# MVP SPECIFICATION — MULTI-TENANT SAAS WORKFORCE & BOOKING PLATFORM

## 0. OVERVIEW

* Objective – Deliver a minimum‑viable product that enables any service business (tenant) to onboard, schedule, and pay its workforce while allowing customers to book and pay for jobs — all on a shared, multi‑tenant infrastructure.
* Launch Goal – Support 5 pilot tenants and 200 total workers within 12 weeks.

## 1. USER ROLES & PERMISSIONS (LAUNCH)

* Super Admin - Full control of all tenants and tenant details
* Owner – full control of tenant; billing & payouts; manage roles.
* Admin – everything except subscription/billing.
* Manager – create jobs, assign staff, view calendars, run reports.
* Worker (employee / contractor) – view / claim jobs, clock in‑out, chat, get paid.
* Customer – book jobs, pay, review.

## 2. FUNCTIONAL MVP SCOPE

### 2.1 Tenant & Organization Setup

* Self‑serve “Create Organization” wizard.
* Invite Co‑Owners / Admins / Managers by email.
* ~~Tenant branding (logo, colors).~~

### 2.2 Worker Management

* Invite workers by email / SMS.
* Worker completes profile (name, phone, email, photo, birth date, position, location, t‑shirt size, license image).
* Co‑Owner/Admin sets hourly pay rate.
* Assign worker to 1‑N Locations (calendars) + Job Types.

### 2.3 Job & Booking Management

* Create Job (service, date, time, location, duration, customer info, price).
* Create dynamic forms (textbox, dropdown list, checkbox, checkbox list, Yes/No Choice, Address)
* Attach dynamic Form(s) to job for internal or external booking (checklist, waiver, etc.).
* Accept full payment or deposit (Stripe).
* Auto‑billing trigger on job completion.

### 2.4 Calendar & Scheduling

* Calendar views: Day / Week / Month / Custom range.
* ~~Drag & drop date placement.~~
* Assign / unassign workers to jobs; worker auto‑schedule toggle.

### 2.5 Worker App Experience

* “Job Board” — list of available jobs; filter by date / location / job type.
* Claim job or receive auto‑assigned jobs.
* Availability calendar (set hours UNAVAILABLE / AVAILABLE).
* Click‑to‑open address in maps & call / text customer.
* Clock‑in / clock‑out; latitude–longitude captured.
* Editable profile.
* Automatic payouts via Stripe Connect.

### 2.6 Communications

* In‑app chat (worker ↔ worker within same job & managers).
* Click‑to‑SMS or call customer from job card.
* Email / SMS notifications (invites, job reminders, clock‑in alerts).

### 2.7 Reviews & Surveys

* Auto‑send customer survey email/SMS after job completion.
* Customer rates worker & overall service (1‑5 ★, comments).
* Worker rates customer (thumbs up / down, comments).
* Ratings stored for reporting; optional public review push (Phase 2).

### 2.8 Onboarding & Compliance

* Worker onboarding checklist:
* Profile form (typeform?)
* Background check via Checkr (API)
* Stripe Connect account creation
* Owners can bypass checklist per worker.

### 2.9 Booking Page / Customer Portal

* Unique booking link per tenant.
* Set work hours, services, pricing, deposit rules.
* Customers choose service, date/time, pay deposit/full.
* Option to mark request as “Volunteer Job” (price = $0).

## 3. NON‑FUNCTIONAL MVP REQUIREMENTS

* Data isolation by tenant (row‑level security).
* Core API response P95 < 300 ms.
* Stripe for payments / payouts.
* SOC‑2 aligned practices (logging, MFA, encryption in transit).
* 99 % uptime target (single‑region).

## 4. OUT‑OF‑SCOPE (POST‑MVP)

* Franchise parent / sub‑tenant hierarchies.
* Marketplace add‑ons.
* Advanced AI scheduling.
* Multi‑region deployment.

— END OF MVP SPEC —