

Product Requirements Document (PRD) for Laborly

1. Overview

Laborly is a labor service connection platform that connects clients with skilled workers for various tasks. The MVP will focus on job posting and matching, ensuring a seamless experience for both clients and workers while prioritizing ease of use and trust.

2. Problem Statement

Finding reliable workers for short-term or one-time jobs can be difficult for clients, while workers struggle with inconsistent job opportunities. Laborly aims to bridge this gap by providing a structured platform that facilitates job discovery, selection, and completion.

3. Goals & Objectives

- Enable clients to post jobs and find workers easily.
- Allow workers to list their skills and availability.
- Implement a basic rating system to establish trust.
- Provide a simple, effective job-matching system.
- Ensure manual and automated job selection options.
- Launch in a single city/region with a small-scale user base (100-500 users).

4. Core Features (MVP Scope)

4.1 User Onboarding & Flow

- New users (clients and workers) must complete a simple onboarding process.
- First-time users receive a tutorial on how the platform works.
- Users must agree to terms & conditions before accessing the platform.

4.2 Job Posting & Matching

- Clients can create job postings with descriptions, categories, and location.
- Workers list their services, skills, and service areas.
- Job matching will combine **automated recommendations** (location, skills, ratings) with **manual selection** (clients can browse and pick workers).

4.3 Verification & Trust

- **Workers:** Basic ID verification is required. Background checks and certifications are optional, granting a “Trusted” badge.
- **Clients:** Basic email/phone verification is required for job posting.

4.4 Ratings & Reviews

- Both workers and clients can **rate each other** using a **star-based system (1-5 stars)**.
- Text reviews will be introduced in a later phase.

4.5 Job Completion & Disputes

- **Both the client and worker must mark a job as completed.**
- If a dispute arises, the job is **automatically paused** until an admin reviews it.

4.6 Data & Privacy

- Workers can **toggle their availability** to hide their profiles when unavailable.
- Users **cannot delete their profiles** on their own; manual requests will be handled by admins.

4.7 Admin Controls & Moderation

- A **basic admin dashboard** will allow admins to **manage user verification, disputes, and fraud detection**.
- Basic dispute resolution tools will be available at launch.

4.8 Growth & Scaling

- A system for **collecting user feedback** will be implemented in the MVP.
- **Referral programs** will be added later.

5. Features for Future Phases (Post-MVP)

- In-app chat and messaging.
- Scheduling and appointment booking.
- In-app payments (escrow or direct payments).
- Full verification for clients (ID check & address confirmation).
- Background checks as a requirement for workers.
- Real-time GPS tracking for job location.
- Automated job assignments.
- Notification system (email/SMS/in-app).

6. Success Metrics

- Number of jobs successfully completed.
- User adoption rate (active workers and clients).

- User feedback and satisfaction scores.
- Low dispute rates and quick resolution time.

7. Constraints & Assumptions

- The MVP will launch in **one city/region** before scaling.
- The initial user base is expected to be **100-500 users**.
- Payments will not be handled in-app; clients and workers will handle transactions independently.
- The system will start with **basic verification** before expanding to advanced security measures.

8. Tech Stack Considerations

- **Frontend:** React, Next.js, or another modern framework.
- **Backend:** FastAPI (Python) for API services.
- **Database:** PostgreSQL or MongoDB for data management.
- **Hosting:** AWS, DigitalOcean, or a similar cloud provider.

9. Timeline & Next Steps

- Finalize PRD and design wireframes.
- Begin development with a focus on core functionalities.
- Conduct beta testing with a limited user base.
- Launch MVP in the selected region and collect feedback.

This PRD will be updated as needed to reflect changes in scope and priorities.