

Feature area	Description of feature / capability
User / Customer features	<ul style="list-style-type: none"> <li>• Customer registration / login (account) • View different types of services (cleaning packages, recurring cleaning, one-time, specialty cleaning) • See available locations or service areas (zones / cities / postal codes) • Choose service options (add-ons, number of rooms, frequency) • Cart / quote builder: add services, specify details, see quote or cost • Checkout: deposit into wallet or pay full amount online • Wallet / account credit: customer can load wallet / deposit funds, apply deposit toward orders • Real-time tracking: once cleaning is scheduled, customer can see progress in stages, pictures uploaded by cleaner / team • Post-job: leave review, upload review, rating, feedback • Referral / recommend services: send link or code, get reward or discount if others sign up • Customer dashboard: see past orders, cleaning history, upcoming appointments, wallet balance, review status</li> </ul>
Admin / internal / cleaning team features	<ul style="list-style-type: none"> <li>• Admin dashboard: manage customers, orders, services, locations, pricing, staff assignments • Cleaning staff / team login: see assigned jobs / appointments • Stage tick off: cleaning process is broken into defined stages (e.g. arrival, prepping, cleaning, finishing, quality check) • Upload photos at each stage: pictures of rooms before / during / after (for transparency) • Mark each stage as complete • Trigger notifications to customer when stage is complete + show images • Accept payments: from wallet or payment gateway, process refunds, adjust wallet, reconcile transactions • Manage service types / add-ons / special cleaning tasks • Manage service areas: define coverage (postal codes, cities, neighborhoods) • Promotions / referral codes: track referral codes, discounts, reward points</li> </ul>
Business / operational features	<ul style="list-style-type: none"> <li>• Scheduling: slots / calendar / availability of cleaning teams • Notifications &amp; reminders: to customers &amp; cleaners (SMS / email / push) • Reporting: revenue, cleaning jobs completed, reviews, customer churn, referrals • Admin / owner view: earnings, outstanding deposits, wallet balances • Integration with third-party tools: payment gateways, CRM, emailing, maybe job management tools</li> </ul>
UX / additional enhancements	<ul style="list-style-type: none"> <li>• Responsive design (mobile + desktop) • Good UI / UX (easy quoting + simple flow for customers) • Branding aligned with your business • Multi-language or multi-currency (if you expand) • Analytics &amp; feedback loops: collect satisfaction, identify pain points</li> </ul>

## Workflow or user / system flow

Here is a workflow describing how features interact from the perspective of different actors: customer, cleaning team, admin.

### Workflow of features (step by step)

#### 1. Customer journey (front end)

1. Customer visits site / app → sees home page with available services, locations, pricing (or request quote).
2. Customer registers / logs in → creates an account.
3. Customer selects service type, add-ons (rooms, frequency, special cleaning).
4. The customer sees available service areas or enters address / postal code to check service availability.
5. Customer adds services to cart or builder → computes cost (instant quote).
6. The customer chooses to pay via wallet deposit or pay the full amount.
  - If no wallet funds: customer can load funds into wallet (top-up) via payment gateway (credit card, etc.).
  - Or pay directly using payment gateway or pay deposit only (e.g. 30% deposit).
7. Customer schedules appointments (select date/time slot).
8. After booking, a cleaning team is assigned. The customer sees the upcoming appointment in the dashboard.
9. On the day of cleaning, the cleaning process begins in stages (see below). Customers can watch progress (tracking).
10. At each stage, the cleaning team uploads pictures (before, during, after) and marks the stage as complete. Customer gets notification + sees images.
11. After the final stage is completed, cleaning is done → job is closed.
12. Customers can leave review + rating + feedback.
13. Customers can use referral / share links so others can use your services; after successful referral (new customer signs up), rewards are applied (discount or wallet credit).
14. Customers can view past jobs, wallet balance, upcoming appointments, review history.

#### 2. Cleaning team / staff workflow

1. Cleaner logs into their staff portal.
2. The cleaner sees their assigned job details (address, cleaning type, date/time, service instructions).
3. Cleaner arrives and starts job → performs stage 1 (e.g. prepping).
4. Upload pictures (pre condition). Marks stage 1 complete.

5. Moves to stage 2 (cleaning rooms). Uploads pictures, marks complete.
6. Stage 3 (quality check or finishing). Uploads pictures, marks complete.
7. Final stage maybe customer check or closing job.
8. If there are issues or missing tasks, the cleaner can flag exceptions.
9. Job completes → triggers admin / customer notification that job is done.

### **3. Admin / business owner workflow**

1. Admin logs into the admin portal.
2. Admin defines service types (packages, rooms, add-ons), pricing, service areas (postal codes, neighbourhoods).
3. Admin views scheduled appointments, assigns staff to jobs.
4. Admin monitors cleaning jobs in progress. Can view images / stages from the cleaning team.
5. Admin approves or reviews flagged exceptions or issues.
6. Admin monitors payments, wallet balances, deposits, refunds.
7. Admin monitors referrals / promotions.
8. Admin views reports: revenue, completed jobs, reviews, referral conversions.