Most actions will be stored in the user, job post, service card database. There are tables document to see more about data tables and fields.

There is also a table for the actions that can be done by the management team and for the statistics that can be calculated and seen by the management team.

We'll keep updating the table documents through the first development stages.

❖ Video and image ads sections in the web:

There will be sections for ads in the web home page, the hire freelancer page and results pages.

Only for sellers and their service cards

For this, there must be a default video from the management team to be shown as a first video always.

And for images also, the management team will provide default images to be shown as well.

How this will work?

There will be a data base for the ads (images and videos), so the system can read from this data-base to show data in the web's ads sections.

For images:

the system will get images and title from subscribed sellers' service cards, and make them appear on this ads section, and will show new cards every 20 seconds for example.

If there are no subscribers or a problem with loading, so the system will show the default images which uploaded by the management team.

For videos:

the system will start with the default short video from the management team, then will check the services cards who's from a subscribed users to start showing these cards' videos as one by one.

Every user who wants to get advantage from this, must be subscribed and have a short video in their service card.

The management team can add or delete default images and videos for this section to control it.

❖ Register and log in:

in the register process, the user wants to identifies himself as a user, so the user needs to give his correct email address, create a password and enter the name (username), also in our web we need the user to choose category 1 or more plus the optional skills field which will be related on the categories selected by the user.

After the user register and submit, a user will be created in the database and the system will store the user fields in data base and give him an ID.

The system will send a verification link to the user email and ask the user by a notification to go to email inbox and verify the email

We need more information about the user but for register we don’t want to make the process takes long steps and user get bored. So, the better way is we can ask the user for more info or to create a profile when he/she want to post a job as a buyer or add service and bid a proposal for a posted job as a seller. Check the data tables document to see what info and fields we'll store for each user.

The management team can add and delete users. Management team can also access the users' data, and can get any user by id or by email address.

The management team can see users' statistics such as how many registered users in the web, current online users.

❖ following:

Users can follow each other's. and when a seller follows such a buyer or companies. Then the seller will receive notification and email every time the buyer posts a new job.

❖ Press on find job or hire a freelancer:

This will open the result page for jobs or services.

For a non-registered user, the system will get random cards as results (services from freelancers or job posts by buyers), sorted by high rated and high membership plan cards. As every card have an overall average rate.

For registered/signed in users, the system will get cards depends on the user interests, how this will work?

The system will get the category of the last cards that opened by the user (history), and from the user's selected category when the account created.

The result page will contain filter options:

- Select category.
- Select sub category.
- Select skills.
- Select communication language.
- Select the price range.
- Select the delivery time range.
- Checkbox for online users only (for hire freelancer option).
- Checkbox for only verified users.

All the options above are stored in cards data for every card

So, the system can filter the cards to match the selected options by the user, and show only the related results.

❖ Use the search text input bar:

User can type a text in the search bar field and submit to see the results.

The system will compare the input text with:

- Cards title
- Cards categories and sub categories

- Cards skills
- Seller name

Then show all related results from the data base to the user in the result page.

The results will be a service cards by default with an option to switch to the jobs result.

❖ Press on a specific service card or job post:

what actions can be done by users other than read the card info?

Only for signed in and email verified users, otherwise, any action from bellow will route the user for the sign in or ask him to verify the user email. Or to the subscription page in some cases.

So, the system will check if signed in user or not and check if email verified or not.

In service card case:

The price will be by the amount or by time. e.g., 10$ for one logo or 10$ by hour.

1- **Order:** user can press on order this, and fill the required field such as the order description (what to be done by the seller) and the order amount (to decide the order price). The order will be stored and will be given an ID (after payment).
   Then the seller must accept the order to be considered as an active order (the seller can send message to the buyer before accept the order).
   The buyer can edit the order if it's not accepted by the seller yet. The system will check the order status and if not accepted yet, then it can be edited

By doing the previous step, then the order will be and considered as an active order in the database, and in both users' data.

Management team will be able to see the orders statistics (how many active orders, orders done). And for sure the management team can find out the order is by x user, and ordered from y service from z user. Plus, by checking any user data the management team can see if there are any active orders / orders done between this user and another user.

2- Chat: this will be a live chat between users. The messages are undeletable.

The management team can access the chat if there is any issue reported, (more details depending on the live chat provider which will be decided later).

3- rate the service after try it and confirm it's done: when the buyer and seller confirm the order is done, then the order status will be done and the buyer can rate the seller and his service. From 1 to 5 stars with a comment. The system will store this review on the service card data and calculate the average rate. This rate is also will be stored in the user profile. Reviews will be shown in the service page and in the user page. For the user page, it will be the overall reviews for his all services.

The management team can delete and add reviews.

<u>In job post case:</u>

the price will be decided by the buyer as fixed price for the whole project or by time per hour or week.

1- **Bid a proposal**: the seller can bid for a posted job only if he already has a published service card and subscribed user. The system will check and if don't have a published service or not subscribed, then the system will ask the user to add a service first and/or subscribe. After the previous process is done correctly, then a proposal page will be opened, and the seller can fill the required fields:

- short cover letter.
- description on how the work will be done.
- the price and the payment strategy.
- the expected delivery time.
- And automatically the about me and seller skills from the user profile.
- The user service cards and reviews will be automatically shown for the buyer.

After submit, the system will store the proposal and give it an ID. Then send a notification for the buyer that there is a new proposal.

The buyer can check it, message the seller, check the seller profile info and can accept the proposal. Then the proposal will be considered as an active proposal (after payment) and the job status will be closed (not done, but closed so it'll no longer be able to others to bid on it)

Other users can see the proposals that submitted for this job and open it to see details, unless it's from a subscribed member, then the proposal will be shown as a confidential proposal and only the buyer can see the details. So, the system will check if the user is subscribed member or not. If yes, then the proposal will be published as a confidential proposal.

The proposals can be edited if still not accepted by the buyer.

2- Rate the buyer: after the work is confirmed done by both users, then the seller can rate the buyer and the buyer also can rate a seller.

How the payment will be on both cases service and job?

In the service case, once the user pressed on order and filled the required fields and the order amount, then by press submit, the payment page will appear (more details before the payment gateway integration step) and the user will pay. If the payment is success, so the system will complete the next steps. if not, the system will give an alert message to the user that the payment is not completed.

In the job case, the buyer can post a job and receive proposals without the need to pay. But when the buyer accepts a proposal then the payment process must be completed before consider the proposal accepted. (details may changes later)

❖ Post job and add service:

To use those options, the user must be signed in, so by pressing on any option of them, the system will rout the visitor to the sign in page.

If already a signed in user, then:

User profile:

the user needs to create a profile (if it's a first time), if the user already has a profile created then he can only do some edits if he needs to.

The page will be two sections or two parts/pages, the first one is for profile and the other one will be for the job details.

For user profile:

- Real name (name will appear to others).
- Profile image.
- About me/about my company.
- Verification status: phone number and linked accounts (LinkedIn).
- Email verification.
- Verified skills. Auto fill depends on the user skill tests has been taken.
- Membership status. Auto fill depends on the user subscribed plan.
- Number of orders/jobs posted. Auto fill.
- Reviews. Auto depends on the reviews received by others.
- Education.

Some of the previous fields are optional, as a buyer don't need to fill things like skills or education…etc.

All of the above info will appear on the user profile, other fields for the user (check the user data table) is only for the management team or some of them are for the user himself.

All users' info is stored in the user database and can be accessed by the management team

After user profile created or edited successfully, then the user can post a job or add service

Post job:

- Job category and sub category.
- Image. **optional**
- Job title.
- Job description.
- Skills required.
- Price range and payment strategy (fixed price for the whole project or pay by tasks).
- Expected delivery time or the project period.
- Important experience areas. **optional**

- Additional message/documents. **optional**
- Required languages.

There are two options to post a job:

1- Free post: the post will be published and go active in the job results page/data, can be found by search, category or by browsing the results. (And notification will be sent to the sellers who are already followers for this buyer).
2- Paid post: the buyer will get connected with an expert staff member to help and guide to find the perfect freelancer

Add service:

Only subscribed users can add services and limited numbers depends on the subscription plan.

- Category and sub category.
- Skills (limited number depends on the subscription plan).
- Title.
- Service description.
- Images.
- Video. **optional**
- Language.
- Experience.
- Additional message. **optional**
- Price**.**
- Delivery time.

For jobs and services, there are fields will be automatically filled from the user profile, such as: about me, verification, membership and other info that matters. Plus, a link to see the user profile.

After submitting a job post or add service

The system will check if everything is filled correctly and add the job or the service to the cards data base depends on its type: job or service, and show the card in the results pages depends on the category, sub category, skills, price, time and language.

The management team can access the card data and to check or delete if there is any wrong content. Also, the management team can add services or post jobs.

❖ Tournaments:

Tournaments won't be different from jobs in general. The difference is it's only fit for some categories and will bb as a free post, premium or private plan.

Free: post the contest and any registered/subscribed user can bid on it.

Premium: we'll contact our best sellers to bid on this tournament.

Private: only top sellers can see details about your tournaments and no one can see the bids that on this tournament.

❖ Categories and result page:

Users can hover on any main category on the second nav bar (hidden bar), and will see the sub categories related to this main category.

Or can press on any main category and sub category from other places.

When press on main category:

The page will contain a related sub categories to choose from with a filter section on top of the page.

When press on a sub category:

The page will contain the search filter and results for related cards, sorted by user membership and best sellers.

In default case the result will show results for the services cards, and the user can switch to the job cards result by press on jobs in the same page.

Search filter section is the same on (find job page and hire freelancer page).

❖ Balance:

User balance, buyers can charge their balance to use on the web services. And sellers who got paid from buyers will receive the money in their balance, so they can request a withdraw.

❖ Membership:

More details and updates in the membership document.

❖ Report an issue:

Users can report issues from the report icon (button) in the:

Chat window

Order page

Proposal page

Service page

Tournament page

Or directly by contact us

❖ Payment:

The payment needed for:

Membership subscription (to let the user add services, skills, and bid for posted jobs or tournaments).

Paid job post option.

Paid tournament option.

All the payments will go to the owner/company bank account.

There will be clear payments statistics in the management team dashboard, so the payments can be controlled and organized.