Customer/Company/Client Role:

Dashboard Page:

1. View **Active Projects** count.
2. View **Completed Projects** count.
3. View **Total Spent** amount.
4. View **Average Rating**.
5. See **Recent Projects** list.
6. Check project **status** (e.g., In Progress).
7. View project **due date**.
8. Open project details via **View All** button.
9. View **Recommended Providers** list.
10. Check provider **rating and completed jobs**.
11. View provider **location**.
12. See provider **skills/technologies**.
13. Check provider **rate per hour**.
14. Contact provider via **Contact button**.
15. Create a new project via **New Project** button.
16. Check system **notifications** (bell icon).

My Projects Page

1. View all your projects in **Grid View** or **List View**.
2. Search projects using the **search bar**.
3. Filter projects by **status** (dropdown).
4. Apply **more filters** to projects.
5. View project **title** and **description**.
6. Check project **tags/skills** (e.g., React, Vue.js, Flutter).
7. View project **budget**.
8. View project **timeline** (e.g., 1–2 months).

9. View project **priority level** (e.g., Medium).
10. Check project **status** (e.g., Pending, In Progress).
11. See number of **proposals received**.
12. Check assigned **provider name** and role.
13. Track project **progress percentage**.
14. View **spent amount**.
15. View **due date**.
16. Track **milestones** count.
17. Open project details via **View button**.
18. Open project **messages/discussions** via chat icon.
19. Create a new project via **New Project** button.

Create New Project

1. Enter **Project Title**.
2. Select **Project Category**.
3. Write **Project Description**.
4. Set **Minimum Budget (RM)**.
5. Set **Maximum Budget (RM)**.
6. Select **Project Timeline**.
7. Choose **Required Skills** (React, Node.js, Flutter, etc.).
8. Select **Project Priority** (e.g., Low, Medium, High).
9. Mark project as requiring an **NDA (Non-Disclosure Agreement)**.
10. Click **Get AI Suggestions** for matching providers.
11. Click **Find ICT Professionals** to browse providers.
12. Return to **Dashboard** (Back to Dashboard link).
13. Read about **Project Protection** (Escrow Payment, Verified Professionals, Dispute Resolution).
14. See **What Happens Next** steps (AI Matching, Review Proposals, Start Project).

15. Read **Tips for Success** (specific requirements, budgets, examples/references).

Provider Requests Page

1. View **Total Requests**, **Pending**, **Accepted**, and **Rejected** status counts.
2. **Search** by provider name or project.
3. Filter requests by:
   - **Status** (Pending, Accepted, Rejected)
   - **Projects** (All Projects or specific project)
   - **Sort order** (Newest, Oldest, etc.)
4. **Export** requests.
5. **Refresh** request list.
6. View provider request details (provider name, rating, bid amount, timeline, skills).
7. **Download PDF** of the provider's proposal.
8. **View Details** of the request.
9. **Accept** a provider request.
10. **Reject** a provider request.

Find Providers Page

1. **Search** providers by name or skills.
2. Filter providers by:
   - **Categories** (All Categories or specific skill area)
   - **Locations** (All Locations or specific city/region)
   - **Ratings** (All Ratings, Highest, Lowest)
3. Sort providers (e.g., **Highest Rated**).
4. View **Saved Providers**.
5. **Post Project** button to create a new project.
6. View provider details:

    - Name, location, rating, description, skills, hourly rate, completed jobs, response time.
7. **Contact** provider.
8. **View Profile** of provider.

Messages **(Company Module)**

Main Sections

1. **Provider Messages List (left panel)**
    - Search conversations (input field).
    - Show list of all provider conversations.
    - Each conversation card displays:
        - provider name (e.g., *TechStart Sdn Bhd*).
        - Project title (e.g., *E-commerce Platform*).
        - Contact person (e.g., John Doe).
        - Last message preview.
        - Time of last message (e.g., 5 min ago, 2 hours ago).
        - Unread badge (blue circle with number).
2. **Chat Window (right panel)**
    - Header:
        - Client name.
        - Project title (linked).
        - Contact person.
        - Status indicator (Online/Offline).
    - Message Thread:
        - Messages from provider (left, grey).
        - Messages from client (right, blue).
        - Each message has timestamp (e.g., 2:35 PM).
    - Message Input Box:

- Text area ("Type your message...").
- Attachment button (paperclip).
- Send button (arrow).

Profile Page and Settings Page

Provider/Freelancer Role:

Dashboard Page:

- Header stats:
    - Active Projects count
    - Total Earnings
    - Rating (stars)
    - Profile Views
- Active Projects widget:
    - Show all current projects
    - “View All” button
- Performance Metrics:
    - Response Rate %
    - Total Projects
    - Completion Rate %
    - Repeat Clients %
    - On-time Delivery %
- Recommended Opportunities:
    - List of projects recommended (with budget, skills tags, client name, etc.)
    - “Browse Jobs” button
    - “Submit Proposal” button
- Quick Actions:
    - Update Profile
    - Manage Portfolio
    - Set Availability

My Projects Page

- Header stats:
  - Total Projects
  - Active
  - Completed
  - Total Earnings
- Tabs:
  - Active Projects
  - Completed
  - All Projects
- Project cards (for each project):
  - Project title & description
  - Client name & industry
  - Status (e.g., *In Progress*)
  - Progress bar (%) with milestone status (e.g., “3/4 milestones”)
  - Earnings vs. budget (e.g., RM 13,500 / RM 18,000)
  - Start date / Due date / Last update
  - Buttons: Message / View Details
  - Export report (top right option)

Opportunities Page

- **Search & Filters:**
  - Search by title/client/skills
  - Advanced Filters
  - Category dropdown
- **Tabs:**
  - AI Recommended
  - Most Recent
  - Highest Budget

- **Project listings (for each opportunity):**
  - Title + client info (with rating, job count, etc.)
  - Project description / tags (skills: React, Vue.js, etc.)
  - Budget range (e.g., RM 5,000 – RM 15,000)
  - Timeline (e.g., “1–2 months”)
  - Match score (e.g., “80% match”)
  - Status (e.g., Submitted/Not submitted)
  - Buttons: **View Details** / **Submit Proposal**

Submit Proposal Modal

- **Fields (Required):**
  - *Your Bid Amount (RM)* → dropdown or input with validation.
  - *Delivery Timeline* → dropdown (days/weeks).
  - *Cover Letter* → textarea (max 1000 chars).
- **Fields (Optional):**
  - *Project Milestones* → text area to break down deliverables.
  - *Attachments* → file upload (PDF, DOC, TXT, JPG, PNG, ≤10MB).
- **Proposal Summary (auto-filled):**
  - Bid amount.
  - Timeline.
  - Attachments.
- **Actions:**
  - Submit Proposal button.
  - Cancel button.

Messages Page

Main Sections

1. **Client Messages List (left panel)**
   - Search conversations (input field).
   - Show list of all client conversations.

    - Each conversation card displays:
        - Client name (e.g., *TechStart Sdn Bhd*).
        - Project title (e.g., *E-commerce Platform*).
        - Contact person (e.g., John Doe).
        - Last message preview.
        - Time of last message (e.g., 5 min ago, 2 hours ago).
        - Unread badge (blue circle with number).
2. **Chat Window (right panel)**
    - Header:
        - Client/Company name.
        - Project title (linked).
        - Contact person.
        - Status indicator (Online/Offline).
        - Action buttons:
            - Call (phone icon).
            - Video call (camera icon).
            - More options (3 dots).
    - Message Thread:
        - Messages from client (left, grey).
        - Messages from provider (right, blue).
        - Each message has timestamp (e.g., 2:35 PM).
    - Message Input Box:
        - Text area ("Type your message...").
        - Attachment button (paperclip).
        - Send button (arrow).

Earning Page

Monthly Earnings Trend

- View earnings grouped by month (collapsible items).

- See count of projects per month.
- See amount per month.

Recent Payments

- List latest payment transactions.
- Each item shows:
    - Project name & client
    - Payment stage/label (e.g., Final Delivery, Design Phase)
    - Status badge (Paid / Pending / Processing)
    - Amount
    - Date
- Open **payment details** (where available).

Quick Stats

- Average project value
- Projects this month (count)
- Success rate
- Repeat clients (%)

Top Clients

- Rank clients by total paid amount
- Show number of projects per client
- Show total paid per client

Available Balance (sidebar card)

- Display current withdrawable balance
- **Withdraw Funds** button (jump to Withdraw tab/form)

Tab: Payment History

- Full, paginated list of all payments.
- Each payment row shows:
    - Project & client
    - Context (e.g., Final Delivery, Design Phase 2)

    - Status (Paid / Pending / Processing / Refunded if present)
    - Amount
    - Date
- Actions:
    - **Details** (open payment/invoice details)
    - Filter by status/date (via page filters or the global range)
    - **Export** (uses the top-level Export Report)

Tab: Analytics

Earnings by Category

- Breakdown of earnings by service/category
- Amount and percentage share per category

Performance Metrics

- Project Completion Rate
- On-time Delivery
- Client Satisfaction (rating)
- Response Time (avg)

Tab: Withdraw

Withdraw Funds Form

- Show **Available Balance**
- Select **Bank Account** (dropdown)
- Enter **Withdrawal Amount** (with max)
- Read **Withdrawal Information** (processing time, fees, minimum)
- Submit **Request Withdrawal**

Cross-cutting behaviors

- Date range affects KPI cards, charts, lists, and analytics.
- Status badges/colors reflect payment state.
- All lists should support empty states and loading states.

Profile Page

1. **Profile Overview**
   - Display freelancer/company name.
   - Show profile picture/logo.
   - Display rating and verification badge.
   - Show quick stats (completed projects, ongoing projects, earnings, etc.).
2. **Personal / Company Information**
   - Edit personal details (name, email, location, phone).
   - Edit company details (company name, type, industry, contact information).
   - Upload and update profile picture or logo.
   - Add and verify identification documents (passport/iqama for freelancer, company documents for company).
3. **Skills and Expertise**
   - Add skills with proficiency levels.
   - Edit or remove skills.
   - Show endorsements or ratings on specific skills (if available).
4. **Certifications & Education**
   - Add new certifications with title, institution, and date.
   - Add certification serial number or link.
   - Upload certification documents.
   - Add and edit educational background (degree, institution, graduation year).
5. **Experience / Portfolio**
   - Add work experience with role, company, and duration.
   - Upload portfolio samples (documents, images, links).
   - Edit or remove past experience entries.
6. **Profile Completion Tracking**
   - Display percentage of profile completed.

    - Show checklist of missing sections (photo, certifications, experience, description, etc.).
    - Update progress automatically as fields are filled.
7. **Account Settings Integration**
    - Manage login details (email, password, two-factor authentication).
    - Link/unlink social accounts (if enabled).
    - Manage notifications and preferences.
8. **Freelancer-Specific Additions**
    - Write or auto-generate profile description (AI support).
    - Show recommended projects (based on profile skills).
9. **Company-Specific Additions**
    - Write or auto-generate company profile description (AI support).
    - Show recommended freelancers (based on projects posted).

Settings Page

- Upload or change profile photo.
- Edit full name.
- Edit email address.
- Edit phone number.
- Edit location.
- Update professional bio.
- Add or edit website URL.
- Set or edit hourly rate (RM).
- Update availability status (e.g., available for new projects).
- Save changes.

Business Settings

- Edit business name.
- Select business type (e.g., Individual/Freelancer, Company).
- Enter or update Tax ID / SSM Number.

- Set invoice prefix.
- Edit business address.
- Set default payment terms.
- Save business settings.

Notification Settings

- Enable or disable email notifications.
- Enable or disable SMS notifications.
- Enable or disable project updates.
- Enable or disable notifications for new opportunities.
- Enable or disable payment alerts.
- Enable or disable client messages.
- Enable or disable marketing emails.
- Save notification settings.

Privacy Settings

- Set profile visibility (e.g., Public or Private).
- Toggle option to show/hide email address.
- Toggle option to show/hide phone number.
- Toggle allow/disallow direct contact outside platform.
- Toggle show/hide earnings information.
- Save privacy settings.

Billing Settings

- Add new bank account.
- Edit existing bank account.
- Remove existing bank account.
- Enter Tax ID number.
- Set tax rate (%).
- Toggle GST registered checkbox.
- View withdrawal history.

- Save billing settings.

Security Settings

- Change password.
- Enable or disable two-factor authentication (2FA).
- Manage login sessions / devices.
- Configure additional security preferences.
- Save security settings.

Admin Role

Dashboard Page:

Statistics Overview

1. View **Total Users** count.
2. View **Active Projects** count.
3. View **Total Revenue** generated.
4. View **Growth Rate** percentage.

Pending Verifications

1. See the total number of users awaiting verification.
2. Click **Review** to process pending verifications.

Active Disputes

1. View the number of disputes requiring attention.
2. Click **Resolve** to manage disputes.

Recent Activity

1. Track latest platform activities (e.g., provider registration, project completions, disputes raised, payments released).
2. Monitor status tags: pending, completed, urgent.

Detailed Pending Verifications Section

1. Review individual provider/customer accounts awaiting approval (e.g., Ahmad Rahman, TechInnovate Sdn Bhd).
2. Check submission dates for verification requests.
3. Approve or reject pending verifications.

Top Providers

1. View highest-performing providers (e.g., Sarah Lim with rating, jobs completed).
2. Track provider performance metrics (ratings, completed jobs).

General Controls

1. Access **Reports** for analytics and data insights.
2. Access **Settings** for admin configurations.

Users Page:

- Shows total users (5), active (3), pending (1), providers (3), and customers (2).
- Lists each user with details:
  - Name, Email, Location
  - Role (Provider/Customer)
  - Status (Active/Pending)
  - Projects/Spent
  - Rating
  - Last Active & Joined date
  - Actions (⋮ menu for managing user).

Projects Page:

- Shows total projects (5), active (1), completed (1), disputed (1), and total value (RM92K).
- Lists each project with details:
  - Project name & category
  - Participants (companies/providers)
  - Status (In Progress, Completed, Disputed, Pending)
  - Progress bar + completed tasks
  - Budget & spending
  - Timeline (Start & Due dates)
  - Actions (⋮ menu for managing project).
- **Verifications Page:**
  Total Requests: 4
- **Pending**: 2
- **Approved**: 1
- **Rejected**: 1

Verification Requests (4):

1. **Ahmad Rahman**

    - Type: Provider
    - Status: Pending
    - Documents: MyKad (uploaded), Portfolio (uploaded), Certificates (uploaded), Bank Statement (uploaded)
    - Submitted: 2024-01-25
    - Action: Review
2. **TechInnovate Sdn Bhd**
    - Type: Customer
    - Status: Pending
    - Documents: SSM Certificate (uploaded), Company Profile (uploaded), Director's MyKad (uploaded), Bank Account (uploaded)
    - Submitted: 2024-01-24
    - Action: Review
3. **Sarah Digital Solutions**
    - Type: Provider
    - Status: Approved
    - Documents: MyKad (verified), Portfolio (verified), Certificates (verified)
    - Submitted: 2024-01-20, Reviewed: 2024-01-22
    - Action: Review
4. **(One Rejected Request)**
    - Details not fully visible in the screenshot

- **Dispute Page:**
Total Disputes: 3
- **Open**: 1
- **In Review**: 1
- **Resolved**: 1
- **Total Value**: RM45K

Active Disputes (3):

1. **Payment not released after project completion**

- Project: *E-commerce Mobile App*
- Participants: TechStart Sdn Bhd, Ahmad Tech Solutions
- Status: Open
- Priority: High
- Amount: RM15,000
- Created: 2024-01-25 (Updated: 2024-01-26)
- Action: Review

2. **Scope creep without additional compensation**
   - Project: *Company Website Redesign*
   - Participants: Legal Firm KL, Digital Craft Studio
   - Status: In Review
   - Priority: Medium
   - Amount: RM8,000
   - Created: 2024-01-22 (Updated: 2024-01-24)
   - Action: Review
3. **Quality of work not meeting standards**
   - Project: *Cloud Migration Services*
   - Participants: Manufacturing Corp, CloudTech Malaysia
   - Status: Resolved
   - Priority: High
   - Amount: RM22,000
   - Created: 2024-01-15 (Updated: 2024-01-20)
   - Action: Review

Payment Page:

1. **View Transaction Overview**
   - Total Transactions count.
   - Total Volume (amount processed).
   - Platform Fees collected.

    - Transactions pending.
    - Transactions failed.

2. **Export & Reporting**
    - Export all transactions (button: **Export Transactions**).
    - View detailed **Financial Reports**.

3. **Search & Filter Transactions**
    - Search transactions by transaction ID, users, or projects.
    - Filter by type (e.g., Project Payment, Withdrawal, Refund).
    - Filter by status (Completed, Pending, Processing, Failed).

4. **Monitor Transactions** (Transaction List)
   For each transaction:
    - View transaction ID and project/service name.
    - Check transaction type (e.g., Project Payment, Withdrawal, Refund).
    - View participants (payer and payee details).
    - Check transaction amount, platform fee, and net amount.
    - Monitor status (Completed, Pending, Processing, Failed).
    - See transaction creation and processing dates.
    - Perform actions (options via the "..." menu).

Reports Page:

1. View **total revenue**, **total users**, **active projects**, and **average rating** with growth trends.
2. Apply **filters**:
    - Platform Overview
    - Date range (Last 30 days, Custom Date).
3. Export reports (button: **Export Report**).
4. Access **Advanced Analytics** for deeper insights.
5. Track **Monthly Performance**:
    - Revenue generated
    - Number of projects

- Number of new users per month
  (e.g., Jan 2024 – 12 projects, RM180K revenue, 45 new users).

6. Analyze **Revenue by Category**:
   - Web Development (35 projects, RM850K, 34.7%)
   - Mobile Development (28 projects, RM720K, 29.4%)
   - Cloud Services (18 projects, RM540K, 22%)
   - Data Analytics (12 projects, RM280K, 11.4%)
   - IoT Solutions (8 projects, RM160K, 6.5%).

Settings Page

1. **General Settings**
   - Edit platform name, logo, contact email, and default currency.
   - Configure timezone and language preferences.
2. **User Management Settings**
   - Enable/disable new user registrations.
   - Set verification requirements (e.g., ID documents).
   - Define user roles and permissions.
3. **Project Settings**
   - Set default project categories.
   - Configure project posting rules.
   - Define max/min budget ranges.
4. **Payment Settings**
   - Manage payment gateways (e.g., Stripe, PayPal).
   - Configure commission rates.
   - Set withdrawal limits and payment cycles.
5. **Notification Settings**
   - Customize email templates.
   - Enable/disable SMS notifications.
   - Configure system alerts for admins, users, and providers.

6. **Security Settings**
    - Enable two-factor authentication (2FA).
    - Set password strength policies.
    - Manage blocked users/IP addresses.
7. **Report & Audit Logs**
    - View admin activity logs.
    - Track login attempts.
    - Monitor system changes and exports.