

## ENTITY RELATIONSHIP DIAGRAM

### 1. FREQUENTLY ASKED QUESTIONS : (one department to many faqs)

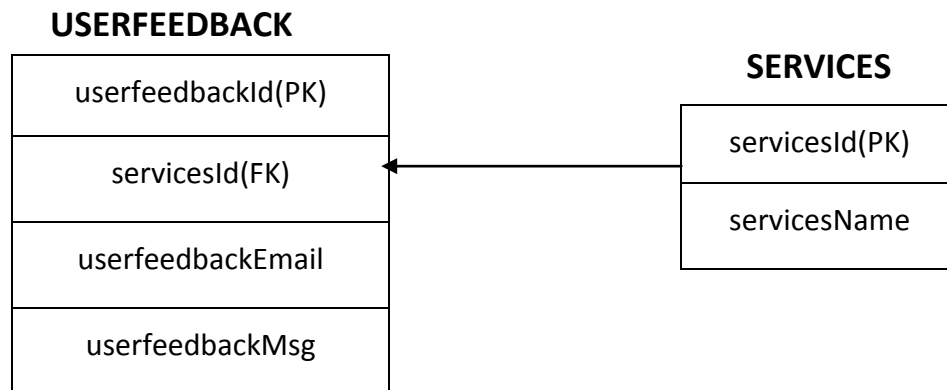


**DESCRIPTION** : This page displays a list of frequently asked questions with their answers. These are those questions which the user generally asks. The questions are made and posted with answers by the admin based on user search or queries submitted through contact or feedback form. Also the user can sort the faqs based on departments.

#### **USER-STORIES** :

- An admin can create the faqs
- An admin can view the faqs
- An admin can update the list
- An admin can delete the faqs
- A user can view the list of frequently asked questions which are common
- A user can view the list of frequently asked questions particular to a department

## 2. USERFEEDBACKS : (one service to many userfeedbacks)



**DESCRIPTION :** When the user goes to this page, they will see a text-box and a submit button. In the text box they can write any feedback they would like to give for a service or the entire hospital in general. User's statements will be saved in the database. Whereas, the admin can post the good feedback on the website by not revealing the user details. Also the feedback can only be given by the logged in users.

### **USER-STORIES :**

- An admin can read/view the details
- An admin can post the feedback on the main page of the website
- An admin can direct the feedback to the particular department concerning it
- An admin can delete the feedback if it is of less important or repetitive.
- A user can fill the form by giving his feedback for a particular service
- A user can fill the form by giving his feedback for the entire hospital in general