

SHIFT - Development Technical Requirements

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Type: Mobile App

Platforms: Android & iOS – Tablet & Smartphone

Database & Admin: AWS

Referencing: Workashift - Wireframes 1G

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1.0 Overview

SHIFT is a SaaS company who will bring gig economy working to the semi-skilled and unskilled sectors with the aim of becoming the most widely used gig platform.

The top level features of the app will be:

1.1 Shift Seekers - Top Level Features

1. Create an account and set up and maintain a profile.
2. Pick multiple areas of expertise from predefined lists.
3. Set an availability calendar.
4. Be alerted of shifts meeting their expertise and location settings.
5. View and filter matching shifts.
6. Accept shifts.
7. View accepted and completed shifts via a calendar and a list format.
8. Rate a completed shift.
9. View their current rating.

1.2 Organisations - Top Level Features

1. Create an account and set up and maintain a profile.
2. Set up the monthly subscription payment (Calculation of subscription defined later).
3. Create a group and add contacts to the group.
4. Access a web portal for bulk upload contacts to a group.
5. Post a shift to a group
6. Post a shift to the public list
7. View all shifts posts that have been accepted, via list and calendar formats.
8. Identify those shifts that have not been accepted.
9. Rate shift seekers on their performance.

Note: Shift seeker seekers who take an organisation manager role temporarily, will need to logout as shift seeker and login as the organisation manager. The device

should be allowed to remember login details for multiple login under an individual user.

1.3 UX/UI Key Points

The app needs to be easy to use by a user holding their device in one hand and using a single thumb. As such field completion should be aligned to the bottom of the device.

Form fields will appear one by one from the bottom of the screen. The user will complete and then once finished, they will swipe the field up. The next field will then appear and the process repeated until completed (refer to wireframes for clarity)

2.0 Build prerequisites

The app, database and hosting solution need to allow for:

- Flexibility & Growth
- Multi-language (2 languages to start with)
- Offline notification
- Fast UI regardless of smart device processing.
- Backup, redundancy and global CDNs
- Data comms to be secured between app and database.
- All files and databases to be managed under a SHIFT owned infrastructure.
- The system needs to integrate with an accounting system - assume Xero but this could change.
- A third party SMS system is required, either AWS or TextLocal
- All users log in using email and password

3.0 App Menu Options:

The menu options for each user group will be as follows:

Shift Seeker	Organisation
My Availability	Post a Shift
View Shift List	Post a Notice

View Schedule	View Shift List
My Groups	View Schedule
My Account	My Groups
My Profile	My Account
	My Profile

4.0 Shift Seeker - Registration & Profile

A complete profile only needs to be completed for those users who wish to be made “available” on the public board.

For Shiftseekers automatically added to a group the mandatory fields are marked with an asterisk.

Each new Shiftseeker will be automatically assigned a rating of three (3).

The following information to be collected during registration and managed through the shift seeker profile.

Field Title	Compulsory	Field Type	Description/Notes
First name	Yes*	Text	
Last name	Yes*	Text	
Date of Birth	Yes	Date	With calendar selector
Post code	Yes	Text	
Phone Number	Yes*	Text	
NI Number	Yes	Text	

Email	Yes*	Email	
Password	Yes*	Text (hidden)	
Headshot	Yes	File Upload (with Camera Access)	
ID (Passport or Visa)	Yes	File Upload	
CRB Number	No	Text	
Short Bio	Yes	Text	
Sector & Skills	Yes	Dropdown with multiple select.	Auto complete when users start searching for matching sectors
Search area (miles from postcode)	No – default(10 miles)	Dropdown	1, 2, 5, 10, 15 , 20 miles
Rating	Yes	Hidden (non editable for seeker)	Calculated (see below)

5.0 Organisation - Registration & Profile:

The following information to be collected during registration and managed through the business' profile.

Field Title	Mandatory	Field Type	Description/Notes
Contact Name	Yes	Text	
Organisation Name	Yes	Text	

Post code	Yes	Text	
Phone Number	Yes	Text	
Email	Yes	Email	
Password	Yes	Text (hidden)	
Sector	Yes	Dropdown	Include "Not Listed"
Rating	Yes	Hidden (non editable for seeker)	Calculated (see below)
Minimum acceptance rating	Yes	Dropdown	
Default Hourly Rate	No	Currency #	To be used as default when creating shifts
Organisation Logo	No	Image Upload	To be used as default when creating shifts
Essential Documents	No	Multiple file upload	To be used as default when creating shifts
Default shift information	No	Multi-line text	To be used as default when creating shifts

Note: File uploads should be restricted to doc, docx, pdf, jpg, png, gif

6.0 Organisation - Subscription Payment

1. A free period should be allowed before payment is requested. This period should be configurable per business account.
2. After the predefined free period the first attempt to post a shift will result in the payment page (integrated into Stripe/GoCardless) being displayed for the set up of the monthly subscription payment. The payment amount will be a predefined minimum plus an predined amount of each group member over the number of ten members.

3. Payment amount will need to be updated automatically on a rolling month basis with an additional predefined amount for each user over and above this added into their group.
4. When a payment is taken, a matching invoice should be invoiced to the email address on the account and integrated into Xero (or another confirmed accounting system)
5. If a payment should be cancelled or failed, then further attempts of posting of shifts or notices should keep returning to the payment page.

7.0 Organisation - Free Period

1. A free period shall be configurable in the back office database.
2. Set by means of a start date, a predefined number in days and an end date.
3. Upon account creation the free period end date shall be calculated from the current date plus the predefined number of days.
4. Start date, the predefined number in days and end date shall be editable in the back office database.

8.0 Organisation - Group Setup

Groups are:

- Private and by invitation only.
- Setup by the organisation.
- Group members are added by name, email address and phone number (see below)
- An organisation can create multiple groups.

This functionality allows immediate adoption of the app. Organisations use the app to schedule and offer shifts to their existing workforce/team.

1. As the Shiftseeker is added to the group; if the Shiftseeker is already registered in the app they are added automatically to the new group and a notification is sent to the Shiftseeker; if they are a new Shiftseeker, additionally a SMS is sent to the Shiftseeker requesting them to download the app and register.
2. Shiftseekers will only need to add a password to complete the registration.

8.1 Organisation - Group Management

1. An organisation can remove a Shiftseeker from the group by listing the group members and swiping left on the appropriate entry.
2. Shiftseekers can remove themselves from a group by listing their groups and swiping left.
3. A Shiftseeker can belong to multiple groups.

4. If an existing Shiftseeker is invited by another organisation, the Shiftseeker will not receive an invite SMS but will be added into the new group immediately.

9.0 Organisation - Group Shift Creation

The following information to be collected when the organisation is creating an available shift.

Field Title	Mandatory	Field Type	Description/Notes
Group to post to	No	Single-Select	Only one group or 'Post to Public' can be selected
Date of Shift	Yes	Date	Options are: Today, Tomorrow & Other If other, then Calendar Selector is available
Start Time of Shift	Yes	Time	24hr dropdown in 15 minute increments Scrolling time selector
Finish Time of Shift	Yes	Time	24hr dropdown in 15 minute increments Scrolling time selector
Total gross pay for shift	Yes	Number	(Number keys to show) If 'Default Hourly Rate' is present then preload this field with (Finish Time - Start Time) X Default Hourly Rate

Shift Details or skills	No	Text	Multi-line entry + dropdown. Skills are only shown if the business has chosen a sector during registration.
No. of Shifts	Yes	Number dropdown	Default to 1
Relevant documents	No	File upload	

1. On shift creation and before the shift going out to the rest of the group, the (up to) three shiftseekers who match the shift time with their availability calendar will be presented as choices to invite to accept the shift.
2. The organisation can tap to offer the shift to any or none of the presented choices.
3. The shift will be posted to any of the choices selected for a predefined length of time before shift is posted to the rest of the group.

10.0 Organisation - Shift Acceptance

1. Shifts can only be seen by Shiftseekers meeting or exceeding the minimum acceptance rating.
2. Shifts can only be seen by the members of the group to which the shift was posted.
3. If the shift is posted to the public list then it is only seen by Shiftseekers with matching sector and skills in their profile.
4. The organisation will be alerted when a shift has been accepted and will be able to see a profile summary of the Shiftseeker who has accepted the shift.
5. The profile summary shall contain shortcuts for the organisation to call or email the Shiftseeker.

10.1 Organisation - Work Schedule

1. A work schedule is maintained for the organisation in a calendar format..
2. Tapping on a date in a calendar displays a list of the shifts for that day.
3. Accepted shifts will be highlighted in the list.
4. The date in the calendar view should be highlighted if there are shifts for that day.
5. Shifts are not removed from the calendar once the shift date/time is passed.

11.0 Organisation - Group Notice Creation

The following information to be collected when the organisation is creating a notice.

Field Title	Mandatory	Field Type	Description/Notes
Group to post to	Yes	Single-Select	Only one group can be selected - no 'Post to Public' can be selected.
Notice Details	Yes	Text	Multi-line entry.
Relevant documents	No	File upload	

1. Notices are posted to the selected group.
2. Notices expire after 8 hours and shall be removed from the group list.

12.0 Shiftseekers - Shift Acceptance

1. The shiftseeker will be alerted and see all shifts available to them.
2. Initial Information shown will be skillset, postcode, Date, Times and Gross Pay.
3. Shiftseekers can swipe right or tap on this to view full information including business name, rating and shift details.
4. Shiftseekers can swipe left to decline the shift and remove it from their shift list.
5. The shiftseeker can read the details of the shift and choose to accept or reject it.
6. When the shift is rejected it will be removed from the shiftseekers shift list but kept on the group list available for other shiftseekers.
7. When the shift is accepted the shift will move into the "Accepted" status and the shift will be removed from the group list and be unavailable to all other shiftseekers.
8. Once the Shiftseeker has accepted the shift, the shift cannot be cancelled or deleted.

12.1 Shiftseekers - Work Schedule

1. A work schedule is maintained for the shift seeker in calendar format.

2. Tapping on a date in a calendar displays a list of the shifts accepted for that day.
3. The date in the calendar view should be highlighted if shifts are accepted on that day.
4. Shifts are not removed from the calendar once the shift date/time is passed.

12.2 Shiftseekers - Notices

1. The shiftseeker will be alerted and see all notices available to them.
2. Information shown will be the notice text.
3. Shiftseekers can swipe right or tap on this to view full information.
4. Shiftseekers can swipe left to remove the notice from their shift list.

13.0 Completion of Shifts

1. Once an accepted shift has been completed, i.e. it is past the shift end time, the shift is moved from Accepted to Completed.
2. The shift is kept in the schedule calendars to enable both shiftseeker and organisation to look back for reference.
3. The Shiftseeker shall be prompted to rate the shift.
4. The organisation shall be prompted to rate the shiftseeker.

14.0 Ratings

1. Both the shift seeker and the organisation can be reviewed by each other out of 5 stars.
2. They will be able to do this via "View Shift List" once the shift end time has passed. The shifts requiring the rating to be completed will be marked.
3. Each will receive an app notification prompting completion of the rating.
4. Tapping on the notification prompt will display the rating page for the relevant shift.

15.0 Account Closure

1. A Shiftseeker and organisation will be able to request "Pause Account" or "Delete Account" from the "My Account" section of the app.
2. Paused accounts shall not be shown in groups or matches. For an organisation the account will remain active for the remainder of the subscription period.
3. Paused or Deleted organisation accounts will have the subscription payments suspended.
4. Deleted accounts all information to be removed from the app, but statistics will be retained.

16.0 Administration Portal

A web based administration portal is required. This should allow for the following functionality. The portal should allow for unlimited logins to the admin portal at different security levels - Admin/Support etc.

16.1 Shiftseeker Management

1. Edit profiles, including star rating
2. Hard disable users (meaning they cannot register with the same mobile number)

16.2 Organisation Management

1. Edit Profiles, including star rating
2. View and Amend payment amounts (this should overwrite any automated calculations)
3. Access invoices for past payments / email invoice from portal (not critical)
4. Hard disable users (meaning they cannot register with the same mobile number)
5. Edit free period start date, period length (in days) and end date.

16.3 Stats Dashboard

1. Total number of shift seekers
2. Total number of shift seekers in groups.
3. Total number of organisations.
4. Average life of shift seeker accounts
5. Average life of organisation accounts.
6. Total number of available shifts.
7. Total number of accepted shifts.
8. Average number of accepted shifts per seeker.
9. Average number of accepted shifts per organisation
10. Last 3 months revenue and next months expected revenue
11. Number of accounts deleted/disabled (with export)
12. Number of account closed due to payment issues (with export)

16.4 Support Dashboard

1. List, review and reply to all support requests submitted via apps

17.0 Organisation - Contact Upload Portal

A web based portal to enable app users to upload a CSV containing their shiftseeker data.

Organisations login using the same username (email) and password as their app.

Once authenticated, the user will then be presented with:

1. A downloadable CSV import template.
2. A dropdown of their groups - of which they select one.
3. An upload field to select the completed CSV.

Assuming that the data format is correct, the contacts are then added to the group selected.

18.0 Future Feature List

- ETA of employee
- Loading contacts into the app from device
- APIs
- Groups profile - set default "shift" description text. This is prefilled when selecting that group in when creating a shift.
- Syncing or highlighting clashes in calendar.
- Refer a friend for business to business. Generates a QR code for sharing. When anyone signs up using the QR Code and payment is completed, then the referrer will get 1 month free. This can be automated.
- Referrer programme - moves to the top of the list for a period of 24 hours, when a friend signs up via the QR code. Gimmick
- Expand search notification if shift not accepted.