Title of the Project: Workers Hiring Platform

Group Number: 10

Group Members: 03

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5. Requirement Analysis

5.1. **Functional Requirements:**

5.1.1. Admin panel:

- Admin will be able to login their desired page by using their administrative username and password.
- Admin will be able to create, read, update, and delete the database.
- Admin will be able to respond to this system user's questions and any other necessary by using their hotline number.
- The admin will allow the user to register as a client or create an account as a worker.
- The system will allow the user to login with their phone number and password.
- The system will let both client and technician to buy required equipment and supplies from the inventory managed by the admin.
- The system will allow the admin to publish the workers profile after the verification.
- The system will allow the admin to list all the product they want to sell.
- The system will record all the users and workers data.

5.1.2. Worker Account:

- Workers will be allowed to create their profile according to their skill.
- They can select the available slots they want to work.
- Workers can post for the job.
- They will be allowed to post all the necessary documents related to their technical skill to verify their legitimacy.
- They can post photos related to their previous project.
- Workers have the option to modify or update their profile.
- Workers can view the payment they will receive after finishing the assignment.
- While doing a lengthy assignment the technician can update their status of progress.
- The system will allow the technician to buy any equipment or goods from the system inventory.

● Workers should be able to mark the bill as paid.

5.1.3. User Account:

● Users can be able to scroll through the categories and select the services he/she wants.

● Users can view their reservations by going to their profile, and they can cancel their reservations at any moment before they are confirmed.

● Users will have access to edit or change their personal information.

● Users will be able to provide feedback and ratings regarding the service of the worker.

● Users can purchase the component or equipment he/she requires.

● Users can view their shopping cart and confirm their purchase.

● Users will receive various options for making payments: cash on delivery, online payment or card payment.

5.1.4. System:

● Three separate login sections for three separate user bases - Admin, Users, and Workers.

● Users can login with their username and password.

● The system will be able to verify through OTP (One Time Password).

● The system can be able to assign the worker close to the user's location.

● System will have different online payment methods such as Bkash, Rocket, Nagad, Credit Cards, Debit Cards as well as Cash on Delivery system.

● Users and workers will be able to communicate with one another through communication methods such as texting or calling.

● System will verify all the accounts and payment procedures before every purchase.

● The system will allow the user to provide feedback and ratings regarding the service of the worker.

● The system will have a section for users to submit any kind of feedback, inquiries or complaints.

● Previous purchase information will also be available in the system.

5.2. <u>Non-Functional Requirements:</u>

5.2.1. Operational

- The system should be able to run any device like desktops, laptops, mobile phones and tablets.

- The system should be able to associate with printers.

- The system should be able to work from any web browser such as Firefox, Opera, Chrome, Edge etc.

- Each registered user will get a distinctive user ID.

- The system will take less megabytes to access.

5.2.2. Performance:

- System Performance is mainly making the website fast, so that each process can be completed easily in quick time.

- User interface will be very smooth, every button is clickable, pop ups are quick to add.

- Unnecessary advertisements should not pop out in the interface.

- In the System there will be less overall load time.

- The files will be short in size and easy to download in the system.

5.2.3. Security:

- User's and Worker's personal information should be protected by the System.

- The System should not allow one user to create a double account.

- Workers will not be able to access clients information.

- System should make sure that any third component services are prohibited from the System and enforce strong password requirements for every sign-up.

- Data integrity should be maintained if an error occurs or the whole system comes down.

- The system must be protected from all unauthorized attempts to read or modify its data.

- Two Factor Authentication support for both the phone number and email.

- Should integrate DDoS protection.

5.2.4. Cultural and Political:

- The System will abide by the Data protection act.

- There will be both English & Bangla language in the System so that users can use it on the basis of their choice.

- Users can use multiple currencies such as BDT & USD for payment.

- Detailed information about the payment policy should be provided to the customers.

5.2.5 Maintainability:

- The system should provide the capability to back up their data.

- The system should be able to keep track of every error as well as keep a record of it.

- The cost of maintaining the system should be low.

5.2.6. Usability:

- The user interface of the software will be easy to use.

- Font, layout, etc. will be designed in such a manner that users will be able to access the portal comfortably from all types of devices.

- The layout should be flexible and adjust automatically as the screen size is reduced.