**Customer Needs: MaidEase**

**List of services MaidEase can provide to customers**:

* MaidEase is an online portal which acts as a mediator between customers and service providers, as in customer can finds household help nearby and service provider gets a platform to grow their business and attract more customer. In the modern era, time is most valuable and MaidEase helps & targets to save time for customer for finding household help.
* Our main motive is to provide an ease for working professionals, frequent travelers and physically disabled who have limited time, they can benefit from the services provided by MaidEase.
* MaidEase assists customers in locating specialists to do various household tasks like house cleaning, dishwashing, and laundry.
* In addition to housekeeping services, MaidEase offers senior care and daycare where clients may locate specialists that look after both children and seniors.

**How MaidEase can help Business, to grow their Markets**:

* MaidEase helps to provide an online platform for professionals of different services so that customers can reach them easily. Maid Ease also helps small-scale business (the service providers) like house cleaning, laundry, childcare, senior care, pet care by providing online platforms.
* MaidEase runs ads for service providers which helps to grow business and gain more customers. It also helps customers to find household help nearby.

**What MaidEase expects from customers**:

1. Subscribed Users:

* Browse the website for the required services.
* Register on our platform.
* Fill in the registration information correctly.
* Modify the created account information.
* Delete his/her created account.
* Login in and log out from the created account.
* Enrol in subscription plan according to their needs.
* Update the account information.
* Update the password with the validations.
* Select recurring payment if required.
* Stop a subscription if needed.
* Understand the privacy policy of the system.
* Reach to customer support services if facing any difficulties.
* Proper setup for running the web application (communication device with a stable internet connection).
* Provide proper reviews about the services and goods they have used.
* Find the used product or services on the platform.
* Rate the products and services.

2. Subscribed Service Providers:

* Browse the site to find the available categories of services offered by the website.
* Select one or more categories of service.
* Register on our platform.
* Fill in the registration information correctly.
* Modify the created account information.
* Provide availability details.
* Delete his/her created account.
* Login in and log out from the created account.
* Enrol in subscription plan according to their needs.
* Update the account information.
* Update the password with the validations.
* Select recurring payment if required.
* Stop a subscription if needed.
* Understand the privacy policy of the system.
* Reach to customer support services if facing any difficulties.
* Proper setup for running the web application (communication device with a stable internet connection).
* Ensure timely service to the customer.
* Update information on the website after completion of the service.
* Report any issue faced before/during/after the service.