# Technical Document – Annexure I
# of
# Cleaning Mobile Application

# Contents

<center>Annexure I</center>

## 1. Project Overview

✓ **Business Need**

Client want to develop a cleaning application, this app serves as a centralized platform, connecting users with professional cleaning services effortlessly. It caters to businesses seeking regular janitorial services, homeowners in need of specialized cleaning, and individuals requiring on-demand cleaning solutions.

✓ **Solution Suggested**

Application help the users to provide the platform where user can view the information and ask for service by service request form. Key features include user-friendly interfaces for seamless booking, and real-time service tracking. The application ensures transparency, allowing users to rate and provide feedback on services, fostering a culture of accountability and excellence within the cleaning service industry. Moreover, it optimizes scheduling and resource allocation for users, enhancing operational efficiency

✓ **Stakeholders**

| Actor | Task |
|---|---|
| End User | End user will book appointment for the cleaning services. |
| Employee | Employee will be those who will be going to assign on the particular task will be going to be part of the application. |
| Admin | Admin will manage the whole platform from the backend. |

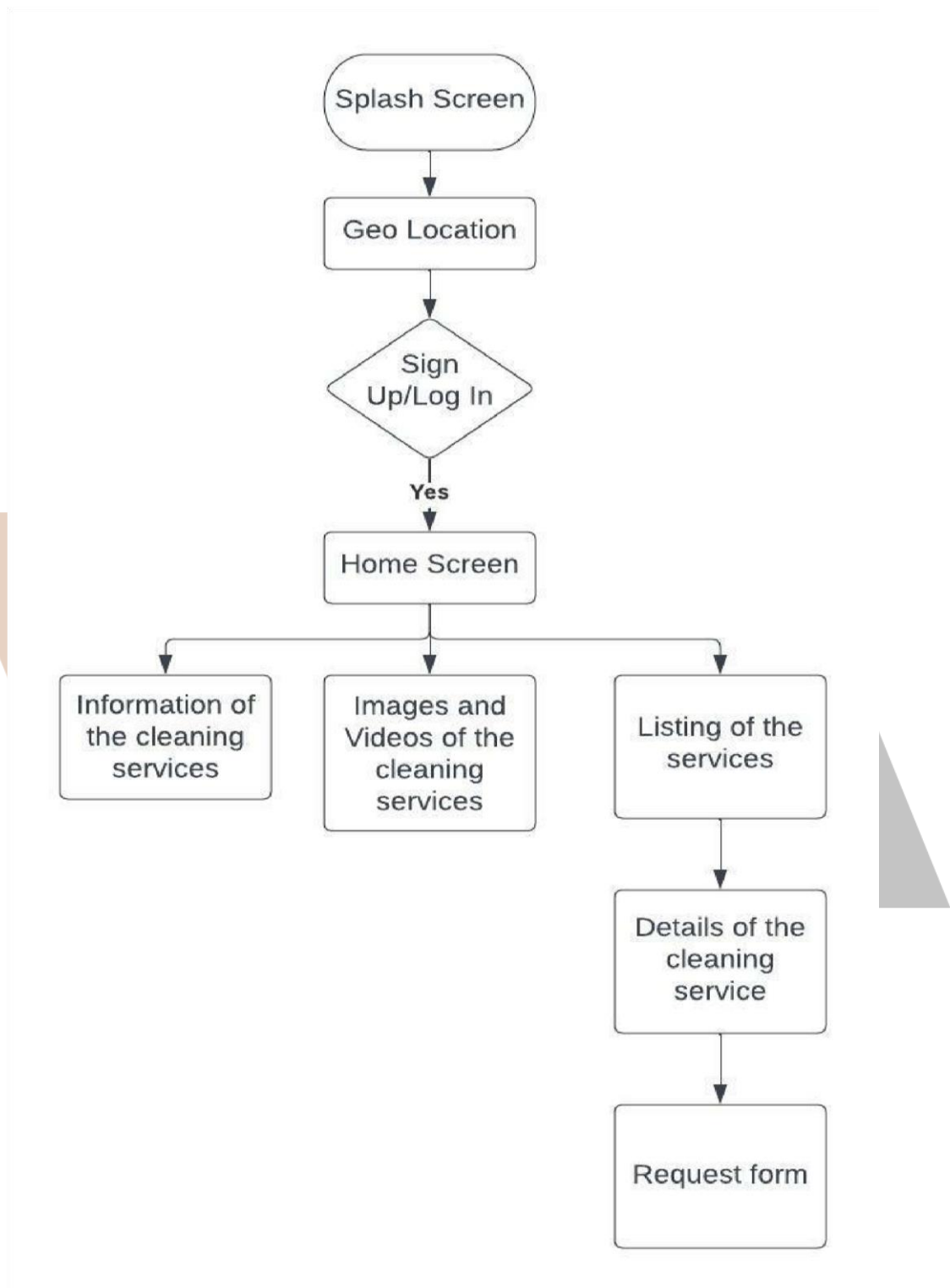✓ **Project Scope and Development Deliverables**

This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for End user (iOS & Android)
- Design and Development of Mobile Application for Employee (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

## 2. Technologies

| Development Phases | | Tools & Technology |
|---|---|---|
| Requirement Gathering and Analysis | Proposal Drafting, SRS Writing and User Flow Diagram | Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019 |
| | Wire Framing | Axure / UiZard |
| Development | Application | Flutter / React Native |
| | Web Backend | Node.js / PHP (Laravel) |
| | Database | MongoDB / MySQL |
| Version/s Supported | Android | 9.0 and above |
| | iOS | 13.0 and above |
| | Browser | Google Chrome, Safari, Mozilla Firefox |
| Quality Assurance & Testing | Test Cases | MS Office Excel 2019 |
| | Testing | Manual |

## 3. User Flow Diagram

```
                    ┌─────────────────┐
                    │  Splash Screen  │
                    └─────────────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │  Geo Location   │
                    └─────────────────┘
                             │
                             ▼
                         ◇ Sign ◇
                       ◇ Up/Log In ◇
                             │
                            Yes
                             ▼
                    ┌─────────────────┐
                    │   Home Screen   │
                    └─────────────────┘
```

Splash Screen → Geo Location → Sign Up/Log In → Yes → Home Screen

Home Screen branches to:
- Information of the cleaning services
- Images and Videos of the cleaning services
- Listing of the services → Details of the cleaning service → Request form

## 4. Features and Scope of Work

### 4.1. User Flow of End Users

➢ **Splash Screen**

- Users will be able to view splash screen with organization logo in the app.

➢ **Sign Up**

- The Users will be able to sign up on the platform by using their:
    - o Users Name:
        - ▪ Users have to insert their mobile number while sign up their profile.
    - o Email:
        - ▪ The Users will get the option to sign up on the platform using their Email Address.
    - o Password:
        - ▪ Once the Users adds their email address on the platform the Users will be able to create the password for their account, the Users can create the in Characters, Special characters, Upper case, Lower case, Numbers on the platform.
    - o OTP Verification:
        - ▪ Once the Enters the E-mail Address, he will receive the OTP to verify the Email account.

➢ **Login**

- The Users will be able to Login on the platform using their login credentials that they have created during the sign up process. The Users can use the following credentials such as the:
    - o Email Address
    - o Password

➢ **Forgot Password**

- If users forget the password then simply users clicking on forgot password link and where users has to fill the email id.
- After entering the email id users will get an OTP on the email that users has to fill into the OTP field.
- After filling the OTP users redirect to create new password Screen where users can recreate the password.

➢ **Home Screen**

- Users will be able to view the Information of the cleaning services on the home screen.
- Users will be able to view the listing of the cleaning services of the home screen which will be:-
  - o Painting
  - o Cleaning
  - o Resurfacing
  - o Carpet cleaning
- When users click on any particular services. Users will redirect to service description screen.

➢ **Service description Screen.**

- Users will be able to view the cleaning service details on the home screen. - Users will be able to view the details which will be:-
  - o Service name
  - o Service image
  - o Service fees
  - o Service details
  - o Service provider details.
- Users will be able to book the services by filling the request form.

➢ **Request Form**

- Users will be able to view the below mentioned section in the request form which will be:-
  - o Your Name
  - o Your phone number
  - o Your email Address o Location
  - o How to you hear about us?
  - o How can we help you?
  - o Services need by you
  - o Submit button
- Users will have to choose the date and time on the request form screen.
- Users have to fill the above details and after filling the details admin will receive the notification.

**Note: -** After submission of the form. Admin will receive the request and accordingly, admin will assign the task to the employee.

➢ **Contact Us**

- Users will be able to view the contact us form on the contact us screen.
- Users will be able to view the contact us details of the admin on the contact us screen.

➢ **About Us**

- Users will be able to view the about the organization on the about us screen.
- Users will be able to view the details about admin on the about us screen.

➢ **Account**

- Users will be able to add/edit their profile like
- Profile: -
  - o Users will be able to view /edit his profile details like: -
    - ▪ Name
    - ▪ Email
    - ▪ Phone Number
- Change password: -
  - o Users will be able to change his password.
- Listing of the services: -
  - o Users will be able to view the services which has been taken by the users.
- Logout: -
  - o Users can logout the application.
- Delete –
  - o Users can delete the account permanently by clicking on delete button.

**Note: - After receiving the confirmation on the payment. Users will receive the notification on the payment confirmation.**

### 4.2. User Flow of Employees

➢ **Splash Screen**

- Employees will be able to view splash screen with organization logo in the app.

➢ **Sign Up**

- The Employees will be able to sign up on the platform by using their:
    - Employees Name:
        - Employees have to insert their mobile number while sign up their profile.
    - Email:
        - The Employees will get the option to sign up on the platform using their Email Address.
    - Password:
        - Once the Employees adds their email address on the platform the Employees will be able to create the password for their account, the Employees can create the in Characters, Special characters, Upper case, Lower case, Numbers on the platform.
    - OTP Verification:
        - Once the Enters the E-mail Address, he will receive the OTP to verify the Email account.

➢ **Login**

- The Employees will be able to Login on the platform using their login credentials that they have created during the sign up process. The Employees can use the following credentials such as the:
    - Email Address
    - Password

➢ **Forget Password**

- If employees forget the password then simply employees clicking on forgot password link and where employees has to fill the email id.
- After entering the email id employees will get an OTP on the email that employees has to fill into the OTP field.
- After filling the OTP employees redirect to create new password Screen where employees can recreate the password.

➢ **Home screen**

- Employee will be able to view the listing of the task assign to them on the home screen.
- Employee will be able to view accept and reject button on the home screen. Where users can accept the service and reject the service as per their convenient.
- Employee will be able to view the below details on the home screen which will be:-
  o Users name
  o Users location
  o Service need by particular users - Time and date.
  o Confirm location button
- When employee reach the assigned location, then employee will click on confirm location button.
- After clicking on confirm location button, employee will redirect to camera screen where employee will clicks the image and upload that image on the application.
- After completion of the project or task. Employee will click on done button.

➢ **Account**

- Employee will be able to add/edit their profile like
  o Profile: - Employees will be able to view /edit his profile details like: -
    ▪ Name
    ▪ Email
    ▪ Phone Number.
  o Change password: - Employees will be able to change his password.
  o Listing of the services: - Employees will be able to view the services which has given by the employee.
  o Logout: - Employees can logout the application.
  o Delete - Employees can delete the account permanently by clicking on delete button.

### 4.3. Administrative Panel

The back end of the app will be power packed with an administrative panel to manage the updating of data at the front as well as back end Admin will be able to login in the admin panel using username and password. Following are the key functionalities:

➢ **User Management**

- Admin will be able to manage the User.
- Admin will be able to view/search the list of the Users.
- Admin will be able to View/Delete/Activate/Deactivate any particular user.

➢ **Employee Management**

- Admin will be able to manage the Employee from the back end.
- Admin will be able to view/search the list of the Employee from the back end.
- Admin will be able to View/Delete/Activate/Deactivate any particular employee from the back end.

➢ **Service Management**

- Admin will be able to view the services from the back end.
- Admin will be able to add/delete/edit the details of the services from the back end.
- Admin will be able to assign the task to the employee from the back end.

➢ **Information Management**

- Admin will be able to manage the Information from the back end.
- Admin will be able to view/search the list of the services from the back end.
- Admin will be able to view the transaction details from the back end.

➢ **Content Management**

- Admin will be able to add/edit and delete the content in the app.
- Manage About Us
- Admin will be able to manage contact us

**Notes: - All the third APIs will be provided by clients**

## 5. Draft Delivery Timeline & Gantt Chart

| Development Start Date | Development End Date |
|---|---|
| 17-Jan-24 | 19-Mar-24 |
| **Total Project Effort** (in person days) | 54 |



Gantt Chart - Cleaning Service Application
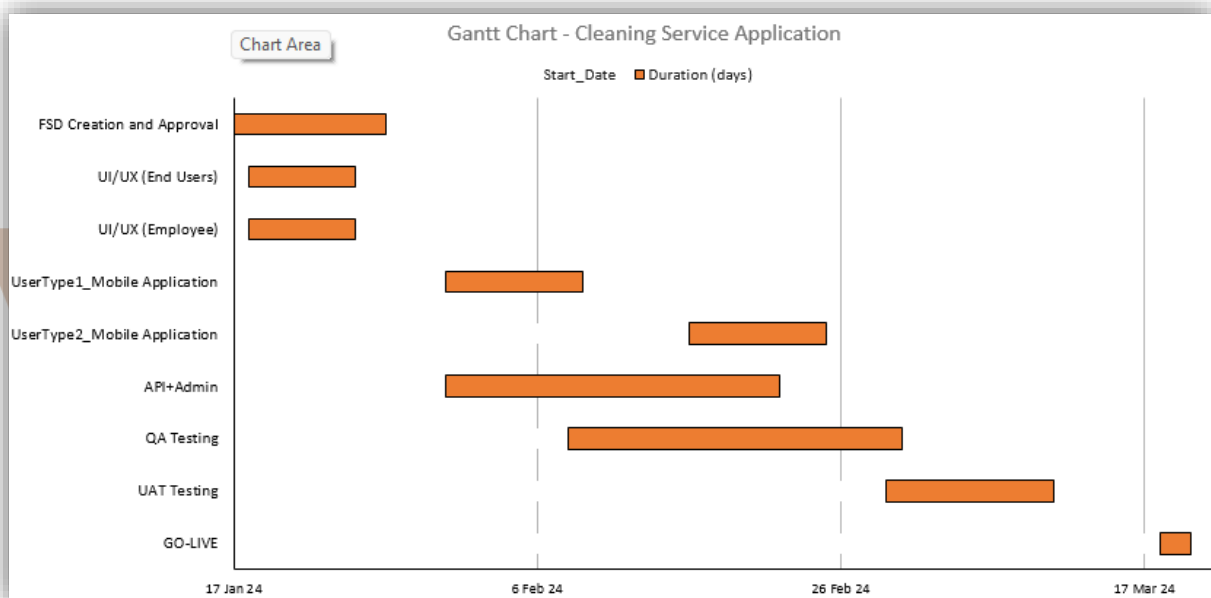
*Project Duration would be met with a condition that the client responses are received on time.

## 6. Project Management

| Before Project is awarded | | | |
|---|---|---|---|
| **Business Analysis** | **Project Management / Software Development** | **Business Development / Sales** | **Accounting** |
| 1. Project Identify / Analysis<br><br>2. Develop one-page proposal overview<br><br>3. Create project management overview<br><br>4. Samer Taleb assigned to business manager GBM<br><br>*GBM: Global Business Manager* | 5. Project Evaluation by technical teams<br><br>6. Introduction call 1 on 1 interaction with Samer Taleb<br><br>7. System appropriate services determined<br><br>8. Requirements / System application architecting<br><br>9. Project needs analysis<br><br>10. Detailed proposal development<br><br>11. Cost and Time effort estimation | 12. Introduction call<br><br>13. Deliverables discussed with Samer Taleb<br><br>14. Milestones discussed<br><br>15. Project success discussed<br><br>16. Future growth alignment<br><br>17. Detailed proposal provided<br><br>18. Payment instructions | 19. Invoice submitted to Samer Taleb<br><br>20. Payment received<br><br>21. Payment confirmation sent to Samer Taleb<br><br>22. Account forwarded to PM |

| After Project is awarded | | | |
|---|---|---|---|
| **Phase 1** | **Phase 2** | **Phase 3** | **Phase 4** |
| 1. Project manager assigned<br><br>2. Project initiation/ introduction call<br><br>3. Online project profile created<br><br>4. Weekly project meetings scheduled<br><br>5. Reporting formats explained to Samer Taleb | 6. Design, Development / technical teams assigned<br><br>7. Project start<br><br>8. Samer Taleb feedback on weekly<br><br>9. Weekly project feedback session- 30 min<br><br>10. Reports available on-line<br><br>11. Online Rebel catering access of PM system application | 12. Testing / Quality Assurance<br><br>13. Live server testing<br><br>14. Final bugs issues fixed<br><br>15. Campaign completed | 16. Periodic project maintenance<br><br>17. Data backups<br><br>18. Web site – System application upgrades<br><br>19. On line marketing ** Optional |

## 7. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 11 Business Weeks comprising of 40 hrs./week is as follows

| Designation | Availability |
|---|---|
| Project Manager | Part Time |
| Project Expert | Part Time |
| Designers | Full Time |
| Developers | Full Time |
| Quality Analyst | Full Time |

**IN WITNESS WHEREOF**, both parties here have to agree the finalized scope for this project as of the date.

**For: Samer Taleb**                                                      **For: WebMobril Inc.**

Signature:                                                                    Signature:

_____                                      _____