

User Stories for Ratings and Reviews

Here are some detailed user stories for the review pages of a Freelancer platform. These stories include functionality for both freelancers and clients:

Client Side

1. Ability to Leave a Review After Completing Work.

User Story: As a client who has hired a freelancer and completed a project, I want to have the ability to leave a review about the completed work so that other users can learn about the quality of the freelancer's services and help them improve their reputation.

Acceptance Criteria:

- Given I am a client who has hired a freelancer and completed a project, when I visit the freelancer's profile, then I can see a button "Leave a review" to write a review.
- Given that I clicked on the "Leave a Review" button, when I navigate to the review page, then I see 4 criteria for rating the freelancer on a 5-point scale, a review form, and a submit button.
- Given that I am leaving a rating on the review page, when I rate the freelancer on 4 criteria, write a comment in the review form, and click the "Submit" button, then my review should be sent for moderation and published on the freelancer's profile page after review.
- Given I am writing a review in the review form, when I enter a review from 10 to 500 characters in length, then the system should accept the review without errors and allow me to submit it for moderation.
- Given I am writing a review in the review form, when I enter less than 10 characters, then the system should display an error message indicating that the review must not less 10 characters.
- Given I am writing a review in the review form, when I enter more than 500 characters, then the system should display an error message indicating that the review must not exceed 500 characters.
- Given that I am writing a review in the review window, when I leave the required fields empty, then the system should display an error message and highlight the empty fields.
- Given that I am writing a review in the review window, when I decide not to leave a review and click the "Cancel" button, then the review window should close without saving the entered data.

2. Ability to Edit a Review

User Story: As a client, I want to be able to edit my review, so that I can correct mistakes or add more information if needed.

Acceptance Criteria:

- Given I have written a review and want to edit it, when I click the "Edit" button next to my review at the bottom of the freelancer's profile page, then an editing field appears where I can modify the text of the review, and a "Save" button to confirm the changes.
- Given I have edited my review, when I save the changes, then I should see a message below the review confirming that my review has been successfully updated.

3. View Freelancer's Reviews

User Story: As a client, I want to see reviews left by other clients on a freelancer's profile, so that I can decide whether to hire them.

Acceptance Criteria:

- Given I am on the freelancer's page when I scroll down the page to see the reviews section then I should see a list of all reviews from other clients with ratings, text, date of completion and dates.
- Given I am in the reviews section, when I choose the sorting option by date or rating, then the reviews are sorted according to the selected parameter.

Sorting options:

- By date (from newest to oldest)
- By date (from oldest to newest)
- By rating (from highest ratings to lowest)
- By rating (from lowest ratings to highest)
- Given I am in the reviews section, when I enter a keyword into the search bar (e.g., "design", "website", "marketing"), then the system displays only those reviews that contain the entered keyword.

Search options:

- By keywords in the review text
- By the client's name
- By projects or categories mentioned in the review
- Given I am in the reviews section, when I select filter parameters, then the system displays only those reviews that match the selected criteria.

Filter options:

- By project completion terms ("completed on time", "delayed")

4. Report a Review

User Story: As a client, I want to be able to report a review to notify the administrator about problematic or false reviews, In order to ensure fairness and transparency on the platform.

Acceptance Criteria:

- Given I am on the page with reviews, when I click the "Report" button next to the review, then the system displays a form to submit a complaint, where I can choose the reason for the complaint (e.g., false review, insults, inappropriate content, etc.).
- Given I have filled out the form with a description of the issue, when I click the "Submit Complaint" button, then the complaint is sent for review to the platform administrator.
- Given I have submitted a complaint about a review, when the system confirms the submission of the complaint, then I receive a notification that the complaint has been accepted and will be reviewed.
- Given I have submitted a complaint, when the administrator has completed the review of the review, then I receive a notification with detailed information about the outcome of the review and the actions that were taken.
- Given I disagree with the administrator's decision on my complaint, when I select the "Appeal Decision" option, then I can provide additional evidence or comments for a re-evaluation, and the administration will review the decision again.

4. Delete a Review

User Story: As a client, I want to delete a review, so that I can remove any inappropriate or incorrect feedback.

Acceptance Criteria:

- Given I have written my response to the review but want to delete it, when I click the "Delete" button, then A message appears saying "Your comment has been deleted," where the deleted response was.
- Given I am in the "Reviews" section and see the "Delete" button next to the desired review, When I click the "Delete" button for the selected review, Then I am shown a confirmation window for deleting the review (for example, "Are you sure you want to

delete this review?").

Given I confirm that I want to delete the review, When I click the OK button, Then The review is deleted from my profile, and it is no longer displayed on the reviews page.

Freelancer Side

1. View My Reviews

User Story: As a freelancer, I want to view reviews left by my clients, so that I can understand how they perceive my work.

Acceptance Criteria:

- Given I am on my profile page, when I scroll down my profile, then I see the "My Reviews" section and detailed information about the reviews I have left, including the review text, rating, and the client's name.
- Given I am in the "My Reviews" section, when I sort the reviews by the selected criteria, then I see the reviews sorted by the criteria I selected.

*The criteria are described above in the client's section.

- Given I am in the "My Reviews" section, when I filter the reviews by the selected criteria, then I see the reviews filtered by the criteria I selected.

*The criteria are described above in the client's section.

- Given I am in the "My Reviews" section, when I can filter reviews using the search bar, then I see the reviews, the search results.

2. Respond to a Review

User Story: As a freelancer, I want to respond to reviews, so that I can address any concerns or express gratitude.

Acceptance Criteria:

- Given I have at least one review from a client, When I go to the "My Reviews" section and see a review that I can respond to, Then I see a button or link "Reply" next to the review.
- Given I see the "Reply" button on the review I want to respond to, When I click the "Reply" button and start writing my response, Then I can enter text in the response field to express gratitude or clarify details related to the review.
- Given I have written my response to the review, When I click the "Send" button to confirm the response, Then My response is displayed under the review, and the client can read it.
- Given I have already sent a response to the review but want to edit it, When I click the "Edit" button next to my response, Then I can edit my response, and after saving, the updated version will be displayed under the review.
- Given I have sent a response to the review, When The response has been sent, Then The client receives a notification about my response so they can read it.

3. Report a Review

User Story: As a client, I want to be able to report a review to notify the administrator about problematic or false reviews, In order to ensure fairness and transparency on the platform.

Acceptance Criteria:

- Given I am on the page with reviews, when I click the "Report" button next to the review, then the system displays a form to submit a complaint, where I can choose the reason for the complaint (e.g., false review, insults, inappropriate content, etc.).

- Given I have filled out the form with a description of the issue, when I click the "Submit Complaint" button, then the complaint is sent for review to the platform administrator.
- Given I have submitted a complaint about a review, when the system confirms the submission of the complaint, then I receive a notification that the complaint has been accepted and will be reviewed.
- Given I have submitted a complaint, when the administrator has completed the review of the review, then I receive a notification with detailed information about the outcome of the review and the actions that were taken.
- Given I disagree with the administrator's decision on my complaint, when I select the "Appeal Decision" option, then I can provide additional evidence or comments for a re-evaluation, and the administration will review the decision again.
- Given I have written my response to the review but want to delete it, when I click the "Delete" button, then A message appears saying "Your comment has been deleted," where the deleted response was.

Admin Side

1. Moderate Reviews

User Story: As an admin, I want to review flagged reviews, so that I can ensure the platform remains fair and professional.

Acceptance Criteria:

- Given I have received a complaint about a review, when I check the content of the review and the reason for the complaint, then I make a decision based on the platform's rules (e.g., remove the review, leave it, or contact the user for clarification).
- Given I have made a decision on the complaint, when the decision is made, then the client or freelancer receives a notification about the outcome of the complaint review (e.g., the review is removed, the complaint is rejected, additional clarification is needed).
- **Given** a review has been flagged, **When** I open the moderation dashboard, **Then** I should see details about the flagged review, who flagged it, and the reason.
- **Given** I am reviewing flagged content, **When** I review evidence or context, **Then** I should be able to approve, reject, or edit the flagged review.

2. Generate Review Analytics

As an admin, I want to analyze reviews across the platform, so that I can identify trends and ensure fairness.

Acceptance Criteria:

- **Given** I want to analyze platform reviews, **When** I access analytics tools, **Then** I should see data like average ratings, common keywords, and top-rated freelancers/clients.
- **Given** I need to share insights, **When** I generate a report, **Then** I should have an option to export the data.

General Features for All Users

1. Rating Breakdown

As any user, I want to see a breakdown of ratings (e.g., 5-star, 4-star, etc.), so that I can understand overall feedback at a glance.

Acceptance Criteria:

- **Given** I am viewing a freelancer's profile, **When** I look at their rating breakdown, **Then** I should see a bar chart with percentages and the number of reviews for each rating.

2. Review Search

As any user, I want to search through reviews by keywords, so that I can find specific feedback.

Acceptance Criteria:

- **Given** I am searching for specific feedback, **When** I enter a keyword in the search bar, **Then** reviews matching the search query should be highlighted.

3. Sort and Filter Reviews

As any user, I want to sort and filter reviews, so that I can quickly find relevant ones.

Acceptance Criteria:

- **Given** I am browsing reviews, **When** I apply sorting options, **Then** I should be able to sort reviews by Newest, Highest Rated, Lowest Rated, or Most Relevant.
- **Given** I want to refine my review browsing, **When** I apply filters, **Then** I should be able to filter by rating range, project type, or date range.