**PLATFORM WIDE FEATURES**

| **MUST HAVE** | **SHOULD HAVE** | **COULD HAVE** | **WON’T HAVE** |
| --- | --- | --- | --- |
| **Security & Trust:-**   * Secure payment process * Report and flagging   **Support & Education:-**   * Training resources * Help center 4 FAQs | **Technical:-**   * offline functionality   **Security & Trust:-**   * Documents verification * background checks   **Support & Education:-**   * Best practices | **Community:-**   * Community forums   **Business Model Features:-**   * Featured profile promotion * Subscription levels for premium features * Urgent requests priority fee   **Technical:-** SMS notification system |  |

**HOUSE HELP FEATURES**

| **MUST HAVE** | **SHOULD HAVE** | **COULD HAVE** | **WON’T HAVE** |
| --- | --- | --- | --- |
| **Profile Management:-**   * Detailed profile creation with verification * Photo upload and ID verification * work radius preferences * calendar   **Job searching:-**   * Job listing with filters * Job apply functionality   **Communication:-**   * In-app messaging   **Finance:-**   * mobile money integration * Payment history tracking | **Profile Management:-**   * Language proficiencies   **Job Search:-**   * Job alerts based on preferences * Map view of job locations   **Reputation Management:-**   * Verification status and badge   **Communication:-**   * Video call capability * Image & Document sharing options   **Financial:-**   * salary calculator based on tasks done | **Job Search & Application:-**   * Save jobs for later?   **Reputation Management:-**   * Rating and reviews   **Communication:-**   * Translation tools   **Financial:-**   * partial payment requests |  |

**EMPLOYER FEATURES**

| **MUST HAVE** | **SHOULD HAVE** | **COULD HAVE** | **WON’T HAVE** |
| --- | --- | --- | --- |
| **Employer Profile:-**   * Job expectations and requirements * Price offers for tasks * Job location information   **Help Search:-**   * Part-time/full-time filtering options   **Hiring Process:-**   * Background check & verification * Rating review   **Security:-**   * ID verification | **Employer Profile:-**   * Home details (size & occupants) * Rules and expectations   **Help Search:**   * Candidate comparison   **Hiring Process:**  **Task Management:-**   * Checklists and amount per task * Schedule and time management   **Security:-**   * Reporting tools | **Help Search:-**   * Urgent help requests for immediate needs   **Management:-**   * Performance tracking   **Trust & Security:-**   * Insurance options |  |