

VENDORHIRE PLATFORM - COMPLETE VISUAL SUMMARY

Table of Contents

- [All Flowcharts, Diagrams, and Process Flows](#)
- [QUICK REFERENCE INDEX](#)
- [FLOWCHART DESCRIPTIONS](#)
- [PROCESS TIMING & SLA](#)
- [KEY METRICS TRACKED](#)
- [INTEGRATION TOUCHPOINTS](#)
- [COMMON WORKFLOWS BY URGENCY LEVEL](#)
- [ERROR HANDLING & RECOVERY](#)
- [SCALING CONSIDERATIONS](#)
- [SECURITY CHECKPOINTS](#)
- [CONCLUSION](#)

All Flowcharts, Diagrams, and Process Flows

Document Date: December 1, 2025

Status: Complete Visual Reference Guide

Version: 1.0

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

Generated: December 1, 2025
Version: 1.0 (Final)
Status: Ready for Production Use