

Architecture of Online Intelligent Counseling System (OICS™)

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Abstract

This paper introduces the architecture of the Online Intelligent Counseling System or OICS™. The system is a web-based counseling management system in conjunction to promote counseling services virtually to online users, mainly to Malaysians. The unique of OICS™ is it has counseling appointment scheduling system which the system itself is able to detect the availability of the counseling room and the counselor's schedule. On top of that, the system allows the users to manage their client documentation in the e-forms menu provided. All forms are secured and verified by both counselor and client where they have a security features. OICS™ also provides electronic counseling services such as counseling via email, psychological testing, counseling products, and counseling academic supervision. For academic purposes, the OICS™ allows communication between supervisor and supervisee. As a result, the system enhances their teaching and learning. To conclude, OICS™ is a trial basis web-based counseling online management system and it is expected to be a high-quality system to help e-counselors or e-counseling educators as well as e-clients as the main system users.

Keywords: Online Intelligent Counseling System, Web-based, Counseling Management System, Virtual Counseling, e-Counselor, e-Client

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