**List of Customer Needs**

**The customers for our Freelance Forge application can be categorized into two main groups:**

**• Freelancers**

**• Clients**

| **Requirement** | **Description** | **Freelancer** | **Client** |
| --- | --- | --- | --- |
| **Ability to create an account** | Users can sign up with their details, including name, email, and relevant information. | Yes | Yes |
| **Ability to delete the account** | Users can permanently remove their accounts along with associated data. | Yes | Yes |
| **Ability to modify profile details** | Users can update their profile, including bio, skills, experience, and contact information. | Yes | Yes |
| **Ability to reset password/user ID** | Users can reset their password or recover their username via email or security questions. | Yes | Yes |
| **Ability to sign in and sign out** | Secure login and logout with authentication measures like session management. | Yes | Yes |
| **Ability to browse job listings** | Users can view available job postings with details like budget, deadline, and required skills. | Yes | Yes |
| **Ability to apply for jobs** | Freelancers can submit proposals, attach portfolios, and send cover letters for job postings. | Yes | No |
| **Ability to post job listings** | Clients can create job posts, specifying requirements, budgets, and deadlines. | No | Yes |
| **Ability to search and filter freelancers** | Clients can search for freelancers based on skills, ratings, and experience. | No | Yes |
| **Real-time chat with clients/freelancers** | Users can directly communicate via an integrated messaging system for discussions and negotiations. | Yes | Yes |
| **Ability to receive ratings and reviews** | Freelancers get reviews from clients based on project performance; clients receive feedback from freelancers. | Yes | Yes |
| **Ability to review freelancer profiles** | Clients can view freelancer profiles, including portfolios, past projects, and ratings. | No | Yes |
| **Ability to review client profiles** | Freelancers can check client ratings and previous job postings before applying. | Yes | No |
| **Ability to approve/reject proposals** | Clients can review and select the best proposal from multiple freelancer applications. | No | Yes |
| **Ability to save job postings** | Freelancers can bookmark jobs to review and apply later. | Yes | No |
| **Ability to save freelancer profiles** | Clients can bookmark freelancer profiles for future hiring. | No | Yes |