🛠 SkillFind.pro — Developer Working Instructions

📌 GENERAL DESCRIPTION

SkillFind.pro is a multilingual platform that connects clients with vetted professionals across a range of services — coaching, tutoring, wellness, tech, creative, household, etc.

This project is inspired by Profi.ru and will follow a similar structure.

A visual template is available online on Skillfind.pro

☑ BASIC SITE STRUCTURE

Main sections of the website (public-facing):

1. **Home Page**
   - Search bar (e.g. "What do you need?")
   - List of popular categories
   - "How it works" short explainer
   - Language selector dropdown
2. **Category Pages**
   - Example: "Tutors", "Coaches", "Plumbers", etc.
   - Subcategories (e.g. "English Tutors", "Life Coaches")
   - Featured professionals + filters (price, rating, location)
3. **Professional Profile Pages**
   - Name, photo, location
   - Services offered
   - Pricing (hourly or flat)
   - Bio / Experience
   - Reviews / Ratings

- Contact or “Request Service” button

4. **Client Dashboard**
    - Post a request
    - View offers from professionals
    - Track communication
    - Leave reviews
5. **Professional Dashboard**
    - Profile setup
    - Service management
    - Respond to requests
    - Messaging
6. **Admin Panel**
    - User management (clients & pros)
    - Category & service management
    - Content moderation
    - Reports / analytics
    - Advertising management

🌐 MULTILINGUAL & LOCALIZATION SUPPORT

Language system setup:

- Default language: **English**
- Auto-detect user location via IP
- If non-English-speaking country:
  → **Auto-translate content** using AI (Chat GPT 4o)
  → Allow user to switch language manually from dropdown
- Text must be stored using a **translation key system** (e.g. i18n)

🔒 ACCESS & USER ROLES

Define 3 user roles:

1. **Client** – can browse, request services, and leave reviews
2. **Professional** – can offer services, respond to clients
3. **Admin** – full control over site, user approval, and moderation

▯ SYSTEM OVERVIEW

- Clients **submit service requests**.
- Verified professionals receive matching requests and **send offers**. (limited to the first 10 offers)
- When a client **clicks an offer to view full pro details**, the **professional is charged €0.10**.
- If the client **chooses the pro**, their **phone numbers are revealed** to one another, and the appointment is arranged **off-platform**.

🧑 CLIENT FLOW

REGISTRATION WITH BOTH PHONE AND EMAIL VERIFICATION

+18 only

1. Submit a Request

- Form includes:
    - Category and subcategory
    - Short description
    - Preferred time/days (optional)
    - Budget (optional)
    - Location (or "Online")

2. Receive Offers

- Professionals send tailored offers.
- Client sees:
    - Offer summary (message, proposed price/time)
    - Preview of pro rating, service title, and location
    - Button: **“View full profile”**

3. Click Offer

- On click:
    - Full profile opens (description, experience, ratings, availability)
    - **Pro is charged €0.05**
    - Client sees **“Choose this pro”** button

4. Chat with the pro

- Exchange chat messages if necessary

5. Choose a Pro

- Clicking “Choose” reveals:
    - Client's and pro’s **phone numbers**
    - Both parties are notified
    - They finalize the service details privately

👩‍🔧 PROFESSIONAL FLOW

REGISTRATION WITH BOTH PHONE AND EMAIL VERIFICATION; +18 only

📋 **Profile Completion Checklist**

REQUIRED (Core Verification Steps - Count toward completion %)

These must be completed to activate the pro account:

Email verification — via Firebase Authentication (Google)

Phone verification — via Firebase Authentication (Google)

Wallet connected — via Stripe or PayPal (required for pay-per-click billing and payouts, minimum 2 euros balance)

ID Verification — via iDenfy (passport, ID, or license)

Profile photo uploaded

About me / Bio filled out

Services selected (Minimum: 1 service)

Available for remote services: yes / no / only remote

Terms of use accepted

OPTIONAL

Diploma or certificate uploaded (PDF, PNG, or JPG)

Photos of completed projects

PROFILE

Personal data (email, phone, country / city, bio, photo, available for remote services, uploads

Services

Completed projects

Reviews

Wallet

Click report & billing history

THE FLOW

1. Receive Matching Requests

- Pro dashboard shows new incoming requests
- Each request includes:
    - Category
    - User request message
    - Preferred time/location

- Budget if given

3. Send Offer

- Pro clicks "Respond"
    - Fills:
        - Price offer
        - Available time slots
        - Optional custom message
- Sends the offer
- Pro sees when a user has **clicked** their offer

4. Pay-Per-Click Logic

- If a user clicks the offer to view full profile:
    - €0.10 is deducted from pro's balance
- Click data and cost shown in dashboard
- Daily budget limit optional (e.g., max 10 clicks/day)

5. Chat with the client

- Exchange chat messages if necessary

6. If chosen

- Phone numbers are revealed
- Pro and client communicate and schedule the service privately

📅 Matching Logic

Basic tag + location-based matching for now (category, subcategory, city or remotely done job is applicable)

📢 ADVERTISING FLOW

🎯 OBJECTIVE

Manually create advertising campaigns (targeted by location and category)

📌 Reviews, Ratings & Profile Completion

🎯 **PURPOSE**

- Let clients **rate and review** professionals *only after* completed jobs.
- Help **verified pros build a reputation**.
- Encourage pros to complete their profiles for **better visibility and trust**.

☆ **1. Ratings & Reviews System**

✅ **Trigger Conditions**

- Review can be submitted:
    - Only **after the client clicks "Job completed"**
    - Only **by verified clients** who contacted the pro via SkillFind
- Each job = 1 verified review opportunity

✍ **Client Review Form**

- Star rating (1–5 stars)
- Short title (optional)
- Written feedback (min 30 characters)
- Tags (optional): e.g., "on time", "great communication", "affordable"
- Option to mark as:
    - "Would recommend" ✅
    - "Would not recommend" ❌

▯ **Anti-spam Rules**

- Only **one review per completed booking**

- No anonymous reviews
- Admin moderation panel for:
  - Flagging offensive content
  - Manual approval (if necessary)
- Allow pros to **reply to reviews publicly**

📊 **Display on Pro Profile**

- Overall star rating (averaged)
- Last 5 reviews shown by default filtered by most recent

🛠 TECH REQUIREMENTS

🔒 **Identity Verification**

- Integrate **iDenfy API** during pro onboarding
- Display a verified badge on professional profiles:
  ✅ Verified Professional

💳 **Billing System (for Professionals)**

- Wallet integration via **Stripe** or **PayPal**
- Minimum balance required: **€2**
- Charge: **€0.10 per unique client click**
- Wallet dashboard features:
  - Click history
  - Request-by-request spend tracking
  - Top-up & balance overview

📅 **Matching & Display Logic**

- Matching based on:

- **Service category/subcategory**
- **City/region**
- **Remote availability toggle**

- Matching logic pulls from:
  - Verified professional tags
  - Service location metadata

📊 **Pro Count Display**

- Show number of **active, verified professionals** on:
  - Category pages (e.g., *"Life Coaches in Berlin – 20 available"*)
  - Location pages (e.g., *"Athens – 210 verified professionals"*)
- Data auto-updated from live database filters

💬 **Support Chatbot (via Chatbase)**

- Embed **Chatbase AI widget** site-wide
- Core functions:
  - Guide users through platform features
  - Help with registration, hiring, payment
  - Direct complex queries to human support
- Auto-adjusts language via browser/IP

🔍 **Search Functionality (via Elasticsearch)**

- Implement **Elasticsearch** to power user search:
  - Search by **task, service title, keywords**
  - Filter by **category**, **location**, **remote availability**
  - Supports typo tolerance & partial match
- Future scalability: Can support semantic embedding search if needed

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🛡 **Content Moderation (via Google Perspective API)**

- Integrate **Google Perspective API** to moderate:
  - Client reviews
  - Pro bios and service descriptions
  - (Optional) Messages and request text
- Filters content for:
  - Toxicity, hate speech, threats, profanity
- Threshold-based logic:
  - Auto-block highly toxic input
  - Flag medium-risk content for admin review

📫 **Email Notifications (via SendGrid API)**

• Use **SendGrid transactional email API** to manage:
o Welcome emails
o Account verification/failure alerts
o Review confirmations

• Mass announcements (admin-triggered) to:
o All users
o Professionals by category or region

🛠 ADMIN PANEL

The admin panel is a secured backend environment for managing the platform, monitoring user behavior, moderating content, and overseeing monetization. Accessible only to authorized staff (admin roles).

🔐 1. User Management

👷 Professionals

- View full list of registered professionals
- Filter by:

  - Verified / Unverified
  - Category / Location
  - Profile completion status
- Actions:
  - View/Edit/Delete user profile
  - Suspend / Reactivate account
  - Force ID or phone re-verification
  - View offer/click history
  - Manual balance adjustment

👥 Clients

- View registered clients
- Filter by:
  - Active / Suspended
  - City
- Actions:
  - View client activity (requests, reviews)
  - Suspend/Reactivate

🛡 2. Content Moderation

📄 Reviews & Ratings

- Review submitted client reviews
- Flags triggered via **Google Perspective API**
- Approve / Reject / Edit
- Filter by:
  - Service category
  - Star rating
  - Flagged (Yes/No)

📝 Bios & Service Descriptions

- Auto-flagged content moderation queue

- Manual review panel

▯ ID Verification (iDenfy)

- View verification status
- Audit logs
- Option to manually override or re-request verification

📈 3. Click & Wallet Tracking

▯ Pro Wallet Logs

- View all transactions per pro
- Filters:
    - Date range
    - Clicks by service category
- Exportable reports (.CSV / .PDF)

📊 Revenue Dashboard

- Total earnings (from pay-per-click)
- Daily/weekly/monthly breakdowns
- Top categories by click volume
- Most-viewed pros / most profitable segments

📋 4. Request & Offer Management

- View all open requests (client side)
- View all offers sent (pro side)
- Ability to:
    - Remove spammy or duplicate requests
    - Flag suspicious activity (e.g., fake accounts spamming clicks)

▯ 5. Service & Category Manager

- Add/Edit/Delete:
    - Main service categories

    - Subcategories
    - Tag groups
- Set:
    - Display order
    - Default icons
    - Related service suggestions

📢 6. Advertising Management

- Manually create ads campaigns specifying 1. Duration 2. Categories 3. Location 4. Budget
- Generate payment link via Stripe API
- Statistics / number of ad clicks
- Activate / Deactivate campaign

📫 7. Platform Communications

💌 Emails & Alerts – SendGrid API

- Send mass announcements to:
    - All pros
    - Clients
    - Category-specific groups
- Triggered email templates:
    - Welcome
    - Account suspended
    - Verification failed
    - Review received

📊 8. Analytics & Reporting

- Key metrics dashboard:
    - Daily new signups (clients / pros)
    - Daily service requests

    - Booking trends
    - Most active categories
- Export reports to CSV/PDF
- Optional integration with Google Analytics

⚙️ 9. Settings & Controls

- Set:
    - Minimum wallet threshold (€2)
    - Per-click fee (default: €0.10)
    - Moderation thresholds for Perspective API
    - Chatbot fallback triggers (for Chatbase)