



System Configuration

Service Setup and Business Rules Management

Overview

System Configuration allows you to customize and manage the core components of your Juno Fast relocation business. This section covers service types, common items catalog, and service-specific questions that shape the customer experience and operational workflow.

Important: Configuration changes directly impact customer experience through the mobile app. Always test thoroughly before implementing changes.

Service Types Management

Understanding Service Types

Service Types define the different categories of relocation services you offer. Each service type can have its own pricing structure, questions, and common items.

| Default Service Types | Description | Target Customers |
|------------------------|------------------------------------|--|
| House Relocation | Complete household moving services | Families, individuals moving homes |
| Office Relocation | Commercial business moves | Companies, startups, corporate offices |
| Vehicle Transportation | Car and motorcycle shipping | Vehicle owners relocating |
| Pet Relocation | Safe pet transportation | Pet owners moving with animals |
| Industrial Shipment | Heavy machinery and equipment | Factories, industrial companies |
| Events & Exhibitions | Event equipment handling | Event organizers, exhibition companies |
| PG Relocation | Paying guest moves | Students, working professionals |

Managing Service Types

Adding a New Service Type:

1. Navigate to "Service Types" in the left sidebar
2. Click "Add Service Type" button
3. Fill in service name and description
4. Set base pricing if applicable
5. Define service-specific requirements
6. Save the new service type
7. Customers will see this option in their mobile app

Editing Existing Service Types:

1. Find the service type in the list
2. Click "Edit" button next to the service
3. Modify name, description, or pricing
4. Update any business rules or requirements
5. Save changes to apply immediately

Caution: Editing service types affects active orders. Ensure changes don't disrupt ongoing operations.

Service Type Configuration Fields

| Field | Purpose | Example |
|------------------|-------------------------------|--|
| Service Name | Display name for customers | "Premium House Relocation" |
| Description | Detailed service explanation | "Complete household moving with packing" |
| Base Price | Starting price for estimation | ₹5,000 |
| Service Category | Internal classification | Residential, Commercial, Specialized |
| Availability | Service availability status | Active, Inactive, Seasonal |

Common Items Catalog

Purpose of Common Items

Common Items are pre-defined objects that customers can select when placing orders. This standardizes item lists, improves estimation accuracy, and speeds up the order process.

Benefits of Common Items:

- **Faster Order Process:** Customers select from predefined lists
- **Accurate Pricing:** Standard items have known weights and handling requirements
- **Operational Efficiency:** Teams know exactly what to expect
- **Inventory Planning:** Better resource allocation and planning

Managing Common Items

Adding New Common Items:

1. Navigate to "Common Items" page
2. Click "Add Item" button
3. Enter item name and description
4. Assign to appropriate service type(s)
5. Set weight, size, and handling requirements
6. Add item image if available
7. Save the item to make it available for orders

Common Item Categories

| Category | Example Items | Service Types |
|------------------|---------------------------------------|-------------------------------------|
| Furniture | Sofa, Dining Table, Bed, Wardrobe | House Relocation, Office Relocation |
| Appliances | Refrigerator, Washing Machine, TV, AC | House Relocation |
| Electronics | Laptop, Desktop, Printer, Scanner | Office Relocation, House Relocation |
| Personal Items | Clothes, Books, Kitchenware | House Relocation, PG Relocation |
| Office Equipment | Office Chair, Desk, Filing Cabinet | Office Relocation |
| Vehicles | Car, Motorcycle, Bicycle | Vehicle Transportation |

Item Configuration Best Practices:

- **Clear Names:** Use descriptive, easily understood names
- **Accurate Descriptions:** Include size, weight, and special handling notes
- **Service Association:** Link items to relevant service types only
- **Regular Updates:** Keep the catalog current with customer needs
- **Image Quality:** Use clear, representative images for better customer experience

Filtering and Organization

Filter Options:

- **By Service Type:** Show items relevant to specific services
- **By Category:** Group similar items together
- **By Usage:** Sort by most frequently selected items
- **Search Function:** Find specific items quickly

Service Questions Configuration

Understanding Service Questions

Service Questions gather specific information from customers to provide accurate quotes and proper service delivery. Each service type can have customized questions.

Question Types Available

| Type | Purpose | Example Usage |
|---------|-------------------------|---|
| Text | Open-ended responses | "Describe any fragile items" |
| Number | Numerical values | "How many rooms?" "Current floor number?" |
| Date | Date selection | "Preferred moving date" |
| Boolean | Yes/No questions | "Do you need packing services?" |
| Choice | Multiple choice options | "Building type: Apartment/Villa/Office" |

Creating Service Questions

Adding New Questions:

1. Go to "Service Questions" section
2. Click "Add Question" button
3. Select question type (text, number, date, boolean, choice)
4. Write clear, specific question text
5. Assign to relevant service type(s)
6. Set as required or optional
7. For choice questions, add all possible options
8. Save question to make it available for orders

Service-Specific Question Examples

House Relocation Questions:

- "How many bedrooms?" (Number)
- "Do you need packing services?" (Boolean)
- "Any fragile or valuable items?" (Text)
- "Current floor number?" (Number)
- "Is elevator available?" (Boolean)
- "Preferred moving date?" (Date)

Office Relocation Questions:

- "Number of employees?" (Number)

- "Do you have server equipment?" (Boolean)
- "Office size in sq ft?" (Number)
- "Need after-hours service?" (Boolean)
- "Special IT equipment handling required?" (Text)

Vehicle Transportation Questions:

- "Vehicle type?" (Choice: Car/Motorcycle/Truck)
- "Vehicle running condition?" (Choice: Running/Non-running)
- "Any modifications or damage?" (Text)
- "Insurance coverage needed?" (Boolean)

Question Logic and Dependencies

Advanced Features:

- **Conditional Questions:** Show follow-up questions based on previous answers
- **Required Fields:** Mark critical questions as mandatory
- **Question Ordering:** Arrange questions in logical sequence
- **Help Text:** Provide guidance for complex questions

Configuration Workflow and Best Practices

Initial Setup Workflow

Setting Up a New Service Type:

1. **Plan Service:** Define service scope, target customers, pricing model
2. **Create Service Type:** Add basic service information
3. **Design Questions:** Create relevant questions for accurate quoting
4. **Build Item Catalog:** Add common items specific to this service
5. **Test Flow:** Use test orders to verify customer experience
6. **Train Team:** Ensure operations team understands new service
7. **Launch:** Make service available to customers

Ongoing Maintenance

Regular Maintenance Tasks:

- **Weekly:** Review new item requests from customers
- **Monthly:** Analyze question effectiveness and update as needed
- **Quarterly:** Review service performance and pricing
- **Annually:** Complete service catalog audit and refresh

Data-Driven Configuration

Use Analytics to Improve Configuration:

- **Question Analysis:** Review which questions provide most value for quotes
- **Item Usage:** Track most/least selected common items
- **Service Demand:** Monitor which services are most popular
- **Customer Feedback:** Incorporate suggestions for new items or questions

Integration with Order Management

How Configuration Affects Orders

System configuration directly impacts the order management process:

| Configuration Element | Impact on Orders | Order Management Benefit |
|-----------------------|---|---|
| Service Types | Determines available services for customers | Clear service categorization and pricing |
| Common Items | Provides standardized item selection | Accurate weight/ volume estimation |
| Service Questions | Gathers required information upfront | Complete order details for proper execution |

Configuration-Order Workflow:

1. Customer selects service type (configured in Service Types)
2. System shows relevant questions (configured in Service Questions)
3. Customer selects items (from Common Items catalog)
4. Order created with all necessary information
5. Admin reviews order with complete context
6. Accurate pricing possible due to detailed information

Security and Access Control

Important Security Considerations:

- **Admin Only:** Only authorized administrators should modify configuration
- **Change Tracking:** Document all configuration changes with reasons
- **Backup:** Maintain backups before making significant changes
- **Testing:** Test all changes in a staging environment first

Change Management Process

Recommended Change Process:

1. **Plan:** Document proposed changes and business justification
2. **Review:** Get approval from business stakeholders
3. **Test:** Verify changes work as expected
4. **Deploy:** Implement changes during low-traffic periods
5. **Monitor:** Watch for any issues or customer confusion
6. **Document:** Record changes in configuration log

Troubleshooting Configuration Issues

Issue: New service type not appearing for customers

Solutions:

- Check service type status is set to "Active"
- Verify service has been saved properly
- Ensure customers refresh their mobile app
- Check if service has geographic or time restrictions

Issue: Customers can't complete orders due to missing questions

Solutions:

- Verify required questions are properly configured
- Check question types match expected input
- Ensure questions are assigned to correct service types
- Test the complete order flow as a customer would

Issue: Common items not showing up in customer orders

Solutions:

- Confirm items are linked to the correct service type
- Check item status is "Active"
- Verify item names and descriptions are clear
- Ensure images are loading properly

Advanced Configuration Tips

Seasonal Configuration

- **Peak Season Services:** Add specialized services for high-demand periods
- **Holiday Restrictions:** Configure service availability during holidays
- **Weather-Specific Items:** Add seasonal packing materials or protective items
- **Dynamic Pricing:** Adjust base prices for peak/off-peak periods

Geographic Customization

- **Regional Services:** Offer different services in different cities
- **Local Regulations:** Configure questions to comply with local requirements
- **Cultural Considerations:** Adapt items and services for regional preferences
- **Language Localization:** Provide questions and items in local languages

Performance Optimization

Optimization Strategies:

- **Question Efficiency:** Minimize required questions while maintaining accuracy
- **Item Organization:** Group related items for faster selection
- **Smart Defaults:** Use common answers as default values
- **Progressive Disclosure:** Show advanced options only when needed