1. Executive Summary

1.1 Project Overview

Describe this project or product and its intended audience, or provide a link or reference to the project charter.

Our project's goal is to create a website where people can create or take services or jobs. Our software is called HelpMe! because we aim to help people earn money from the jobs or services they complete. On the HomePage the users will become familiar with the features and a preview that our website provides. Users can register and login in their accounts. They can create jobs or services or take them created by other users. Our users can communicate with each other for specifications about their task or completion request. When the service is completed employers can pay in cash or in debit card. A serial code will be generated automatically when each job or service is created. After the job is completed the employer can give the serial code to the employee. This is a security measurement and it provides security between users. Website is created with JavaScript and Bootstrap. On the backend we will use PHP and MySql.

1.2 Purpose and Scope of this Specification

Describe the purpose of this specification and its intended audience. Include a description of what is within the scope and what is outside the scope of these specifications.

In Scope
- Clients will be able to take and create new jobs or services.
- Every user can see the history of the completed tasks.
- Every user is saved in the database.
- Employes can rate employers.
- Website is simple and easy to use

Out Scope
- Our website provides information about the services and jobs only to people registered in our website.
- Relationships between users can be affected because of the reviews.

2.3 Assumptions

The system should be kept to date always by the system administrator. All information for each job will be posted on the website with all the specifications

including the job payment, location, information regarding the employee and information about the job, and the timeframe of the required job and contact numbers. Every operation taken that day will be recorded in the database and saved in the logs if there are any problems. Ex: if a payment is done by credit card, the payment will be recorded and it will generate a receipt and in the case the transaction doesn't go through it will result in an error and it will be saved in the logs(with the exact date and hour).

The employees will provide information regarding the state of the job, for example whether it's in progress, it's completed or whether it's declined.

The employers will be able to track the progress of the job and whether problems arise during the job.

2.4 **Constraints**

Before we used to keep the data in Excel and text files and before we start working with the website we should spend some time transferring the data to a more secure database. It holds very important information like usernames and passwords and possibly credit card numbers.

The website will be mainly accessed by pc so it will be difficult for the admin to access it on the phone.

There may not be an IT specialist at all times, so in case of problems or bugs, they will have to wait for the service a bit longer.

2.5 **Dependencies**

Our website will be dependent on the database that will provide the website the logins and passwords. We are dependent on the employees and employers providing the information.

3.1 **Functional Requirements**

Req#	Requirement	Comments	Priority	Date	SME reviewed/ approved
BR_01	The project is designed a website	Users will be able to access it using a browser	2	15/04/2021	Juxhin Allaisufi

BR_02	Employee users offer services	Employees will be registered into the website	1	15/04/2021	Juxhin Allaisufi
BR_03	Client users will ask for services	Clients choose employees to perform their desired services	1	15/04/2021	Juxhin Allaisufi
BR_04	User registration will be done in the login page	Users depending on what they want to register as in the website	1	15/04/2021	Juxhin Allaisufi
BR_05	Employees will be able to display the abilities	Employees will put on their profile their abilities and skills	2	15/04/2021	Juxhin Allaisufi
BR_06	Employees can share their location	As a desired option, each employee can share their location for clients to see who is nearest	2	15/04/2021	Juxhin Allaisufi
BR_07	Employees can contact clients	When employees have questions about the service, they can ask client to be clear on the service they are providing	1	15/04/2021	Juxhin Allaisufi
BR_08	Employees notify the client when	In order for the client to know there	1	15/04/2021	Juxhin Allaisufi

	the service is done	will be an option which indicates the termination of the service				
BR_09	Employees can share their CV	For clients who have more detailed service requests, the employee has an option to upload their CV to impress the client	2	15/04/2021	Juxhin Allaisufi

BR_10	Employees can see service requests from clients	Client can send their service requests or apply for them to different employees	1	15/04/2021	Juxhin Allaisufi
BR_11	Employees can accept or deny service requests	If an employee can do the service of a client, he/she accept that service request or if they are unable to do it they can deny it	1	15/04/2021	Juxhin Allaisufi
BR_12	Employees can add personal information to their profile	As a desired feature, employees can add personal information about themselves,	1	15/04/2021	Juxhin Allaisufi

		or different way of direct contact from the client			
BR_13	Clients can send service requests to employees	Client can send service requests to employees directly to them , if they find the employee capable of doing the desired service	1	15/04/2021	Juxhin Allaisufi
BR_14	Clients choose whomever employee they want	Depending on the abilities of the employee, each client can contact the employee	2	15/04/2021	Juxhin Allaisufi
BR_15	Clients can share their location	Same as employees, clients can share their location, in order for the employee to know where the service will be performed	2	15/04/2021	Juxhin Allaisufi
BR_16	Clients can contact employees	If clients have specific requests for the employee, they can contact them in the website or via direct contact (depending if the employee	1	15/04/2021	Juxhin Allaisufi

		has given such contact in their profile)				
BR_17	Clients can review employees	Each client has the right to review the service they had from certain employees	1		15/04/2021	Juxhin Allaisufi
BR_18	Employees have rating	The resting of each employee is very important , because based on their rating the client is biased and determines if the employee is worth sending the service request or not	1		15/04/2021	Juxhin Allaisufi
BR_19	Clients can add personal information	Clients can also add personal information to their profile, as an optional feature	2		15/04/2021	Juxhin Allaisufi
BR_20	Clients can terminate the request	Clients will have a feature which gives them the right to terminate a service request they have made to the employee	1		15/04/2021	Juxhin Allaisufi

BR_20	Each user has a username and password	In order to enter into the website, each user will have a distinct username, and a password	1	15/04/2021	Juxhin Allaisufi
BR_21	Each user has to register	When registering into the website, each user will have an option to choose between being an employee or a client	1	15/04/2021	Juxhin Allaisufi
BR_22	The phone number is necessary for every user when they register	For security policies, each user has to identify themselves correctly by entering a phone number while registering, to prove they are not a fake account	1	15/04/2021	Juxhin Allaisufi
BR_23	Each user has a history button	Users can view their past activity in the website's history of their own account, and see what services they have provided, or been provided before	1	15/04/2021	Juxhin Allaisufi

BR_24	Users can delete the account	Each user will be given the feature to delete their own account , if they no longer have need for it	2	15/04/2021	Juxhin Allaisufi

3.2 Non-Functional Requirements

3.2.1 User Interface Requirements

The elements of our software will be:

- A welcome page which will be designed with various details to make it as much eye catching as possible but also simplistic in its own kind of way. It will be designed with its own title (which for our page we decided to be : "HELP ME !') . The welcome page will have a description to make it much easier for the user to understand on what he is walking on to but also will have a guide how to register and pages that lead into Sign in but also Log in if they already have an account . For people who are lost on the Welcome page , there will be a help button which will guide them .

- If a new user decides to register then he will be introduced to our Sign in page which will guide the user with various information on how he should fulfill the details . The Sign in is a really important part for the user because that's where our security system is based . When the user puts on his email and his number , then he needs to prove that they are indeed his. So he will receive a code on both (email and phone number) which he will need to put on the page to verify that they are his . In case of fraud by the user we can use the phone number to track him back since all phone numbers are registered into cellphone companies with their IDs . People make the choice to pay cash or debit when they get registered on the site .

- The home screen is mix of our own ideas and that's what makes it beautiful. It is simple , easy to understand and to use but most importantly it is unique . When you get into the homescreen you are greeted with 3 panels which are the middle panel which takes the most space and which has the most important components which are :(jobs and

services) , left panel is equipped with :(messages , home, add job or service , profile , notifications , settings and more ideas which we will implement soon) and finally the right panel for which we have many ideas about : (map location which pinpoints where the nearest services and jobs are , adds, add friends or topics etc .)

Services - This section of the homescreen is supposed to be for people which want to get their service completed fast and with a level of security for which they would have to pay a fee (that they decide how much) . Then from the other side there is the people which want to make some quick earnings so they will accept services and complete them in order to get a certain fee . Every service which will be posted on the main page will have a rating, description, how much will the user get paid if they complete the service , profile picture and the distance of how far away this user is from your location . On the right corner of this post there will be a button which will allow other users to accept the service .

Jobs - In order to enter this section , the user would need to upload a CV first to his profile . That would give the option of the user to unlock the page and look for jobs which will be permanent and offered by certain companies . When he applies into those companies , the CV will be an important aspect of the user getting accepted . The posts will be the same format as the services but the button will read Apply instead of Accept.

- Notifications - This page will be a connection (bridge) between pages and it is the most interesting concept that we thought about . So as we explained, on the main page there will be updates on recent jobs and services for which users can apply or accept . Now let's think about the side of the users who published the service that needs to be completed by a certain someone or the users who published a job and they need certain people with abilities at a custom field to work for them against a specific fee . As soon as someone accepts the service , the publisher will receive a notification with the name of the user who applied and 2 buttons which say accept or cancel . Upon pressing one of the buttons an alarm box will appear just to make sure that the user did not make any accidental clicks . By clicking on the name of the people who apply for the service , the publisher is able to see their rating and comments which will allow them to pick the best choice . Same thing goes for the job section . After the user gets accepted , the publishers notification will change with buttons (cancel , report) but also he will get a direct connection with the user where he can text , send pictures but also have a feature for which we will talk later on .

- Processing -While the service is being completed , the users main page will be changed. The user will not be able to apply for other services until he completes the one that he already has active. His homepage will have a notification which tells him which contract with which service he has on , a report button , a cancel button . Jobs don't work that way. In the job section , the user gets contacted by the company which will get the users information from the CV and they will talk privately about their permanent job . When the

user has completed the service he needs to go to the messaging page where he will find a really important button . The button is called REQ/COMP which stands for "Request Completed" . The user and the publisher need to work together in order for both of them to get what they need . If the user is trying to scam and he presses the button , he will not get the money transfer until the publisher presses the same button for approval (there will be an alarm box for this option too to prevent accidental clicks) . If the user completes the service and presses the button then the button cancel will get removed from the publishers privilege . If any of the sides have some sort of non agreement they can report one another and they will be dealt with our customer service . Any service post or Job post will be shown on the publishers profile too .

- After completion both sides will be asked to rate one another and after doing that the users main page will be able to show other services for which he can apply and gain money for. When the service is completed , the user is able to get the money transfer that he deserves or he gets the cash payment option.

3.2.2 Usability

3.2.3 Availability

Our website will be available twenty four hours a day, and can be accessed at any time.
It can also be accessed anywhere.
Depending on the number of users using the website at the same time, the performance may be effected a little, but not too noticeably.

3.2.4 Latency

Depending on the availability of each user, the response to a certain service request changes. If the user is online and using the website, the response can be immediate.

3.2.5 Maintenance

The website will be under constant maintenance service by the developers, which fix bug issues caused in the website. Also different updates can be added to the website from time to time to better its performance.

3.3 Security

Our website has many security policies, which prevent the violation of the user's privacy. The first security policy is when a user registers into the website. That person has to provide a phone number, and to that phone number a code will be sent as a message, to prove that the account that person is creating is real.

4. User Scenarios/ Use Cases

4.1 Administrator / Management staff:
 The staff that will manage the software will have a more secured account, where they can log in and have access to anything in the website.
- They can make changes to the database (delete, add, change employer/employees)
- They can have access to employees/employers actions on the website.
- They have to check each user that wants to register as an employer and verify if they fulfill the conditions for being an employer in the system.
- They have to keep track of money transfers and payments between users.

4.2 Employers:
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