

Online Tutoring & Consultation Solution

Math

Digital Illustration



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TABLE OF CONTENTS

Sr. No.	Topic	Page No.
1.	System Overview	3
2.	User types	4
3.	Features available 3.1 Front-end user features (Learners) 3.2 Front-end user features (Tutors) 3.3 Front-end User Features (Child Dashboard) 3.4 Admin Features 3.5 Marketing Features	5
4.	Payment Process	22
5.	Third-Party APIs Integration 5.1 Payment APIs 5.2 Lesson Interaction and Delivery 5.3 Other	23
6.	Yo!Coach Niches	24
7.	Explore Our Online Tutoring & Consultation Platform Demos	26

1. System Overview

Yo! Coach is an advanced software for building online tutoring and consultation platforms, enabling global connectivity through video chat, whiteboard, text pad, screen sharing, and recording tools. It includes industry-specific features and pre-integrated APIs for video conferencing, payments, and more. An admin with comprehensive tools for seamless operation manages the platform. The following are some quick features:

- White label solution
- 1-year free technical support
- Multi-currency support on the platform
- Multi-lingual



2. User types

An online learning platform accommodates different types of users, as mentioned below:

1. **Guest users:** A guest user can view complete details of the listed tutors and navigate to other platform pages that do not require registration/log-in.
2. **Learners:** A learner can search for tutors, group classes, languages, and courses, and view results based on the search criteria. Now, the learners on the platform can register as parents and create, manage, and control access permissions for their child on the platform.
3. **Tutors:** A tutor can register and create a public teaching profile (as per the experience) on the platform. Tutors can manage availability for various sessions and classes, and offer courses and group classes for booking by learners on the platform.
4. **Child:** A new user type, “Child,” has been introduced, whose access is managed by the associated Parent who creates that child within the system.
5. **Affiliate user:** An affiliate user earns a commission by sharing their unique affiliate link to drive traffic to the website. Affiliates are distinct from tutors or learners on the platform, focusing solely on attracting visitors and earning commissions on their referred purchases.
6. **Admin:** The administrator has complete control over the platform. They handle all the important responsibilities such as:
 - Managing user profiles
 - Viewing and analyzing statistics and revenue reports
 - Content management
 - Currency management
 - SEO Management

However, with a robust system like Yo!Coach, it can be managed seamlessly. Furthermore, the administrator troubleshoots the issues and ensures the smooth functioning of the platform.

3. Features available

The following are the features that are available on the platform:

3.1 Front-end user features (Learners)

1. Register & Login (Via Email and social logins (Facebook, Google) and Apple accounts)
2. **Parent Registration:** During registration, users will now have the option to sign up as a Parent. This enables them to manage their children directly from their dashboard. This setting can also be enabled later from account settings. However, once enabled, it cannot be reversed.
3. **Time zone:** Once a user accesses the platform, the system will automatically detect and assign the user's time zone during registration. However, users will also have the option to modify their time zone either during the registration process or later through the Account Settings section in the Dashboard.
4. **Browse & Search:** Browse tutors as per languages, tutor name, language, price range, time availability, geolocation, and many more secondary filters.
5. **Sort & Filters:** Popularity, Price (Low-High, High-Low)
6. **Filter by:** Language, Subject, Skills, Location, Gender, Active Status, Offline Sessions, Featured Tutors
7. **Manage Children:** Once the Parent option is enabled, a "Manage Children" sub-module becomes available in the learner dashboard. This enables parents to add their children and manage access and permissions for their added children on the platform.



8. **Submit Learning Preferences:** Learners can submit an interest form to the admin, specifying the subjects they are interested in for teacher assignment. This feature is available only when the admin enables the teacher assignment setting.
9. **Tutor's listing page:** Browse tutors by selected criteria with key details like name, image, ratings, subjects, languages, price, availability, and offline session status.
10. **Tutor's detail page:** View a tutor's full profile, including introduction video, reviews, expertise, resume, availability, courses, lesson booking, messaging, and social sharing.
11. **Free trial booking:** Users select a date & time, complete the booking, and can take **one free trial per tutor** at a common platform-wide time. Now parents can book sessions for their children by selecting the respective child profile and proceeding with the booking as usual.
12. **Paid booking & checkout:**
 - Select the Number of Lessons

- Select the type of session
 - ◆ Online (by default)
 - ◆ Offline (if enabled)
- Select Recurring Buy (Optional)
- View Lessons Price
- Select Payment Method
- Apply reward points and discount coupons if available
- View total price and complete payment

13. **Subscription plans (Optional):** Allows admins to manage learner subscriptions, which can be enabled or disabled as needed. Learners can choose between subscription plans for bulk lessons or regular checkout. Orders and session tracking are available in the learner's dashboard.
14. **Group class/packages listing:** Browse group classes and packages by keyword, subject, class type, duration, date, price, and availability, with a "Book Now" option.
15. **Group class/package detail page:** View class details, tutor info, schedule, seats, pricing, and class listings (for packages), with options to book or share on social media.
16. **Group Class Enrollment:** Learners can enrol themselves, or parents can enrol their children in group classes available on the platform. During booking, learners can select the participant for whom the enrollment is being made.



17. **Course listing page:** Browse courses by title, category, rating, level, duration, tutor, price, and enrollment, with options to preview, enrol, or view details.
18. **Course detail page:** Access full course details, including overview, curriculum, tutor info, reviews, social sharing, and the option to mark as a favourite or enrol.
19. **Course checkout:** A learner can purchase courses for themselves or their children, provided the Parent module is enabled, and child profiles have been added. The platform supports multiple payment options, including virtual wallet, bank transfer, Stripe, PayPal, PayGate, PayStack, Authorize.net, M-Pesa, and Payfast.
20. **Start course:** Learners will be able to access all purchased courses from their dashboard. They can start learning the course immediately or at their convenience.
21. **Progress tracking:** Learners will be able to track the lectures that have been completed in the course. They will also be able to jump to any previous or upcoming lecture, based on the requirement.

22. **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 access all attached documents in the lectures. In addition, documents will be downloadable.
23. **Course certificate:** On completion of the course, learners will be awarded a certificate, which can be downloaded and shared on social media.
24. **Course ratings:** Learners can review the course post-completion. The rating will be added to the course and the tutor's profile.
25. **Retake course:** On retaking a course, the progress will be reset for the learner he will be able to go through all lectures again.
26. **Forum questions page:** Learners can post and interact through questions, search topics, view stats, tags, comments, and likes, and engage with community experts.
27. **Forum question detail page:** View full question details, tags, author info, comments, shares, reports, and related posts, with options to ask or comment.
28. **Online lesson tools:** Lessons are conducted via video calls (Zoom, Jitsi, AtomChat, etc.) with features like screen sharing, recording, and collaboration tools.

Key features:

- **Whiteboard:** Drawing, highlighting, shapes, and zoom tools for interactive learning.
- **Text pad:** One-on-one collaborative notes with text formatting and download options.
- **Text & group chat:** Messaging with emojis, translations, file sharing, and formatting.
- **Shareable web viewer:** Browse websites together in real time.

- **Attendance tracking:** Auto-record attendance for lessons and events.

For more features and pricing, please review:

- Atom Chat: <https://www.atomchat.com/pricing>
- Lesson Space: <https://www.thelessonspace.com/pricing>
- Zoom: <https://zoom.us/pricing>
- jitsi: <https://jaas.8x8.vc/#/pricing>
- Pencil Space: <https://www.pencilspaces.com/pricing>]
- **External Meeting Tool:** Admins can enable the External Meeting Tool from the available Meeting Tools on the admin end. Once enabled, tutors are required to add a default meeting link in their account settings, which will be used for all sessions by default. Additionally, tutors have the option to set different meeting links for individual sessions if needed, giving them the flexibility to use their preferred meeting platform.



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

29. **Geo-location:** The Yo!Coach platform includes a geolocation feature that automatically identifies the location of learners when they search for a tutor

available for an offline session. Additionally, administrators can set the radius of the search through an admin-level setting.

- 30. **Offline sessions:** Learners have the option to schedule offline sessions if the tutor has marked their availability for offline sessions. Tutors indicate their availability for offline sessions, and those who are available will appear in the search results for offline sessions on the front end.
- 31. **Order detail download/print:** Users and Admin can download or print order receipts directly from the orders section under their dedicated dashboards.
- 32. **Homework Module:** Learners can access and complete homework assigned by tutors for specific lessons through the lesson plan module. Once completed, they can submit their work for review and feedback using the upload file option available in the lesson plan pop-up.



33. **Lesson rescheduling:** Learners have the option to reschedule the lesson. The learner can choose an alternative time from the tutor's availability calendar to reschedule the lesson. A notification is sent to the tutor for a new schedule.
34. **Lesson cancellation (website wallet):** Learners have the option to cancel the lesson. Upon cancellation, the money is refunded to the learner's online wallet on the platform, which is further used to make payment for other lessons.
35. **Report issue in sessions:** Learners can report technical issues, and tutors/admin can choose to **complete, reschedule, refund 50%, or refund 100%**.
36. **Review and ratings:** Upon lesson completion, the learners submit reviews and ratings for the tutors. Review and ratings are reflected on the respective tutor's profiles after the admin's approval.
37. **Gift cards:** Users can purchase gift cards by entering details like recipient name, message, and amount, then completing payment. The gift card is emailed to the buyer for sharing.
38. **Refer and earn:** "The 'Refer and earn' feature enables users to earn rewards by referring others to register on the platform using their unique referral link. Users receive rewards upon the successful registration of referred individuals, as well as upon the completion of their first purchase on the platform."
39. **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.
40. **Affiliate module:** An affiliate module serves to direct users to the platform, with the affiliate earning credit for each successful registration made through their affiliate link, as well as for every order completed by the registered user.



41. **Subscribe to newsletter:** The users can subscribe to the marketing emails.
42. **FAQ:** The FAQ section offers quick access to answers, saving users time and effort in searching for information.
43. **Contact us:** This section serves as a direct communication channel between visitors and the website owner or support team. It allows visitors to provide feedback, ask questions, report issues, and inquire about products or services.

3.2 Front-end user features (Tutors)

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

1. **Register & Login:** Users can sign up via Email, Facebook, or Google.
2. **Apply to teach:** Tutors submit subjects, languages, bio, video link, resume, availability, ID proof, and agreement terms for admin approval. After getting approval from the admin, the tutors can access the dashboard.

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

- Personal information like name, gender, phone number, location, profile picture, introduction video link, biography, and meeting tool link, given that the external meeting tool is enabled by the admin.
- Subjects to be taught and languages spoken by the tutor.
- Tutors can select the time duration for which they want to deliver the sessions and set their prices accordingly.
- Tutors can add, edit, and delete their work experience.
- Skills like accent, teaching level, learners' age group, etc., can also be managed by the tutor.
- Payments can be managed by the tutor.
- Tutors can add their Addresses for the offline sessions.
- Tutors can change their emails and passwords.

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

4. **Availability calendar [time zone-based]:** The availability calendar allows tutors to specify their weekly and daily availability and can be synced with Google Calendar to better manage the availability and vice versa.
5. **Price setting:** Tutors can set flexible pricing for their learners, including single lesson prices, bulk lesson prices, and special prices. They can offer personalized rates to learners, applicable to all future purchases, regardless of standard lesson prices.
6. **Lesson Plans:** Tutors can create lesson plans with notes and relevant details for each lesson and attach them accordingly. They can upload multiple files, including homework, which can be completed before and after the lesson. Once learners submit their work, tutors can review it and provide feedback.

7. **Lesson Plan Logs:** The lesson plan detail pop-up displays a complete record of interactions, including all tutor and learner responses for clear tracking and transparency.
8. **Group classes:** The section consists of Group classes for tutors to create and manage the group classes with different slots.
9. **Group class packages:** The section consists of Group Class Packages created by the tutor. A tutor can integrate several group classes in the form of a package and teach each class according to the set sequence.
10. **Course creation:** A course includes objectives and pre-recorded instructional content that tutors can upload on the platform and earn revenue from the same.
11. **Edit course:** This new feature will allow the platform tutors to edit the already published course.
12. **Quiz module:** This feature will allow the platform tutors to create quizzes by adding different types of questions, setting time limits, and deciding how quizzes are scored. You can link quizzes to one-to-one lessons, group classes, and courses. Shuffle questions, and set limits on how many times a quiz can be attempted. With built-in reports, it's simple to track how learners are doing and help them improve.
13. **Forum:** The tutors can post questions to learners and fellow tutors in the forum section to connect with platform users or clarify any doubts or inquiries.
14. **Manage reported issues:** The tutors can take action on the issues reported by the learners under a dedicated reported issues section.

3.3 Front-end User Features (Child Dashboard)

1. **Register and Login:** Children can log in using their registered email or the username set by the parent while creating their profile.

- 2. Access to Lessons and Courses:** Children can view and join lessons, group classes, and complete courses purchased by their parents directly from their dashboard, if access is given for the same.
- 3. Browse Tutors and Offerings:** Children can browse all tutors based on the listing settings configured by the admin. They can also view available courses, group classes, and packages on the platform. However, they are not permitted to make bookings independently.
- 4. Report Issues:** If children are facing any issues with tutors or the platform, they can report them. Moreover, they can also track the status of their reported issues from their dashboard.
- 5. Messaging Tutors:** Children can message tutors directly from the 'My Tutors' section in their dashboard, given that access is granted, to initiate conversations.



3.4 Admin Features

This section enables the Admin to manage the entire platform efficiently from the backend, which is equipped with powerful functionalities. Each screen includes a help section, page warnings, and descriptions to guide the Admin, along with an export feature for downloading page data for offline use. The key functionalities in this section include:

1. **Dashboard stats:** The Admin can monitor overall sales and user statistics through the dashboard, providing insights into platform performance.



2. **Help section:** The admin dashboard features a comprehensive help section accompanying each page, aiding administrators in understanding the purpose and function of every element within the dashboard.
3. **Manage users:** Admin oversees the platform's user list, manages tutor requests, handles withdrawal requests, and monitors posted reviews. If assistance is needed, the Admin can add co-admins to help manage the platform.

4. **Manual User Creation by Admin:** The admin can create users directly from the admin panel, including learners, teachers, affiliates, and child accounts, by adding basic user information.
5. **Manage group classes/packages:** The admin can create group classes and packages on behalf of the tutors. Once created, these are made available on the platform for learners to enrol.
6. **Manage courses:** The Admin can enable or disable courses on the platform. When enabled, sections like Course Languages, Categories, Course Listing, Approval Requests, Course Reviews, and Refund Requests become accessible.
7. **Manage quizzes:** The admin can create quiz categories for the platform tutors so that they can create quizzes. Admin can also keep track of created quizzes.
8. **Manage orders:** The admin can view details of all order types, including lessons, subscriptions, classes, and courses. This section helps track and manage all order-related information on the platform.
9. Manage reported/escalated issues.
10. **Manage tutor preferences:** The admin can manage tutor preferences, including Accent, Teaching level, Learner ages, Lesson inclusions, Test preparations, Spoken languages, Language proficiency levels, and Teaching subjects.
11. **Manage subject categories:** Admin can create multiple categories to better organise subjects, languages, and services—for example, a main subject like "Maths" can have sub-categories like "Geometry." The section also includes options for handling reported issues.
12. **Manage CMS:** The Admin can customize and manage various platform elements, including Home Page Slides, Content Blocks (with drag-and-drop functionality), Content Pages, Navigation, Countries, States, Video Content, Testimonials, Language Labels, FAQ Categories, and FAQ Management. Additionally, the admin can edit Email Templates to enhance platform communication.
13. **Teacher Assignment:** All learning preferences submitted by learners are accessible to the admin. Based on configured settings, the admin can manually assign teachers to learners. Once assigned, learners can book sessions only with those teachers. Additionally, the admin can restrict visibility of the teacher listing on the front-end.

14. **Abusive word handling:** This feature will protect your platform from abusive comments. The platform Admin can manage the list of restricted keywords. Abusive words will be detected in the group chat, reviews, forum comments, and one-to-one messages.
15. **Certificates:** Manage the course completion, course evaluation, and quiz evaluation certificates under this section.



16. **Manage settings:** The admin has full control over various platform settings, including price management, which can be either admin-managed or tutor-managed. Key configurable sections include General Settings, Meeting Tools Configuration, Payment Methods, Social Platforms, Discount Coupons, Commission Settings, Currency Management and Formats, Theme Management, Page Language Data, Subscription Plan Management, and Affiliate Commission. These settings ensure seamless platform operations and customization.
17. **Manage blogs:** Admin can manage the blog categories, posts, and comments on the platform.

18. **Platform reports:** The admin can access detailed platform reports to monitor performance and earnings. These reports include insights on top subjects for lessons and classes, tutor performance, lesson statistics, sales reports, settlements, admin earnings, affiliate reports, wallet balances, tutor payouts, and total hours taught. These analytics help in making informed decisions and optimising platform operations.
19. **Manage forum module:** The admin can manage Forum Module settings, including viewing all questions, handling reported questions, managing forum tags and requested tags, and setting report reasons. This ensures a well-organised and moderated forum experience for users.
20. **12/24-Hour setting:** This feature allows the flexibility to choose between a 12-hour or 24-hour time format for the platform, as per the business requirement. This setting can be managed from general settings under the admin dashboard.
21. **Google Calendar Sync Control:** The admin can manage Google Calendar synchronisation by enabling and disabling two-way sync. When enabled, data syncs both from the platform to Google Calendar and vice versa. When disabled, only one-way sync (platform to Google Calendar) is allowed, and updates made in Google Calendar are not reflected on the platform.

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 data. The users registered on the platform can at any time 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.

3.5 Marketing Features

Effectively marketing your online tutoring platform is essential to attract more learners and tutors. Yo!Coach comes pre-integrated with marketing features to help you implement various marketing strategies for the success of your business.

The following are the marketing-related features that Yo!Coach offers:

- 1. Google Analytics:** Google Analytics helps businesses get a better understanding of the progress of their online tutoring marketplace. They can evaluate and measure user engagement and other useful data. Our system comes pre-integrated with Google Analytics to help you create an effective marketing strategy and make informed business decisions.
- 2. SEO management:** A search engine-optimised platform is important for the success of any marketing campaign. Yo!Coach provides a dedicated SEO module to manage your website for better visibility and reach. Yo!Coach provides multiple SEO management features like URL rewriting, meta tags optimisation, a manageable robots.txt, and XML & HTML sitemap.



- 3. Auto meta creation:** The system will auto-create the Meta Title, Keywords, Description, OG Image, and so on for tutor profile pages. However, the admin can still update and edit the details.
- 4. Email marketing:** This feature can be used to send system-generated emails to all the users of the online learning platform.
- 5. Google Tag Manager:** Allows the admin to manage all the website tags without editing the code, such as third-party tags, Google Ads, and Google Analytics.
- 6. Discussion forum module:** Yo!Coach comes equipped with a discussion forum module that helps build communities of trust over time, i.e., users can view and post queries, get solutions from other users, and stay updated about relevant content using tags.
- 7. Refer and Earn:** Utilise the 'Refer and Earn Program' feature and implement the word-of-mouth marketing strategy for your business. Allow the learners and tutors to refer the platform to potential prospects by sharing their referral links. In return, provide them with rewards or discounts.
- 8. Affiliate module:** Enable users to register as affiliates and earn money on the platform by sharing a personalised affiliate link to promote the platform. The affiliate can earn a percentage of the commission on every successful purchase made through their affiliate link.

4. Payment Process

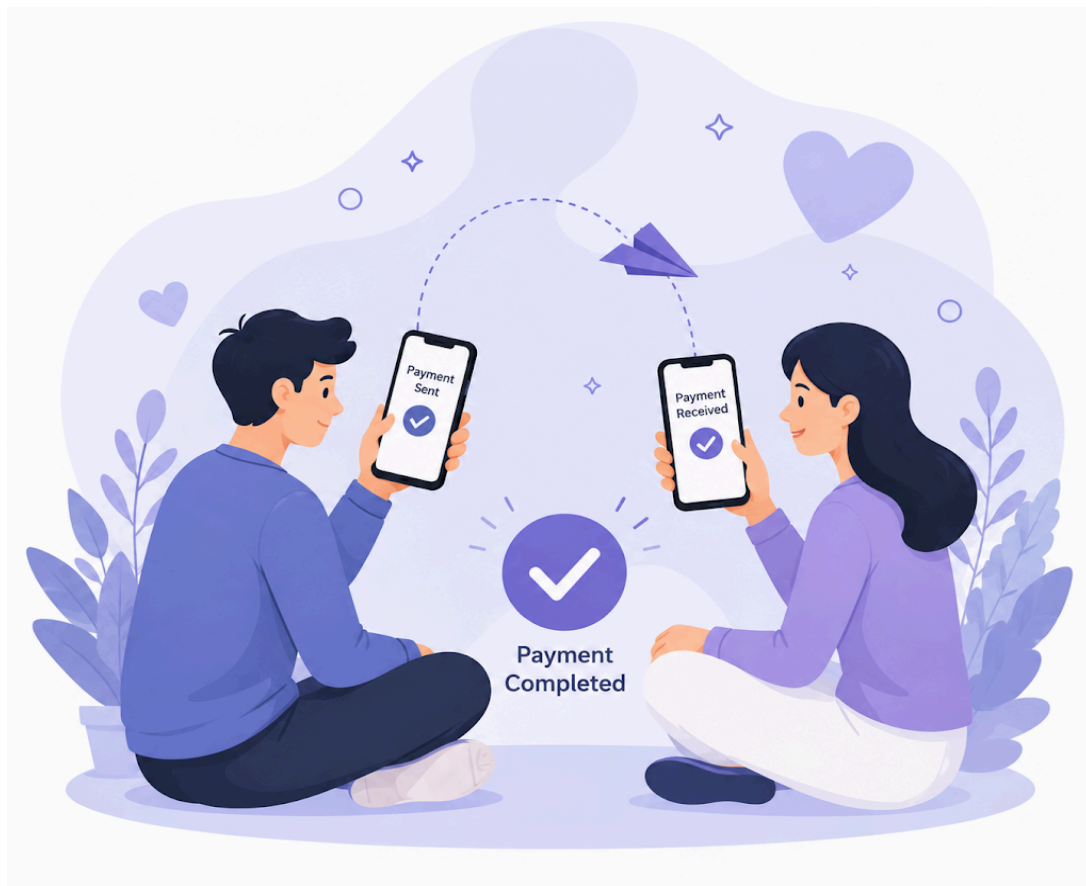
- Once payment is made by the learner, complete payment is sent to the Portal Payment Account, and virtual credits are sent to the tutor's online wallet after lesson delivery (With Portal Commission Deduction).
- Tutors have the option to request a withdrawal. Once the withdrawal request is submitted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

5. Third-Party APIs Integration

The 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
- M-Pesa
- Payfast
- Stripe Connect



5.2 Lesson Interaction and Delivery

- Atom Chat
- Lessonspace
- Zoom
- Jitsi
- Pencil Spaces
- External Meeting Tool

5.3 Other

- Google Login
- Facebook Login
- Apple Login
- Live Chat
- Google reCAPTCHA
- Google Analytics
- Google API Key (used for geolocation- offline sessions)
- Mailchimp
- Microsoft Text Translator
- Fixer API (used for currency conversion)
- Firebase (required for mobile apps)
- MUX
- Vdocipher

6. Yo!Coach Niches

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

- Doctor Consultation
- Legal Consultation
- Business Consultation

- Health and Wellness Consultation
- Astrology Consultation
- Music Learning
- Dance Learning
- Language Learning
- Online Tutoring
- Sports Coaching
- Academic Education
- Fitness Coaching
- Personality Development
- Code Training
- Culinary Coaching
- Online Mentoring
- Acting Classes

NOTE: Please note that the configuration of 3rd party APIs by our team will carry additional charges.

Explore Our Online Tutoring & Consultation Platform Demos:

[Explore Front End Demo](#)

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