

Product Requirements Document (PRD): Laborly - MVP

Project Name: Laborly

Product Summary

Laborly is a trust-driven platform that connects clients with vetted workers across various service categories. It enables clients to discover, engage, and hire verified workers through a streamlined messaging and job acceptance flow. The platform also includes a lightweight admin interface for moderation and safety oversight.

Target Users

- **Clients:** Individuals seeking services (e.g., home repairs, freelance work).
 - **Workers:** Skilled professionals offering services and seeking verified engagements.
 - **Admins:** Internal platform staff responsible for user verification, moderation, and dispute control.
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MVP Goals

- Simplify the process of hiring verified workers.
 - Build a secure, transparent, and reviewable workflow for job engagements.
 - Provide lightweight but effective admin tooling.
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Key Features

1. User Authentication

- Email and password registration and login
- Social login: Google and Apple (optional)
- Terms & Conditions acceptance is required
- Secure token-based (JWT) authentication

2. User Roles

- **Client:** Can search workers, initiate messages, and create jobs
- **Worker:** Can offer services, receive jobs, and complete KYC
- **Admin:** Has elevated privileges to manage accounts, KYC, and reviews

3. Profile Management

- Clients and workers manage their own profile info
- Workers can edit availability, upload profile pictures, and update services
- Clients can favorite workers and track job history

4. KYC (Know Your Customer)

- Required for workers before offering services
- Workers upload a valid ID and selfie
- Admin reviews and approves/rejects
- KYC status (pending, approved, rejected) displayed on dashboard

5. Worker Discovery

- Clients can search and filter workers by:
 - Service category
 - Location
 - Availability
 - Rating
- Clients can save workers to a personal favorites list

6. Messaging

- Clients initiate message threads with workers
- Workers can respond once contacted
- Messages are stored for each job thread
- Contact details remain hidden until a job is formally accepted

7. Job Acceptance Flow

- Jobs begin when a client and worker agree to proceed
- A job record is created with negotiating status
- Once accepted, status becomes accepted
- Either party may mark the job as completed
- Once both confirm, job is finalized
- Jobs can be cancelled with an optional reason

8. Ratings & Reviews

- Clients may leave one review per completed job
- Reviews include 1–5 star ratings and optional text
- Workers' average rating is calculated and shown in listings

9. Admin Controls

- KYC approval/rejection
- Freeze or unfreeze user accounts
- Ban or unban users
- Delete accounts on request
- Moderate inappropriate reviews

10. Dashboards

- **Client Dashboard:** View active and past jobs, favorited workers
- **Worker Dashboard:** View jobs, update availability, view ratings, manage profile

11. Platform Security

- Input validation via Pydantic schemas
- JWT-based access control and secure token handling
- File upload sanitization
- Rate limiting to prevent abuse
- Logging of sensitive actions (e.g., login attempts, admin actions)

Technical Architecture (Backend Overview)

- Backend Framework: FastAPI (Python)
- Database: PostgreSQL
- Modular structure: Each major entity (auth, client, worker, etc.) is a separate module
- Role-Based Access Control (RBAC): Enforced at route level
- Admin tools are API-only (no dashboard UI in MVP)

Out of Scope for MVP

- Payment processing or escrow

- In-app notifications or real-time alerts
 - Dispute resolution systems
 - Multi-role accounts (e.g., same user as client + worker)
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Success Criteria

- Clients can register, find, and hire a worker without admin help
 - Workers can complete KYC, list services, and accept jobs
 - Admins can verify users and moderate content via internal tools
 - System is stable, secure, and modular enough for scaling
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Future Considerations

- Payment and escrow integration
 - Worker subscription tiers
 - In-app notifications and messaging enhancements
 - Admin dashboard UI
 - Automated KYC with third-party providers
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This PRD serves as the foundational guide for delivering a functional, secure, and scalable MVP of Laborly.