Clean on Demand

**Support:** IOS And Android

**App Type:** Customer Service and Communication Mobile App

Apps: Admin Panel, Customer App and Admin Chat App

Features:

* Service Provider admin panel
* Appointment Booking System
* Services Management
* Open Address Direction on the Maps
* Maid and Customer Management
* Master Request (For maids only)
* Notification Reminder
* Email Notification
* Built-in Chat System
* Rating system for maids

About: This is a cleaning service mobile app for customers and maids(maids are your employers)

**How It works For Customer:**

1. Customer registers and login to the app
2. He/she can book an appointment
3. Manage profile
4. View Notifications
5. Chat with admin
6. View appointment details
7. View maid that is assigned for the appointment
8. Makes a special request (Reschedule or Special Note)

**Request an appointment:**

Customer will be able to request an appointment by entering the details like services(they can type any type of services), date, time, address, special notes(optional),name,phone number,email, ect.

**Appointment Reschedule:**

If a customer requests a reschedule, it doesn't mean that the appointment gets rescheduled right away after this action. Instead,the admin will just get a notification that a special request has been received.

The admin will get the rescheduling request details i.e the date and time that is requested. And it's upon admin if they accept or reject that rescheduling request. In either of the cases,they customer will be notified about the admin's action.

If the admin approves,the date and time of the previous appointment will automatically be changed. If the admin rejects, they previous appointment data and time remains same.

**Appointment Special Note**

The customer can write any requirements of theirs regarding the appointment. And the admin gets notified about this as well.

**Chat:**

The built-in chat system allows the customer(s) to chat with the service master directly. Admin also have a separate chat app for chatting and replying to the customer.

**Call:**

The call feature allows the customer to call the service master using the company’s number.

**Services:**

The services activity will show all the services offered by the company. The customer will be able to see the service’s description and pricing.

**How It works For Maid:**

1. View all appointments assigned to
2. Manage profile
3. View Notifications
4. Chat with admin
5. Accept or Reject Master Request
6. Maid can view ratings

**Assigned Appointment**

Appointment section where the maid can see the appointment(s) that they have been assigned to by the admin.

**Rating**

Here the maid can see all the total rating of the maid and also every rating and review that customers have given to that maid.

**Chat:**

The built-in chat system allows the maid(s) to chat with the service master directly or admin. Admin also have a separate chat app for chatting and replying to the maid.

**Service Master Requests**

Let's say if a project has come up for the company and the service master or admin needs some maids for that project.

The service master will login as admin to the backend and then post a

request(which can only be seen by maids on this service master requests

page).

In that request, the admin will write about the project that has come up, mentioning the date and time. The maids(all maids in the system) will see the request on this page. And the maids will have an option to show their willingness for that project. Their will be button named something like 'interested'. If a maid clicks on it, the admin will know that this maid

is willing to work in this project

**How It works For Admin (Admin Chat App)**

Basically the chat app is to let admin or service master to chat with all maids and customers.

**ADMIN PANEL**

1. **Admin can create customers and maids**
2. **Admin can manage customer and maid profile**
3. **Admin can create appointment for customers**
4. **Admin can create services**
5. **Admin can create and manage service master request**
6. **Admin can approve or reject appointment from customer**

When an appointment is marked completed by the admin,the

customer will get a notification to rate and review the maid

who was assigned for that particular appointment.