**Society Services Application**

**I. Purpose**

The purpose of this document is to define the requirements for the Society Services App, which aims to facilitate efficient management of community-related services, communications, and operations within residential societies.

**II. Roles**

* Resident
* Guard
* Admin

1. **Complains**
2. Create complain

* *Roles-* Resident, Guard
* Resident/Guard will be able to lodge complaints.

1. Update Complains

* *Roles-* Admin
* Admin will be reply to the complains

1. Track Complain Status

* *Roles-* Resident, Guard
* Resident/Guard will be able to track their complaints.

1. **Attendance**
2. Mark Attendance

* *Roles-* Guard
* The guard will be able to mark their attendance.

1. View Attendance

* *Roles-* Guard, Admin
* The guards will be able to view their attendance.
* Admin will be able to view guard’s attendance.

1. **Notices**
2. Create notices

* Roles- Admin
* Admin will be able to Publish announcements, circulars, and community updates.

1. Receive Notices

* Roles- Resident/Guard
* Residents/Guard will be able to receive announcements, circulars, and notices.

1. **Alert**
2. Generate alert messages

* Roles- Admin, Guard
* Admin will be able to generate and send alert messages to guards and residents regarding emergencies.
* Guards can report suspicious activities to admin.

1. Get Alert

* Roles- Resident, Guard
* Guards will be able to receive alerts for urgent situations.
* Residents will be able to receive emergency messages.

1. **Services**
2. Create service post

* Roles- Resident as a service Provider
* Resident as a service Provider will be able to create/add a service post.

1. Manage service post

* Roles- Resident as a service Provider
* Resident as a service Provider will be able to manage its service post.

1. Delete service post

* Roles- Resident as a service Provider
* Resident as a service Provider will be able to delete a service post.
* Admin will be able to delete a service post.

1. View list of services

* Roles- Resident, Admin
* Residents will be able to view a list service post.
* Admin will be able to view a list service post.

1. Give Feedback

* Roles- Resident as a service User
* Resident as a service User will be able to give feedback to a service post.

1. **Feedback and polls**
2. Give Feedback

* Roles- resident
* Residents will be able to give feedback.

1. Create polls

* Roles-admin
* Admin will be able to create polls.

1. Reply to polls

* Roles- resident
* Residents will be able to reply to the polls created by the admin.

1. **Signup/Login**
2. Create account

* Roles-Guard, resident
* Resident/Guard will be able to create account.

1. Login

* Roles-Guard, resident
* Resident/Guard will be able to login into their account.

1. Delete account

* Roles- Resident/Guard/ Admin
* Resident/Guard will be able to delete their account.
* Admin will be able to delete user’s account.

1. Change password

* Roles- Resident, Guard, Admin
* Resident/Guard will be able to change password of their account.

1. **Visitor**
2. Register guests/visitor

* Roles- Resident, Guard
* Resident/Guard should be able to register guests.

1. Verify guest

* Roles- Guard
* The Guard will be able to verify the visitors/guests.

1. Generate approval request

* Roles- guard
* Guards will be able to generate approval requests that should be sent to resident.

1. Approve/deny request

* Roles- resident
* Residents will be able to approve/deny requests.

1. Manage/Update Visitor information

* Roles- resident
* Resident will be able to update visitor information

1. Send departure notification

* Roles- guard
* The Guard will be able to send departure notices to respective resident.

g) View guest list

* Roles- resident, admin
* Residents will be able to view a list of guests who visited its apartment.
* Admin will be able to view guest list.