OnTime Mobile Application – Requirement Specification Document

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1. Introduction

1.1 Purpose

OnTime is a mobile application designed to provide end-to-end field service management for small and medium cleaning and service agencies in the UAE. The platform will streamline task assignment, tracking, communication, and reporting, addressing operational inefficiencies for organizations with limited technical resources.

1.2 Scope

The application will support multiple organizations (multi-tenant), enabling each to manage their own employees, tasks, and branding. It will cater to cleaning, delivery, breakdown, and other service-related jobs.

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2. Stakeholders & User Roles

- Super Admin: Platform owner; manages organizations and oversees the system.
- Org Admin: Owner of an organization; manages company-specific settings, branding, and users.
- Task Manager/Supervisor: Assigns and monitors tasks, communicates with employees.
- Employee/Field Agent: Receives, executes, and updates tasks from the field.

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3. Functional Requirements

3.1 User & Organization Management

- User Registration & Authentication: Secure login for all users with role-based access.

- Profile Management:
    - Employees must have Name, Employee ID, Designation/Job Role, Mobile Number.
    - Org Admins manage organization details.
- Organization Branding:
    - Upload company logo.
    - Customize color scheme and basic branding elements.
- Multi-Tenant Support:
    - Data isolation between organizations.
    - White-label capability for each organization.

3.2 Task Management

- Task Creation:
    - Task Manager can create tasks with details: type, description, location, client info, deadline.
- Task Assignment:
    - Assign tasks to available employees based on location, current status, and workload.
    - View real-time availability and location of employees.
- Task Acceptance:
    - Employee receives notification and can accept or reject the task.
    - Upon acceptance, task timer and tracking begins.
- Task Status Updates:
    - Statuses: Assigned, Accepted, In Progress, On Hold, Completed, Returned.
    - Employee must update status at each stage.

3.3 Field Agent Workflow

- Navigation Support:
    - Optional map integration to guide to task location.
- Photo Capture:
    - Mandatory photo on arrival (check-in).
    - Additional photo for progress if delayed.
    - Photo upon completion.
    - Photos are timestamped and geo-tagged.
- Offline Functionality:
    - Allow data entry and photo capture offline.
    - Automatic sync when connectivity is restored.
- Travel & Work Time Tracking:

- System calculates travel distance, travel duration, and total working hours per task.
- Mark return to home station.

3.4 Communication

- In-App Chat:
    - Real-time messaging between Task Manager and Employee.
- WhatsApp Integration:
    - Task Manager can share work update photos and statuses via WhatsApp.
- Notifications:
    - Push notifications for new tasks, updates, and reminders.

3.5 Reporting & Analytics

- Performance Metrics:
    - Task completion rates, response times, travel distances, working hours.
- Photo & Report Download:
    - Task Managers can download photos and reports for documentation or sharing.
- Dashboard:
    - Visual summary for Org Admins and Task Managers.

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4. Non-Functional Requirements

- Security:
    - Encrypted data storage and secure communication.
    - Role-based access control.
- Scalability:
    - Support for multiple organizations and hundreds of users per organization.
- Usability:
    - Intuitive UI/UX for users with varying technical skills.
    - Multilingual support (English, Arabic recommended).
- Reliability:
    - Robust offline capabilities.
    - Automatic data sync and conflict resolution.
- Integration:
    - Future support for payroll, inventory, or CRM integrations.

5. Suggestions & Best Practices

- User Training:
  - Provide onboarding tutorials and help resources.
- Continuous Feedback:
  - In-app feedback system for improvement suggestions and issue reporting.
- Regular Updates:
  - Plan for iterative releases based on user feedback and evolving needs.
- Compliance:
  - Adhere to UAE data protection and labor regulations.

6. Competitive Differentiators

- Real-time field tracking and task status updates.
- Offline support for uninterrupted field operations.
- Multi-tenant, white-label branding for each organization.
- Seamless integration with WhatsApp for familiar communication.
- Comprehensive reporting and analytics tailored for small and medium agencies.

7. Appendix

- Glossary:
  - Task: A job or assignment given to a field agent.
  - Field Agent: Employee performing the task on-site.
  - Task Manager: Supervisor assigning and monitoring tasks.
- Assumptions:
  - Users have access to smartphones.
  - GPS and camera permissions are granted by users.