patients, counselors to create customized goals related to treatment.	Ability for patients, counselors to create customized goals related to treatment.	Pass	TC-55
SRS-17.2	The system provides visual presentation of progress data, such as charts, graphs, dashboards, or progress bars.	Progress data visualization	Visual presentation of progress data through charts, graphs, dashboards, or bars.	Visual presentation of progress data through charts, graphs, dashboards, or bars.	Pass	TC-56
SRS-18.1	Patient will be able to arrange phone consultations with mental health specialists through the system.	Phone consultation scheduling data	Ability for patients to schedule phone consultations with mental health specialists through the system.	Ability for patients to schedule phone consultations with mental health specialists through the system.	Pass9	TC-57
SRS-18.2	Call logs, session histories are accessible to users and mental health experts through their individual user profiles.	Call logs and session histories	Accessibility of call logs, session histories to users and mental health experts through their individual profiles.	Accessibility of call logs, session histories to users and mental health experts through their individual profiles.	Pass	TC-58
SRS-19.1	System allow user to match with an available professional based on their requirements, preferences.	Matching preferences	Ability for users to match with professionals based on preferences	Ability for users to match with professionals based on preferences	Pass	TC-59
SRS-19.2	Patient will be able to send text messages, emoji's, multimedia assets (such as photographs and documents) during chat session.	Chat session data	Ability for patients to send text messages, emoji's, multimedia assets during chat	Ability for patients to send text messages, emoji's, multimedia assets	Pass	TC-60

			sessions.	during chat sessions.		
SRS-20.1	Patient will be able to provide feedback on their experiences using mental health services.	Feedback data	Ability for patients to provide feedback on their experiences using mental health services.	Ability for patients to provide feedback on their experiences using mental health services.	Pass	TC-61
SRS-20.2	System provide a feedback form, survey from the system with relevant questions to collect input on a variety of areas of their experience, including satisfaction, accessibility, and quality of service.	Feedback form or survey data	Availability of a feedback form or survey with relevant questions to collect input on various areas of the patient's experience.	Availability of a feedback form or survey with relevant questions to collect input on various areas of the patient's experience.	Pass	TC-62
SRS-21.1	The system enables administrators to plan live sessions, including determining the day, time, length, subject matter of each one.	Live session planning data	Ability for administrators to plan live sessions, including determining day, time, length, and subject matter.	Ability for administrators to plan live sessions, including determining day, time, length, and subject matter.	pass	TC-63
SRS-21.2	Patient are able to browse, schedule of upcoming live sessions that the system will present to them.	Live session schedule data	Ability for patients to browse, schedule of upcoming live sessions presented by the system.	Ability for patients to browse, schedule of upcoming live sessions presented by the system.	Pass	TC -64
SRS-22.1	The system allows patient to create worksheet, organize worksheets by adding sections, exercises, and questions.	Worksheet create and organization data	Ability for patients to create worksheets, organize them by adding sections, exercises, and questions.	Ability for patients to create worksheets, organize them by adding sections, exercises, and questions.	Pass	TC-65
SRS-22.2	Worksheets can be customized by patient to meet their own learning goals, assignments.	Customized worksheet data	Ability for patients to customize worksheets to meet their own learning goals and assignments.	Ability for patients to customize worksheets to meet their own learning goals and assignments.	Pass	TC-66
SRS-23.1	Patient can compose, send messages to other users in the system continuously.	Message composition and sending data	Ability for patients to compose, send messages to other users in the system continuously.	Ability for patients to compose, send messages to other users in the system continuously.	Pass	TC-67

SRS-23.2	The system provides various message kinds, such as text, multimedia (such as photos and videos), documents.	Message types data	Availability of various message types, including text, multimedia, and attachments, provided by the system.	Availability of various message types, including text, multimedia, and attachments, provided by the system.	Pass	TC-68
SRS-23.3	Patient can message to individuals, groups in chat channels.	Message recipients data	Ability for patients to message individuals, groups, or in chat channels.	Ability for patients to message individuals, groups, or in chat channels.	Pass	TC-69
SRS-24.1	System will allow patient to access to library of meditation pose tutorials on the system, which show them how to properly execute and match different meditation postures.	Meditation pose tutorial data	Ability for patients to access a library of meditation pose tutorials to learn and execute different meditation postures.	Ability for patients to access a library of meditation pose tutorials to learn and execute different meditation postures.	Pass	TC-70
SRS-24.2	Patient will have access to breathing exercises that are guided in order to help them relax, reduce stress, and practice mindfulness.	Guided breathing exercises data	Availability of guided breathing exercises for patients to relax, reduce stress, and practice mindfulness.	Availability of guided breathing exercises for patients to relax, reduce stress, and practice mindfulness.	Pass	TC-71
SRS-25.1	Patient can look for, choose therapists using the system according to a number of factors, including user preferences, geography, availability, specialty.	Therapist search and selection data	Ability for patients to search for and choose therapists based on user preferences, geography, availability, and specialty.	Ability for patients to search for and choose therapists based on user preferences, geography, availability, and specialty.	Pass	TC-72
SRS-25.2	Patient will be able to communicate via text, voice, video, in-person sessions, among other mediums.	Communication mediums data	Ability for patients to communicate via text, voice, video, in-person sessions, among other mediums.	Ability for patients to communicate via text, voice, video, in-person sessions, among other mediums.	pass	TC-73
SRS-26.1	The system will enable patient to evaluate their degree of stress by using a stress assessment tool.	Stress assessment tool data	Ability for patients to evaluate their degree of stress using a stress assessment tool.	Ability for patients to evaluate their degree of stress using a stress assessment tool.	Pass	TC -74
SRS-26.2	The system will provide patient with a range of relaxation exercises and techniques in order to reduce tension, encourage relaxation.	Relaxation exercises, techniques data	Availability of relaxation exercises and techniques to help patients reduce tension and encourage relaxation.	Availability of relaxation exercises and techniques to help patients reduce tension and encourage	Pass	TC-75

				relaxation.		
SRS-27.1	The system will produce activities, suggestions designed to encourage, increase confidence.	User requests activities, suggestions from the system.	The system generates activities and suggestions that boost the user's confidence.	The system successfully produces activities and suggestions aimed at encouraging and increasing the user's confidence.	Pass	TC-76
SRS-27.2	The system provides various topics related to self-esteem, personal growth, and positive affirmation, tailored to the user's preferences and needs.	User specifies preferences, needs to the system.	The system offers topics related to self-esteem, personal growth, and positive affirmation based on the user's preferences and needs.	The system provides a variety of topics related to self-esteem, personal growth, and positive affirmation customized to the user's preferences and needs.	Pass	TC-77
SRS-28.1	System will provide a collection of guided meditations created especially to encourage relaxation and enhance the quality of sleep.	User accesses the system to explore guided meditation options.	The system offers a selection of guided meditations tailored for relaxation and improved sleep quality.	The system successfully provides a range of guided meditations designed to promote relaxation and enhance sleep quality.	Pass	TC-78
SRS-28.2	Patient can browse, choose from a variety of guided meditation sessions according to their preferences.	Patient interacts with the system to select guided meditation sessions.	The system allows the patient to browse and select guided meditation sessions based on their preferences.	The system enables the patient to explore and choose from a diverse range of guided meditation sessions according to their preferences.	Pass	TC-79
SRS-29.1	Patient will be able to set customized reminders for different tasks, occasions, or goals.	Patient accesses the reminder feature in the system.	The system allows the patient to set personalized reminders for various tasks, occasions, or goals.	The system successfully enables the patient to create customized reminders for different tasks, occasions, or goals.	Pass	TC-80
SRS-29.2	Patient can personalize the reminder's title, description, date, time, frequency of recurrence through the system.	Patient inputs details such as title, description, date, time, recurrence frequency for a reminder.	The system permits the patient to customize the title, description, date, time, and recurrence	The system effectively enables the patient to personalize the details of a	Pass	TC-81

			frequency for reminders.	reminder, including title, description, date, time, and recurrence frequency.		
SRS-29.3	Patient can establish priority levels for reminder. Patient will receive reminders from the system through timely alerts or notifications on the devices of their choice, including desktop computers, tablets, and mobile phones.	Patient sets priority levels for reminders and specifies devices for receiving alerts.	The patient can assign priority levels to reminders and receive timely alerts on selected devices, such as desktop computers, tablets, and mobile phones.	The patient successfully assigns priority levels to reminders and receives timely alerts on chosen devices, meeting their preferences.	Pass	TC-82
SRS-29.4	System will provide snooze feature, which enables them to respond to the alert at a more convenient moment.	Patient receives a reminder alert and chooses to snooze it.	The system offers a snooze feature that allows patients to delay responding to a reminder alert until a more suitable time.	The system includes a snooze feature that enables patients to postpone responding to reminder alerts, providing convenience for the user.	Pass	TC-83
SRS-30.1	The system will provide clear and easy navigation structure so that Patient can quickly locate and access the features and material they want.	Patient interacts with the system to navigate through different features.	The system offers a straightforward and intuitive navigation structure that allows patients to easily find and access desired features and content.	The system provides a clear and user-friendly navigation structure that enables patients to quickly locate and access the features and material they seek.	Pass	TC-84
SRS-30.2	The structure and functioning of the system must be reflected in the logical organization and labeling of navigation menus, buttons, and links.	Patient observes the organization and labeling of navigation elements in the system.	The system's navigation menus, buttons, and links are logically organized and labeled to reflect the structure and functionality of the system.	The system's navigation elements are appropriately organized and labeled to align with the system's structure and functionality, aiding patient navigation.	Pass	TC-85
SRS-31.1	Patient will able to browse, play downloaded meditation sessions without an online connection.	Patient downloads meditation sessions on the system, attempts to play them offline.	The system enables patients to browse and play downloaded meditation sessions even when offline, without requiring an internet connection.	The system successfully allows patients to browse and play downloaded meditation sessions offline,	Pass	TC-86

				independent of an online connection.		
SRS-31.2	The system will allow meditation sessions to be played back offline.	Patient selects a downloaded meditation session and plays it offline.	The system permits patients to playback downloaded meditation sessions offline, ensuring access to mindfulness content without an internet connection.	The system effectively enables patients to play back downloaded meditation sessions offline, providing uninterrupted access to mindfulness resources.	Pass	TC-87
SRS-31.3	The system will allow to share recorded session.	Patient accesses a recorded meditation session and attempts to share it.	The system facilitates the sharing of recorded meditation sessions among patients, allowing them to distribute mindfulness content.	The system supports the sharing of recorded meditation sessions, enabling patients to share mindfulness content with others as desired.	Pass	TC-88
SRS-31.4	Patient can select medium according to their choice.	Patient navigates through the system to choose a preferred medium for meditation.	The system provides options for patients to select their preferred medium for meditation, catering to individual preferences.	The system offers patients the ability to choose a preferred medium for meditation, allowing them to customize their mindfulness experience according to their choice.	Pass	TC-89
SRS-32.1	The system will create a vast range of guided meditation sessions, breathing exercises, mindfulness practices, and relaxation methods.	Patient explores the system to access a variety of guided meditation sessions, breathing exercises, and mindfulness practices.	The system offers a diverse range of guided meditation sessions, breathing exercises, mindfulness practices, and relaxation methods for patients to choose from.	The system successfully provides a wide array of guided meditation sessions, breathing exercises, mindfulness practices, and relaxation methods for patient selection.	Pass	TC - 90
SRS-32.2	The content will come from reliable sources, professionals, groups that focus on mindfulness and meditation.	Patient views the sources, credits of the content available on the system.	The system sources its content from reputable professionals,	The system obtains its content from trustworthy sources,	Pass	TC-91

			groups, and sources dedicated to mindfulness and meditation, ensuring high-quality and reliable material.	professionals, and groups specializing in mindfulness and meditation, guaranteeing credibility and quality of the material.		
SRS-33.1	A system shall provide a collection of mindfulness exercises appropriate for people of different ages, including kids, teens, adults, and senior citizens.	Users from different age groups access the system to find mindfulness exercises tailored to their specific age category.	The system offers a variety of mindfulness exercises suitable for individuals of various age groups, such as kids, teens, adults, and senior citizens, catering to diverse user demographics.	The system successfully provides a diverse collection of mindfulness exercises designed for different age groups, ensuring inclusivity and relevance for users of all ages.	Pass	TC - 92
SRS-33.2	Mindfulness exercises shall cover a range of topics including stress management, emotional control, body awareness, gratitude practices.	Patients explore the system to find mindfulness exercises covering stress management, emotional control, body awareness, gratitude practices.	The system includes mindfulness exercises on stress management, emotional control, body awareness, and gratitude practices, offering a comprehensive range of topics for users.	The system incorporates mindfulness exercises that address stress management, emotional control, body awareness, and gratitude practices, providing users with a diverse selection of topics to engage with.	Pass	TC - 93
SRS-33.3	Every mindfulness activity must come with clear instructions and advice.	Patient selects a mindfulness activity and reviews the provided instructions and advice.	Each mindfulness activity within the system is accompanied by clear instructions and advice to guide patients through the practice effectively.	The system ensures that every mindfulness activity is accompanied by clear instructions and advice, assisting patients in understanding and engaging with the practices.	Pass	TC - 94
SRS-34.1	Patient will have access to a selection of carefully chosen playlists created with relaxation in mind.	Patient navigates through the system to access the available playlists designed for relaxation purposes.	The system provides patients with a curated selection of playlists specifically crafted for relaxation, ensuring a soothing and calming listening experience.	The system successfully offers patients a variety of thoughtfully curated playlists tailored for relaxation, enhancing the	Pass	TC - 95

				relaxation experience for users.		
SRS-34.2	Playlists will be categorized by the system according to several themes of relaxation, like instrumental music, guided meditation, sounds of nature.	Patient explores the system to find playlists categorized under themes such as instrumental music, guided meditation, and sounds of nature.	The system organizes playlists into different relaxation themes, including instrumental music, guided meditation, and sounds of nature, facilitating easy navigation and selection for patients.	The system effectively categorizes playlists into various relaxation themes like instrumental music, guided meditation, and sounds of nature, enabling patients to choose based on their preferences.	Pass	TC - 96
SRS-34.3	Patient can search, look up, and choose playlists according to their tastes and emotion.	Patient utilizes the search function to find playlists based on their preferences and emotional state.	The system allows patients to search, browse, and select playlists according to their tastes and current emotional state, offering personalized and relevant relaxation content.	The system enables patients to search, browse, and select playlists based on their tastes and emotional needs, providing a tailored and customizable relaxation experience for users.	Pass	TC - 97
SRS-35.1	Patient shall be able to perform mood tests within the program To determine their current emotional state.	Patient accesses the mood test feature within the program and completes the assessment.	The system allows patients to conduct mood tests to evaluate their current emotional state accurately, providing insights into their well-being, anxiety levels, tension, happiness, and sadness.	The system successfully enables patients to perform mood tests within the program, assisting them in understanding and tracking their emotional states effectively.	Pass	TC - 98
SRS-35.2	The mood assessments shall cover a variety of mood markers, including general well-being, anxiety, tension, happiness, and sadness.	Patient undergoes the mood assessment to assess various mood markers such as general well-being, anxiety, tension, happiness, and sadness.	The system's mood assessments encompass a range of mood markers like general well-being, anxiety, tension, happiness, and sadness, offering a comprehensive evaluation of the patient's emotional	The system's mood assessments cover multiple mood markers including general well-being, anxiety, tension, happiness, and sadness, providing patients with a holistic view of their emotional	Pass	TC - 99

			state.	well-being.		
SRS-36.1	The system will pair users with certified therapists in accordance with their criteria, preferences using an algorithm.	Users input their criteria and preferences into the system to be matched with a therapist.	The system utilizes an algorithm to match users with certified therapists based on their specified criteria and preferences, ensuring personalized and suitable therapist recommendations for each user.	The system successfully pairs users with certified therapists according to their criteria and preferences using an algorithm, facilitating personalized and effective therapist matches for users.	Pass	TC - 100
SRS-36.2	System will provide a list of suggested therapists, together with information about each one's history, qualifications, specializations, availability.	Users view the list of suggested therapists and review details such as history, qualifications, specializations, availability.	The system presents users with a comprehensive list of suggested therapists, along with detailed information on each therapist's history, qualifications, specializations, and availability, aiding users in making informed decisions when selecting a therapist.	The system effectively displays a list of suggested therapists with detailed information on their history, qualifications, specializations, and availability, empowering users to choose a therapist that aligns with their needs and preferences.	Pass	TC - 101
SRS-37.1	The system shall present users with a range of subscription plans to choose from.	Subscription plans: Basic, Standard, Premium	Users can see and choose from the subscription plans offered	Users can see and choose from the subscription plans offered	Pass	TC- 102
SRS-37.2	The system will display different price points for each subscription plan.	For example: Price points for Basic: 10/month, standard: 10/month, Standard:20 /month, Premium: \$30/month	Users can view the prices associated with each subscription plan	Users can view the prices associated with each subscription plan	Pass	TC- 103
SRS-38.1	Patient in need of emotional support will be able to contact with trained volunteer listeners who can offer sympathetic support due to the technology.	Trained volunteer listeners available for emotional support	Patient can connect with a trained volunteer listener for sympathetic support through the technology	Patient can connect with a trained volunteer listener for sympathetic support through the technology	Pass	TC- 104

SRS-38.2	Web browsers and mobile devices with internet access will be required for the system to function.	Web browser, mobile device with internet access	The system functions properly when accessed through a web browser or mobile device with internet	The system functions properly when accessed through a web browser or mobile device with internet	Pass	TC-105
SRS-39.1	The system shall create community forum where user is able to create posts and participate in conversations.	Community forum created by the system	Users can create posts, participate in conversations within the community forum	Users can create posts, participate in conversations within the community forum	Pass	TC-106
SRS-39.2	Patient can start new posts to exchange tales, offer counsel, or show support.	Patient account in the community forum	Patients are able to start new posts to exchange tales, offer counsel, or show support	Patients are able to start new posts to exchange tales, offer counsel, or show support	Pass	TC-107
SRS-40.1	Patient can create kid-friendly accounts on the system with parental permission	Parental permission, patient account create	Patients can create kid-friendly accounts with parental permission	Patients can create kid-friendly accounts with parental permission		TC-108
SRS-40.2	The system will provide kid-specific breathing, stress-reduction activities	Kid-specific activities provided by the system	Kid-friendly activities like breathing exercises, stress-reduction activities	Kid-friendly activities like breathing exercises, stress-reduction activities, and games available		TC-109
SRS-40.3	The system will include interactive components like game, quizzes.	Access to interactive components like games	Users can access and interact with games within the system	Users can access and interact with games within the system		TC-110
SRS-41.1	The system must response at a time even during periods of high demand.	High demand scenario	The system responds promptly even during periods of high demand	The system responds promptly even during periods of high demand	Pass	TC-111
SRS-41.2	Patient shall be able to access the system seven days a week, twenty-four hours a day, without interruption for regular maintenance.	Access to the system 24/7	Patients can access the system seven days a week, twenty-four hours a day without interruptions	Patients can access the system seven days a week, twenty-four hours a day without interruptions	Pass	TC-112
SRS-42.1	System allow Patient to recover their data from a backup.	Data recovery process	Patients can successfully recover their data from a backup	Patients can successfully recover their data from a backup	Pass	TC-113
SRS-42.2	The data shall be restored to the correct location by the system when it has retrieved it from the backup file.	Data restoration process	Data is restored to the correct location by the system after retrieving it from the	Data is restored to the correct location by the system after	Pass	TC-114

			backup file	retrieving it from the backup file		
SRS-43.1	The system shall provide access to crisis intervention resources, including crisis hotlines, suicide prevention centers, mental health clinics.	Access to crisis intervention resources	Patients can access crisis intervention resources such as hotlines and mental health clinics	Patients can access crisis intervention resources such as hotlines and mental health clinics	Pass	TC-115
SRS-43.2	Patient will receive immediate help by means of minimum response times when accessing crisis support options.	Accessing crisis support options	Patients receive immediate help with minimum response times when accessing crisis support options	Patients receive immediate help with minimum response times when accessing crisis support options	Pass	TC-116
SRS-43.3	The available intervention services and hotlines may be available according to the Patient location.	Patient location information	Intervention services and hotlines are available based on the patient's location	Intervention services and hotlines are available based on the patient's location	Pass	TC-117
SRS-44.1	The system display list of upcoming events , workshops.	List of upcoming events, workshops displayed	Users can see a list of upcoming events and workshops within the system	Users can see a list of upcoming events and workshops within the system	Pass	TC-118
SRS-44.2	Patient receive reminder reminders for upcoming events.	Upcoming event reminders	Patients receive reminders for upcoming events within the system	Patients receive reminders for upcoming events within the system	Pass	TC-119
SRS-44.3	Patient can engage with the presenter and other participants during events	Interaction during events	Patients can engage with presenters and other participants during events within the system	Patients can engage with presenters and other participants during events within the system	Pass	TC-120
SRS-45.1	Patient will be able to link wearable gadgets to the application through the system.	Wearable gadget linking process	Patients can successfully link wearable gadgets to the application through the system	Patients can successfully link wearable gadgets to the application through the system	Pass	TC-121
SRS-45.2	The system shall collect data about sleep habits, others physical activities.	Data collection process	The system collects data about sleep habits and other physical activities as intended	The system collects data about sleep habits and other physical activities as intended	Pass	TC-122

SRS-45.3	Patient will be able to establish goals, monitor their progress over time with the system.	Goal setting and progress monitoring process	Patients can set goals and track their progress over time within the system	Patients can set goals and track their progress over time within the system	Pass	TC-123
SRS-46.1	System generate Graphs, chart based on patient information.	Patient information for graph generation	The system generates graphs and charts based on patient information as required	The system generates graphs and charts based on patient information as required	Pass	TC-124
SRS-46.2	The system will show a summary of the patient progress throughout time.	Patient progress summary	The system displays a summary of the patient's progress over time as expected	The system displays a summary of the patient's progress over time as expected	Pass	TC-125
SRS-46.3	The system will show the ranking of symptoms of patient diseases in graphic format.	Symptoms ranking display	The system displays the ranking of symptoms of patient diseases in a graphic format	The system displays the ranking of symptoms of patient diseases in a graphic format	Pass	TC-126
SRS-47.1	Patient are able to set new goals related to their health and mental health.	New health and mental health goals set by the patient	Patients can set new goals related to their health and mental health within the system	Patients can set new goals related to their health and mental health within the system	Pass	TC-127
SRS-47.2	The system will provide users with encouragement, reminders, motivating messages to help them stay focused on their objectives	User interaction with system for motivation and reminders	The system provides users with encouragement, reminders, and motivating messages as intended	The system provides users with encouragement, reminders, and motivating messages as intended	Pass	TC-128
SRS-48.1	Patient shall be able to change the font size shown in the user interface of the system.	Font size change process	Patients can change the font size displayed in the user interface of the system as required	Patients can change the font size displayed in the user interface of the system as required	Pass	TC-129
SRS-48.2	The system will give Patient the flexibility to change the color contrast settings.	Color contrast change process	Patients can adjust the color contrast settings within the system as intended	Patients can adjust the color contrast settings within the system as intended	Pass	TC-130
SRS-48.3	The system will provide keyboard shortcuts to access, navigate through all interactive features, menus, and controls.	Keyboard shortcuts usage	Users can utilize keyboard shortcuts to access and navigate through interactive features in the system	Users can utilize keyboard shortcuts to access and navigate through interactive features in the system	Pass	TC-131

SRS-49.1	Patient shall be able to establish new profiles on the system using their name, email address, among other basic personal data.	Profile create process	Patients can create new profiles using their name, email address, and basic personal data in the system	Patients can create new profiles using their name, email address, and basic personal data in the system	Pass	TC-132
SRS-49.2	Patient shall be able to personalize their profiles with display choices, themes, and profile images.	Profile customization process	Patients can personalize their profiles with display choices, themes, and images as required	Patients can personalize their profiles with display choices, themes, and images as required	Pass	TC-133
SRS-49.3	Patient shall will be able to specify and set own goals Within their profiles.	Goal setting within profiles	Patients can specify and set their own goals within their profiles in the system	Patients can specify and set their own goals within their profiles in the system	Pass	TC-134
SRS-50.1	Patient will be able to choose from predefined categories (such as happy, sad, nervous, etc.) to record their mood on a daily basis.	Mood recording process	Patients can choose from predefined categories to record their mood on a daily basis within the system	Patients can choose from predefined categories to record their mood on a daily basis within the system	Pass	TC-135
SRS-50.2	Patient will be able to add more information about their mood, including thoughts, actions, and events, through the system.	Additional mood information input	Patients can add more details about their mood, including thoughts, actions, and events in the system	Patients can add more details about their mood, including thoughts, actions, and events in the system	Pass	TC-136
SRS-51.1	List of registered doctors for Free Appointment option will be shown by the system.	System should automatically recognize newly registered, qualified doctors, free appointment	Verify that the system identifies and flags doctors eligible for the Free Appointment option	Verify that the system identifies and flags doctors eligible for the Free Appointment option	Pass	TC-137
SRS-51.2	The system will allow qualified physicians to provide three free therapy sessions	Allow qualified physicians to provide three free therapy sessions	Confirm that qualified doctors can offer three free therapy sessions through the system	Confirm that qualified doctors can offer three free therapy sessions through the system	Pass	TC-138
SRS-51.3	Patients will be asked to provide feedback on their experience after completing session.	Prompt patients to provide feedback after completing a therapy session	Ensure patients are asked to share feedback on their experience post-therapy session	Ensure patients are asked to share feedback on their experience post-therapy session	Pass	TC-139
SRS-52.1	The system will allow a patient to choose their preferred language from available list.	Enable patients to choose their preferred language from a list	Validate that patients can select their preferred language from the available	Validate that patients can select their preferred language from the	Pass	TC-140

			options.	available options		
SRS-52.2	The system remember the patient preferred language across session.	System should remember the patient's chosen language across sessions	Check if the system retains the patient's preferred language choice for future sessions	Check if the system retains the patient's preferred language choice for future sessions	Pass	TC-141
SRS-52.3	The chosen language will be used for all written material, including menus, buttons, help texts, notifications.	Utilize the chosen language for all written material in the system	Confirm that the selected language is applied to menus, buttons, help texts, and notifications	Confirm that the selected language is applied to menus, buttons, help texts, and notifications	Pass	TC-142
SRS-53.1	The system shall provide a list of moods.	Provide a list of moods for patient selection	Validate that the system displays a list of moods for patients to choose from	Validate that the system displays a list of moods for patients to choose from	Pass	TC-143
SRS-53.2	The system allow patient to select their current emotional state from list.	Allow patients to select their current emotional state from the mood list	Verify that patients can choose their current mood from the provided options	Verify that patients can choose their current mood from the provided options	Pass	TC-144
SRS-53.3	The system retrieves or display Ayats or Hadiths that are relevant to the chosen mood.	Retrieve or display Ayats or Hadiths relevant to the chosen mood	Ensure that the system shows Ayats or Hadiths that align with the patient's selected mood	Ensure that the system shows Ayats or Hadiths that align with the patient's selected mood	Pass	TC-145
SRS-53.4	Patient can save, share the display content.	Enable patients to save, share displayed content related to the chosen mood	Enable patients to save and share displayed content related to the chosen mood	Enable patients to save and share displayed content related to the chosen mood		TC-146

Artifact-7

Supplementary Specification Document

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Supplementary Specification

1. Introduction

This supplementary specification document will detail what the proposed Heaven MentCare System will perform and through how it performs these. The main Sub-Systems of the HMCS are user management, appointment scheduling, therapy session management, billing and support services. Our platform can support everything from virtual therapy sessions and treatment progression, to keeping up with the user experience journey. All of the functionalities don't seem to be covered in one platform that was built earlier. Heaven MentCare System also has some other features which include, mood tracking, spiritual Healing, multi-language and community support. system prevents the unstable working of mental health tasks.enabling comfortable interaction between the therapist and patient. This document then gives a well-rounded view of what the system offers and does not offer. This consists of subsections: Purpose, Scope, Definitions (and may reference applicable acronyms and abbreviations used), References, and Overview.

1.1 Purpose

The objective of this document is to give a detailed prerogative on the requirements tacite for Heaven MentCare System "capture all other requirements not covered by use-case modeling" In combination, the supplementary specification and use-case modeling capture all the requirements that it will take to build our system. This document will also include details of external behavior, non-functional requirements¹¹¹, and the Heaven MentCare System's suggested design limitations

1.2 Scope

The services offered by the proposed system make mental health specialists' jobs easier. While maintaining quality and security, our system focuses on giving patients, therapists, support personnel, and healthcare authorities a positive and seamless experience. The Heaven MentCare System's features are capable of handling a wide range of duties, ensuring effective appointment scheduling, smooth therapy session management, and continuous communication between patients and therapists. Features of to be built system HMS are as follows;

- User sign up
- User login
- Doctor's registration request
- Manage user profile
- Find Appointment
- Book appointment
- Book video consultation
- View Doctor's profile
- Multilanguage System
- Select Relevant Category
- Digital Payments
- Support Service
- Read System's Blogs
- Emergency Contact
- Guide to book Appointment
- Guidance about System's Working
- Do Questionnaires
- Real time Progress Tracking
- Phone call sessions
- Chat Sessions
- User Feedback Mechanism
- Live Sessions
- Provide Worksheets
- Unlimited Messaging
- Guided YOGA
- Strong Client-to-Therapist Connections
- Stress Management Tools
- Self-esteem Journaling Sheets
- Sleep by Headspace
- Daily Reminder
- User-friendly Interface
- Access to Offline Meditations
- Wide variety of meditation and mindfulness content
- Mindfulness practices for all ages
- Relaxing Music
- Check-ins
- Matching Therapist
- Flexible Plans
- Listener Support
- Community Support
- kid-friendly content
- 24/7 Availability
- Data Export and Backup
- The Crisis Support
- Community Events and Workshops
- Connectivity with Wearable Devices
- Imaginative data visualization
- Goal Setting
- Accessible Features
- Customized Profiles
- Free Appointments
- Mood Tracker
- Spiritual Healing

- Stress Management tools

1.3 Definitions, Acronyms, and Abbreviations

1.3.1. Acronyms:

SSD --- Supplementary Specification Document

HMS --- Heaven MentCare System

1.3.2. Definitions:

SS Document: It provides an overview of the entire document. Also captures the system requirements that are not readily captured in the use case of the use-case model.

SQL developer: It run SQL statements, edit and debug PL/SQL statements and run reports, whether provided or created.

CSS Generator: It is a website and free tool that use for creating a gradient background for website.

1.4 References

MentCare Microsoft Word System Requirements Specification -

[MentCare_SysReqSpec&SysDesignVer1.0 \(openai.com\)](#)

An All-Inclusive Perspective on the Mental Health Management System

[The Mental Health Management System \(MHMS\): An Extensive Perspective \(healthcaretech.in\)](#)

Supplementary Specification for the Course Registration System

[Supplementary Specification, for instance \(educationplatform.edu\)](#)

[https://example.edu/Presentations24/Meeting%20Viewpoint/Documentation/FinalPhaseII_5-](https://example.edu/Presentations24/Meeting%20Viewpoint/Documentation/FinalPhaseII_5-SupplementarySpecification_rev06_FINAL.docx)

[SupplementarySpecification_rev06_FINAL.docx](#) is the link to the Mental Health Support Distributed Meeting Scheduler.

1.5 Overview

The Heaven MentCare System's supplementary specification paper is divided into several categories, such as design constraints, performance, reliability, usability, and supportability. These sections offer a thorough overview of the non-functional requirements and design factors that guarantee the system successfully satisfies its goals.

Usability: This section evaluates the user interface's usability as a quality attribute. It covers things like operability (the amount of time needed to utilize the system efficiently) and learnability (the ease with which people can comprehend and apply the system).

Section on Reliability: This section explains the availability of the system, including the percentage of time that is available, the number of days and hours that it is used, and the availability of maintenance. Metrics including error rates, maximum permissible defects, robustness, correctness, acceptable downtime, and time between failures are also covered.

Performance : Using pertinent data, this section describes the performance characteristics of the system. It contains information on processing and response times as well as other performance indicators that guarantee the system works well in a variety of scenarios.

Supportability: The system's built-in characteristics and system-activating components that facilitate effective and efficient upkeep and support over the course of the system's lifetime are discussed in this part. It has provisions for upgrades and system updates as well as general sustainability.

Design Restrictions: The system's design limitations are described in this section. These limits affect the development and implementation of the system and include software languages, software process requirements, suggested development tools, construction and design constraints, and other technological limitations.

2. Usability

2.1 User Interface:

UI.1. To improve readability, the system's text and backdrop colors must have enough contrast.

UI.2. The system should be able to adjust to any screen size, including big monitors and mobile phones.

UI.3. All interfaces must be displayed by the system in an orderly fashion.

UI.4. Every element (such as buttons and search icons) must successfully carry out its designated purpose.

2.2. Operability:

OPR.1. 95% of proficient users should be able to schedule a therapy session in 4 minutes on average.

OPR.2. Eight minutes on average, or a maximum of fifteen minutes, will be allotted to 80% of inexperienced users to schedule a therapy session.

OPR.3. 90% of proficient users should be able to book a video consultation in an average of 4 minutes, or less than 7 minutes.

OPR.4. Within 10 minutes, on average, 50% of inexperienced users will be able to book a video consultation.

OPR.5. 90% of users with training should be able to schedule live sessions or workshops in 5 minutes on average.

OPR.6. Trained administrators shall be able to manage therapy session records and user profiles correctly after a maximum of 5 days of training.

2.3. Learnability:

LEARN.1. To guarantee user comprehension, the system will only present all options and messages in English.

LEARN.2. With a dependable internet connection, patients should be able to submit therapy session requests or book video consultations in five minutes or less

3. Reliability

REL.1. The system must be accessible around-the-clock.

REL.2. No more than one failure out of every 10,000 orders is allowed. The system will notify you to restart the application if it is not responding.

3.1 Accuracy:

- ACC.1.** The system must accurately transcribe and document therapy sessions.
- ACC.2:** The system will prompt and remind patients about upcoming therapy sessions.
- ACC.3.** Interfaces displayed by the system will be tailored to the user's needs, such as selecting "schedule a new therapy session" to display the scheduling interface
- ACC.4.** For secure access, the system will send a 4-digit OTP code to the designated phone number during login.
- ACC.5:** Users will have thirty seconds to enter the OTP code for authentication purposes.

3.2 Robustness

- ROB.1.** The system will notify the user if they repeatedly provide an invalid OTP code when logging in. The user will have one hour to try again after five unsuccessful tries, according to the system.

4. Performance

4.1 Simultaneous User

The system shall support up to 2000 simultaneous users at any given time.

4.2 Response Time

- PERF.1.** The system shall display each interface within 0.5 seconds.
- PERF.2.** System shall response request within 0.5 seconds (i.e. user's login, doctor's registration request).
- PERF.3.** When user starts appointment booking process, system shall response each click within 2 seconds.
- PERF.4.** User wants to edit his/her profile, system shall display interfaces in 0.5 seconds (add profile, delete profile).
- PERF.5.** System will send notification of upcoming events to the user in 2 seconds.
- PERF.6.** When user use emergency contact, system will be able to response in 5 seconds.
- PERF.7.** System shall response in 1 second when user .
- PERF.8:** When a user plans a therapy session, the system should react in two seconds.
- PERF.8:** When a user accesses their mental health records, the system must react in less than a second.
- PERF.10.** In less than two seconds, the system will post user input for therapists.
- PERF.11.** The system will make sure that a session reminder is set quickly and correctly when the user does so.
- PERF.12.** The system must process mental health assessments in less than three seconds and report the results.
- PERF.13.** The system will produce therapeutic progress reports in less than two seconds.

5. Supportability

5.1 New Releases Downloadable

- SUP.1.** HMCS shall be downloadable from our website (www.hmcs.com) over the internet.
- SUP.2.** All the upgraded system can be downloaded from the same website.

5.2 Maintenance

- MAINT.1. A team of service technicians is on duty to ensure that the system is always up to date.
MAINT.2. The system must be serviced once a year in accordance with the approval.

6. Design Constraints

6.1 Platform Requirements

The HMCS shall operate on any personal computer require less than 20 MB disk space and 32 MB RAM.

6.2 Internet Browsers

HMCS shall run in Netscape 4.0.4 and Internet Explorer 4.0 browsers.

6.3 SQL Compatibility

The proposed system HMCS shall be compatible with the SQL 1.1 VM runtime environment.

Lesson Learned:

There were a number of lessons that we learnt while working on this Software Requirements Engineering course project. We all tried to create space for other group members to share what they think and what they want to improve. Getting everyone's suggestions in MS Teams meetings, WhatsApp work group, and face to face meetings in university especially after feedback classes helped us improve our work. Also we learnt new tools for drawing diagrams, improved our research process and critical thinking. We learnt that willingness to ask for and receive input suggestions from every team member makes the team productive and ultimately results in good outcomes. This helped us avoid conflicts that no matter big or small can still bring a sense of discomfort to the team. This quote of Henry Ford sums it all:

“Coming together is a beginning. Keeping together is progress. Working together is success.”

Conclusion:

A complete solution, the Heaven MentCare System is made to improve the administration of mental health therapy and guarantee smooth communication between patients and therapists. It provides extensive features like managing treatment sessions, making appointments, keeping track of patients' progress, and maintaining mental health records. The system prioritizes performance, dependability, and usability; it offers a seamless and effective user experience with quick reaction times and support for several users at once. Heaven MentCare strives to enhance

the quality and accessibility of mental health services by catering to their specific requirements, thereby positioning it as a crucial resource for mental health practitioners and patients alike.

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