

****USER DASHBOARD:****

1. ****Login:** Users log in to their accounts.*

- Users provide their username and password to access their dashboard.
- Upon successful login, users are granted access to the dashboard interface where they can manage their service requests and other account details.

2. ****Service Selection:** Choose between Plumbing or Drain Cleaning services.*

- Users are presented with options to select the type of service they require, such as Plumbing or Drain Cleaning.
- This selection allows users to specify their exact needs, ensuring accurate service provision.

3. ****Service Request:** Select a suitable service and add a description if necessary.*

- Users choose the specific service they require based on their selection (Plumbing or Drain Cleaning).
- They can provide additional details or descriptions regarding the service request, such as the nature of the problem or any specific requirements.

4. ****Booking:** Specify the date and time for the service booking.*

- Users specify the preferred date and time for the service booking, selecting from available slots.
- This step ensures that the service provider can schedule the service efficiently and accommodate the user's preferences.

5. ****Email Notification:** Receive an email notification confirming the booking.*

- After booking confirmation, users receive an email notification confirming the details of their service booking.
- This notification serves as a confirmation of the appointment and includes relevant information such as date, time, and service details.

6. ****Service Completion:** After the service is completed, users can review the plumber.*

- Once the service is completed, users have the opportunity to provide feedback and review the plumber who performed the service.
- This feedback mechanism helps maintain service quality and provides valuable insights for both users and service providers.

7. ****Location Tracking:** User location will be tracked using Google Place API.*

- The user's location is tracked in real-time using the Google Place API, allowing service providers to locate users accurately.
- This feature enables efficient routing and navigation for service providers to reach the user's location promptly.

****PLUMBER DASHBOARD:****

1. **Login: Plumbers log in to their portal.*

- Plumbers access their dashboard by providing their username and password.
- Upon successful login, plumbers gain access to the dashboard interface where they can manage their assigned tasks and other account details.

2. **Service Assignment: Get assigned plumbing service by the admin.*

- Plumbers receive assigned plumbing tasks from the admin, which appear on their dashboard.
- These assignments include details such as the type of service required, location, and scheduled time.

3. **Location Tracking: Track user location via Google Maps.*

- Plumbers can track the location of users who have booked their services using Google Maps integration.
- This feature helps plumbers navigate to the user's location efficiently, minimizing delays and optimizing service delivery.

4. **Service Completion: Complete the assigned work.*

- Plumbers perform the assigned plumbing tasks within the specified time frame.
- Upon completion, plumbers update the status of the task on their dashboard to indicate that the service has been completed.

5. **Review: View and respond to reviews left by users.*

- Plumbers can view feedback and reviews provided by users for the services they have rendered.
- They have the option to respond to reviews, addressing any concerns or thanking users for their feedback.

****FRANCHISEE DASHBOARD:****

1. **Login: Franchisee users log in to their dashboard.*

- Franchisee users access their dashboard by providing their login credentials.
- Upon successful login, franchisee users can access various tools and features to manage their franchise operations.

2. **Booking Management: Manage all bookings for the location.*

- Franchisee users can view and manage all service bookings made for their franchise location.
- They can track the status of bookings, reschedule appointments if necessary, and ensure timely service delivery.

3. **Plumber Assignment: Assign plumbers based on availability and proximity to the user.*

- Franchisee users assign plumbers to service bookings based on factors such as availability, proximity to the user's location, and skillset.
- They ensure that the most suitable plumber is assigned to each task to meet the user's requirements effectively.

4. **Location Management: Manage location-specific plumbers and users.*

- Franchisee users oversee the management of plumbers and users within their franchise location.
- They can add or remove plumbers, as well as manage user accounts and preferences to streamline service operations.

5. **Sales Reporting: Access sales reports based on the franchisee.**

- Franchisee users can generate and access sales reports specific to their franchise location.

- These reports provide insights into revenue generated, service performance, and other key metrics for informed decision-making.

6. **CRM: Utilize an in-built CRM to manage user interactions, loyalty points, and improve client retention.**

- Franchisee users utilize the Customer Relationship Management (CRM) system to manage interactions with users.

- They can track user interactions, manage loyalty points, and implement strategies to enhance client retention and satisfaction.

7. **Q&A: Provide a platform for users to ask questions and receive answers.**

- Franchisee users facilitate a Q&A platform where users can ask questions related to services or general inquiries.

- They ensure prompt and accurate responses to user queries, fostering engagement and trust within the user community.

****ADMIN DASHBOARD:****

1. **Login: Admin logs in to the dashboard.**

- Admins access the dashboard by providing their login credentials.

- Upon successful login, admins gain access to various administrative tools and functionalities to manage the system.

2. **User Management: Manage all users, plumbers, and franchisee locations.**

- Admins oversee the management of user accounts, plumber profiles, and franchisee locations.

- They can add or remove users, plumbers, and franchisee locations, as well as update account details and permissions.

3. **Reporting: Access consolidated reports for all franchisees.**

- Admins can generate consolidated reports encompassing data from all franchisee locations.

- These reports provide a comprehensive overview of system performance, service metrics, and other key indicators for analysis and decision-making.

4. **System Management: Oversee the functioning of the entire system.**

- Admins are responsible for overseeing the overall functioning of the Franchisee Management System.

- They monitor system performance, address technical issues, and implement updates or improvements as needed to ensure smooth operation.

