

Software Requirements Specification (SRS)

Upwork Proposal Assistant

University Project Team

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1 Introduction

1.1 Purpose

The primary purpose of this Software Requirements Specification (SRS) is to provide a comprehensive and definitive description of the Upwork Proposal Assistant. This document explicitly defines the functional and non-functional requirements to ensure that the final product aligns with the expectations of the Requirement Provider (RP) and the academic standards of the University.

This document is designed to serve as:

- **A Technical Baseline:** Providing the development team with a clear roadmap for architectural design.
- **A Validation Framework:** Establishing the criteria against which the system will be tested during the Quality Assurance phase.
- **An Agreement Document:** Serving as a formal contract between the RP and the development team to minimize scope creep and ambiguity.

This SRS follows the IEEE Std 830-1984 guidelines, ensuring that requirements are unambiguous, complete, verifiable, and consistent.

1.2 Scope

The Upwork Proposal Assistant is a specialized browser extension designed to optimize the workflow of professional freelancers. In the current competitive landscape of the Upwork platform, freelancers spend an average of 15–20 minutes per job application. This system aims to reduce that overhead by approximately 60% through automated data extraction and AI-driven template generation.

1.2.1 System Capabilities

- **Client Spend History:** Identifying whether the client has a history of high-value hires.

- **Feedback Sentiment:** Analyzing the linguistic tone of previous reviews left for the client.
- **Geographic Constraints:** Checking for timezone compatibility between the freelancer and the client.

1.2.2 System Boundaries

The system functions strictly as an “Assistant”. It does not automate proposal submission, adhering to Upwork’s Terms of Service.

1.3 Definitions, Acronyms, and Abbreviations

RP	Requirement Provider: The individual or entity responsible for defining the system goals.
SRS	Software Requirements Specification: The formal document describing system requirements.
JSR	Job Success Rate: A metric used by Upwork to measure freelancer performance.
DOM	Document Object Model: The data structure of a web page accessed by the extension.
NFR	Non-Functional Requirement: Constraints related to performance, security, or usability.
API	Application Programming Interface: Enables communication between the extension and backend services.

Extension Manifest

The configuration file defining extension permissions and scripts.

1.4 References

1. IEEE Std 830-1984, IEEE Guide to Software Requirements Specifications.
2. IEEE Std 729-1983, IEEE Standard Glossary of Software Engineering Terminology.
3. University Project Milestone 2 Guidelines.
4. Upwork Terms of Service and API Usage Policies.

1.5 Document Overview

The remainder of this SRS is organized as follows:

- **Section 2: Overall Description** — Product perspective, user characteristics, constraints.
- **Section 3: Specific Requirements** — Functional requirements, system inputs/outputs.
- **Section 4: Non-Functional Requirements** — Performance, security, usability benchmarks.
- **Section 5: External Interface Requirements** — Hardware, software, communication interfaces.

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2 Overall Description

2.1 Product Perspective

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2.1.1 System Context

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2.1.2 System Boundaries

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2.1.3 Relationship to Existing Systems

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2.1.4 Operational Perspective

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2.2 Product Functions

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2.2.1 Client and Job Information Collection

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2.2.2 Client Reliability Analysis

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2.2.3 Client Quality Scoring

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2.2.4 Proposal Template Generation

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2.2.5 Proposal Editing and Customization

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2.2.6 Proposal History Management

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2.4 Operating Environment

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2.5 Design and Implementation Constraints

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2.6 User Documentation

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2.7 Assumptions and Dependencies

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3 External Interface Requirements

3.1 Introduction

This section provides a detailed description of all external touchpoints for the Upwork Proposal Assistant. In accordance with IEEE Std 830-1984, it specifies the logical and physical characteristics of each interface between the software product and the users, hardware, other software, and communication protocols[cite: 99, 100]. This ensures that the system is fully integrated into the freelancer's environment without technical friction.

3.2 User Interfaces

The User Interface (UI) is the most critical external interface, as it facilitates the freelancer's interaction with complex data analysis. The UI shall be delivered as a non-intrusive browser-based overlay and a dedicated dashboard.

3.2.1 General Design Principles

- **Consistency:** All UI elements shall follow a unified color palette (Upwork-compatible greens and grays) and typography to minimize cognitive load[cite: 73].
- **Responsiveness:** UI components must adapt to various browser window sizes without overlapping native Upwork elements[cite: 93].
- **Aesthetics and Layout:** The interface will use a clean, modern card-based layout for presenting client scores and job recommendations.

3.2.2 Interface Components

Browser Extension Popup

The popup serves as the primary control center. It shall include:

- **Display:** A high-level view of the current page status (e.g., "Job Detected," "No Job Found").

- **Action Buttons:** "Analyze Client," "Generate Draft," and "View History."
- **Input Fields:** Credentials for authentication and settings for AI tone (e.g., Professional, Conversational).

On-Page Overlay (DOM Injection)

To ensure high usability, the system shall inject visual cues directly onto the Upwork job search results and job description pages.

- **Client Score Badge:** A color-coded badge (Green, Yellow, Red) next to the client's name indicating their reliability score[cite: 54, 59].
- **Quick-Action Sidebar:** A collapsible sidebar on job description pages providing a summary of "Client Spend History" and "Feedback Sentiment" [cite: 33-35].

The Dashboard (Stand-alone Interface)

For advanced management, a full-page dashboard will be provided.

- **Analytics View:** Graphical representations of proposal success rates and earnings trends.
- **Template Editor:** A rich-text editor for managing and ranking proposal templates [cite: 60-61].

3.3 Hardware Interfaces

The Upwork Proposal Assistant is a software-based browser extension and does not require custom-built hardware. However, it must interface with standard computing hardware to function effectively [cite: 101-103].

3.3.1 Supported Hardware Platforms

- **Processors:** Minimum x86 or ARM-based processors capable of running modern web browsers.
- **Memory:** A minimum of 4GB RAM is required to ensure the extension and the Upwork platform run concurrently without performance degradation[cite: 66, 102].
- **Display:** Minimum resolution of 1280x720 pixels to accommodate the extension's sidebars and overlays[cite: 111].

3.3.2 Input and Output Devices

- **Input:** The system shall interface with standard keyboards and pointing devices (mouse/trackpad). Support for touch-screen inputs on tablets is also required [cite: 107-109].
- **Output:** The primary output is visual via the system monitor. The system will not require audio output devices unless future accessibility features are added[cite: 110].

3.4 Software Interfaces

This section defines the system's dependencies on other software products and the methods of data exchange.

3.4.1 Operating Systems

The system shall be operating system agnostic, provided the OS supports the required web browsers. This includes:

- Microsoft Windows 10 and 11.
- macOS (v12.0 and later).
- Linux distributions supporting Chromium or Firefox-based browsers.

3.4.2 Web Browsers

The extension must maintain full compatibility with the following browser engines:

- **Chromium-based:** Google Chrome (v100+), Microsoft Edge, and Brave[cite: 44, 125].
- **Gecko-based:** Mozilla Firefox (v95+).

3.4.3 Platform Interaction (Upwork DOM)

As the system does not use a direct Upwork API for scraping, it must interface with the Upwork web application via the Document Object Model (DOM).

- **Data Extraction:** The system shall use CSS selectors and XPath to identify and extract job success rates (JSR), budget history, and client reviews [cite: 16-17].
- **Event Listeners:** The extension shall interface with the browser's event loop to detect when a user navigates to a new job post, triggering the analysis module.

3.4.4 Database and Backend Services

- **Database Interface:** The system shall interface with a cloud-based database (e.g., PostgreSQL or MongoDB) via a RESTful API to store user profiles and proposal history [cite: 115-118].
- **AI API (Large Language Model):** The system shall interface with external AI providers (such as OpenAI's GPT-4 or Anthropic's Claude) using JSON-formatted requests for proposal generation [cite: 126-128].

3.5 Communications Interfaces

The Upwork Proposal Assistant requires active internet connectivity to communicate with backend services and the Upwork platform.

3.5.1 Network Protocols

- **HTTP/HTTPS:** All communication between the extension and the backend servers must use HTTPS (TLS 1.2 or higher) to ensure data integrity and security[cite: 78].
- **WebSockets:** For real-time analysis updates, the system may utilize WebSockets to push notifications to the user interface.

3.5.2 Data Exchange Formats

- **JSON (JavaScript Object Notation):** The primary format for all data exchange between the extension, backend services, and AI APIs.
- **UTF-8 Encoding:** To ensure support for international characters in job descriptions and client reviews.

3.6 Memory Constraints

The browser extension shall occupy no more than 150MB of browser memory during active analysis. During idle states, memory usage must drop below 50MB to prevent system lag on lower-end devices.

3.7 Site Adaptation Requirements

The software is designed for global use. However, it must adapt to localized versions of the Upwork platform (e.g., upwork.com vs regional variations). The interface must

support the scaling of fonts based on system-wide accessibility settings[cite: 92].

3.8 FR-003: Freelancer Decision Support System

3.8.1 Description

The Decision Support System (DSS) acts as the analytical "brain" of the extension. It synthesizes the data collected by FR-001 (Client Analysis) and provides a final verdict. The goal is to prevent freelancers from wasting "Connects" on job posts where the client has a low probability of hiring or a history of underpaying.

3.8.2 Inputs

- **Aggregated Client Score:** The 1-100 normalized value from the Analysis Engine.
- **Average Interview Rate:** The percentage of applicants the client actually interviews.
- **Job Post Recency:** Time elapsed since the job was posted.
- **Number of Applicants:** The current range of proposals already submitted (e.g., 5-10, 20-50).

3.8.3 Processing

The system shall apply a multi-tier logic gate to determine the final recommendation:

1. **Tier 1 (The "Connects" Safeguard):** If the number of applicants is > 50 and the Client Hire Rate is $< 30\%$, the system shall output a "Skip" recommendation to save the user's resources.
2. **Tier 2 (Scoring Calibration):**
 - **Score > 80:** High Reliability (Strong Apply).
 - **Score 50-79:** Average Reliability (Apply with Caution).
 - **Score < 50:** Poor Reliability (Skip).
3. **Tier 3 (Urgency Logic):** If the job was posted within the last 30 minutes and the client has a high hire rate ($> 70\%$), the system shall add an "Urgent Action" badge to the recommendation.

3.8.4 Outputs

- **Recommendation Badge:** Color-coded labels (Green: Strong Apply, Yellow: Caution, Red: Skip).
- **Reasoning Summary:** A short text explanation (e.g., "Client has a 90% hire rate but pays 20% below market average").
- **Probability Estimate:** A percentage indicating the likelihood of the client viewing the proposal based on current competition.

3.9 FR-004: Proposal Template Management & Ranking

3.9.1 Description

This module allows the freelancer (and the Admin) to manage a library of proposal templates. Unlike a static notepad, this system tracks which templates result in "Views" or "Hires" on Upwork and ranks them accordingly.

3.9.2 Inputs

- **Template Title and Body:** User-defined text and placeholders (e.g., [Client_Name]).
- **Success Metadata:** Manual input from the user when a proposal leads to an interview or hire.
- **Tagging Data:** Categorization such as "Fixed Price," "Hourly," or "Short Notice."

3.9.3 Processing

1. **Ranking Algorithm:** The system shall calculate a "Success Velocity" for each template: $V = (Interviews/TotalUses) \times 100$.
2. **Placeholder Parsing:** The system shall scan the template for brackets [] and automatically map them to data scraped from the Upwork page (e.g., mapping [Project_Title] to the actual job header).
3. **Auto-Archive Logic:** Templates that have been used 10+ times without an interview shall be flagged as "Low Performance" and moved to the bottom of the list.

3.9.4 Outputs

- **Template Library View:** A searchable list of all templates sorted by their Success Velocity.
- **Performance Badges:** "Top Performer," "Rising," or "Needs Improvement" icons next to each template.
- **Dynamic Insertion Menu:** A dropdown menu within the browser extension for instant selection.

3.10 FR-005: Proposal History and Analytics

3.10.1 Description

To support long-term growth, the system shall maintain a historical record of all proposals generated. This allows the freelancer to audit their own performance and refine their strategy.

3.10.2 Inputs

- **Historical Proposal Text:** Stored locally or in the cloud database.
- **Timestamp:** Date and time of generation.
- **Target Client ID:** The unique identifier of the Upwork client.

3.10.3 Processing

1. **Trend Analysis:** The system shall aggregate data weekly to show if the user's average Client Reliability Score is increasing or decreasing over time.
2. **Keyword Optimization:** The system shall identify recurring keywords in "Successful" vs "Failed" proposals.

3.10.4 Outputs

- **Analytics Dashboard:** Graphical charts (Bar charts for weekly usage, Pie charts for success rates).
- **Export Feature:** Ability to download proposal history in CSV or PDF format for offline review.

4 Non-Functional Requirements

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5 Diagrams and Models

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context_diagram.png

Figure 5.1: System Context Diagram

6 Appendices

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