

## REQUIREMENT SPECIFICATION FORM

Contact Information		
Project Name	Req. No	Req. Date
Point of View	8	21.11.2023
Requesting Firm or Organization		
Ministry of Family and Labor Social Services		
Contact Personel	Phone No	e-mail
sensitive information	sensitive information	sensitive information

Request Information
Request Description
This requirement entails enabling professional volunteers to intervene with users within the system. These volunteers, with their expertise and experience, will offer guidance and support to users referred to them by moderators on the basis of identified psychological needs or emergencies. In addition, since these volunteers are also professionals, they will have the possibility to offer professional assistance on a voluntary basis after obtaining approval from the user.
Justification
The inclusion of professional volunteers is crucial to ensure that users receive accurate and effective support. These professionals bring specialized knowledge and skills to the platform, enabling it to handle complex psychological issues more effectively than general moderators. Their involvement is vital for the credibility and effectiveness of the platform, especially when dealing with sensitive and potentially serious psychological issues.
Effect if declined (Risk if the project request is declined)
Without the involvement of professional volunteers, the platform may fall short in providing specialized support for complex psychological issues. This could lead to inadequate or inappropriate advice being given to users, potentially worsening their situations and undermining the platform's reliability and safety.
Request Alternatives (if exists)

Request Review Information		
Review Date	Reviewer Name and Signature	Reviewer Conclusion
21.11.2023	Ejder Aysun sensitive information	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Declined <input type="checkbox"/> Postponed (D: )
21.11.2023	Emir Nevas Elçi sensitive information	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Declined <input type="checkbox"/> Postponed (D: )
Suggestion Elaboration		

Request Final Review		
Review Date	Reviewer Name and Signature	Conclusion
21.11.2023	Ejder Aysun <b>sensitive information</b>	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Declined
Comments (if need)		