

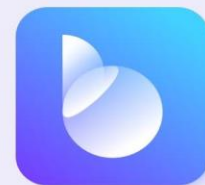
# Blitz Mobile Apps

The Best Mobile App Development  
Solutions for Diverse Needs!



MKI

Change Request



**Blitz.**

[blitzmobileapps.com](https://blitzmobileapps.com)



# Confidentiality Note

---



**Blitz.**

**Dear Client,**

Blitz Mobile Apps are crafted to cater to your business's specific demands and impress your potential customers. Well aware of the technical aspects of the web application, we will bring absolute perfection to your web application. Moreover, Blitz Mobile Apps has been working on multiple complex web and mobile applications for a handsome amount of time now. We are proficient in using latest tools and methodologies to overcome problems and meet the requirements of our clients.

In order to proceed with your projects, we would like to start up with mutual agreement of the following:

Nothing in this Agreement shall be construed or disclosed to any agency, partnership, third parties, joint venture, or other similar relationship between the Parties. Neither Party will, without prior approval of the other Party, use any information in parts or on whole or otherwise disclose the existence or the terms of this Agreement. Either Party may disclose Confidential Information to the other Party in confidence.

We are looking forward to maintain a long-term business relation between both the organizations. Kindly let us know if you need any support from our side.

In case of any query, please feel free to contact us. Thank you for choosing Blitz Mobile Apps.

Regards,

Team **Blitz Mobile Apps**



# Change Request



<b>Project Title</b>	MKI	<b>CR Version</b>	1.1
<b>Requested By</b>	Client	<b>Date of Request</b>	08 May, 2024
<b>Presented By</b>	Blitz Mobile Apps		

<b>Summary</b>	<p><b>User</b></p> <ul style="list-style-type: none"><li>• Number of Images on Request maintenance page</li><li>• Skip Change in page of Request maintenance</li><li>• Emergency service</li><li>• Sub account charges</li><li>• Change Machine Name to Area Name</li></ul> <p><b>Sub-Admin</b></p> <ul style="list-style-type: none"><li>• Multiple jobs at a time for Mechanic</li></ul> <p><b>New Actor</b></p> <ul style="list-style-type: none"><li>• Super Admin</li></ul> <p><b>Technical Features</b></p> <ul style="list-style-type: none"><li>• Chat API will be integrated onto the platform for the chat functionality.</li></ul>
----------------	---

## Description

As per the request of the client we will be implementing the following changes to the flow of this project.

### 1. Chat Feature

There will be a chat feature for admins to interact with users or subaccounts whenever they receive a new request for a machine. This chat option will appear, allowing admins to communicate with users in real-time. They can provide details about the assigned mechanic, such as their arrival time or any specific requirements during the work. The chat will close automatically after the work status changes to completed. It's important to note that the chat will be initiated by the admin.



# Change Request



## 2. User

### 2.1. Number Of Images on Request Maintenance Page

The current maintenance request functionality in the application restricts users to uploading exactly five (5) images per request, with no provision for fewer images. However, to offer greater flexibility to users and accommodate scenarios where only one (1) image suffices to illustrate a maintenance issue, it is proposed to modify the image upload feature.

The change aims to enable users to upload a minimum of one (1) image while maintaining the existing maximum limit of five (5) images per maintenance request.

### 2.2. Skip Change in Page of Request Maintenance

Currently, in the application's user journey, users are required to manually input their basic information and address during a process of request. To streamline and expedite this process while enhancing user convenience, it is proposed to leverage the information available in users' profiles. The change involves pre-populating the basic information and address fields with data from users' profiles, eliminating the need for manual input. Users will have the option to review and modify this pre-populated information or proceed directly to the next step using a **"Skip"** option.

### 2.3. Emergency Service

Currently, the maintenance request process in the application lacks a mechanism for users to flag urgent or emergency maintenance needs. To address this gap and facilitate prompt response to critical issues, it is proposed to introduce an "Emergency" option for users when submitting maintenance requests. Upon selecting the "Emergency" option, users will be prompted to provide emergency contact information. Once submitted, both the user and the admin will receive text notifications on their registered phone numbers regarding the emergency request. Additionally, a new interface will be implemented on the admin side to display all emergency requests for efficient management and prioritization.

### 2.4. Sub Account Charges

As part of the application's evolution, a new feature is proposed to introduce subscription charges for creating sub-accounts within the platform. Upon creating a new sub-account, users will be required to purchase a subscription plan associated with the respective sub-account type. This change aims to introduce a monetization strategy for sub-accounts.

### 2.5. Change Machine Name to Area Name

As per the client's requirement, we are changing the term "machine name" to "area name" so that admins can easily search for any work by simply entering the area name in the search bar.



# Change Request

---



## 3. Sub-Admin

### 3.1. Multiple Jobs at a time for Mechanic

At present, the mechanics in the application are limited to working on one job at a time. To optimize efficiency and streamline the workflow for mechanics and sub-admins, it is proposed to modify this constraint. The change entails allowing sub-admins to assign multiple jobs simultaneously to mechanics, eliminating the need to manually change job statuses before assigning new tasks.

## 4. New Actor

### 4.1. Super Admin

A new actor, referred to as the "Super Admin" or "Owner," is proposed to be introduced into the application's ecosystem. The Super Admin will have elevated privileges, including the ability to view and manage all sub-admin accounts, create new sub-admin accounts, and activate/deactivate them as needed. Additionally, the Super Admin will have access to a "Contact Us" feature for direct communication with sub-admins.



## Change Request

---



**Estimated Timeline**

**WEEKS**



# Thanks

For Your Time!



**Blitz.**

**Toll Free: (866) 210-3898**

**Email: [info@blitzmobileapps.com](mailto:info@blitzmobileapps.com)**

**Website: [blitzmobileapps.com](http://blitzmobileapps.com)**