ZOSPITAL ISTANBUL

CS 306 Group Project

Project Step 4

Hüseyin Alper Karadeniz (28029)
Enis Mert Kuzu (28174)
Mehmet Eren Karabulut (28203)
Emirhan Özdemir (28293)

June 2022

We have designed a new user interface to create a support page for your users. In the screenshot below, if the user wants to make an appointment with the hospital, we get information such as the doctor's name, appointment date and time, and register it in the system.

Zospital Istanbul Healthcare

User Appointment Page

~ Make Appointment ~

Select the Doctor:

| Usain Albert Qaradenis (Professor) ⌄ |

Enter Your Name:

| Your Name |

Blood Type:

| 0 Rh+ ⌄ |

Age:

| |

Weight:

| in kg |

Height:

| in cm |

Phone No:

| |

Appointment Date:

| YYYY-MM-DD |

Start Time:

| hh:mm |

End Time:

| hh:mm |

Submit

Support Page

At this point, if the user encounters a problem, user can connect to the Support page by clicking the Support Page text below. Once on the support page, the user must type in the name and select the issue from the drop-down menu screen.

Zospital Istanbul Healthcare

Support Page

Full Name:

| |

Subject of the issue:

✓ I cannot make an appointment
I could not find a suitable time
Suggestion

Submit

Zospital Istanbul Healthcare

Support Page

Full Name:

Enis

Subject of the issue:

I could not find a suitable time ▾

Submit

After doing these, the default message specific to the problem is sent to the chat page and user can start the conversation. The user sees the messages belonging to his/her name on the right, and those from the admin on the left, in order.

Default message screenshot:
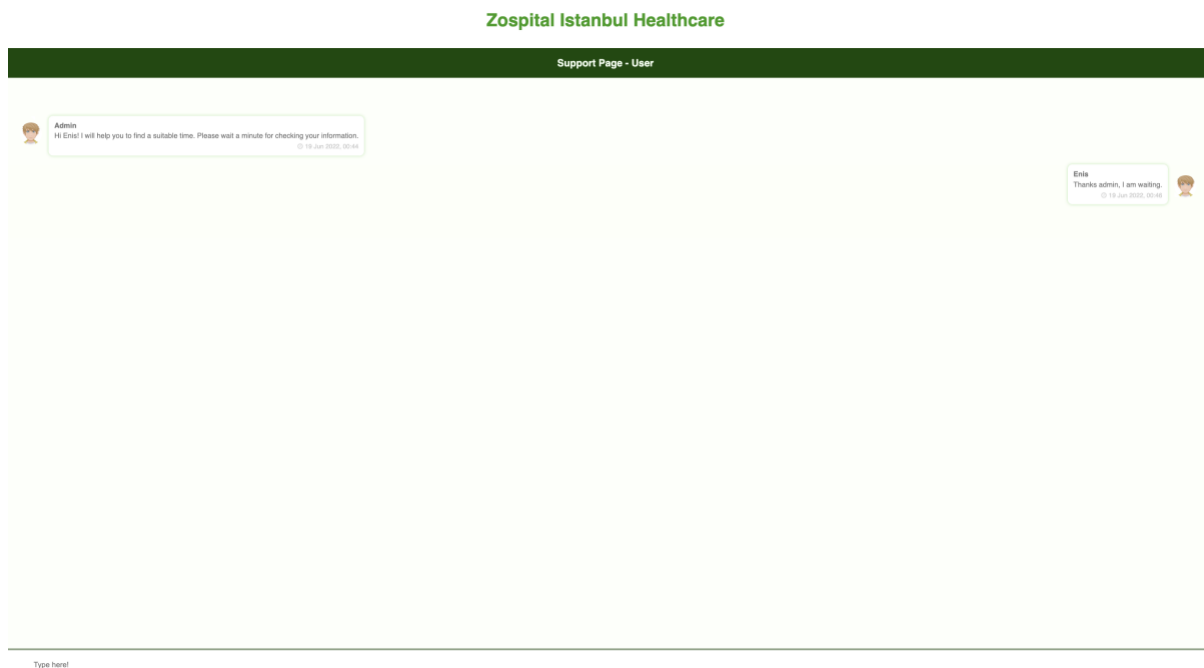
Zospital Istanbul Healthcare

Support Page - User

Admin
Hi Enis! I will help you to find a suitable time. Please wait a minute for checking your information.
🕔 18 Jun 2020, 00:44

Type here!

Screenshot of Enis' first message:

Screenshot of the page after admin giving a response:

On the user side, only own messages with username, and messages from the admin to this user will be displayed. Furthermore, users can not see each other's messages so, each support page is unique for each user.

On the admin side, if a user makes a support request, the username will appear in the drop-down menu and the admin can select the user want to contact. (Enis can be seen below)

After the admin has chosen a specific name, admin will be directed to the chat page with that person. Then, admin can see old messages and continue communication by writing new messages. Briefly, admin can see all messages from all users but also can reach users specifically.

Zospital Istanbul Healthcare

User Selection for Support

Select a user to chat:

Enis ▼

Submit

Screenshot of admin chat page with user Enis:

Other users chat page examples:

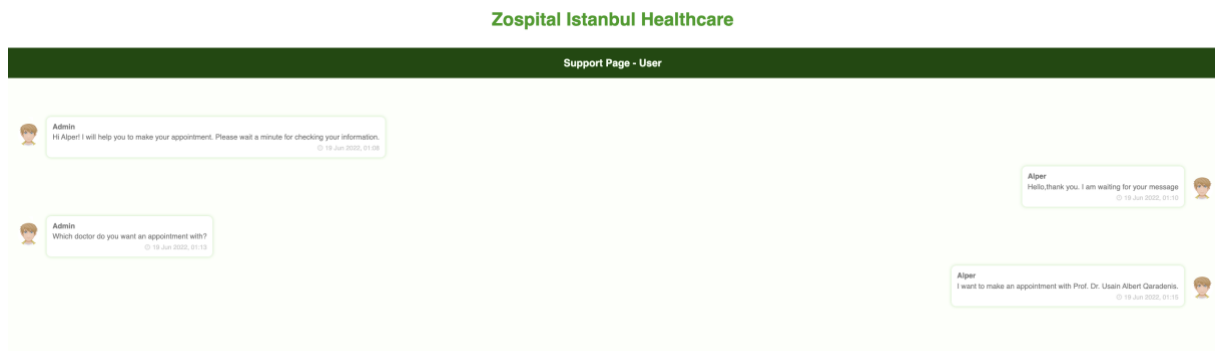For example, user Alper encountered appointment problem. So, admin will help him (chat page screenshots below.)

From Alper's perspective:

Zospital Istanbul Healthcare

Support Page - User

Admin
Hi Alper! I will help you to make your appointment. Please wait a minute for checking your information.
© 19 Jun 2022, 01:08

Alper
Hello,thank you. I am waiting for your message
© 19 Jun 2022, 01:10

From Admin's perspective:

Zospital Istanbul Healthcare

Support Page - Admin

Admin
Hi Alper! I will help you to make your appointment. Please wait a minute for checking your information.
© 19 Jun 2022, 01:08

Alper
Hello,thank you. I am waiting for your message
© 19 Jun 2022, 01:10

Admin
Which doctor do you want an appointment with?
© 19 Jun 2022, 01:13

Alper
I want to make an appointment with Prof. Dr. Usain Albert Qaraderis.
© 19 Jun 2022, 01:15

From Alper's perspective:

Zospital Istanbul Healthcare

Support Page - User

Admin
Hi Alper! I will help you to make your appointment. Please wait a minute for checking your information.
© 19 Jun 2022, 01:08

Alper
Hello,thank you. I am waiting for your message
© 19 Jun 2022, 01:10

Admin
Which doctor do you want an appointment with?
© 19 Jun 2022, 01:13

Alper
I want to make an appointment with Prof. Dr. Usain Albert Qaraderis.
© 19 Jun 2022, 01:15

As can be seen the screenshots users cannot see each other's messages (ex. Alper cannot see Enis' messages or vice-versa), only they can see own messages and admin messages that sent from admin so, each support page is unique for each user.

On the other hand, Admin can choose the user and admin see all messages from other users (e.g., Alper, Enis, Jasmin). Thus, admin can give the specific response for each user support chat.

All of the source codes of this project attached to this document.