

# Version 4.1

## Online Tutoring And Consultation Solution

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### Feature List

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# 1. System Overview

**Yo!Coach** is a software that helps to build an online tutoring & consultation platform where people from all over the world can connect, communicate, and learn without any geographical restriction. The platforms built using Yo!Coach allows teachers and learners to collaborate with each other using the online video chat feature.

The software also has collaboration with third-party APIs providing features like a whiteboard, textpad, screen sharing, and language translation to simulate the real-life learning environment for teachers and learners on the platform. Admin is the overall controller of the platform and the commissions from online lesson booking are the primary business model.

# 2. User Types

The platform has different types of users which include:

- 1. Guest Users:** A guest user has access to all of the listed teachers' information as well as other platform pages including group classes and courses that don't require registration or log-in.
- 2. Learners:** A learner can search for teachers, group classes, languages, and courses and view results based on the search criteria. Also, a learner can view the availability calendar of the teacher and book a lesson by making a payment and previewing the course video and its content to make a buying decision.

3. **Teachers:** A teacher can register and create a public teaching profile (as per the experience) on the platform. Teachers can also manage courses and group classes on the platform which will be available for the learners to purchase.
4. **Admin:** The admin has complete control of the platform. The admin is responsible for the approval of teacher profiles and pre-recorded courses on the platform. Admin also manages commissions for various platform offerings such as courses, lessons, and group classes.

## 3. Features Available

Following are the features, which are available in the platform:

### 3.1 Front-end User Features (Learners)

#### 1. Register & Login

- Via Email
- Via Social Login(Facebook, Google, and Apple)

2. **Time Zone:** Once users open the platform, their time zone is auto-detected.

#### 3. Multi-Lingual

#### 4. Multi-Currency

#### 5. Browse & Search

- Browse teachers as per language, group class, and courses
- Search by Price Range, Time Availability, and many more secondary filters
- View search results as per the searched criteria

#### 6. Sort & Filters

- **Sort By:**
  - Most Popular
  - Price Low to High

→ Price High to Low

- **Filter By:**

- Languages Spoken (By teachers)

- Subjects

- Skills

- Location (Country)

- Teacher's Gender

- Online

- Featured

**7. Teachers' Listing Page (Result Page):** View teachers based on selected criteria with the following details:

- Teacher's Name
- Teacher's Image
- Featured Icon
- Online and Last Seen
- Location
- Ratings
- Price Range
- Language(s) they teach
- Language(s) Spoken (with proficiency level)
- No. of sessions Delivered
- No. of courses sold
- No. of learners enrolled
- Brief introduction
- Availability Calendar

**8. Teacher's Detail Page:** By clicking on a teacher's profile, the user is redirected to the teacher's detail page consisting of the following information:

- Teacher's Name
- Teacher's Image

- Introduction Video
- Location
- Reviews and Ratings
- Price Range
- Featured Icon
- Online and Last Seen
- Languages they Teach
- Languages Spoken (with proficiency level)
- No. of the session delivered
- No. of learners enrolled
- No. of courses sold
- Share Profile on social media
- Profile Description (About the Teacher)
- Availability Calendar
- Teaching Expertise
- Resume
- Profile sharing
- Free Trial Booking
- Courses offered by the teacher
- Classes/Packages offered by teacher
- Lesson Booking
- Message to Teacher with Attachments
- Message Notifications

**9. Group Class/Packages Listing:** View group classes and packages based on the following details:

- Search By
  - Keyword
  - Language
  - Class Type(Regular/Package)
  - Class Duration

- Group Class/Package Title
- Language
- Class/Package Date and Time
- Seats Available
- Class/Package Price
- Book Now Button
- Tag for Total Classes ( in case of package class)

**10. Group Class/Package Detail Page:** By clicking on a group class or package the user is redirected to the detail page consisting of the following information:

- Class Title
- Class Description
- Teacher Details(Name, Reviews, and Ratings)
- Class Subject
- Class Date and Time
- Seats Available
- Classes Count
- Classes Listings(In case of the class package with class titles and details)
- Class/Package Price
- Book Now
- Share Class on social media
- More Classes from same teacher

**11. Course Listing Page:** View courses based on selected criteria with the following details:

- Course Title
- Course Subtitle
- Course Image
- Course Preview Video

- Rating & Reviews
- Category/Sub Category
- Certificate Tag
- Course Level
- Total Lectures
- Course Duration
- Total Enrolled Learners
- Teacher Name & Image
- Course Price
- Enroll Now
- View Course Details

**12. Course Detail Page:** By clicking on a course, the user is redirected to the course detail page consisting of the following information:

- Course Title
- Course Subtitle
- Course Image
- Course Preview Video
- Rating & Reviews
- Category/Sub Category
- Certificate Tag
- Course Level
- Total Lectures
- Course Duration
- Total Enrolled Learners
- Teacher Name & Image
- Course Price
- Mark Favorite
- Course Overview
- Course Description



- Course Tags
- About Teacher
- Course Curriculum
- Share Course on Social Media
- Course Reviews
- More Courses by Teacher

**13. Course Checkout:** A learner can select a course and buy the same using various payment options available on the platform including wallet, bank transfer, Stripe, Paypal, Paygate, Paystack, Authorize.net, and so on.

**14. Start Course:** Learners will be able to access all purchased courses from their dashboard. They can start learning the course immediately or as per the availability.

**15. Progress Tracking:** Learners will be able to track the completed lectures in the course. They will also be able to jump to any previous or upcoming lecture, based on the requirement.

**16. Course Notes and Additional Documents Access:** Learners will have the option to maintain notes with an ongoing lecture, which will help in summarizing the course later, and also can access all attached documents in the lectures. In addition, documents will be downloadable.

**17. Course Certificate:** On completion of the course, learners will be awarded a certificate, which can be downloaded and shared on social media.

**18. Course Ratings:** Learners can review the course post-completion. The rating will be added to the course and the tutor's profile.

**19. Retake Course:** On retaking a course, the progress will be reset for the learner he will be able to go through all lectures again.

**20. Forum Questions Page:** The learners can now interact with other platform users by posting questions on the platform:

- Search bar to search questions
- All questions(Active/Answered/Popular)
- Question Stats(Question Asked/Teacher Answers/ Active Teachers)
- Question Title
- Question tags
- Posted By and Date
- Comments Count
- Views Count
- Like/Dislike button
- Community Experts
- Ask a Question

**21. Forum Question Detail Page:**

- Question Title
- Question Details
- Question Tags
- Posted By and Details
- Report
- Views Count
- Shared question on social media
- Add a Comment
- Comments Listing
- Recommended Post
- Community Experts
- Ask a Question

## 22. Free Trial Booking

- Users select the date and time from the availability calendar
- Complete booking

The free trial session time is common for all the teachers on the platform. The learners can take 1 free trial per teacher.

## 23. Paid Booking & Checkout

- Select Number of Lessons
- Select Recurring Buy (Optional)
- View Lessons Price
- Select Payment Method
- View Total Price
- Complete Payment
- Schedule the lesson after successful payment through the Thankyou page and also through the My lessons page

## 24. Join Lessons/Classes

- Once a free trial/Private lesson/Group lesson/Course is purchased, they are listed under the lessons section.
- As per the scheduled time, learners can join the class/lesson to be delivered by teachers.

## 25. Lesson Interaction/Delivery Tools (AtomChat, LessonSpace, and ZoomMeeting)

- **Video Chat**
  - The teachers deliver all the lessons via video call.
  - Video Calling platforms have features like screen sharing & recording.

- The screen sharing and recording feature depends upon the subscribed API package.
- Sessions recorded using the LessonSpace meeting tool can also be accessed on the user's dashboard.
- **Whiteboard:** The whiteboard can be used by the teachers and learners to collaborate with each other. Tools like highlighter, pen, zoom, shapes, and many more enhance the online learning experience.
- **Textpad or Collaborative Document:** This feature allows teachers and learners to create notes during the lessons. A teacher can create a TextPad to write and share it with an individual learner or vice versa. The collaboration in the text pad is one-to-one i.e. between one teacher and one learner. The TextPad has the following features:
  - Write Text
  - Change Font (Type, Size, Color)
  - Font Style (Bold, Italic, Underline)
  - Bullet Lists
  - Undo/Redo
  - Copy/Paste
  - Save and Download
- **Text Chat:** A chat option is available using which the learner and teacher can communicate with each other. A text chat has the following features:
  - Text Messages Interchange
  - Emoticons
  - Special Characters
  - Language Translations
  - Speech Messages

For more features and pricing, please review:

- **Atom Chat:** <https://www.atomchat.com/pricing>
- **Lesson Space:** <https://www.thelessonspace.com/pricing>
- **Zoom Meeting:** <https://zoom.us/pricing>

The above-mentioned features vary based on the API being used on the platform for implementation.

- **Notes:** A learner can create notes for the lessons. The notes can help the learners to store important information shared during the session. The following details are required to be filled in:

→ Language

→ Title

→ Detail

**26. Lesson Rescheduling:** Learners have the option to reschedule the lesson. The learner can choose an alternative time from the teacher's availability calendar for rescheduling the lesson. A notification is sent to the teacher for a new schedule.

**27. Lesson Cancellation (Website Wallet):** Learners can cancel the lesson. Upon cancellation, the money is refunded to the learner's system wallet in the platform which is further used to make payment for other lessons.

**28. Report Issue in Lesson:** In case of any technical difficulty, the learners can report an issue to the teacher. The teacher decides whether they would like to:

- Complete the lesson
- Reschedule the Lesson
- Complete & Refund 50%
- Complete & Refund 100%

Disputes are then raised to the admin by the learner in case the resolution provided by the teacher is not satisfactory.

**29. Review and Ratings:** Upon lesson completion, the learners submit reviews and ratings for the teachers. Review and ratings are reflected on the respective teachers' profiles after the admin's approval.

**30. Gift Cards**

- **Buy Gift Cards:** Users can buy a gift card from the website to share with their friends and acquaintances after specifying the following details:
  - Gift Card Amount
  - Receiver Name
  - Receiver Email
  - Complete Payment
- **Redeem Gift Card**
  - All gift cards can be redeemed in the system wallet, and the money received can be used to pay for the sessions.
  - Once redeemed, gift cards cannot be redeemed again.

**31. Video Section:** A dedicated Video Content page is available on the website where the YouTube videos are linked for users' help and convenience. These videos are admin manageable and are added from the admin back-end.

**32. Subscribe to Newsletter:** The users can subscribe to the newsletter to receive marketing emails from the platform.

**33. FAQ**

**34. CMS Pages (About Us, Privacy, Terms, etc.)**

**35. Contact Us**

## 3.2 Front-end User Features (Teachers)

The teachers have all the features of learners along with the following additional features:

### 1. Register & Login

- Via Email
- Via Facebook, Apple, and Google

### 2. Submit Additional Details/ Apply to Teach

- Languages they teach
- Languages they speak

- Video URL (YouTube)
- Biography (About Me)
- Resume
- Availability for Teaching
- Profile Image
- Govt. ID Proof
- Agreement Terms
- Submit

The profile details are submitted to the admin for approval. After getting approval from the admin, the teachers can access the dashboard.

**3. Teacher Profile:** There are many details in the teacher profile that can be edited/deleted by the teacher himself/herself. Below is the list of details in the teacher profile:

- Personal information like name, gender, phone number, location, profile picture, introduction video link, and biography.
- Subjects to be taught and languages spoken by the teacher.
- Teachers can select the time duration for which they want to deliver the sessions and set their prices as per the price range added by the admin.
  - In case the admin is managing the prices on the platform, the teachers can still manage the time duration for which they want to deliver the sessions
- Teachers can add, edit, and delete their work experience.
- Skills like accent, teaching level, learners' age group, etc. can also be managed by the teacher.
- Payouts can be managed by the teacher.
- Teachers can change their emails and passwords.

The details in the profile section can be edited and deleted by the teacher at any time.

#### **4. Availability Calendar [Timezone Based]**

- The availability calendar allows teachers to specify their weekly and daily availability.
- The teachers have the option to select any Timezone to specify their availability regardless of their current location.
- The availability calendar can be synced with Google Calendar to better manage the availability.

## 5. Price Setting

- **Lesson Price**
  - The teachers can add the price for the selected languages/subjects within the price range defined by the admin.
  - In case the admin is managing the prices on the platform, the teachers can view the added pricing under pricing settings.
- **Special Price**
  - Teachers can fix any price for their learners irrespective of their lesson price under the 'My Learners' section
  - This is applicable to the learners for all future purchases.

**6. Course Management:** Teachers will be able to create and manage courses from the teacher dashboard. They will get access to create courses by adding videos, text, and other resources. The course will consist of sections and lectures, teachers will also be able to manage settings and other course-related information.

**7. Course Resources:** Teachers have the option to upload resources on the platform, which will be available for reuse in different courses.

**8. Teaching Guidelines:** This is the CMS page where all the teaching guidelines are available for the teachers. This page is managed by the admin.

**9. Forum Questions:** The teachers can post queries on the platform from this section to interact with the other users.

**10. Group Classes:** The section consists of Group classes for teachers to create and manage the group class with different slots.



- 11. Group Class Packages:** The section consists of Group Class Packages created by the teacher. A teacher can integrate a number of group classes in the form of a package and teach each class according to the set sequence.

## 3.3 Admin Features

This section empowers the admin to manage the entire platform from the backend. The backend comes with strong functionalities that help the admin to manage the platform effectively. The functionalities in this section would be:-

1. Dashboard Stats
2. Manage Users
  - Users Listing
  - Teacher Approval Request
  - Withdraw Request
  - Teacher Reviews
  - GDPR Requests
  - Manage Sub-Admins
3. Manage Group Classes/Packages
4. Manage Courses: The admin can enable/disable the courses on the platform. If enabled, the following sections will be available:
  - Course Languages
  - Categories
  - Courses Listing
  - Approval Request
  - Certificates
  - Course Review
  - Refund Request
5. Manage Orders

- View details for all types of orders on the platform(Lessons, Subscription, Classes, Courses, Packages, Gift Card, Wallet Recharge)

## 6. Manage Reported/Escalated Issues

## 7. Manage Teacher Preferences

- Accent
- Teaches Level
- Learners Ages
- Lesson Included
- Test Preparations
- Spoken Language
- Teaching Language
- Issue reported Options

## 8. Manage CMS

- Home Page Slides
- Content Blocks: Using the drag-and-drop features offered in this section, the admin can modify the homepage's appearance.
- Content Pages
- Navigation
- Countries
- Video Content
- Testimonials
- Language Labels
- FAQs
- Email Temalte

## 9. Manage Settings: The admin can manage multiple settings like price management on the platform(admin manageable or teacher manageable), the following sections will be available for the admin to manage the platform settings:

- General Settings
- Meeting Tools Configuration
- Payment Methods

- Social Platforms
- Discount Coupons
- Commission Settings
- Currency Management and Currency Formats
- Theme Management

#### 10. Manage Blogs

#### 11. Manage SEO Settings:

- Meta Tags: Meta Description, Keywords, and OG
- SEO URLs
- Robots.txt
- HTML and XML Sitemap
- Google Tag Manager

#### 12. View Platform Reports

- Lessons Top Languages
- Classes Top Languages
- Teacher Performance
- Lesson Stas
- Sales Report
- Settlements

#### 13. Manage Forum Module Settings

#### 14. Manage Mobile Apps Labels

*Yo!Coach is highly committed to the users' rights to privacy and protection, and therefore, complies with the **GDPR policies**. It now aims to offer control to the users over sharing their personal data. The users registered on the platform can anytime request the admin to delete their personal information. The compliance enables business owners to assure the platform users who are concerned about their security and privacy.*

## 3.4 Marketing Features

To get the most from the tutoring platform, Yo!Coach is integrated with Google Analytics. Drawing insights from in-depth analysis like visitor statistics,

traffic sources, and much more, the admin can deliver better experiences and drive results. Yo!Coach also comes with a Robots.txt file added to disallow indexing of the unwanted pages and avoid overloading the platform with requests.

## 4. Payment Process

- Once payment is made by the learner, complete payment is sent to the Portal Payment Account, and virtual credits are sent to the teacher's online wallet after lesson delivery (With Portal Commission Deduction).
- Teachers have the option to request a withdrawal, once the withdrawal request is submitted to the admin; the admin can transfer the money to the teacher's
  - Bank Account or
  - PayPal account i.e. via PayPal Payouts

## 5. Third-Party APIs Integration

Following is the list of APIs used in the platform:

### 5.1 Payment APIs

- PayPal Standard Payments including Payouts
- Authorize.Net Payments
- Stripe
- Paystack
- PayGate
- Bank Transfer

## 5.2 Lesson Interaction and Delivery

- Atom Chat
- Lesson Space
- Zoom Meeting

## 5.3 Other

- Google Analytics
- Mailchimp
- Microsoft Text Translator
- Fixer
- Firebase(required for mobile apps)

## 6. Yo!Coach Niches

The Yo!Coach architecture supports platforms to be built/modified for the following applications:

- Doctors Consultation
- Lawyers Consultation
- Music Lessons
- Dance Lessons
- Fitness Coaching
- Language Learning
- Academic Education
- Business Consultation

# A Perfect Solution for Building an Online Learning & Consultation Portal

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