

brewnok
presents

 **buildingbugs**

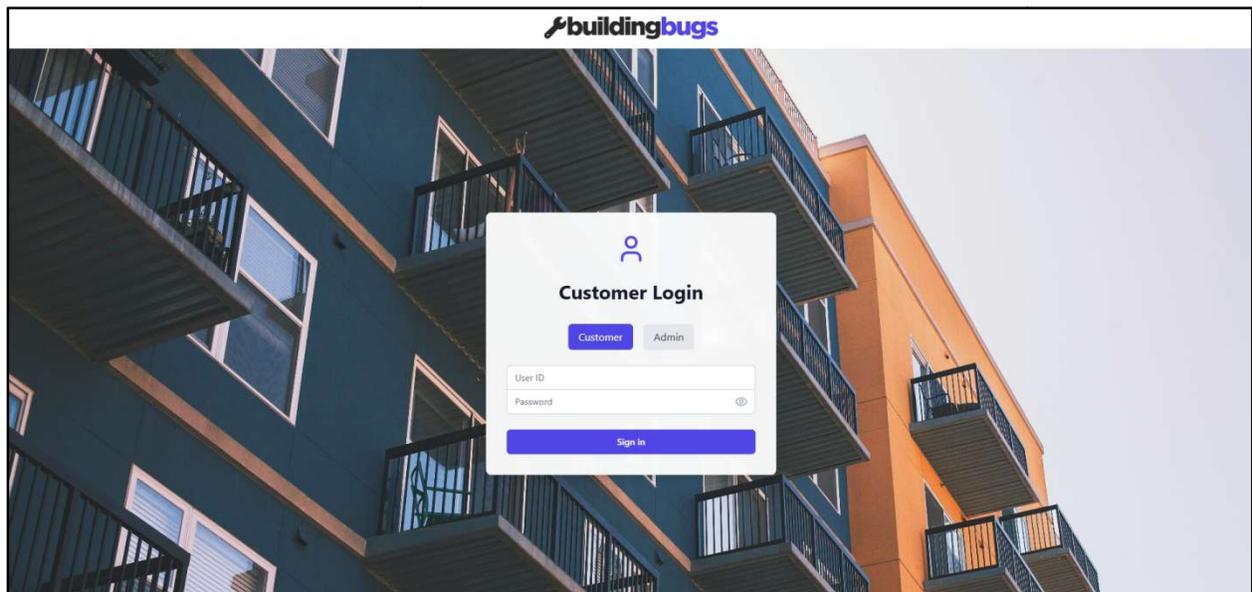
An end-to-end ticket managing system for apartments

What is buildingBugs?

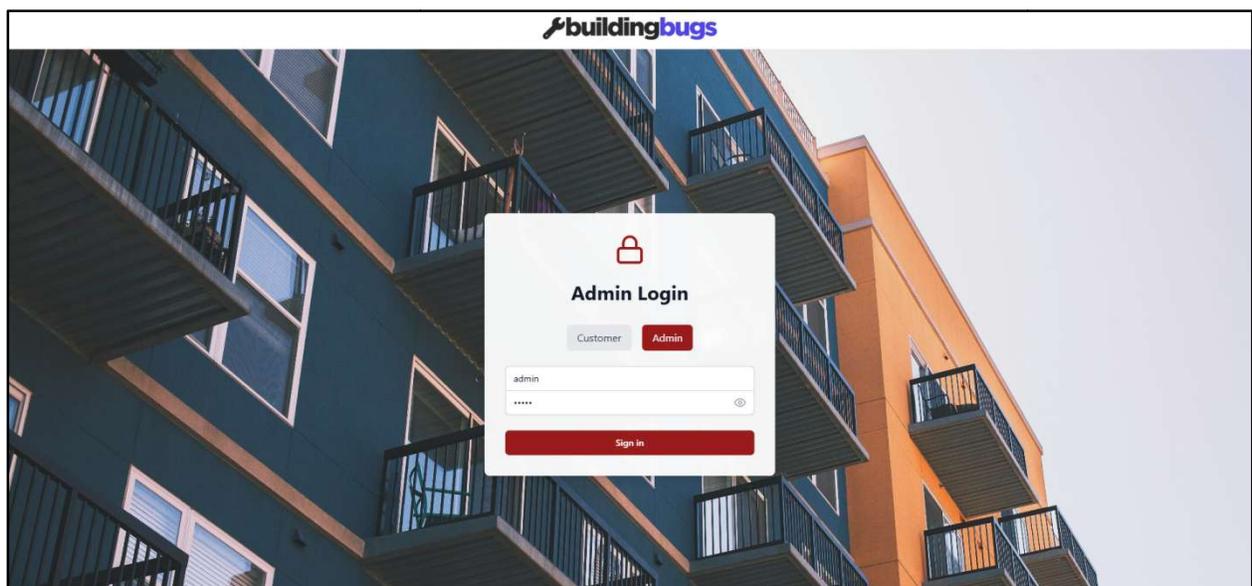
buildingBugs is a system designed to manage apartment ticketing. It allows residents to report issues in their flats and request daily necessities such as newspapers, water, milk, and more.

How does it work?

- During onboarding, brewnok will register one or more admins for the system who will be responsible for management tasks.
- The landing page will be same for both customer and admin

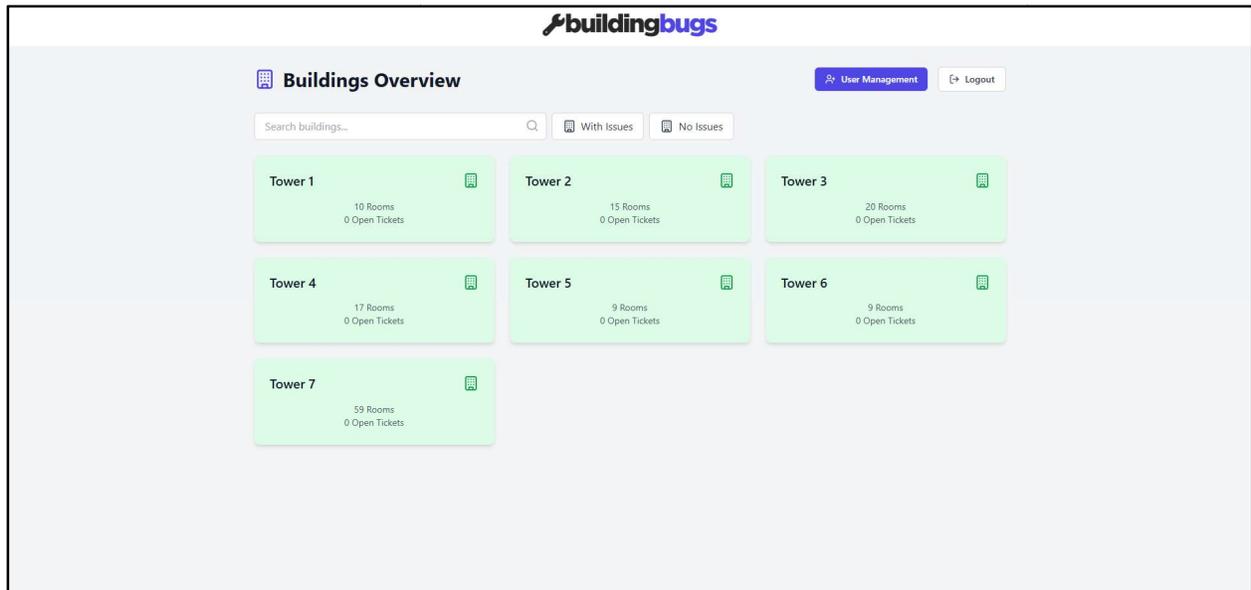


- The admin will first switch to the admin login section by clicking the **Admin** button on the login page and then log in with the admin credentials.

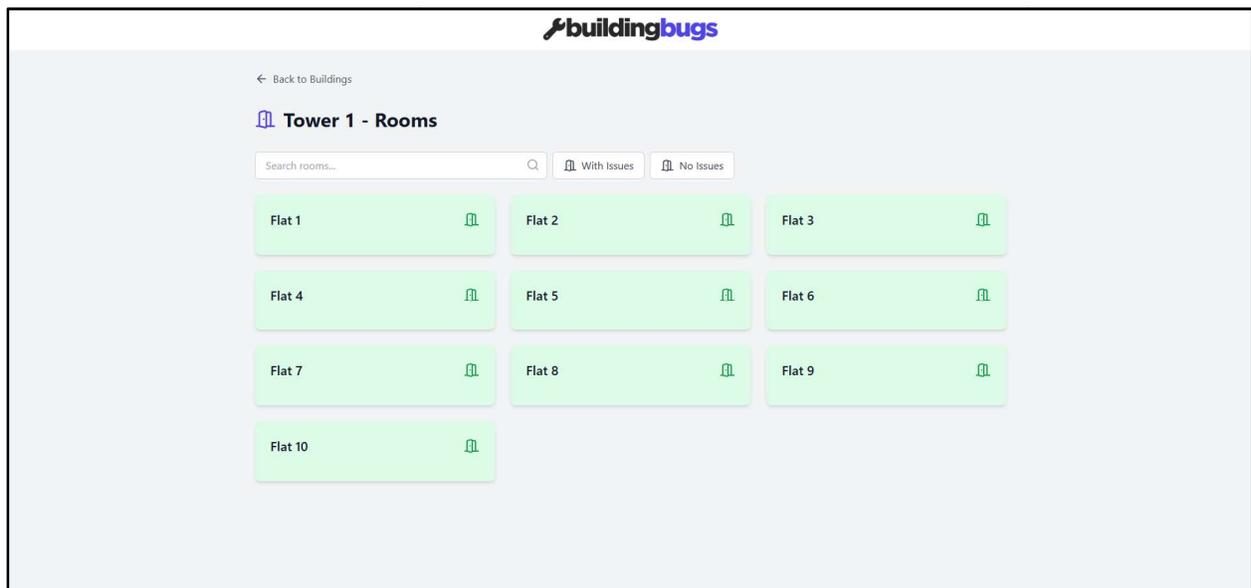


- After logging in, the admin will be able to see all the towers/buildings available. By clicking on each tower, they can view the flats within that tower/building.

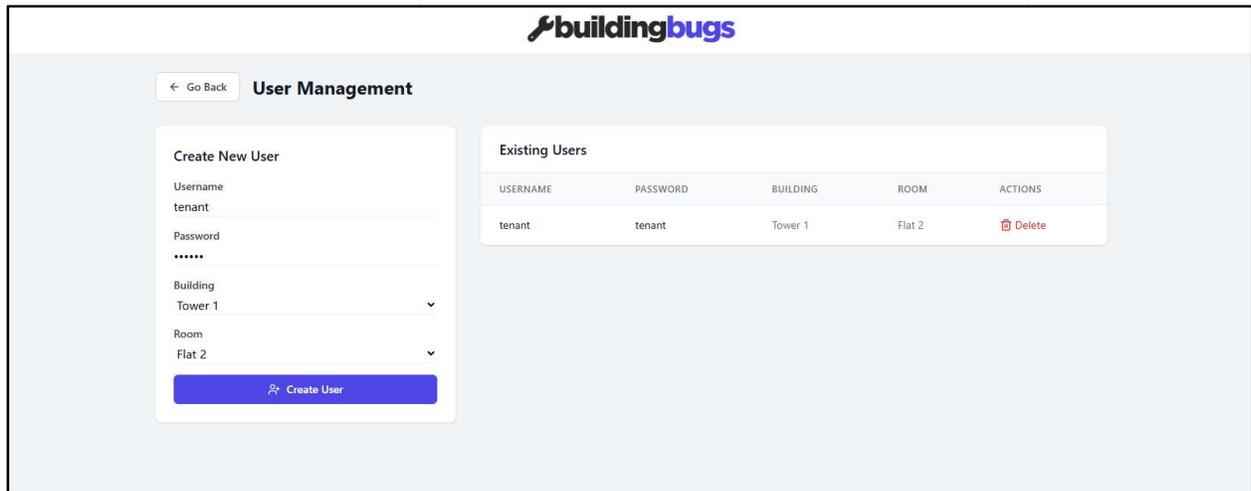
Tower/Building view for the admin



Flat view for the admin

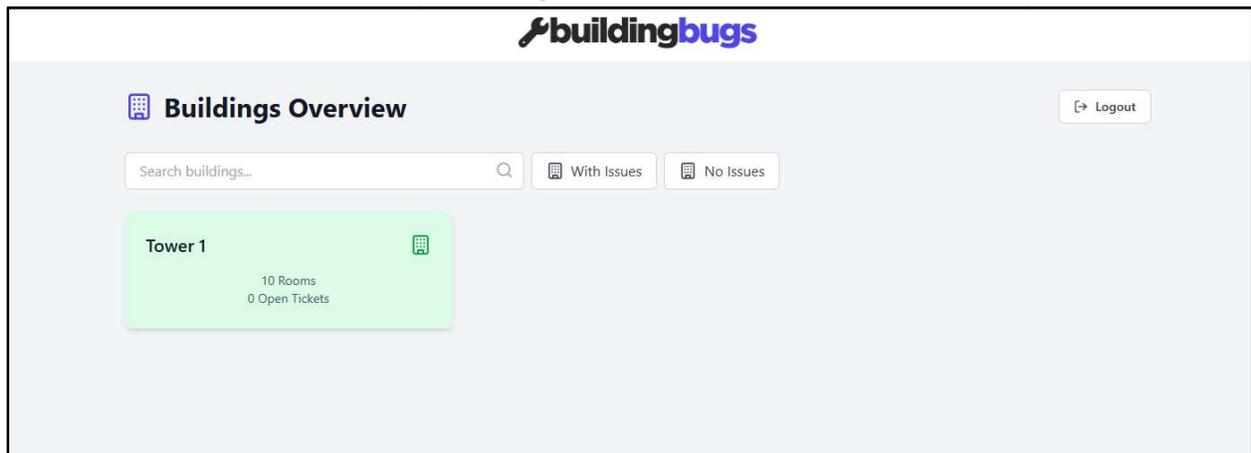


- Admins can assign users to each flat by navigating to the User Management section and adding a new tenant to a specific flat in a specific tower. Admins can also delete any existing tenant user credentials if needed.

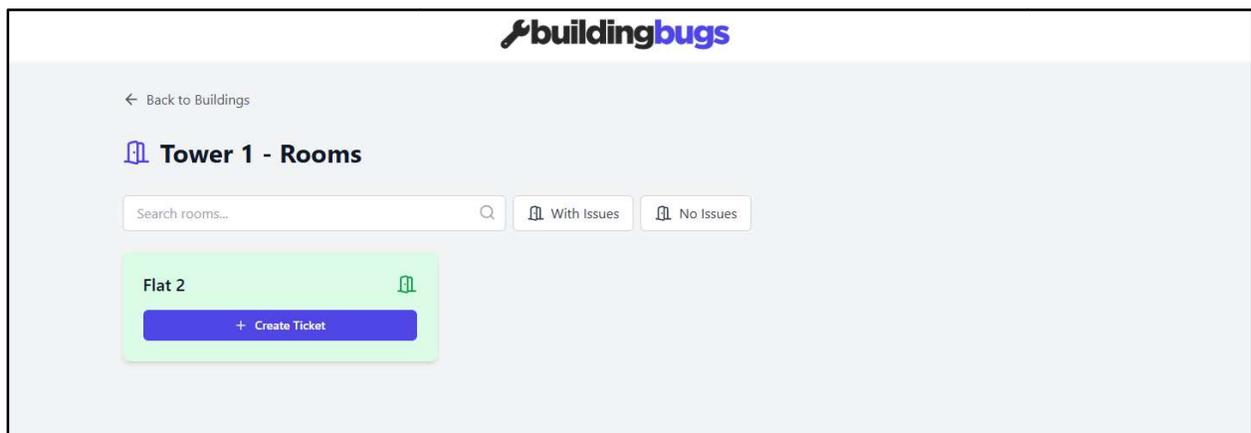


- The tenant can log in to the portal by selecting **Customer** on the login page and will only be able to view the flat assigned to them.

Building view for the tenant



Flat view for the tenant



- If the tenant needs to raise a ticket for any issue, they can click the **Submit Ticket** button and fill in the necessary details.

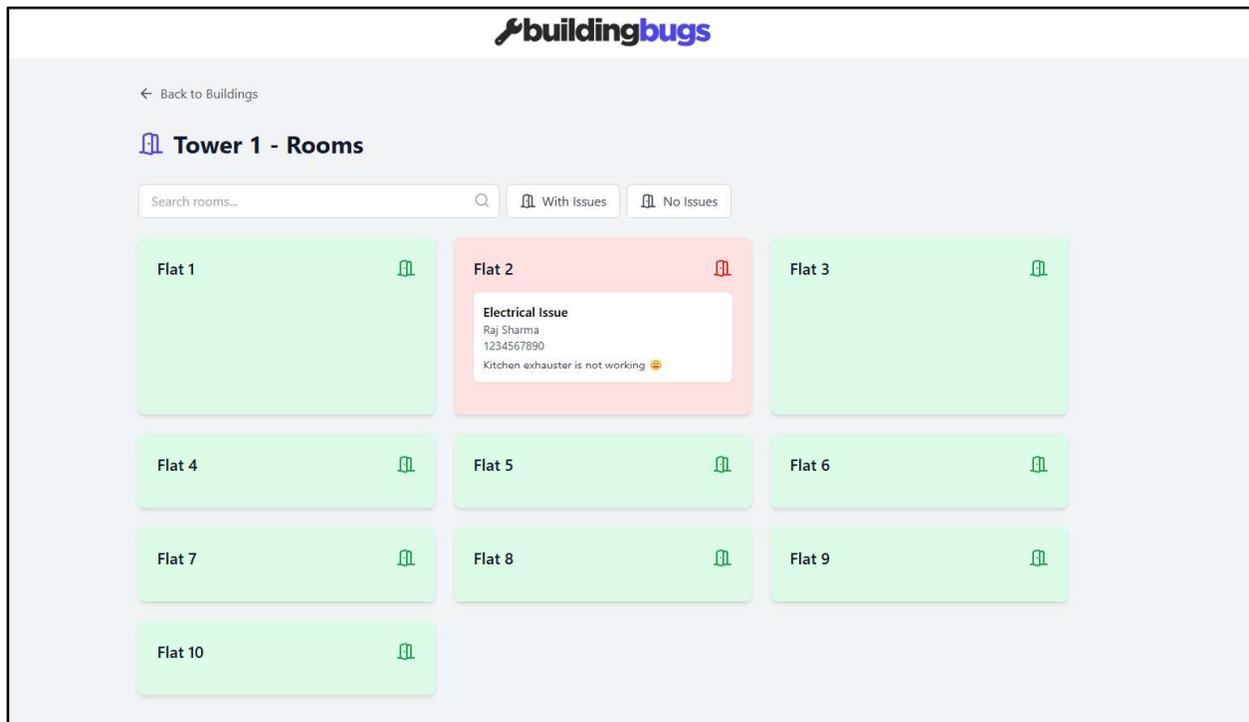
The screenshot shows the 'buildingbugs' app interface for submitting a ticket. At the top, there is a 'Back to Buildings' link. Below it, the page is titled 'Tower 1 - Rooms'. A search bar labeled 'Search rooms...' is present, along with filter buttons for 'With Issues' and 'No Issues'. The main form is for 'Flat 2' and contains the following fields: a name field with 'Raj Sharma', a phone number field with '1234567890', a dropdown menu for 'Electrical Issue', and a text area with the description 'Kitchen exhauster is not working 😞'. At the bottom of the form are two buttons: 'Submit Ticket' and 'Cancel'.

- Once the tenant clicks on **Submit Ticket**, it will be logged, and the admin will be notified via WhatsApp or email.
- The flat block and tower will then be marked in red where open tickets are present.
- Once the admin logs in, they will be able to see the towers marked in red. The admin can also apply filters to display only the towers marked in red by clicking the filter button.

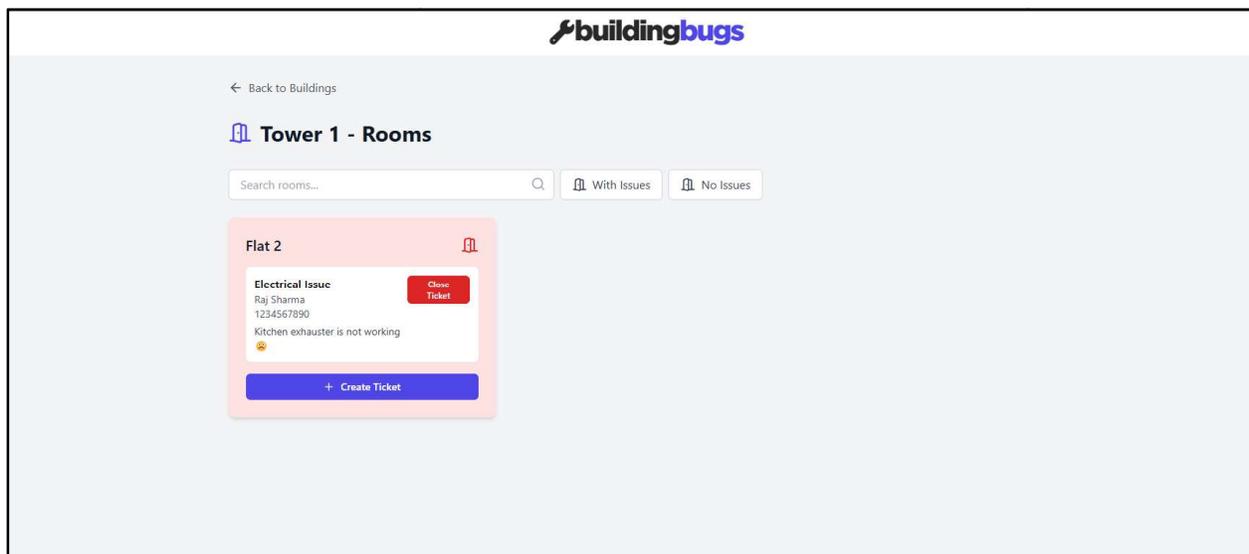
The screenshot shows the 'buildingbugs' app interface for a 'Buildings Overview' dashboard. At the top, there is a 'User Management' button and a 'Logout' button. Below it, a search bar labeled 'Search buildings...' is present, along with filter buttons for 'With Issues' and 'No Issues'. The dashboard displays seven towers in a grid layout. Tower 1 is highlighted in red and has a 'Requires Attention' label. The other towers are green. The data for each tower is as follows:

Tower	Rooms	Open Tickets	Status
Tower 1	10	1	Requires Attention
Tower 2	15	0	Normal
Tower 3	20	0	Normal
Tower 4	17	0	Normal
Tower 5	9	0	Normal
Tower 6	9	0	Normal
Tower 7	59	0	Normal

- The admin needs to click on the red-marked tower to view the issue(s) logged by the tenant. The admin can also apply filters to display only the red-marked flats if needed.



- Based on the issue, the admin will assign the appropriate worker to resolve it. Once the issue is fixed and the tenant is satisfied, they can close the ticket by clicking the **Close Ticket** button.



Future enhancement scopes

1. Admins will be able to add or remove towers/flats directly in the system.
2. The apartment admin team will receive a monthly or quarterly report (based on requirements) detailing the types of issues and their occurrences, enabling them to take necessary actions and plan for permanent solutions (if any).
3. A tenant or flat owner auto-verification system and self-registration module will be available, pending manual verification by the admin.
4. Mobile application for managing both tenant & admin side activities.