**Cleaning Service Management System Requirements**

**10= Most Important, 1= Least Important**

**Functional Requirements:**

-Processes to Perform:

The system must have a method for clients, cleaners and admins to log in. (10)

The system must have a way for clients to book cleaning sessions, as well as edit/delete existing sessions. (10)

The system must have a method of collecting payment details from the customer. (10)

The system must have a way for cleaners to update the status of the current job, to be displayed to both clients and admins. (5)

The system must include functionality for the administrator to view lists of customers and cleaners. (6)

The system must have a way for admins to view information on all cleaners and customers, as well as their service history, and any ongoing and upcoming services. (4)

The system must allow administrators to allocate newly booked cleaning sessions to cleaners. (4)

-Information to Contain:

The system must contain the contact details of customers. (6)

The system must contain the service history of customers and cleaners. (4)

The system must contain the status of ongoing and past services. (4)

The system must contain the details of which cleaner has been assigned to which cleaning service. (7)

**Non-Functional Requirements:**

-Security:

The system must not store the payment details of the customer. (10)

The system must only allow the administrators to see customer and cleaner details. (10)

The system must include a method of login to determine user status. (10)

-Performance:

The system must perform well enough to be scalable to many clients. (8)

The system must be able to perform quick queries to find information on clients and cleaners quickly. (6)