

Purpose

The purpose of this system is to create a secure and efficient freelancing platform that connects clients and freelancers for project-based work. It enables users to register and verify their accounts, manage profiles, post and apply for projects, communicate through an internal chat system, and handle financial transactions safely using an escrow model. The platform focuses on the Egyptian market by supporting local payment methods and currency while maintaining high standards of performance, security, and usability.

Scope

The system allows clients to post projects and hire freelancers, while freelancers can offer predefined services or submit proposals for client requests. It includes profile management, secure messaging, project approval, ratings and reviews, team collaboration, and a trust score system that reflects user reliability. Financial features include digital wallets and withdrawals through local payment options. The system is designed to be responsive, reliable, and user-friendly across web and mobile platforms. International payments and physical service management are excluded from the current scope.

Requirements

1. Functional Requirements

1.1. User Registration Requirements (URR)

ID	Description	Priority
URR-01	The system shall allow users to create an account as either a Freelancer or a Client	HIGH
URR-02	The system shall support registration using email or mobile number.	HIGH
URR-03	The system shall support verification through a one-time password (OTP) sent via SMS or email.	HIGH

URR-04	The system shall allow users to log in and log out securely using authentication credentials.	HIGH
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1.2. Freelancer Profile Management Requirements (FPMR)

ID	Description	Priority
FPMR-01	The system shall allow freelancers to create and update their profile information (name, skills, years of experience, previous projects, certificates, profile picture).	HIGH
FPMR-02	The system shall display a verification badge indicating whether a freelancer is Verified or Unverified.	HIGH
FPMR-03	The system shall allow clients to view freelancer profiles. including their skills, previous projects, and certificates	HIGH

1.3. Projects and Service Listings Requirements (PSLR)

ID	Description	Priority
PSLR-01	The system shall allow freelancers to publish predefined service offers with fixed prices.	HIGH
PSLR-02	The system shall allow clients to post new project requests with specific requirements.	HIGH
PSLR-03	The system shall allow clients to request predefined service offers	HIGH
PSLR-04	The system shall allow freelancers to submit proposals for posted projects.	HIGH
PSLR-05	The system shall allow clients to review, accept, or reject proposals.	HIGH
PSLR-06	The system shall allow clients to approve projects upon delivery.	LOW

1.4. Project Chat Requirements (PCR)

ID	Description	Priority
PCR-01	The system shall provide an internal chat feature for communication between clients and freelancers.	HIGH
PCR-02	The chat feature shall support text messages and file attachments.	HIGH
PCR-03	The chat shall be private and accessible only to the involved parties.	HIGH

1.5. Rating and Review Requirements (RRR)

ID	Description	Priority
RRR-01	The system shall allow clients to rate freelancers after (and only after) project completion using a 1–5 star scale.	HIGH
RRR-02	The system shall allow clients to add a text-based review alongside the rating.	LOW
RRR-03	The system shall display the average rating and feedback on the freelancer's profile.	HIGH

1.6. Financial Management Requirements (FMR)

ID	Description	Priority
FMR-01	The system shall provide an integrated wallet for each freelancer showing total balance, earnings, and pending payments.	HIGH
FMR-02	The system shall hold payments in escrow until project completion and client approval.	HIGH
FMR-03	The system shall allow freelancers to withdraw available funds upon approval.	HIGH

1.7. Payment Requirements (PR)

ID	Description	Priority
PR-01	The system shall support local payment methods including Vodafone Cash, InstaPay, and local bank wallets.	HIGH
PR-02	The system shall allow clients to make payments in Egyptian Pounds (EGP) without requiring PayPal or international methods.	HIGH
PR-03	The system shall act as a secure intermediary, holding payments until successful delivery of the project.	HIGH
PR-04	The system shall allow freelancers to withdraw money from their earnings after their project was approved by the client, and the system.	HIGH

1.8. Trust Score System Requirements (TSSR)

ID	Description	Priority
TSSR-01	The system shall assign each user a Trust Score ranging from 0 to 100.	HIGH
TSSR-02	The Trust Score shall be calculated based on factors including: <ul style="list-style-type: none">• Punctuality and deadline adherence• Number of completed projects• Client ratings and feedback• Verification level achieved	HIGH
TSSR-03	The Trust Score shall be displayed on the user's profile and used to influence visibility in search results.	HIGH

2. Non-Functional Requirements

ID	Name	Description
NFR-01	Performance	The system must handle a high count of users and their data. including their rankings, habits, and statistics without slowing down.
NFR-02	Security	The system must securely handle user data, complying with relevant data protection standards(e.g., GDPR, PCI-DSS).
NFR-03	Usability	The system’s interface shall be intuitive and user-friendly, with clear navigation.
NFR-04	Reliability	The system shall be available 99.99% of the time (excluding scheduled maintenance) to ensure reliable usage and up-to-date statistics.
NFR-05	Maintainability	The system’s codebase and architecture shall be organized to facilitate change and bug fixes with minimal downtime.
NFR-06	Compatibility	The system shall be accessible via standard web browsers and mobile devices with a responsive design.

Architecture Style

- This structure ensures **modularity**, **scalability**, and **reusability** in our system.
- Our system follows a **client-server model** with a **layered backend**, ensuring a clean separation of concerns, scalability, and maintainability.

Key Architectural Components

1.

