**i. Master Tables (web application)**

a. User Management (Add, Edit, Delete, Modify)

b. Task Type Definition (Add, Edit, Delete, Modify)

c. Status Definition (Add, Edit, Delete, Modify)

**ii. Task Management (mobile application)**

a. Create Task: Task ID, Date Time, From user, To user, Status, Remarks, Last Update, Task Type

b. Task Update: ID, Task ID, Update Date Time, Status, Remarks, Update by (either by From or To user), Task Type

**iii. Reports (web & mobile application)**

a. Task Status Report (with filters)

b. Task History (with filters)

c. WhatsApp message – Instant messaging to ‘To user’

d. Task Status report – to ‘From User’ categorised by ‘To user’ once a day