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SECTION: G

COURSE NAME: SOFTWARE ENGINEERING

COURSE TEACHER: Raihan Uddin Ahmed

ASSIGNMENT: Requirements gathering

The interview is taken with a Bangladeshi freelancer and a Bangladeshi client. Both of them are familiar with some International Marketplaces.

Now the requirement gathering phase will start -

System: Service Box- A product and service selling Platform or system

Users: freelancers and clients.

Conversations with the freelancer.

Are you a freelancer?

Answer: Yes

Does the freelancing marketplaces have both mobile and web version you are working in??

Ans:- yes

Which version you prefer most?

Ans: The web version

Do you get sufficient notifications if any byers send you requests?

Ans: Yes

In which medium?

Ans:-My email.

Do you get sufficient jobs in those marketplaces?

Ans:- No. Sometimes I get minimum works and sometimes I don't.

What is the reason behind this?

Ans:- We cannot describe our working experiences and portfolios in our gigs or accounts. That's why new clients don't want to believe us that we are loyal.

What do you want to mean by "They don't want to believe us"?

Ans:- Sometimes People create fake accounts and the try to harm good clients.

Do you think payment methods are sufficient enough for Bangladeshi freelancers for getting paid?

Ans:- No. Without International cards we cannot get the payment.

Do you want to refer something?

Ans:- Yes. Many of the developers are from this Indian subcontinental area. If the marketplaces gives chances to add local payment methods or any other way beside the international payment methods for the developers, then it would be very helpful.

Do you think the communication system in this marketplaces are great?

Ans: No. Privacy is not maintained here and if a better way and fast messaging system was created then it would be helpful for us.

If a new platform comes and solves all this problems, will people accept this platform?

Ans: yes obviously.

Do you want to add anything more?

Ans: Yes. As a freelancer, I have many pre ready digital products. If I could sell those in the same place, then it would be very helpful for me.

Thank you.

Ans: you are welcome.

Conversations with the Client.

Do you play a role of international client in the international marketplaces?

Answer: Yes

Do you think this marketplaces are the most reliable for Bangladeshi clients to post for services or an needs?

Ans:- Yes this places are reliable but not for Bangladeshi clients.

Why not for Bangladeshi clients?

Ans:- Because most of the local clients don't know how to post for services or products in this international marketplaces and many don't have this international payment methods.

Any other reason you want to mention for which local clients don't want to go to this international marketplaces?

Ans:- yes. Because local clients are afraid of being Cheated. That's why they don't want to go in these international marketplaces.

If a new platform comes and solves all this problems, will people accept this platform?

Ans:- yes obviously.

Thank you.

Ans:- you are welcome.

The issues of the current systems: don't support local payment methods, don't give a complete place for selling both services and digital products, gives less security to both clients and developers, don't promote this international market places among local clients and developers of different countries, not user friendly.

Findings: Clients and developers must have different type of accounts and two types of login has to be provided and another type of login must be provided for the admins for this system for the security purpose and some local payment methods of this Indian sub-continental area must be added.

May need auditing - what the clients and developers are doing in the system?

Logging is needed as well.

need to think about data backup because if any client becomes cheated then it will be helpful to find the criminal.

Question for developer -

What do you mean by "better communication or fast messaging system?"

Ans: I want to send client sms or email or have way to do instant messaging.

Must avoid scope creep!!! Do not ask the client or developer if he wants to do video calling - this will increase the scope significantly!!

Another thing the developer needs - he wants that in his account clients can comment and see the previous work details.

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