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**Onboarding**

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| **Step-1** | |
| **Screen** | **Description** |
| A picture containing chart  Description automatically generated | The onboarding screen will show the description of services provided by the app. |

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| **Step-2** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | In the First screen user will give the mobile number. |

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| **Step-3** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | If user's mobile number is not registered in the app before then the user will enter the OTP sent to the mobile number. |

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| **Step-4** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated | If the user’s mobile number is registered in the app, then the user will give the password to log in. |

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| **Step-5** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | If user has forgot the password, then user may change password using the OTP. |

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| **Step-6** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-7** | |
| **Screen** | **Description** |
| A screenshot of a phone  Description automatically generated with medium confidence |  |

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| **Step-8** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | After giving the mobile number and password user will get the welcome page. By choosing start button user can start using app. |

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| **Step-9** | |
| **Screen** | **Description** |
| Graphical user interface, text, application  Description automatically generated | If a mobile number is not registered, the user will be directed to the signup screen where the user can fill out the form the to register. |

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| **Step-10** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated |  |

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| **Step-11** | |
| **Screen** | **Description** |
| Graphical user interface, text, application  Description automatically generated | After signing up user will search and add the property. |

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| **Step-12** | |
| **Screen** | **Description** |
| Graphical user interface, text, application, chat or text message  Description automatically generated | User will Search for property. |

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| **Step-13** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | The user will search the block number. |

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| **Step-14** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | User will give the flat number and ownership type. |

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| **Step-15** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | Users will agree with the terms and conditions of using the app. |

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| **Step-16** | |
| **Screen** | **Description** |
| Text  Description automatically generated | User will be directed to the dashboard with minimum features. |

**User Profile**

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| **Step-1** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-2** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-3** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-4** | |
| **Screen** | **Description** |
| Graphical user interface, application, Teams  Description automatically generated |  |

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| **Step-5** | |
| **Screen** | **Description** |
| Graphical user interface, application, Teams  Description automatically generated |  |

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| **Step-6** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-7** | |
| **Screen** | **Description** |
| Graphical user interface, application, Teams  Description automatically generated |  |

**Dashboard**

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| **Step-1** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated |  |

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| **Step-2** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | Side Menu |



# Community Financial Management

### Accounts, Invoicing& Online payments

* + Raise invoices for various society charges.
  + Set rules based on size of flat or usage.
  + Invoicing for groups or individuals.
  + Option to configure any kind of penalty.
  + Bulk charge items for invoicing.
  + Ability to collect payment online
  + Ability to accept payment by EMI
  + Collect partial payments
  + Mobile dashboard for residents
  + View dues based on selected date

### Payment collection

* + Capture all payment collection modes.
  + Accept partial payment of charges.
  + Acknowledge payment via email/SMS/Whatsapp.
  + Bulk downloads of receipts.
  + Link/Configure bank account for selected bills.

### Reports and reconciliation

* + View date-wise dues for an account or bill.
  + View payment collection by account.
  + View collections based on payment mode.
  + Auto-reconciliation.
  + Download reports to your device.

# Report

* + Transactional Summary/Detailed Report.
  + Work Order report in PDF.
  + Asset monitoring report.
  + Configuration report.
  + Asset/Engineer Performance Rating Reports
  + Spare Usage report.

# Stock & inventory management

* + Stock details can be viewed by team members through this app.
  + Able to raise tickets for material requirement.

# Asset management

* + Can easily maintain a track history of various assets through this application.
  + Asset details can be easily accessible.
  + Downloading of summary reports.
  + Can easily maintain & update health report of every asset
  + Asset tagging details with location.
  + Bar coding

# Contract & compliance management

* + Through app all documents will be easily accessible & get reminders for their renewal such as Lift License, HSD certificate etc. AMCs.
  + Can track PPM activities need to be carried out on monthly or quarterly basis..
  + Keep track of third party vendor contract copies & receive reminder for their approvals.
  + Can track status of 52 week maintenance schedule.
  + Through app emergency evacuation plan is easily accessible that will guide residents for safe evacuations.

# Work Order Management

* + Manage PPM with inspection checklist & auto assignation of PPM work order to Technicians
  + Items Breakdown Management.
  + Adhoc work order.
  + Multitask work either serial or parallel
  + Meter based schedule & Monitoring point
  + Spare replacement schedule
  + Calibration schedule
  + Complete work log for breakdown work orders
  + Work orders in Calendar view.
  + PPM mapped to a specific user group.

# SLA, Reminder & Escalation

* + SLA, multiple reminders and multiple escalations management of work.
  + Orders Ticket SLA.

# Notifications & Bulk upload

* + Alerts, Notifications and escalations through email, push and app notification
  + Breakdown Ticket SMS for Technicians
  + Location based asset mapping bulk upload.
  + Asset with serial no. bulk upload. Auto generate QR code
  + Schedule Bulk upload
  + Asset with Spare parts bulk upload

# Visitor Management

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| **Feature Required** |
| Use pass code invites  * + Replace the intercom and register book for a technologically-forward pass code-based solution that makes it easy for residents to participate in the process of approving their visitors. |

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| **Work Flow (User Story) How resident will pre-approve a planned guest?** |
| **Step 1** If the Resident intends to call a guest. He should be ready at least with the name & Mobile Number of the guest.  **Step 2** The resident will create a passcode for the guest by adding name and mobile number of the guest. Detail of the guest will be sent to Security along with a passcode (OTP). The same OTP will be shared with guest also. If a guest has no mobile number available, in that case resident will have to call security and approve the guest.  **Step 3** Guest will come to community gate and show the passcode (OTP) to the Security.  **Step 4** Security will validate the passcode (OTP, Name and Mobile Number, Time, Date with Expiry).  **Step 5** If passcode (OTP) is validated then Security will allow the Visitor to enter the community. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | Resident will have the dashboard to access all the features. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | In the dashboard resident will choose the option **Add Guest.** |

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| **Step-3** | |
| **Screen** | **Description** |
|  | The resident will add the guest’s name and mobile number either manually or select a contact from phone contacts to invite.  After filling mobile and name resident will choose the following option:   1. One Time visitor 2. Frequent visitor   If the resident will choose the **One-time visitor** option**,** then the resident will have to choose the date and give the check-in time.  If the resident will choose the **Frequent visitor** option**,** then the resident will have to choose the date range and give the time range. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | After invitation, all the invited guest will show in the form of card list  Resident will have the following options:   1. Call 2. Share 3. Edit   By using **Call** option resident can call the guest.  By using **Share** option resident can Share the token (OTP) to the guest.  By using **Edit** option resident can edit the invitation of the guest. Resident can also cancel the invitation by using edit option. |

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| **Step-5** | |
| **Screen** | **Description** |
|  | Resident can share the token (OTP) as given in screen. |

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| **Step-6** | |
| **Screen** | **Description** |
|  | Resident can see the details of the visitor inside visitor profile, by choosing a visitor card. |

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| **Step-7** | |
| **Screen** | **Description** |
|  | Resident can see the visiting log details of the visitor inside visitor visit log, by choosing a visitor card. |

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| **Step-8** | |
| **Screen** | **Description** |
|  | Resident can update the visiting time and date of the visitor inside visitor preapprove tab, by choosing a visitor card. |

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| **Feature Required** |
| Verify unexpected visitors  * + The process is also simplified for visitors that simply turn up at the gate. Residents receive a notification on their app, requesting them to approve their entry. One clicks and they’re in.  App should be able to capture the following:  1. Data (name/address/contact no/purpose of visit/vehicle no/type of vehicle/etc.) 2. Photo(visitor/vehicle/etc.) 3. Documents details & snap (ID cards) 4. Safety instructions/Assembly points/important information for the day. |

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| **Work Flow (User Story) How Security will Allow planned (Pre-Approved) Guest** |
| **Step 1** If any guest will come to the community gate having a preapproval. Security will take the token number of preapproval.  **Step 2** Security will validate the token number. If token is validated then security will move to the **step 3**.  **Step 3** Security will take the required details such asbody temperature, mask available or not, photo, Name, Address.    **Step 4** Security will allow the guest to enter the community. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | The security will have the dashboard as shown on screen.  All the Visitor (guest, delivery, cab, visiting help) will be placed inside **visitor Tab.**  All the property staff will take place inside the **staff tab**  All the check-in visitors will be visible in **check out tab**, so that security will check them out.  All the preapproved but not checked-in yet visitors will be visible inside the **completed tab.**    If a preapproved guest will come to the community gate, then security will ask for the token from the guest and will choose the option token number.  After Searching the token, security will check in the guest. After getting checked in visitors will be visible inside the checkout tab. |

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| **Work Flow (User Story) How Security will Allow unplanned (Not Pre-Approved) Guest** |
| **Step 1** If any guest will come to the community gate without any preapproval. Security will take the body temperature, mask available or not, photo, Name, Address, and mobile (if available).  **Step 2** Security will send a request to the resident to approve/reject the guest.  **Step 3** If the resident will approve the guest, then security will allow the guest to enter the community. OR resident can call security for getting more details about the guest. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | Security will choo se the **Add Visitor** Button. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Security will select the unit number. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Security will fill all the details and add the guest. This guest will be visible inside the completed tab. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | After Saving the form a request will be sent to the resident to allow / reject the unplanned guest.  If the resident will not have the app installed, the question mark symbol will be visible on the card.  If the resident will have the app installed, but resident not responded, then the question mark symbol will be visible.  If resident will allow the guest, security will allow the guest to enter into the community.  If the resident will reject the guest, then guest will remain visible in the completed list. |

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| **Step-5** | |
| **Screen** | **Description** |
|  | Security will check out the guest by using the checkout tab. |

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| **Work Flow (User Story) How Security will Allow a Delivery** |
| **Step 1** If any Delivery will come to the community gate. Security will take the body temperature, mask available or not, mobile Number, photo, Name, Company.  **Step 2** Security will send a request to the resident to approve/reject the delivery.  **Step 3** If the resident will approve the delivery, then security will allow the delivery to enter the community. OR resident can call security for getting more details about the delivery. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | The security will have the dashboard as shown on screen.  All the Visitor (guest, delivery, cab, visiting help) will be placed inside **visitor Tab.**  All the property staff will take place inside the **staff tab**  All the check-in visitors will be visible in **check out tab**, so that security will check them out.  All the preapproved but not checked-in yet visitors will be visible inside the **queue tab.**    If a vendor will come to the community gate, then security will ask for the Unit Number where he intends to visit. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Security will select the unit number / numbers. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Security will fill all the details and add the vendor. This vendor will be visible inside the check in tab until any resident not approves the vendor. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | All the selected units residents will get a notification of delivery.  If the resident will not have the app installed, the question mark symbol will be visible on the card.  If the resident will have the app installed, but resident not responded, then the question mark symbol will be visible. |

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| **Step-5** | |
| **Screen** | **Description** |
|  | Delivery will be listed inside checkout tab. |

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| **Work Flow (User Story) How Security will Allow a Visiting Help** |
| **Step 1** If any Visiting Help will come to the community gate. Security will take the body temperature, mask available or not, mobile Number, photo, Name, Company.  **Step 2** Security will send a request to the resident to approve/reject the visiting help.  **Step 3** If the resident will approve the delivery, then security will allow the delivery to enter the community. OR resident can call security for getting more details about the delivery. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | The security will have the dashboard as shown on screen.  All the Visitor (guest, delivery, cab, visiting help) will be placed inside **visitor Tab.**  All the property staff will take place inside the **staff tab**  All the check-in visitors will be visible in **check out tab**, so that security will check them out.  All the preapproved but not checked-in yet visitors will be visible inside the **queue tab.**    If a vendor will come to the community gate, then security will ask for the Unit Number where he intends to visit. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Security will select the unit number / numbers. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Security will fill all the details and add the visiting help. This visitor will be visible inside the check in tab until resident not approves the visiting help. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | Selected unit’s residents will get a notification of visiting help.  If the resident will not have the app installed, the question mark symbol will be visible on the card.  If the resident will have the app installed, but resident not responded, then the question mark symbol will be visible. |

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| **Step-5** | |
| **Screen** | **Description** |
|  | Visiting Help will be listed inside checkout tab. |

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| **Work Flow (User Story) How Security will Allow a Cab** |
| **Step 1** If any Cab will come to the community gate. Security will take the body temperature, mask available or not, mobile Number, photo, Name, Company of the driver of the cab.  **Step 2** Security will send a request to the resident to approve/reject the cab.  **Step 3** If the resident will approve the cab, then security will allow the cab to enter the community. OR resident can call security for getting more details about the cab. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | The security will have the dashboard as shown on screen.  All the Visitor (guest, delivery, cab, visiting help) will be placed inside **visitor Tab.**  All the property staff will take place inside the **staff tab**  All the check-in visitors will be visible in **check out tab**, so that security will check them out.  All the preapproved but not checked-in yet visitors will be visible inside the **queue tab.**    If a vendor will come to the community gate, then security will ask for the Unit Number where he intends to visit. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Security will select the unit number / numbers. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Security will fill the cab details and add. This cab will be visible inside the check in tab until resident not approves the cab. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | Selected unit residents will get a notification of cab.  If the resident will not have the app installed, the question mark symbol will be visible on the card.  If the resident will have the app installed, but resident not responded, then the question mark symbol will be visible. |

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| **Step-5** | |
| **Screen** | **Description** |
|  | Cab will be listed inside checkout tab. |

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| **Work Flow (User Story) How Security will Allow Daily Visitor (Home Help / Staff)** |
| **Step 1** If daily help / staff will come to the community gate that is not registered in community.  **Step 2** Security will ask for Mobile number, Name, Address, and registered as a Guest.  **Step 3** Admin will create Daily Help / Staff ID after getting all the details of the daily help / staff.  **Step 4** Security will always use this ID to allow the daily help to enter in the community. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | All the staff registered in the community will be visible everyday inside the Staff tab with check in option. Security will select the IN button to check in the staff. Security can also scan ID QR code to search staff record. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | All the staff already Checked in will be visible inside the checkout tab. Security will check out the staff by pressing the **OUT** button. |

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| **Work Flow (User Story) How Security will Approve Visitor (Other Category)** |
| **Step 1** If any Other Type of visitor will come to the community gate without any preapproval. Security will take the body temperature, mask available or not, mobile Number, photo, Name, Company.  **Step 2** Security will send a request to the concern person/department to approve / reject the visitor.  **Step 3** If the concerned person will approve the visitor, then security will allow the visitor to enter the community. OR resident can call security for getting more details about the visitor. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | If staff come first time inside the community, and are not yet registered.  Security will choose the Unit Number Button. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Security will choose the Unit Number Office / Admin Block. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Security will fill the visitor details in the form and add the visitor. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | A popup will appear to the admin dashboard. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | If admin will approve the visitor, then security will allow the visitor to enter into the community and visitor will visible inside the checkout tab. |

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| **Feature Required** |
| Resolve parking issues  * + A visitor’s car is in a resident's spot? Fix this with ease on app, simply enter the vehicle number and get the owner’s contact details. Resolve the issue quickly. |

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| **Work Flow (User Story)** |
| **Step 1** Security will get a complaint on call when a visitor’s car is in a resident's spot.  **Step 2** Security will find the car owner's mobile number by using the car number.  **Step 3** Security will call the car owner and inform. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | Security will Search for guest vehicle number and call them after getting mobile number. |

## Material Movement - Resident Initiated

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| Work Flow (User Story) Case 1 Material-Out |
| **Step 1** Resident will create a gate pass. This gate pass will contain the details (description of material) or photo of the material that needs to be moved outside.  **Step 2** Security will verify the visitor's material movement pass with the description of material.  **Step 3** After verification material can be moved outside. |

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| Work Flow (User Story) Case 2 Material-In |
| Step 1 Resident will create a material movement pass by adding name and mobile number of **Bearer**. This material movement pass will contain the details of the material that needs to be moved inside.  Step 2 Security will verify the visitor's material movement pass with the material description.  Step 3 After verification material can be moved inside.  ***\* If mobile number not available then resident will follow the procedure as given in guest preapprove section.*** |

## Material Movement - Admin Initiated

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| **Work Flow (User Story) Case 1 Material out** |
| **Step 1** Property Admin will create a material movement pass. This material movement pass will contain the details/challan of the material that needs to be moved outside.  **Step 2** Security will verify the visitor's material movement pass with the material.  **Step 3** After verification material can be moved outside. |

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| **Work Flow (User Story) Case 1 Material in** |
| Step 1 Property Admin will create a material movement pass. This material movement pass will contain the details/challan of the material that needs to be moved inside.  Step 2 Security will verify the visitor's material movement pass with the material.  Step 3 After verification material can be moved inside.  ***Remark: This module only handles the material movement pass based on challan generated by inventory module.*** |

## 

# Communication management

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| Feature Required |
| Run polls/Discussions  * + Create opinion polls to understand what your residents want and make quick decisions. Want to plan an event or celebration? Know if people are interested in? Create a poll and find out immediately. |

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| **Work Flow (User Story)** |
| **Step 1** Resident / Property admin will be able to run polls / discussions.  **Step 2** By default Polls / Discussion host will be the person who will start the poll/discussions.  **Step 3** Polls / Discussion result will be visible to all the participants. |

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| Feature Required |
| Send meeting invitesLooking to call for a meeting to plan an event? The ‘Meeting’ feature will help you create an invite. It allows you to list the meeting description, agenda, venue, date & time, and participating groups for attendees’ convenience. |

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| Feature Required |
| Start a discussion  * + All residents can check into the 'Communications’ section of the app and pen down their suggestions to start a discussion and comment on other ideas that interest you. |

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| **Feature Required** |
| Notice Boards/Announcements  * + Can see all announcements/Notice related to residents through the app. |

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| **Work Flow (User Story) for Resident** |
| Step 1 Resident will access the notification section.  Step 2 Resident will get a list of all the notification read/unread.  Step 3 To read a notice resident will select the required notification.  Step 4 After choosing a notice, detailed notice page will appear. |

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| **Step-1** | |
| **Screen** | **Description** |
|  | Resident will access the notification by choosing the notification bell icon. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Resident will see all the notices list inside the notifications. |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Resident will open a notice by choosing a particular notice in the list. |

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| **Feature Required** |
| Documents  * Documents related to society/facilities can be stored for easy accessibility as and when needed. Security / Safety riders-restricting downloads/read only/etc. |

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| **Work Flow (User Story)** |
| Step 1 Admin will upload all the utilities documents related to society/facilities.  Step 2 Uploaded documents will have restrictions like restricted download/read-only.  Step 3 These documents will be available to all the residents of the community. |

# Daily staff management (Residents hired staff)

## Instant notifications

* + Are you often left wondering whether your domestic help will skip work? App makes it easier for your residents to plan their day by sending notifications of the arrival of maids, nannies and other staff.

## Attendance review

* + App will make it easy to do attendance reviews instead of manual entries.

## Community staff ratings

* + Who better than your neighbors to help you find a better nanny, driver or cook! With crowd-sourced daily help reviews, your home will always be in good hands.

# Child security management

## Get notified on checkout attempt

* + Every time your kid attempts to leave the premises, with or without an escort, the security guard will ask for your permission.

## Allow future exit

If you allow your kid to exit during the coming few hours on the app, the guard will immediately be notified of this when he attempts to seek your permission.

Delivery Management

## Auto-approved entries

* + Validating every delivery executive is a lengthy process. App will tie up with the top e-Commerce brands in the country to reduce the hassle to just a few seconds. It's simpler and safer, too!

## Leave at gate

* + App comes with a simple parcel management workflow, enabling residents to leave parcels at the main gate when they're not home and pick them up in a secure manner when they return.

## Overstay alert

* + What if delivery personnel entering your community overstay their welcome? App will alert your security guards of their status and require them to check on their whereabouts.

# Amenities booking

## Book your slot

* + Provide residents the ability to book their access to clubhouse amenities on the app. This is particularly handy in the case of in-demand amenities such as the swimming pool etc.

## Restrict usage to residents

* + Is your community finding it difficult to enforce usage rules? App can help implement a pass code-based system to restrict usage to residents and their guests, further enhancing the safety of the society.

## Access usage history

* + App can give you a good understanding of usage trends, which can help you understand the value of an investment in one or another amenity and even resolve issues that may crop up from time to time.

**Rewards- Redemption**

# Helpdesk/Complaints Management

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| Feature Required |
| Quick complaint assignment  * + Issues keep coming up at the society, when you're at work or even away on holiday, leading to a delay in communication to the technician or facility manager. With this, you can assign tickets right on the app.  SMS alert to technicians  * + When you raise a complaint, you’re usually left wondering if the message has reached the person who will actually fix the problem. With App, the technician receives an SMS as soon as one is assigned, and both the committee and resident are informed.  Escalation Matrix and information  * + For timely resolution in case of issues where the assigned technician is not able to resolve the complaints on time or clarification is sought.  Real-time updates  * + The management committee and resident get real-time updates on the ticket by the facility manager, so everyone is in the know. This keeps everyone on the same page and reduces the number of escalations.  Detailed complaint reports  * + App makes it easy to analyze the performance of support staff and facility manager by downloading periodic complaint reports to understand resolution times and how they can be improved. |

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| **Work Flow (User Story)** |
| **Step 1** Resident will request for required service to Helpdesk.  **Step 2** Resident will pay the service charge.  **Step 3** Helpdesk will generate the ticket. This ticket will contain the service details, and the assigned person's (Service Engineer) name and mobile number.  **Step 4** Service Engineer will visit the resident flat and provide the service.  **Step 5** Resident will hand over the filled ticket back to the service engineer.  **Step 6** Service Engineer will submit the filled ticket to the helpdesk.  **Step 7** Helpdesk will upload the ticket into the app. |

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| **Step-1** | |
| **Screen** | **Description** |
| Graphical user interface, application  Description automatically generated | The resident will access the Services by choosing the services option on the dashboard bottom bar. |

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| **Step-2** | |
| **Screen** | **Description** |
|  | Inside the services resident will find the two options:   1. Soft Services 2. Hard Service |

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| **Step-3** | |
| **Screen** | **Description** |
|  | Hard services. |

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| **Step-4** | |
| **Screen** | **Description** |
|  | If the resident will choose a category of service, the entire services inside that service category will be displayed. The resident can also search for a particular service. |

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| **Step-5** | |
| **Screen** | **Description** |
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| **Step-6** | |
| **Screen** | **Description** |
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| **Step-7** | |
| **Screen** | **Description** |
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| **Step-8** | |
| **Screen** | **Description** |
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| **Step-9** | |
| **Screen** | **Description** |
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| **Step-10** | |
| **Screen** | **Description** |
| Table  Description automatically generated | Service Requests will be accepted by the Helpdesk.  After getting the service request helpdesk will assign a service engineer to provide the service. On the assignment of a service request, the message will be sent to both the resident and the service engineer.  To assign a service request to service engineer, the helpdesk will first generate the service ticket slip. This slip will include Service Name, Charges, Resident name, flat number, and assigned service engineer name. On the generation of the service slip, the Notification message will be sent to the Resident and Service engineer.  After getting the service request Slip, the service engineer will visit the resident flat and provide the service. The resident will give feedback and pay the charges using the Online / Offline method.  After receiving the filled service ticket slip from resident, the service engineer will submit the ticket to the helpdesk.  The helpdesk will upload the filled service ticket in the app with comments (if any). |

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| **Step-11** | |
| **Screen** | **Description** |
| Table  Description automatically generated | Service Request Feedback Slip/Ticket format. |

# Multi property management

## Single Dashboard

* + A simple toggle is all that’s required to move from one property to the next. Select one and use all the App features activated for that community.

## Tag Rented Properties

* + If you rent out any of the properties, you will continue to receive Community updates. However, visitors, daily help and deliveries will only be visible to the tenant.

# In-house & third party application accessibility

* + App will tie up with various food brands & supermarkets such as Spencer’s, Big Bazar, Zomato, Swiggy, etc: from which residents can directly order through our app& get various offers.
  + Shopping of various products can be done through application & get cashback/offers.
  + Printing & stationary (Xerox, Binding etc.) services will be provided / tie-up, through app.
  + Azea Botanica Privilege cards and schemes being offered by vendors-integrated.



# Health, Safety & Trainings

* + All trainings details will be accessible through this app.
  + Fire safety refresher videos will be provided in the app to be updated in case of any fire emergency.
  + Floor warden/ERT contacts will be easily accessible.
  + Fire MOC drill & other training attendance sheet will be uploaded for easy accessibility.
  + Health status of Daily helpers & drivers.
  + Medical Emergency services(outsiders). (also to include the Doctors list living in society)
  + Through app emergency evacuation plan is easily accessible that will guide residents for safe evacuations.
  + Medical services-tie ups

# Mobility

* + Create, Assign, Execute Work Orders
  + Photo/Audio/Video Capture
  + Q R Scanning
  + Geo-Location Tracking for Service Technicians
  + Asset History
  + E-Signature Capture

# Buy, Sell & Rent

* + App will have provision in which customer can Buy, Sell & Rent various properties with co-ordination with brokers/property dealers – tie ups.
  + Also application will have provision in which occupants can buy & sell their HH goods, second hand cars etc. to internal occupants as well as external(third party applications), through this app.

# Socializing

* + It will have feature in which occupants can send socializing request/schedules (Kitty party, Yoga session, etc) through this app.

# Private Business Promotions

* + Private businesses like-vocational trainings, Sports coaches, Yoga, etc.

# e-commerce platform

* + Link between business & customers

# Socializing

* + E-library-a repository of all books on line.

# Recruitments

* + Data bank
  + Referrals & uploading of details by residents/others
  + Find suitability & employment-soft & technical services.

# Suggestions & Feedback

* + Create a platform for recording suggestions &feedbacks.
  + Suggestion & feedback will be always welcome from our customers.

# Stand alone service provider

Deep cleaning, general cleaning, pest control, chauffer, plumbing, electrician, carpentry, repair & maintenance, etc.