Report On Upwork

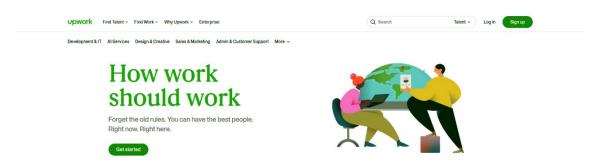
Sumário

| Report On Upwork1 |
|----------------------|
| Landing Page |
| Client or Freelancer |
| Client3 |
| Client Company 3 |
| First Job Post5 |
| Job Creation6 |
| Job Review9 |
| Dashboard11 |
| Message System 13 |
| Search |
| Manage Jobs 15 |
| Manage Contracts 16 |
| Freelancer |
| Create Profile |
| Portfolio23 |
| Search Job24 |
| Recommended Jobs |
| Plans |
| Proposal |
| Ioh Details |

About Upwork

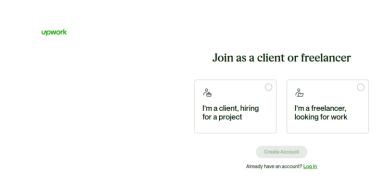
Upwork operates a two-sided online marketplace that facilitates connections between clients seeking to hire freelance professionals and independent workers offering their services across various domains. The platform's user interface and information architecture are designed to cater to both client and freelancer user personas seamlessly.

Landing Page



The image presents the landing page which employs a bold, eye-catching hero section with the tagline "How work should work" accompanied by an illustrative graphic depicting remote collaboration. This positioning underscores Upwork's value proposition of enabling efficient and flexible work arrangements aligning with modern workforce trends. The navigation menu categorizes the available talent pool into verticals like Development & IT, Design & Creative, Sales & Marketing, etc., allowing clients to quickly filter relevant expertise areas.

Client or Freelancer



The image illustrates the subsequent step in the user journey, prompting new visitors to self-identify as either clients seeking to hire for projects or freelancers

looking for work opportunities. This binary paradigm establishes the platform's core functionality of matching demand with supply of freelance services. The UI provides a clear call-to-action for account creation, while also accommodating existing users to directly log in.

From a technical perspective, Upwork has implemented a streamlined information architecture and user flow that swiftly segments traffic into the two primary user roles. This approach allows for tailored experiences optimized for the respective needs and objectives of clients versus freelancers, enhancing usability and conversions. The visual design employs a clean, modern aesthetic complemented by succinct yet compelling messaging, effectively communicating Upwork's mission of facilitating flexible, globalized workforce engagement.

Client

Client Company

| upwork | | 8 |
|--------|---|---|
| | Welcome to Upwork! | |
| | Tell us about your business and you'll be on your way to connect with talent. | |
| | How many people are in your company? | |
| | ○ It's just me | |
| | 2-9 employees | |
| | 010-99 employees | |
| | 00-1,000 employees | |
| | More than 1,000 employees | |
| | Company Name | |
| | Website | |
| | falec.sp.gov.br | |
| | Continuo | |

The image depicts the subsequent step in the client onboarding process on Upwork after identifying as a hiring client. This phase aims to gather pertinent information about the client's business profile to tailor the experience accordingly.

The interface presents a welcoming message "Welcome to Upwork!" followed by a subheading that informs the client they will connect with relevant talent after providing details about their business. This sets the expectation for a personalized matching process.

The key piece of information requested is the company size, presented as a radio button choice ranging from a single individual ("It's just me") to enterprise-scale firms with over 1,000 employees. This data point likely influences the type of

freelancer talent surfaced and potentially impacts product features or pricing tiers visible to the client.

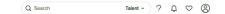
Additionally, the client is prompted to input their company name and website URL, further enriching their business profile on the platform. This information could aid in verifying the client's legitimacy and enable better talent-client matching based on industry, brand positioning, or project requirements.

The use of a straightforward, step-by-step form ensures a streamlined data collection process without overwhelming the client. The "Continue" call-to-action button indicates this is one stage in a multi-step onboarding flow.

From a technical perspective, this approach allows Upwork to segment clients based on business scale and tailor subsequent experiences, such as project posting workflows, talent pool visibility, or premium product/service offers. Collecting comprehensive client profiles enables intelligent curation and increases the likelihood of successful freelancer engagements aligned with client needs.

First Job Post

Upwork Jobs - Talent - Reports - Messages





Beta feature powered by Al. How it works



The image depicts the next stage of the client experience on Upwork after completing the initial business profile setup. This interface aims to guide the client through posting their first job listing to hire freelance talent on the platform.

The prominent header "Welcome, Lucas!" provides a personalized greeting, likely pulling the client's name from their account details. This adds a warm, conversational tone to the user experience.

The main call-to-action encourages the client to "Get started using Al" for creating their job post. This positioning highlights Upwork's integration of artificial intelligence capabilities to streamline and assist with the job posting process. Alongside is an illustrative graphic depicting a job post document being drafted with a pencil, reinforcing the task at hand.

Alternatively, clients can choose the "I'll do it without AI" option, catering to those who may prefer a more manual approach or have specific requirements that don't align with the AI assistance.

The interface mentions this is a "Beta feature powered by AI" with a "How it works" link, indicating Upwork is actively iterating and enhancing its AI-driven job posting tools based on user feedback and usage data from this initial rollout phase.

From a technical standpoint, this user flow reflects Upwork's investment in leveraging advanced language models and AI technologies to simplify and expedite the job creation process for clients. By offering AI assistance as an opt-in option during this crucial step of engaging freelance talent, Upwork aims to reduce friction, provide guided support, and potentially increase the quality of job posts to facilitate better matches between clients and freelancers.

Job Creation Uyowork Jobs - Talent - Reports - Messages Q Search Talent → ? ♠ ♡ ⊗ 1/5 Job post Let's start with a strong title. Example titles This helps your job post stand out to the right candidates. It's the first thing they'll see, so make it count! Build responsive WordPress site with booking/payment Graphic designer needed to design ad creative for multiple campaigns
Facebook ad specialist needed for product launch 2/5 Job post Search skills or add your own What are the main Q skills required for your work? ★ For the best results, add 3-5 skills Popular skills for General Translation Services English + Web Development + Web Design + JavaScript + Data Entry + HTML + Content Writing + WordPress + Writing + Graphic Design + PHP + Russian + Microsoft Excel + HTML5 + Translation + CSS + Java + Adobe Photoshop + Python + 3/5 Job post Next, estimate the Large Longer term or complex initiatives (ex. translate and localize scope of your work. website from English to Spanish in 10+ dialects) Consider the size of your project and the time it will take. Medium Well-defined projects (ex. translate technical documentation from Chinese to English)

Quick and straightforward tasks (ex. translate an article from

English into French)

Next, estimate the scope of your work.

Consider the size of your project and the time it will take.

Small

Quick and straightforward tasks (ex. translate an article from English into French)

0

How long will your work take?

3 to 6 months

1 to 3 months

Less than 1 month

3/5 Job post

Next, estimate the scope of your work.

Consider the size of your project and the time it will take.

Quick and straightforward tasks (ex. translate an article from English into French)

3 to 6 months

What level of experience will it need?

This won't restrict any proposals, but helps match expertise to your

Entry

Looking for someone relatively new to this field

Intermediate

Looking for substantial experience in this field

Expert

Looking for comprehensive and deep expertise in this field

3/5 Job post

Next, estimate the scope of your work.

Consider the size of your project and the time it will take.

Quick and straightforward tasks (ex. translate an article from English into French)



3 to 6 months

Intermediate level

Is this job a contract-to-hire opportunity?

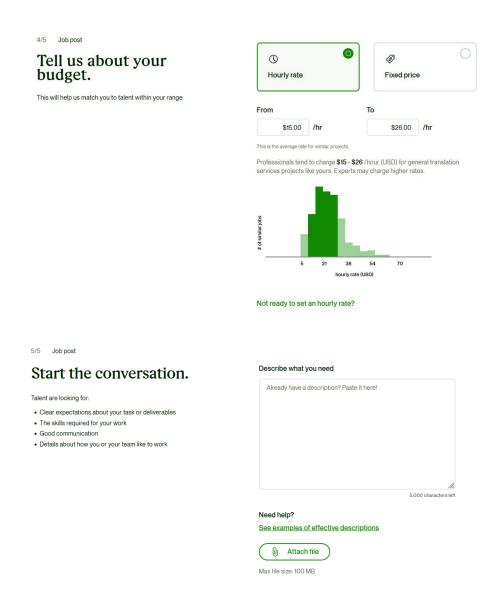
This helps set expectations with talent and won't restrict who can

Yes, this could become full time

After a trial period, you can pay a one-time fee to convert the



O No, not at this time



Upwork guides clients through a structured process for creating job posts. The first step emphasizes crafting a strong, attention-grabbing title to attract the right candidates. Example titles are provided to illustrate effective formulations.

Clients can search and select relevant skills from a comprehensive list categorized by popularity and job type. This feature helps clarify the desired skill set and qualifications for the role. Upwork recommends including 3-5 skills for optimal candidate matching.

Upwork prompts clients to estimate the scope of their project by categorizing it as large, medium, or small based on factors like complexity, duration, and localization requirements. This scoping process continues by further specifying the approximate timeline (3-6 months, 1-3 months, or less than 1 month). Finally, clients indicate the desired experience level: entry, intermediate, or expert. This

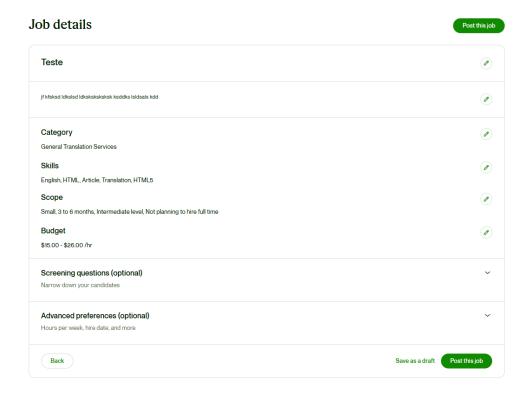
The next image shows the scope selection stage of posting a job. Clients can specify the estimated size of the work, ranging from small tasks like translating an article to intermediate-level projects expected to last 3-6 months. Importantly, they can also indicate if this is a contract-to-hire opportunity, allowing talent to potentially convert to full-time employees after a trial period.

The next covers the budget specification step. Upwork prompts clients to set an hourly rate range or a fixed price for the project. For the hourly rate, a suggested range of \$15-\$26/hour is provided based on average rates for similar general translation projects. A histogram shows the distribution of hourly rates charged by professionals on the platform.

The next represents the final step of starting the conversation by providing a detailed job description. Clients can paste an existing description or see examples to craft an effective one. They are encouraged to clearly outline expectations, required skills, communication preferences, and work details to attract suitable talent.

Overall, Upwork's job posting process prioritizes clarity and comprehensiveness. It guides clients to provide detailed descriptions of their project's scope, budget, engagement model (contract or full-time), and skill requirements. This structured approach, along with the platform's guidance and benchmarks, helps to streamline the process of finding the right freelancers for the job.

Job Review

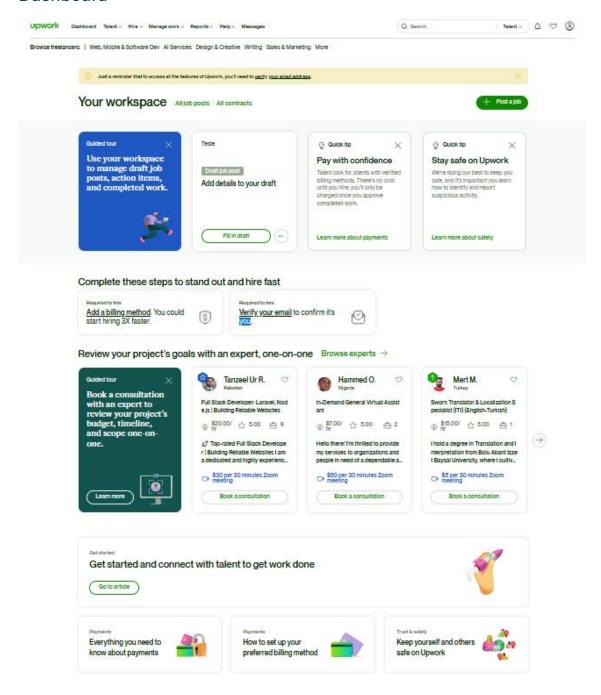


The image shows the final review screen before posting a job on Upwork. At this stage, you can thoroughly review all the details you have entered, including the job title, description, category, required skills, scope, and budget range. If any changes or corrections are needed, you can go back and modify the respective fields. You also have the option to add screening questions to help filter and assess potential candidates more effectively. These questions can be related to specific skills, experience, or other job requirements.

Additionally, you can set advanced preferences if desired, such as preferred hourly availability, start date, or any other criteria relevant to the job. If you are not ready to post the job immediately, you can save the current job details as a draft and come back to review or make changes before posting it later. Once you are satisfied with all the job details, you can proceed to post the job by clicking the "Post this job" button, making it visible to freelancers on the Upwork platform.

Before posting the job, it is advisable to review and set up your preferred payment method and terms, such as hourly or fixed-price contracts, milestones, or any other payment-related preferences. It is also recommended to review Upwork's fees and policies related to job postings, hiring, and working with freelancers to ensure you understand the platform's terms and conditions. The review stage is crucial as it allows you to ensure that the job details accurately represent your requirements and preferences before making the job public on the Upwork platform.

Dashboard



User Workspace and Job Management

The central panel prompts users to "Use your workspace to manage their job posts, action items, and completed work." This suggests Upwork provides a dedicated workspace area for clients and freelancers to organize and track their projects, tasks, and progress.

Collaboration and Communication

Features like "Pay with confidence" and "Stay secure on Upwork" highlight Upwork's emphasis on facilitating secure transactions and communication between clients and freelancers within the platform.

Expert Consultation and Project Assistance

The dashboard prominently displays options to "Book a consultation" with experts for project guidance, scope definition, and strategic planning. This indicates Upwork offers advisory services to help clients and freelancers navigate complex projects effectively.

Talent Matching and Hiring

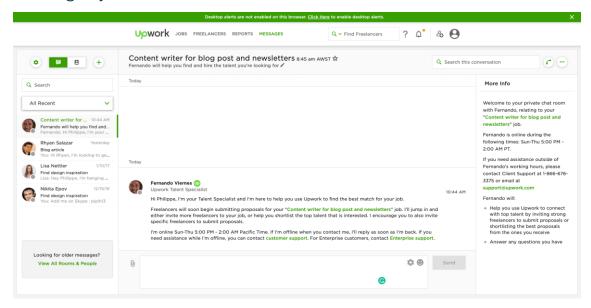
The "Get started and connect with talent to get work done" section implies Upwork has a system for matching clients with suitable freelancers based on project requirements and freelancer skillsets.

Payment Processing and Invoicing

Elements like "Learn about payments" and "How to set up your preferred billing method" suggest Upwork provides integrated payment processing and billing services to streamline financial transactions between clients and freelancers.

Overall, the Upwork dashboard presents a comprehensive platform designed to facilitate end-to-end project management, collaboration, talent sourcing, and secure financial transactions between clients and freelancers within a centralized environment.

Message System



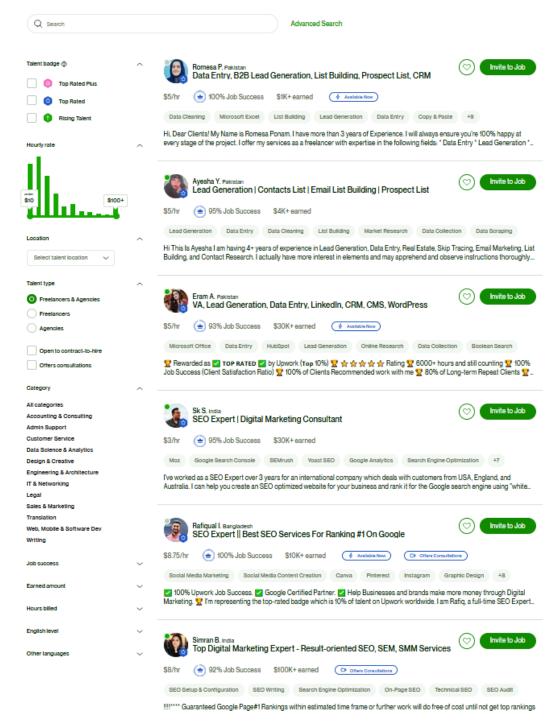
The image showcases the user interface of the Upwork messaging system, which includes various features and functionalities. The main panel displays the conversation history between the client and the assigned Talent Specialist, Fernando Viernes. The Talent Specialist's role seems to be assisting clients in finding suitable freelancers for their job postings and guiding them through the Upwork platform.

The platform assigns Talent Specialists to clients to provide personalized support and ensure a smooth hiring process. The Talent Specialist's initial message outlines their responsibilities, including inviting freelancers to submit proposals for the client's job posting, encouraging the client to invite specific freelancers, and providing assistance with using the Upwork platform effectively.

The messaging system allows clients to review past conversations with freelancers or Talent Specialists, providing a centralized communication hub. The "More Info" section displays additional details about the job posting, the Talent Specialist's availability, and contact information for customer support.

Overall, Upwork appears to be a comprehensive platform that streamlines the process of hiring freelancers by providing a structured communication channel, dedicated support from Talent Specialists, and tools for managing proposals and collaborating with freelancers.

Search



The image showcases the platform's advanced search functionality, which allows clients to find and hire freelancers based on specific criteria.

The search interface provides various filters and options to refine the search results. Clients can filter freelancers by their hourly rate, job success score (a metric indicating their success rate on previous projects), total earnings on the platform, and user ratings/reviews. Additionally, clients can filter freelancers

based on their location, the type of contract (freelancer or agency), specific job categories, and the availability of upfront cost estimates.

The search results display freelancer profiles, including their profile picture, job title/description, hourly rate, job success score, total earnings, and any specialties or skills they possess. Each profile also has a "Hire" button, allowing clients to initiate the hiring process directly from the search results.

Furthermore, the search interface incorporates visual elements, such as a graph depicting the hourly rate distribution of freelancers, providing clients with an overview of the pricing landscape on the platform.

Overall, the advanced search feature on Upwork appears to be a comprehensive tool designed to streamline the process of finding and hiring suitable freelancers for specific projects. It enables clients to apply multiple filters and criteria to narrow down their search and identify freelancers who best match their requirements and budget.

Manage Jobs

| All job posts All contracts | | |
|--|-----------|---------------------|
| All job posts | | Post a new job |
| Q Search job postings | - Filters | |
| Teste Created 13 minutes ago by You | | Edit draft |
| Draft - Saved Mar 15, 2024 | | |
| 1-1 of 1 Job posts | | < Previous 1 Next > |

At the top, there are two tabs - "All job posts" and "All contracts" - allowing the user to toggle between managing their job posts and contracted projects.

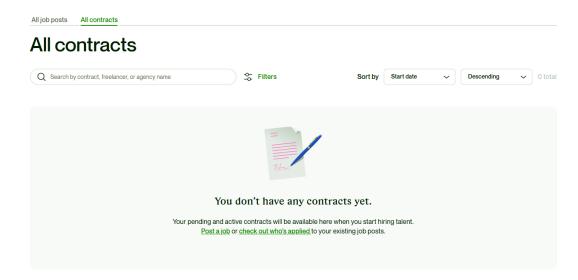
The main interface shows "All job posts" and provides a search bar to search through job postings. There is also a filters button, presumably to apply various filters to narrow down the job post listings.

Below, there is a single job post listed titled "Teste" which was created 13 minutes ago by the user themselves. It shows the status as "Draft - Saved Mar 15, 2024", indicating this is a draft job post that hasn't been published yet. The user has options to "Edit draft" or access additional options through the ellipsis menu.

At the bottom, there are navigation controls showing "1 - 1 of 1 Job posts", confirming this is the only job post currently listed. There are also Previous/Next buttons to navigate through job post listings if there were multiple pages.

Overall, this interface allows Upwork users to create, manage, search, and filter their job postings conveniently within the platform's dashboard.

Manage Contracts



This image shows the "All contracts" section of the Upwork platform. At the top, there is a search bar that allows users to search for contracts by freelancer, agency name, or contract details. There is also a filters option to narrow down the contract listings based on various criteria.

Below the search and filter options, there are sort options to organize the contract listings by start date or other factors, and the ability to sort in ascending or descending order.

However, in this particular case, the user does not have any active or pending contracts yet. The interface displays a placeholder image with a document and pen, along with text stating "You don't have any contracts yet." It provides suggestions to either post a new job or check who has applied to existing job posts to start hiring talent and creating contracts.

Overall, this interface serves as a centralized location for clients on Upwork to manage and oversee their ongoing contracts with freelancers or agencies they have hired through the platform. The various search, filter, and sort options allow for efficient navigation and organization of contract details.

Upwork offers two primary contract structures for freelancing projects: fixed-price contracts and hourly contracts, both utilizing Upwork's escrow service for transaction security.

For fixed-price contracts, the client deposits the entire project budget into Upwork's escrow before work begins. Larger projects can be divided into milestones, with partial payments made upon completion of each stage. Once the freelancer delivers the work, they request payment through Upwork. The client then has 14 days to approve or reject the work and payment request. If there's no response within this period, Upwork automatically releases the funds to the freelancer.

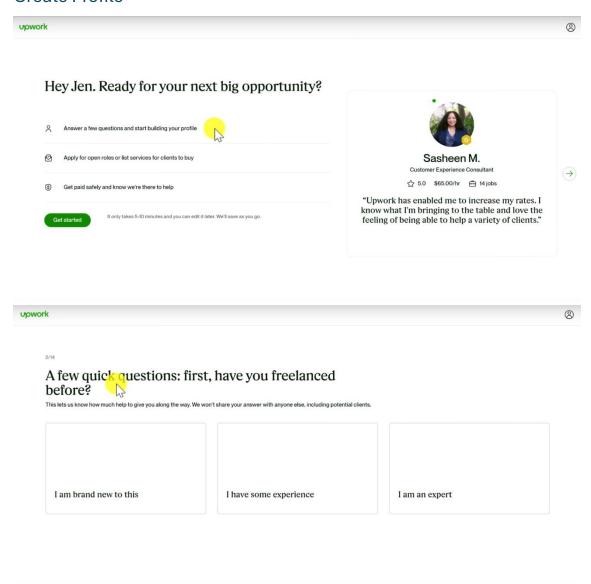
Hourly contracts operate differently. Freelancers log their work hours weekly through timesheets, which the client reviews and approves within four days. Upon approval or inaction from the client, Upwork releases payment to the freelancer on the following Friday (UTC).

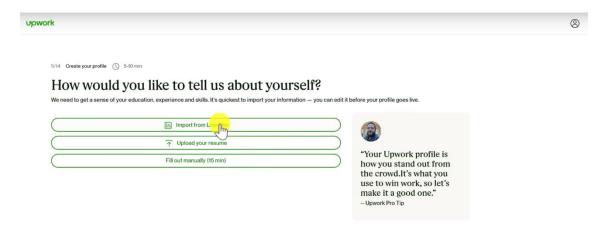
In addition to these contract structures, Upwork provides technical support such as holding project funds securely in escrow until completion or agreed milestones, offering mediation services for resolving contract disputes, and imposing service fees where clients cover processing fees and freelancers pay a service fee based on contract type and value.

Overall, Upwork serves as a reliable intermediary, safeguarding funds in escrow and facilitating secure transactions between freelancers and clients.

Freelancer

Create Profile





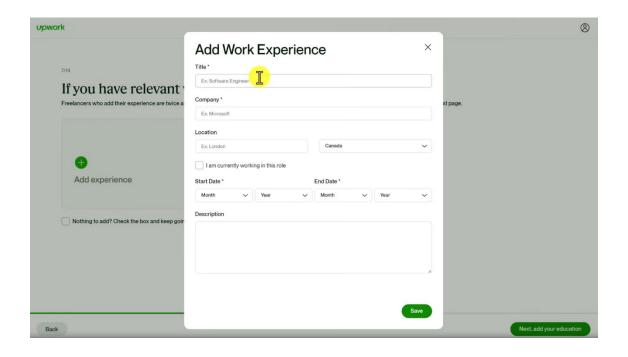
upwork

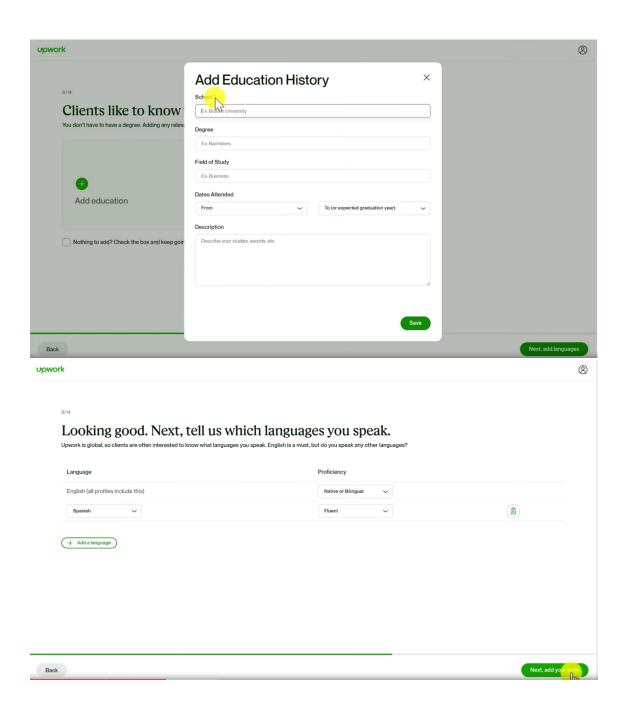
6/14

Got it. Now, add a title to tell the world what you do.

It's the very first thing clients see, so make it count. Stand out by describing your expertise in your own words.









Next, choose your categories

Back

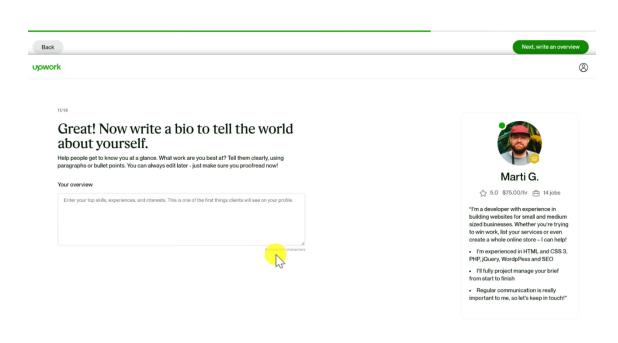
Nearly there! What work are you here to do?

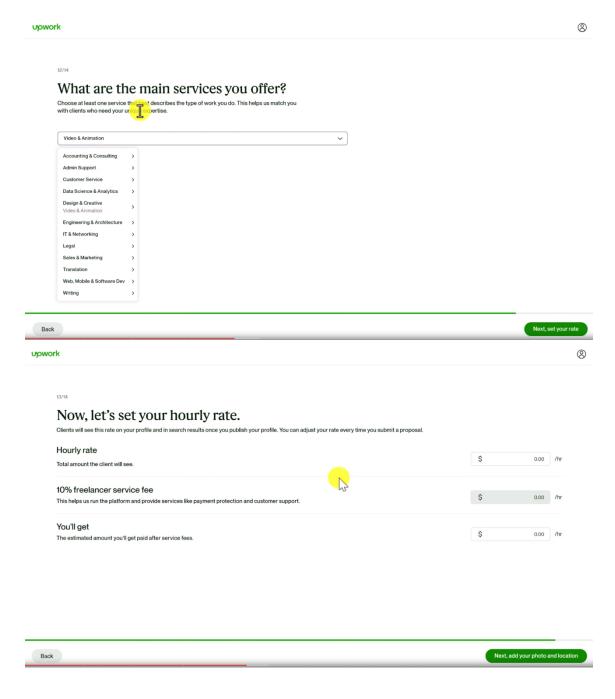
Your skills show clients what you can offer, and help us choose which jobs to recommend to you. Add or remove the ones we've suggested, or start typing to pick more. It's up to you.

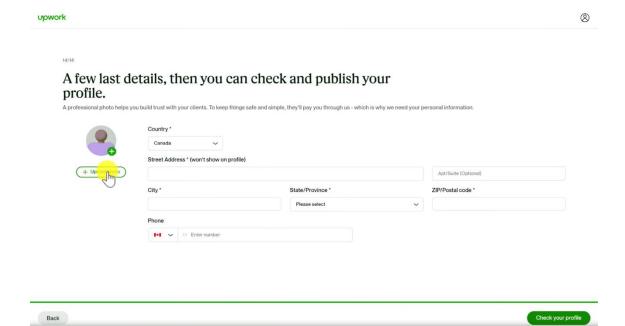




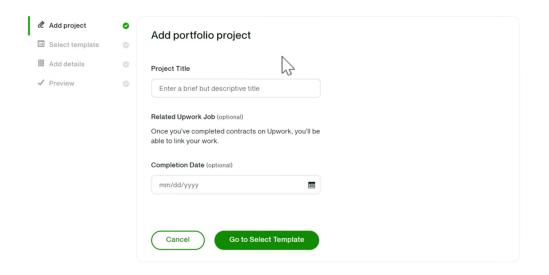
"Upwork's algorithm will recommend specific job posts to you based on your skills. So choose them carefully to get the best match!"



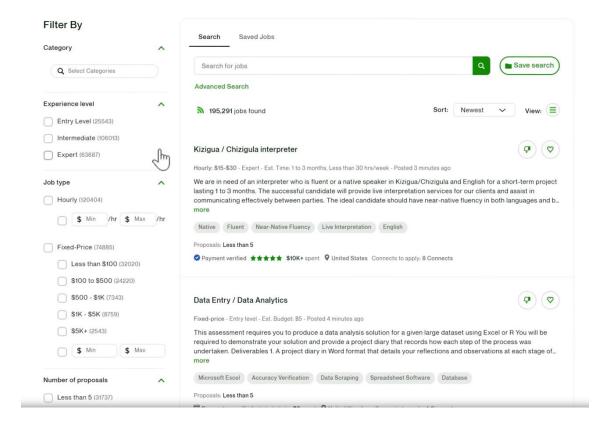




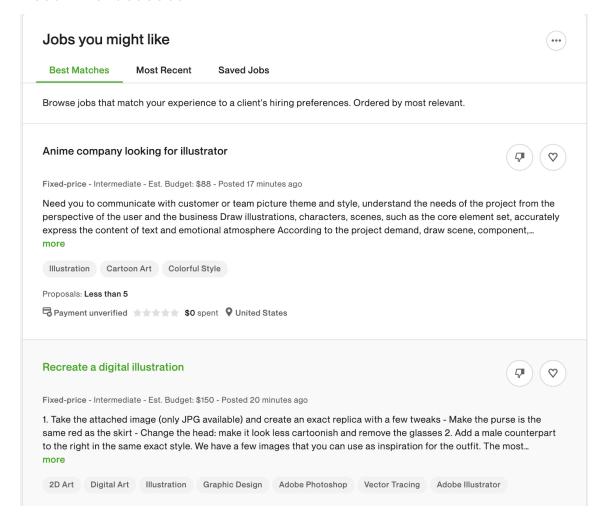
Portfolio



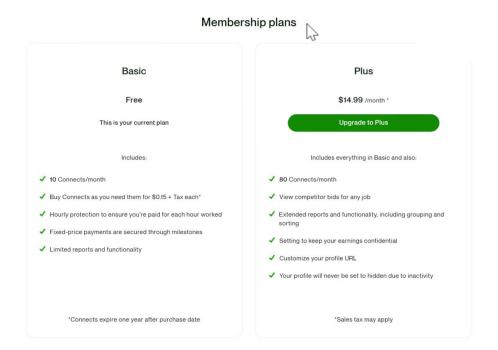
Search Job



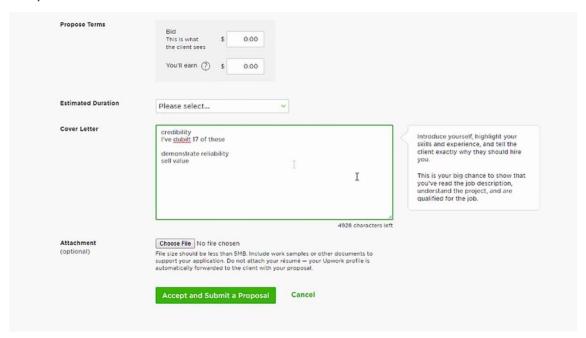
Recommended Jobs



Plans



Proposal



Job Details

✓ Open job in a new window

