Software Requirements Specifications

Project Name	Freelance Marketplace
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Version	1.0

Introduction

Purpose
The purpose of this document is to define the functional and non-functional requirements for a Freelance Marketplace platform. It aims to provide a seamless, efficient, and user-friendly environment for connecting clients with skilled freelancers across various domains such as design, development, writing, marketing, and more.
Scope
This platform enables customers to: • Post job listings • Browse freelancer profiles • Review proposals • Hire freelancers • Manage projects • Communicate directly with service providers • Process payments securely. The system will support the desktop platform and will be available only for 24/7.
Constraints and Assumptions
• User must have a valid ID • The system requires an internet connection for the transaction

Functional Requirements

1.	**Function**	User Authentication
	Description	Users must log in securely.
	Actors	Seller
	Steps	1. Seller enters their email, username, and password. 2. The system requires a confirmation password 3. If correct, the user gains access. Otherwise, an error message is displayed.

	Exceptions	• If the seller enters the wrong password 3 times, the account is locked for 30 minutes.

2.	**Function**	**Customer Profiles**
	Description	The system enables freelancers and clients to create and manage user profiles, storing essential details such as payment history, project records, and communication logs for efficient tracking of transactions and collaborations.
	Actors	The user
	Preconditions	• The user must be logged into the system. • The user profile must be created before recording debts.
	Steps	1. The user selects "Edit Profile." 2. The user enters the following details: • Full Name • Mobile Number (for notifications) • Address (optional) • Project records • Detailed skill description 3. The user saves the profile. 4. The system generates a unique users ID and stores the data.
	Exceptions	• If the mobile number is invalid, the system prompts the seller to correct it. • If the customer already exists, the system prevents duplicate entries. • If required fields are empty, the system alerts the seller before proceeding

3.	**Function**	**Post Job Listing**
	Description	The client will create and manage job listings, including project details, payment terms.
	Actors	The client
	Preconditions	● The client must be logged into the system. ● The freelancer must be registered in the system (or the job is open to all registered freelancers).
	Steps	1. The client selects **"Post a Job"** from the dashboard. 2. The client enters the job title and selects whether it's open or invites a specific freelancer. 3. The client fills in project details such as description, deliverables, estimated budget, and timeline. 4. The system calculates the total estimated cost based on input

		(optional or via milestone setup). 5. The client sets the payment structure (milestone-based or full payment). 6. The client confirms and submits the job listing. 7. The system publishes the job and tracks it under the client's posted jobs, initializing payment tracking for future milestones.
	Exceptions	• If the client exceeds their posting quota (e.g., on a free plan), the system alerts them and prevents further job postings. • If required information is missing (e.g., no job title or description), the system prompts the client to complete all fields.

3.	**Function**	**Browse Project**
	Description	The system allows clients to search and browse project listings they have posted or are involved in, view associated freelancer details, and track project progress and status.
	Actors	The client
	Preconditions	● The seller must be logged into the system. ● The customer must have account to browse.
	Steps	1. The client selects "Browse Projects" or navigates to the "My Projects" section. 2. The client searches for a specific project using filters such as project title, freelancer name, status (Active, Completed), or date. 3. The system displays a list of matching projects. 4. The client selects a project to view detailed information. 5. The system shows the project details, including: • Project title and description • Freelancer profile and contact • Project timeline and deadline • Current status (e.g., Active, In Review, Completed) • Milestone progress (if applicable) 6. The client can navigate between different project entries, apply filters, or sort by date or status. 7. The client may optionally export or save the project summary for record-keeping or further review.
	Exceptions	• If no matching projects are found, the system displays a "No Results Found" message. • If the search input is invalid or incomplete, the system prompts the client to adjust the criteria. • If the client has no projects posted, the system suggests creating a new job listing.

3.	**Function**	**Hire freelancer**
	Description	The system allows clients to search and browse through freelancer proposals submitted for their posted projects. Clients can view proposal details, freelancer profiles, pricing, delivery timelines, and make decisions to accept, shortlist, or reject proposals.
	Actors	The client
	Preconditions	● The seller must be logged into the system. ● The client must have at least one active project that has received proposals.
	Steps	1. The client selects "Browse Proposals" or navigates to a specific project and chooses "View Proposals." 2. The client uses filters such as project title, freelancer name, proposal status (Pending, Shortlisted, Rejected, Accepted), or submission date. 3. The system displays a list of matching proposals. 4. The client selects a proposal to view detailed information. 5. The system shows the proposal details, including: 6. Proposal summary and custom message from the freelancer 7. Freelancer profile, rating, and contact 8. Proposed price and timeline 9. Attached documents or portfolios 10. Status of the proposal (e.g., Pending, Shortlisted, Accepted) 11. The client can navigate between different proposals, apply filters, or sort by submission date, freelancer rating, or bid amount. 12. The client may optionally export or save proposal summaries for comparison or decision-making.
	Exceptions	• If no proposals match the filters, the system displays a "No Results Found" message. • If the search input is invalid or incomplete, the system prompts the client to adjust the criteria. • If the project has not received any proposals, the system suggests promoting the job or adjusting project details to attract freelancers.

3.	**Function**	**Hire freelancers**
	Description	The system allows clients to search and browse project listings they have posted or are involved in, view associated freelancer details, and track project progress and status.
	Actors	The client
	Preconditions	● The seller must be logged into the system. ● The customer must have an existing debt record.

	Steps	8. The client selects "Browse Projects" or navigates to the "My Projects" section. 9. The client searches for a specific project using filters such as project title, freelancer name, status (Active, Completed), or date. 10. The system displays a list of matching projects. 11. The client selects a project to view detailed information. 12. The system shows the project details, including: • Project title and description • Freelancer profile and contact • Project timeline and deadline • Current status (e.g., Active, In Review, Completed) • Milestone progress (if applicable) 13. The client can navigate between different project entries, apply filters, or sort by date or status. 14. The client may optionally export or save the project summary for record-keeping or further review.
	Exceptions	• If no matching projects are found, the system displays a "No Results Found" message. • If the search input is invalid or incomplete, the system prompts the client to adjust the criteria. • If the client has no projects posted, the system suggests creating a new job listing.

3.	**Function**	**Manage projects**
	Description	The system allows clients to manage projects they have posted or are involved in. This includes browsing and searching project listings, viewing associated freelancer and proposal details, tracking project progress, and performing actions such as exporting summaries or reviewing proposals.
	Actors	The client
	Preconditions	● The seller must be logged into the system. ● The client must have at least one posted project.
	Steps	1. The client selects "Manage Projects" from the dashboard or navigates to the "My Projects" section. 2. The client searches for a project using filters such as: • Project title • Freelancer name • Status (e.g., Active, In Review, Completed) • Date range 3. The system displays a list of matching projects. 4. The client selects a project to view detailed information. 5. The system shows the project details, including: • Project title and description • Freelancer profile and contact information • Project timeline and deadline

		• Current project status 6. If the project is in the proposal phase, the client selects “View Proposals” to browse submitted freelancer bids. 7. The system displays a list of proposals with key information: • Proposal summary and message • Freelancer profile, rating, and portfolio • Proposed price and delivery time • Proposal status (e.g., Pending, Shortlisted, Accepted) 8. The client may take actions on proposals, such as: • Shortlist, accept, or reject proposals • Contact freelancer for clarification 9. The client can navigate between different project entries, apply filters, or sort by date, status, or freelancer rating. 10. The client may optionally export or save project and proposal data for record-keeping or analysis.
	Exceptions	• If no matching projects are found, the system displays a "No Results Found" message. • If the search input is invalid or incomplete, the system prompts the client to adjust the criteria. • If the client has no projects posted, the system suggests creating a new job listing.

Function	**Communicate Directly with Service Providers**
Description	The system allows clients to initiate and manage direct communication with freelancers or service providers involved in their projects. This includes messaging for clarification, updates, negotiations, and follow-ups throughout the project lifecycle.
Actors	The client
Preconditions	● The seller must be logged into the system. ● The client must have an active project or ongoing engagement with a service provider. ● The freelancer or service provider must be registered and assigned to the client’s project or have submitted a proposal.
Steps	1. The client navigates to the "Connect to Experts," "Inbox," or "My Projects" section. 2. The client selects a freelancer or service provider associated with a specific project or proposal. 3. The system opens a chat or message thread window for direct communication. 4. The client types a message and sends it to the freelancer. 5. The freelancer receives a real-time notification or email alert, depending

	on system settings. 6. Both parties can continue the conversation via threaded messages, including: • Text messages • File attachments (e.g., documents, screenshots) • Links to external references 7. Status updates or requests for clarification 8. The system timestamps each message and tracks the conversation history for future reference. 9. The client may optionally mark messages as important, archive conversations, or report inappropriate content.
Exceptions	• If no matching projects are found, the system displays a "No Results Found" message. • If the search input is invalid or incomplete, the system prompts the client to adjust the criteria. • If the client has no projects posted, the system suggests creating a new job listing.

al Requirements

Security
• All transactions must be encrypted using AES-256. • Users must log out after 5 minutes of inactivity. • The app must comply with ISO 27001 security standards. • Multi-factor authentication (MFA) must be enforced for all user logins.
Performance
• The app should load within 2 seconds under normal conditions. • Transactions should be completed in less than 5 seconds. • Reports should be generated within 10 seconds.
Availability
• Scheduled maintenance must be announced at least 48 hours in advance. • The system should have automatic failover mechanisms to ensure minimal downtime. • Data backups must be performed daily and stored securely.
Usability

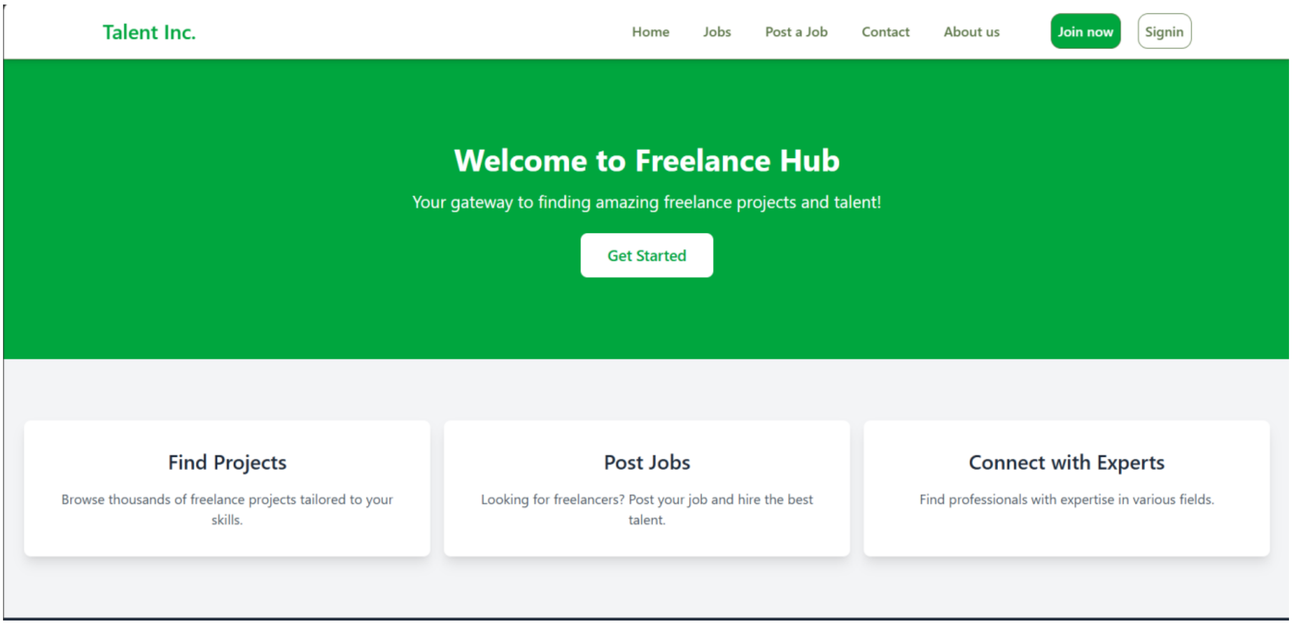
- The app must follow Material Design (Android) and Human Interface Guidelines (iOS) for UI/UX.
- The interface should be intuitive and require no more than 3 steps to complete key actions.
- The system should be accessible to users with disabilities, following WCAG 2.1 standards.
- User feedback shouldbe collected regularly to enhance usability and performance.

Mockups & Diagrams

Entity Relationship Diagram ERD

In progress 1 week duration

Graphical User Interface



Flow Chart

Still in production

Glossary

- OTP: One-Time Password
- 2FA: Two-Factor Authentication
- AES-256: Advanced Encryption Standard (256-bit)

Appendix

- Compliance Documents (e.g., GDPR, PCI-DSS)
- API Documentation (if applicable)