

# Metalk

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**Abstract-** *Nowadays it is a common problem among various people whether they are teen, young or old that they are feeling isolated within their community or even within their family members. Because sometimes it is not possible for them to discuss their every problem or they can be introvert also. Because of which they may go through problems like anxiety, stress, depression, etc. which can make their life harder and not easy to manage. Every year almost 10.7% people suffer from mental disorder because there is no one available for them to discuss their problems or they are not able to explain or discuss their problems or sometimes environment can also be a problem. Keeping this thing in mind we came up with a solution of providing online counselling for people in need through website where they can freely and easily discuss their problems and overcome their insecurities and strengthen their weakness.*

**Keywords—**online counselling, E-counselling

## I. INTRODUCTION

In this project we are going to provide an online counselling through a website. It will be helpful to those who are struggling with their life problems and don't know what to do. Because sometimes it is not possible for them to discuss their every problem or they can be introvert also. Because of which they may go through problems like anxiety, stress, depression, etc. which can make their life harder and not easy to manage. Every year almost 10.7% people suffer from mental disorder because there is no one available for them to discuss their problems or they are not able to explain or discuss their problems or sometimes environment can also be a problem. Keeping this thing in mind we came up with a solution of providing online counselling for people in need through website where they can freely and easily discuss their problems and overcome their insecurities and strengthen their weakness. So to overcome this our final year project endeavours to tackle these pressuring issues through the creation of a revolutionary counselling website. These website will help them to discuss their problems and put their mind on ease. By seamlessly integrating technology and emotional support, this project not only aims to enhance mental well being but also showcases the potential of artificial intelligence in fostering a compassionate and understanding society. Sometimes distance can also be a barrier for people to approach traditional counselling. Using online counselling people are able to communicate and discuss their problem in a most effective way. There are many forms to communicate online like face-to-face using video call, text-based, e-mail, etc. So, it will be helpful as it will provide them counselling

through online audio, video, or chat mediated system. Through the development of counselling website, individual struggling with depression, low self-confidence and fear of judgement will now get a platform where they can speak freely, comfortably and with freedom. Here user can get counselling on their suitable time and place where they can free up their mind by clearing unnecessary thoughts.

## II. SCOPE AND OBJECTIVE

With our proposed system, we are going to provide the online counselling through our website. We are also focusing on making the platform easy to use and making it language independent. We will use audio, video and chat feature for communication. Also we are adding anonymous chat system which will provide privacy since their name will not be displayed. It will assign the counsellor to the clients based on their requirement whether they want local counsellor or international counsellor. We will also provide face-to-face counselling if the client wants to meet the counsellor in-person.

## III. AIM AND OBJECTIVE

Basically, it is an online counselling platform which give an opportunity to the people who wants to take counselling but not get connect because of their busy schedule or even they feel ashamed of sharing their problem publicly. So "MeTalk" is a platform which give privacy to get connected to their counsellor or share their problem to them freely and frankly. It also saves their time. If people want their local counsellor than they have to share their location to select their local counsellor.

## IV. LITERATURE REVIEW

Online counselling: a descriptive analysis of therapy services on the internet [1]

This report is about online counselling, more famous in western cultures. This report emphasize on the fact that though it seems to be an emerging field but there are some ethical concerns which are not properly addressed till date.

Features and benefits of online counselling: Trinity College online mental health community [2]

The main goal of this research includes providing online counselling to the various students studying in different universities. Here a website will be created where an individual student can post any kind of queries he/she have online and get a personal reply from the counsellor and the query and the counsellor's reply will be posted on the website so that the other registered users can also access it.

Live Tracking System [3]

Nowadays children security is getting a major concern for the parents going to their work leaving their child alone at home or due to letting their child outside to play in the park or other areas. So keeping in mind this application is helpful for the parents to check their child's current location at anytime, anywhere so they can keep their track of their child's activity.

Therapists' experiences of providing online counselling: A qualitative study [4]

The main aim of this research was to explore the experiences of the Therapists who were providing online counselling to various kind of people ranging from younger to older ones through online audio, video or chat counselling sessions.

E-Counselling for Children with Disabilities [5]

E-counselling for children with disabilities aims to help those children with special needs so that they are able to discuss difficulties they face in the environment.

Online Therapy: Review of Relevant Definitions, Debates, and Current Empirical Support [6]

Online therapy is a type of profession therapeutic interaction that makes use of the Internet to connect qualified professionals and their clients. i.e., using internet as a medium for practice.

Counselling Psychology and the internet: A review of the quantitative research into online outcomes and alliances within text based therapy [7]

Consequently, this work aims to investigate two key facets of such practice. First, 'What evidence suggests that text based online therapy produces positive outcomes for clients?' Second, 'What evidence suggests that therapeutic alliances of a sufficient quality to create positive change can be created online using text based media?'

Online counselling: Beyond the pros and cons [8]

This paper in about the pros and cons of online counselling. Although online counselling is the rapid expanding field but questions are arising as the practice shift from in-person to online. They are concern about the literature and the oral tradition.

Development of Online Counselling System and Usability Evaluation [9]

This paper concern about the online counselling system and its usability evaluation. Users can access the online we counselling system, but during the development of the system thing are to be decided that satisfy the need of the counsellor and the clients.

The Impact of Modern Technology on Providing Counselling Services in the Light of Some Variables [10]

This paper is about how online counselling impact as using digital technology is rapidly increasing. Yet the service providers need transition to overcome their fear of using technology and adopting the new change to provide the service in a more effective, easy and available way and lowest costs.

Analysis of visual search features [11]

Visual search become very useful for searching your proper object for performing task. Search means find something based on same parameters . It help to find your content just by clicking and typing without manually searching.

Developing an End-to-End Secure Chat Application [12]

In recent years , chat applications have evolved and made a major change in social media because of their different features which attract audiences. There are thousands of users using chat application. There are two types of architecture in chat application one is client-server application and second is peer to peer network.

Location-Based Services: Definition and Examples [13]

Here in this article we are going to see one of the features of technologies. We are now living in modern digital lifestyle in this we are using digital technologies i.e. smart phones, smart watch, electronic gadgets , pc or laptops.

Online counselling services in the COVID-19 outbreak: Are they really new? [14]

Online counselling is the counselling platform where we virtually meet up to solve our problems. In covid 19 situation becomes worst for us and therefore we had to meet up online so for counselling purpose the counsellor take online session to interact with them .

VIDEO CONFERENCING AND ITS APPLICATION IN DISTANCE LEARNING [15]

Video conferencing is the widely used camera feature in today's generation. It is the best feature introduce for video and audio quality it provide interaction between co-workers ,students and others in virtual meetings or classrooms.

Psychology at distance examining the efficacy of online therapy [16]

Online therapy, also known as teletherapy or e-therapy, is becoming an increasingly popular mode of delivering psychological services. It involves providing therapy to clients through video conferencing, messaging, or phone calls.

Expectations and Experiences of Couples Receiving Therapy Through Videoconferencing: A Qualitative Study [17]

The study aims to explore the expectations and experiences of couples who received therapy through videoconferencing. Video Conferencing is a medium where people can connect with each other face to face without gathering in one place.

Engaging client's, family and friends in online counselling: [18]

This article states the expectations and experience of the couple receiving therapy through video conferencing. It is very important to evaluate the experience of the couple for future aspects.

Online counselling, therapy and dispute resolution: a review of research and its application to family relationship services [19]

Online counselling , therapy , and dispute resolution have become popular nowadays . In the period of COVID -19 pandemic. Many problems show up how the family is parted on small issues .It has become an important area of study. Several studies have found that online counselling and therapy help clients to live normal life .Clients facing problems like depression , stress , anxiety.

Cyber Counselling: is it really new? [20]

The internet and the development of online communication tools in the 1990s further expanded the potential for delivering counselling services online. Cyber counselling has become widespread due to the convenience and accessibility. Clients receive counselling services from the comfort of their own homes or whenever they have internet access.

## V. METHODOLOGY

Here our system will work this way: The client who want counselling will make an account on the website and will select the counsellor according to his/her choice. After that an email will be automatically generated by the system which will be sent to the counsellor so that they will get notified about the clients and they can reply to them using website. Here all messages will be stored in the database to prevent the data leakage.

## VI. TECHNOLOGIES

### 1) *Software module*

It comprises of various technologies like Google maps, audio video and chat.

### 2) *Google map*

Here when the user will search for the nearby available counsellor or any distant counsellor, google maps will be used and will provide location of the counsellor to decide so that you can also approach offline counselling if the counsellor is nearby.

### 3) *Audio*

It will be helpful in counselling when the user is not comfortable in revealing his/her face and through audio counselling also, they will get problem resolved.

### 4) *Video*

Face-to-face online counselling will provide real time experience to the clients during calling and it is more efficient and helpful in time management.

### 5) *Chat*

The website will also contain a chat-box feature in which the clients can ask any question without hesitation and get the answers without revealing their true identity but it will only be applicable for verified users and counsellors.

## CONCLUSION

It will basically work using the location of the client and counsellor and performing the tasks actively. The website will be available in other Indian languages also like: Hindi, Gujarati, Marathi etc. so that everyone can take advantage of this app. it will also be very helpful for those who want any guidance regarding things like career guidance, relationship guidance, solutions on family issues since they cannot meet the counsellors in person so our features like audio or video calling will help to directly connect with counsellor and get real time experience. This website will save time, it is reliable and easy to use.

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