**User Flow**

**Account Creation and Assignment:**

When a complaint about pests is raised, an account is created.

The account is assigned to a predefined program based on the nature of the complaint (e.g., pest control or animal impounding).

**Event Creation:**

Within the account, events are created to document specific instances of pest or animal attacks.

Each event includes details such as the type of service needed (e.g., dog impounding or cat impounding).

**Inspection Point (IP) Selection:**

After the event is created, the user selects the appropriate inspection point type (IP).

Inspection points could include different areas of the affected site or specific zones within a property.

**Observation Creation by Admin:**

Administrators create observations based on the information provided in the event and selected inspection point.

These observations may include details about the type of infestation suspected, severity, and any other relevant information.

**Observer Assignment:**

Observers are assigned to the observations created by the admin.

Observers are responsible for visiting the infested site to determine the type and extent of the infestation.

**Site Visit and Assessment:**

The assigned observer visits the infested site to conduct a thorough assessment.

They examine the area for signs of pests or animals, document their findings, and make observations about the infestation.

**Confirmation and Reporting:**

Based on the observations made during the site visit, the observer confirms the type of infestation present.

A detailed report is generated, documenting the findings of the observation and any recommendations for pest control measures.

**Recommendations to User:**

Along with the report, the observer provides recommendations to the user on appropriate pest control measures.

Recommendations may include specific actions to be taken, such as pesticide application, removal of attractants, or repairs to prevent future infestations.

**Resolution and Follow-up:**

Once the type of infestation is confirmed, appropriate pest control measures are implemented.

Follow-up inspections may be scheduled to monitor the effectiveness of the pest control measures and ensure the infestation has been adequately addressed.