**What’s unsolved yet?**

For all the previous solutions, we realized that they are different specific solutions to a general problem, which is as stated before: **“people matching according to service’s type and specific criteria chosen by service requester, and providing efficient ways of communication after that”.**

The approach that is taken by these apps depends on:

“**crowd sourcing**” which is simply: **“The practice of engaging a ‘crowd’ or group for a common goal”.**

Let’s discuss **the flaws of having many solutions to the same problem:**

* For every different service, users have to search for an app (and may or may not find one), register in it, prove their identity, fill their profile, so lots of work has to be done repeatedly.
* The emerging of a group of apps with limited number of users in each of them, and subsequently limited options for matching.
* Some of the needs for services are occasional needs, so users are not online or active frequently.
* All of the solutions lack one or more vital feature like: incentives system, reputation system, identity verification system, privacy, support, reliable communication, and secure payment options.

So what keeps us from implementing one solution to this problem? why do we have so many apps to handle different domains of the same problem?

We need to provide one solution to this problem, as there is nor real need for that many solutions, but this solution should have certain features in order to make it successful

And we will discuss these features in the following points:

**1-Recommending users:**

Our solution is to use a general matching technique that depends on service type and description. The technique consists of the following steps:

* Registered users have to complete a questionnaire with attractive user interface and points earned on every answer first before they can start using the app.
* The questionnaire will collect information about users in every field of their life, starting with main information like (their location, languages they know, their job, study, skills) until it reaches (their favorite music, places brands, and subjects). All these information will be saved to the database.
* A machine learning algorithm will collect keywords from service description and compare these keywords with information stored in our database, to see relevancy between data stored and these keywords.
* User himself can assign values to different criteria that he can choose from in (posting service screen).
* The app sends notifications and recommendations to matched users.

2-**The using of incentives:** Incentives, which are defined as “positive motivational influences”, are very important for encouraging users to respond for different requests.

To use incentives properly, we thought of two kinds of incentives:

* Users can make free services in exchange of **points**, these points can be exchanged later into discounts or free offers.
* Users can make paid services for **real** money.

**3- Reputation system:**

The presence of rating for every user will keep the quality of their services and engagement. This will make it easy to ban users of low quality, or warn other users before dealing with them.

**4-Privacy system:**

* Users can request some services or ask for information without revealing their identity to others .
* Security procedures will be maintained to prevent leaking of any of the users information to ensure privacy.

**5- Spam detection:**

* A machine learning algorithm will be used to detect spam, and fake users.

**6- Handling cancellation:**

we recommend the following procedures to handle cancellation:

* for service makers, if they cancel or don’t make the requested service after a certain time:
  + we will have second in turn service makers, who are ready to take place for the canceled ones.
  + If the first option is not available a compensation will be offered to the requester.
* For service requester who cancel the request after a certain time:
  + A fee will be taken from him.
  + Points will be taken from him.
  + He will be banned if he repeated it again.

**7-verification system:**

* Verification of identity will be a must for services that require real world interaction.
* Verification will be through providing id documents, along with a photo for the user holding it.

**9-Reliable communication:**

* The system should have all the components that provide reliable communication such as :
  + chat (one to one or many).
  + Voice calls.
  + Link attachments.

**10-Ease of access:**

* User interface should be intuitive for users, and requesting a service should be very easy, for an instance users can request the service via voice not just written services.

**11-Setting of Guarantees:**

* Requester may set any guarantee (such as receipts) he wants to assure that the service will be satisfied.
* The presence of these guarantees will help the user to trust the app and take courage to request a service.

**All of these features provide healthy environment for crowd sourcing and good communication between people to satisfy their requests.**

**Our application will work on every point to ensure that it will be achieved, and you will see the techniques that we use to implement these features in details if you continue to read the documentation.**