List of Internal User Needs

1. **User-Data Management Group** 
   1. Ability to provide secure log in/ log out.
   2. Provide users with the ability to customize their profiles, notification preferences, privacy settings and deactivate their accounts when they feel it is not required anymore.
   3. Implement a secure and user-friendly password recovery process.
   4. Ability to maintain a database system for storing and securely managing user data information.
2. **Registered User-Data Management Group (Includes all the needs of user-data management group)** 
   1. Ability to modify subscription plans.
   2. Ability to generate financial reporting for subscribers.
3. **Healthcare Administrators Department** 
   1. Ability to manage patient demographics, medical history, insurance information and update healthcare staff schedules, roles, & permissions.
   2. Ability to schedule, modify, and cancel patient’s in-person and virtual appointments efficiently.
   3. Integration with financial department to track payments and manage billing cycles.
   4. Ability to maintain a database system for storing and securely managing doctors’ information.
   5. Provide access to educational resources for healthcare staff.
4. **Finance Department**
   1. Ability to manage invoices, accounts receivable and insurance related information.
   2. Ability to process the plan subscription payments and refunds (if any).
   3. Ability to monitor transactions and generate financial reports.
5. **Customer Support Department**
   1. Ability to provide the customers with ticket resolutions efficiently round-the-clock and update the open ticket as closed or resolved.
   2. Ability to seek feedback from customers about their experiences.
   3. Ability to provide customers easy access to comprehensive knowledge base or FAQ section.
6. **Advertising Department**
   1. Ability to generate advertisements and trace their performance.
   2. Ability to maintain, update and filter the Ad content.
   3. Ability to provide valuable education and give information about User Onboarding tutorials.