# Customer

**Partner:**

Balance schedule of partners (avoiding too much work or free time per day)

Create opportunities for partners (everybody can get job)

Give priority to the nearest

Each partner has chances like others

Partner can give feedback to Go-Clean

A working contract is need for each partner

Partners will have working insurance after they are hired

Partners can see customer’s request detail through application

Partners can see their working and income table

Partners may attend in training class if they do not have experience

**Consumer:**

They can give feedback to Go-Clean

They can see detail of each option they choose

Consumers can see total and specific fee

Go-Clean will provide basic information of Go-Clean cleaner to consumers

Consumer can pay by cash or credit card

Demand->training->tinkering->co-create policy

**Partner:**

|  |  |  |  |
| --- | --- | --- | --- |
| Demand | training | tinkering | co-create policy |
| * Full-time/part-time * Experience/inexperience * Complain area * Insurance * Convenience * Obvious * Dynamic * equity | * Partners may attend in training class if they do not have experience | * Feedback feature * Give priority to the nearest * Balance schedule of partners (avoiding too much work or free time per day) * Part-time/full-time option * Create opportunities for partners (everybody can get job) | * Working contract * Working insurance * Each partner has chances like others |

**Consumer:**

Demand->feature plan->tinkering->co-create policy

|  |  |  |  |
| --- | --- | --- | --- |
| Demand | feature plan | tinkering | co-create policy |
| * Complain area * Insurance * Convenience * Obvious * Dynamic | * Pay by cash or credit card * Feedback area | * Can see detail of option * can see total and specific fee * Multi-option * Go-Clean will provide basic information of Go-Clean cleaner to consumers * Differentiation of services | * Consumer policy |