

# Tool and Platform Features

## Scheduling Tool Features

- Calendar for service provider
  - View appointments
  - Add appointment
  - Modify appointment
  - Remove appointment
- Service provider can set a default availability schedule
- Service provider can block off or open up times from their schedule
- Service provider can specify default length of service and time between service appointments
- Client can view the availability of a particular service provider
- Client can view cumulative availability for a service
- Client can make an appointment with a specific provider or be assigned a provider at a specific time
- Service provider and client are notified about new appointments
- Service provider and client receive reminder(s) about appointments
- Client can cancel appointments within specified time periods

## Knowledge Sharing Tool Features

- Open forums
- Messaging tools
- Information sharing tools including audio, video and textual information
- SMS support

## Governance Tool Features

- Member accounts
- Proposal creation
- Communication about and refinement of proposals
- Voting on proposals
- SMS voting on proposals

## Labour Platform Features (Future Scope)

- Informational site for the labour platform
  - Branding
  - General information
  - Service descriptions
- Client accounts
- Service provider accounts
- Service search/browse
- Service selection/request at a location in a time period
- Interactive map of service area
  - For clients show location of services where applicable
  - For service providers show location of jobs
- Client search/job selection at a location in a time period
- Communication between client and service provider
  - Details of job
  - Service quote
- Worker selection
- Service scheduling
- Service payment
- Service review
- Metrics gathering
- Location tracking of workers
- Panic button

## Co-op Administration Platform Features (Future Scope)

- Informational site
  - Introduction to platform cooperativism
  - Introduction to the specific co-op
  - Continuing education
- Member management
- Information sharing between members
  - Open forums
  - Messaging tools
  - Information sharing tools including audio, video and textual information
- Payment intermediary

- Tax support
- Billing support
- Administrative forms automatically filled out where possible
- Track activity
- Compliance reminders
- Licensing