**EASYTALK**

**Description :** The system of convenient communication between the customer and the programmer, where they can exchange files and messages.The topic of their correspondence is formed on the basis of this and a timeline is created, with which it is possible to move conveniently on the chronology of communication.

**Goals:**

1. Enhance File Sharing Capability

The ability to share files between customers and programmers is a critical feature of EasyTalk. Therefore, we aim to enhance this feature to make it more efficient and convenient for users. We will do this by increasing the types of files that can be shared, improving the speed of file transfers, and implementing features to allow for real-time collaboration on shared files. This will make it easier for users to collaborate on projects, leading to improved productivity and user satisfaction.

2. Improve Communication Timeline Feature

The timeline feature in EasyTalk enables users to navigate through their communication history easily. However, there's room for improvement. We aim to make this feature more intuitive and user-friendly, allowing users to view, search, and sort their communication history more effectively. This will be achieved by enhancing the search functionality and introducing new sorting options.

**User-story:**

Type: Tech-Savvy Programmer

Name: Peter Coder

Age: 35

Job: Senior Software Engineer

Description: Peter is a seasoned software engineer who spends most of his day coding and debugging. He values effective communication tools that can help him collaborate with his clients efficiently. He is tech-savvy, appreciates robust file sharing capabilities, and prefers tools with clear communication timelines that can help him track project progress.

Type: Dedicated Customer

Name: Carla Client

Age: 45

Job: Project Manager

Description: Carla is a dedicated customer managing various projects. She often collaborates with programmers and values systems that allow for convenient file exchange and communication. She appreciates a clear timeline feature that allows her to track project progress and communication history.

**Competitors :**

**Slack**

Description: Slack is a widely used communication platform that offers real-time messaging, file sharing, and collaborative tools. Similar to EasyTalk, it enables customers and programmers to have discussions and share files conveniently. However, it does not offer a communication timeline feature that allows users to move conveniently on the chronology of communication. Its user interface is friendly but slightly more complex, mainly due to its extensive features.

Appearence