### **1. Client Management**

* **Customer Profiles**: Store detailed information such as contact info, service preferences, cleaning history, and payment history.
* **Notes Section**: Add notes for specific clients (e.g., special requests or feedback).
* **Client Segmentation**: Categorize clients by regular, one-time, or VIP customers.

### **2. Scheduling & Appointments**

* **Calendar Integration**: Sync with Google Calendar or Outlook for real-time updates.
* **Real-Time Availability**: Show team availability for quick scheduling.
* **Recurring Appointments**: Automate recurring bookings for regular clients.
* **Auto-Reminders**: Send appointment reminders via email or SMS.

### **3. Employee Management**

* **Staff Profiles**: Maintain a database of employees, their roles, schedules, and assigned tasks.
* **Attendance Tracking**: Monitor check-ins/outs for each job.
* **Task Assignments**: Assign cleaning tasks to specific team members.
* **Performance Metrics**: Track productivity, customer feedback, and reviews for employees.

### **4. Service Management**

* **Service Catalog**: Add, edit, or remove cleaning services and associated pricing.
* **Custom Quotes**: Generate and send service quotes based on customer requests.
* **Upselling Suggestions**: Suggest add-ons like carpet cleaning or deep cleaning for clients.

### **5. Payments & Invoicing**

* **Online Payments**: Integrate payment gateways like Stripe, PayPal, or Square.
* **Invoice Generation**: Automatically generate and email invoices post-service.
* **Outstanding Payments Tracker**: Monitor unpaid invoices and send reminders.
* **Subscription Management**: Manage clients with ongoing service plans.

### **6. Reporting & Analytics**

* **Revenue Reports**: Track income and expenses for any time period.
* **Customer Insights**: Identify top customers and analyze booking trends.
* **Job Completion Statistics**: View completed jobs, cancellations, and client retention rates.
* **Employee Performance**: Assess task completion times and customer satisfaction scores.

### **7. Communication Tools**

* **Messaging System**: Enable direct communication between you, clients, and employees.
* **Service Updates**: Notify clients of completed tasks or schedule changes.
* **Feedback Collection**: Gather client feedback post-service for quality improvement.

### **8. Inventory Management**

* **Supply Tracking**: Monitor cleaning supplies and equipment stock levels.
* **Auto-Reminders**: Get notified when supplies are low.
* **Supplier Management**: Maintain a list of vendors and order history.

### **9. Marketing Tools**

* **Promotions Dashboard**: Launch and manage discounts, promotions, or referral programs.
* **Email Campaigns**: Set up email campaigns for announcements or promotions.
* **Social Media Integration**: Schedule and manage social media posts from the admin portal.

### **10. Security & Access Control**

* **Role-Based Access**: Limit access to sensitive data based on employee roles.
* **Activity Logs**: Monitor all changes and actions performed in the portal.
* **Data Backup**: Schedule regular backups to protect critical information.

### **11. Mobile Optimization**

* **Mobile App**: Allow access to the admin portal from mobile devices for on-the-go management.
* **Push Notifications**: Receive real-time updates for bookings, payments, or urgent issues.

### **12. Customer Support**

* **Live Chat**: Offer instant support to clients through an integrated chat feature.
* **Knowledge Base**: Create an FAQ or help center for common client queries.
* **Dispute Resolution**: Track and resolve complaints efficiently.

### **13. Automation Features**

* **Workflow Automation**: Automate repetitive tasks like sending invoices, booking confirmations, and feedback requests.
* **Integration with CRMs**: Sync data with tools like HubSpot or Salesforce for advanced client management.
* **Zapier Integration**: Connect with other tools to automate workflows.

### **14. Compliance & Documentation**

* **Legal Document Storage**: Keep copies of licenses, insurance, and employee contracts.
* **Tax Tracking**: Simplify tax preparation with detailed expense and income records.
* **Health & Safety Records**: Track safety training completion and incident reports.