

# VENDORHIRE PLATFORM - COMPLETE VISUAL SUMMARY

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### All Flowcharts, Diagrams, and Process Flows

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### QUICK REFERENCE INDEX

#### ✓ Generated Visual Assets (1)

- **Complete VMS Platform Flowchart** - Master system overview diagram

#### ✓ Detailed Flowchart Documentation (ASCII Diagrams)

1. **System-Level Platform Flowchart** - All components and connections
2. **Complete Platform Process Flow** - 8-phase recruitment lifecycle
3. **Company User Workflow** - Full company journey
4. **Recruiting Agency Workflow** - Full agency journey
5. **Admin/Platform Control Flow** - Administrative operations
6. **Critical Decision Points** - 5 major business logic branches
7. **Core Data Flows** - 3 primary information pathways

## FLOWCHART DESCRIPTIONS

### FLOWCHART 1: SYSTEM-LEVEL PLATFORM

#### What It Shows:

- Three main stakeholders (Companies, Agencies, Platform)
- Bidirectional communication channels
- Central platform mediator role
- Admin oversight functions

#### Key Elements:

- Companies: Post jobs, review candidates, accept/reject, rate agencies, pay commissions
- Platform Services: Matching, messaging, payments, analytics, KYC, compliance
- Agencies: Register, browse jobs, submit candidates, track performance, receive payments
- Admin: User management, financial control, quality assurance, compliance, monitoring

#### When to Use:

- Investor presentations
- High-level stakeholder communication
- Team onboarding
- Marketing materials

### FLOWCHART 2: COMPLETE PLATFORM PROCESS FLOW (8 PHASES)

#### Phase-by-Phase Breakdown:

##### Phase 1: Initialization

- Companies register and verify KYC
- Agencies register and verify documents
- Both sides approved and ready to use platform

##### Phase 2: Job Posting & Agency Matching

- Company posts vacancy with details
- Platform validates job post
- Intelligent algorithm matches top 5-10 agencies
- Real-time notifications sent to matched agencies

##### Phase 3: Agency Job Discovery & Candidate Sourcing

- Agency receives notification
- Reviews job details
- Decides to accept assignment
- Sources qualified candidates from network
- Validates and uploads candidate profiles
- Company notified of submissions

##### Phase 4: Candidate Review & Selection

- Company reviews all submissions
- Rates candidates (1-5 stars)
- Decides: shortlist, interview, or reject
- Sends feedback to agencies

#### **Phase 5: Interview & Hiring**

- Company schedules interviews
- Conducts interviews
- Makes interview decisions
- Sends second-round or rejection notifications

#### **Phase 6: Offer & Placement**

- Company extends offer to selected candidate
- Platform notifies candidate and agency
- Candidate decides: accept, negotiate, or reject
- Placement confirmed if accepted

#### **Phase 7: Payment & Commission**

- Platform calculates commission (10-15% of salary)
- Applies bonuses/discounts
- Processes payment via Stripe
- Agency receives commission

#### **Phase 8: Feedback & Rating**

- Company rates agency (quality, speed, professionalism)
- Agency metrics updated
- Rating published on profile
- Candidate feedback collected (optional)
- Lifecycle complete

#### **Critical Success Factors:**

- Fast agency matching
- Quality candidate submissions
- Clear communication channels
- Transparent payment processing
- Proper rating and feedback

### **FLOWCHART 3: COMPANY USER WORKFLOW**

#### **Main User Journey Steps:**

- 1. Registration & KYC (Optional if first-time)**
- 2. Login & Dashboard Access**
- 3. Job Posting**
  - Fill job details form
  - Select matching agencies

- Publish job
- Agencies notified in real-time

#### **4. Candidate Review**

- View all submissions
- Compare candidates
- Filter and sort
- Download resumes
- Rate candidates

#### **5. Feedback & Communication**

- Send messages to agencies
- Request clarifications
- Share documents
- Schedule meetings

#### **6. Candidate Selection**

- Shortlist candidates
- Schedule interviews
- Conduct interviews
- Make offers

#### **7. Payment & Closure**

- Payment processed automatically
- Rate and feedback submitted
- Lifecycle complete
- Return to dashboard for next job

#### **Key Dashboard Elements:**

- Active jobs with status
- All submissions and candidates
- Real-time message center
- Performance analytics
- Account settings

### **FLOWCHART 4: RECRUITING AGENCY WORKFLOW**

#### **Main User Journey Steps:**

##### **1. Registration & KYC**

- Fill agency details
- Upload KYC documents
- Await admin approval (1-3 days)
- Account activated

##### **2. Login & Dashboard Access**

##### **3. Job Discovery**

- Browse available jobs

- Apply filters (location, skills, urgency)
- View job details
- Decide to accept assignment

#### 4. **Candidate Sourcing**

- Search candidates from network
- Validate skills and experience
- Upload resume and profile
- Add remarks and salary
- Submit to client

#### 5. **Status Tracking**

- Monitor submission progress
- Receive client feedback
- Handle rejections
- Continue next opportunities

#### 6. **Performance Monitoring**

- View success rate and metrics
- Check client ratings
- Track earnings
- View payment history

#### 7. **Payment Receipt**

- Automatic commission calculation
- Payment processing via Stripe
- Fund transfer to bank account
- Confirmation received

#### **Key Dashboard Elements:**

- Available opportunities feed
- Submissions and their status
- Real-time chat with clients
- Performance metrics
- Earnings tracker
- Ratings and reviews

### **FLOWCHART 5: ADMIN/PLATFORM CONTROL FLOW**

#### **Admin Control Modules:**

##### **User Management**

- View all users (companies, agencies)
- Verify KYC documents
- Approve or reject registrations
- Suspend or ban users

- Manage roles and permissions
- View activity logs

### **Financial Dashboard**

- Revenue summary
- Payment status tracking
- Commission calculations
- Settlement schedules
- Outstanding payments
- Tax and financial documents

### **Compliance & Audit**

- Audit trail of all transactions
- User activity logs
- Data privacy compliance
- Regulatory compliance checks
- Export audit reports
- Archive data

### **Quality Assurance**

- Manage user complaints
- Handle dispute resolution
- Review ratings and feedback
- Detect fraud
- Issue warnings or penalties
- Track resolutions

### **System Health**

- API status monitoring
- Database performance
- Server load tracking
- Uptime monitoring
- Error logs and alerts
- Backup status
- Security alerts

### **Analytics & Reports**

- Platform metrics (users, placements, revenue)
- User acquisition trends
- Revenue trends
- Placement success rates
- Time-to-fill analytics
- Cost-per-hire analysis
- Agency ratings and performance

- Generate custom reports

## FLOWCHART 6: CRITICAL DECISION POINTS (5 Major)

### Decision Point 1: Job Posting Approval

- System validates job post
- Checks for required fields
- Scans for spam/inappropriate content
- Paths: Valid (publish) → Needs Info (request) → Spam (reject)

### Decision Point 2: Agency KYC Verification

- Admin reviews submitted documents
- GST, PAN, registration verification
- Bank account validation
- Paths: Approved (active) → Pending (continue review) → Rejected (ban) → Needs Revision (resubmit)

### Decision Point 3: Candidate Submission Evaluation

- Company rates candidate
- Score: 5 (strong fit) → 1 (reject)
- Paths: Strong/Good/Average (shortlist/interview) → Weak (hold back) → Reject (notify)

### Decision Point 4: Offer Acceptance & Payment

- Candidate response to job offer
- Paths: Accept (payment triggered) → Negotiate (continue discussion) → Reject (available for other jobs) → No response (follow-up)

### Decision Point 5: Dispute Resolution

- Admin investigates complaint
- Verifies claims and evidence
- Paths: Valid claim (refund) → Partial claim (split resolution) → Invalid claim (no action) → Fraud detected (ban user)

## FLOWCHART 7: CORE DATA FLOWS (3 Primary)

### Data Flow 1: Job Posting to Agency Notification

```
Company (Post) → Platform API (Validate) → Matching Algorithm  
→ Select Agencies → Redis Queue → Notification Service  
→ In-App, Email, SMS, Dashboard → Agency Dashboard
```

### Data Flow 2: Candidate Submission Processing

```
Agency (Submit) → Platform API (Validate)  
→ S3 Upload (Resume) → MongoDB (Candidate + Submission)  
→ Database Stats Update → Notification Queue  
→ Company Dashboard (New Candidate Alert)
```

### Data Flow 3: Rating & Payment Calculation

Placement Confirmed → Payment Service (Calculate Commission)  
→ Create Payment Record → Stripe Gateway  
→ Transaction Processing → Agency Bank Account  
→ Rating Service (Collect Feedback)  
→ Update Agency Metrics → Analytics Dashboard

## PROCESS TIMING & SLA

### Expected Timelines

Process	Timeline	SLA
Company Registration & KYC	1-2 days	48 hours
Agency Registration & KYC	1-3 days	72 hours
Job Posting to Agency Notification	Real-time	<1 minute
Agency to Candidate Submission	24-48 hours	48 hours
Company to Candidate Decision	24-72 hours	72 hours
Interview to Job Offer	3-7 days	7 days
Offer to Acceptance	1-3 days	3 days
Placement to Payment	1-2 days	48 hours
Payment Processing	2-5 business days	5 days
Total Time-to-Hire	15-20 days	20 days

## KEY METRICS TRACKED

### Company-Side Metrics

- Jobs posted per month
- Total submissions received
- Candidates shortlisted
- Interviews scheduled
- Job offers extended
- Job offers accepted
- Time-to-fill per position
- Cost-per-hire
- Agencies used per placement



## **Agency-Side Metrics**

- Jobs accepted
- Candidates submitted
- Submission-to-acceptance rate
- Average days to submission
- Client satisfaction rating
- Total placements
- Success rate percentage
- Average commission per placement
- Monthly earnings

## **Platform Metrics**

- Active companies
- Active agencies
- Total placements
- Monthly recurring revenue (MRR)
- Average commission per placement
- System uptime %
- API response time
- Error rate %
- Customer satisfaction score

## **INTEGRATION TOUCHPOINTS**

### **External Services Connected**

#### **Payment Processing**

- Stripe for commission payments
- Bank integrations for fund transfers
- Invoice generation

#### **Communication**

- Email (SendGrid)
- SMS (Twilio, optional)
- Push notifications (Firebase)

#### **File Storage**

- AWS S3 for resumes and documents
- CDN for static assets

#### **Search & Indexing**

- Elasticsearch for job and candidate search
- Autocomplete functionality

## **Monitoring & Analytics**

- Datadog for system monitoring
- Sentry for error tracking
- Google Analytics for user behavior

## **Security**

- Auth0 or similar for 2FA
- SSL/TLS certificates
- Encryption services

## **COMMON WORKFLOWS BY URGENCY LEVEL**

### **NORMAL Posting (Standard Process)**

- Timeline: 15-20 days
- Agencies: 5-8 matched
- Candidates: 10-20 submissions
- SLA: Standard (20 days)

### **HIGH Posting (Accelerated)**

- Timeline: 7-10 days
- Agencies: 10+ matched
- Candidates: 20-30 submissions
- Commission Bonus: +2%
- SLA: Expedited (10 days)

### **CRITICAL Posting (Urgent)**

- Timeline: 3-5 days
- Agencies: All available + outreach
- Candidates: 30-50 submissions
- Commission Bonus: +3%
- SLA: 48-hour response (5 days)
- Special handling: Priority queue

## **ERROR HANDLING & RECOVERY**

### **Common Errors & Recovery**

#### **Payment Failures**

- Automatic retry (3 attempts)
- Admin notification
- Alternative payment method
- Manual processing if needed

**KYC Verification Issues**

- Request additional documents
- Contact user for clarification
- Temporary hold (7 days for resubmit)
- Escalate if fraud suspected

**Data Inconsistencies**

- Database reconciliation
- Audit trail review
- Manual correction by admin
- User notification

**System Failures**

- Automatic failover to backup
- Graceful degradation
- User notification
- Recovery procedures initiated

**SCALING CONSIDERATIONS**

**Infrastructure Scaling Points**

Milestone	Action
1,000 users	Implement caching layer (Redis)
5,000 users	Database read replicas
10,000 users	Horizontal scaling, load balancing
50,000 users	Microservices architecture
100,000 users	Global CDN, multi-region deployment

**Performance Optimization**

- Lazy loading for job listings
- Pagination for large result sets
- Caching of frequently accessed data
- Asynchronous processing for heavy operations
- Database query optimization

**SECURITY CHECKPOINTS**

**Registration & KYC**

- Email verification
- Identity verification
- Document validation

- Address verification
- Bank account verification

### Ongoing Monitoring

- Suspicious activity detection
- Rate limiting to prevent abuse
- API key rotation
- Session timeout
- 2FA for sensitive operations

### Data Protection

- Encryption in transit (SSL/TLS)
- Encryption at rest (AES-256)
- Access control (RBAC)
- Data retention policies
- GDPR compliance

## CONCLUSION

This complete visual summary provides:

- ✓ **7 Major Flowcharts** covering all platform processes
- ✓ **End-to-end lifecycle documentation** with phase breakdowns
- ✓ **Role-specific workflows** for companies, agencies, and admin
- ✓ **Critical decision points** with multiple outcomes
- ✓ **Data flow mapping** showing information movement
- ✓ **Timing and SLA information** for process management
- ✓ **Metrics and KPIs** for success measurement
- ✓ **Integration touchpoints** with external services

### Use These References For:

- Developer task breakdown and estimation
- Test case design and QA planning
- Process documentation and training
- Stakeholder communication and alignment
- Performance monitoring and optimization
- Troubleshooting and debugging
- Future scaling and enhancement planning

**All documentation is ready for implementation, testing, and deployment.**

### Next Steps:

1. Share flowcharts with development team
2. Use as basis for sprint planning
3. Reference during code reviews
4. Update as system evolves
5. Train support team using these workflows

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