

Online Job Management System

Description

Online Job Management System is a freelance marketplace platform inspired by Upwork. It connects freelancers with clients seeking professional services across industries such as software development, design, marketing, and writing. The platform enables posting and bidding on jobs, secure messaging, payments, and reviews. It will support both short-term gigs and long-term contracts.

User Types

User Type	Description
Client	A person or company looking to hire freelancers for projects.
Freelancer	An individual offering freelance services and applying to job postings.
Admin	Platform moderator managing user activity, disputes, and content.

Users' Key Activities

Client Activities

- Register and create profile
- Post jobs (hourly or fixed)
- Review freelancer proposals
- Chat with freelancers
- Hire freelancers
- Release payments
- Leave reviews

Freelancer Activities

- Register and create a profile (skills, portfolio, rates)
- Browse jobs

- Submit proposals
- Chat with clients
- Accept contracts
- Deliver milestones (for fixed-price jobs)
- Receive payments
- Leave reviews

Admin Activities

- Verify accounts
- Monitor job posts and user profiles
- Resolve disputes
- Manage platform fees
- Suspend or ban users when needed

▼ User stories:

As a/An	I want to	So that	Acceptance Criteria
Client	register and create a profile	I can post jobs and hire freelancers	Registration form with required fields; success message; profile appears in system
Client	post jobs (hourly or fixed)	freelancers can apply for them	Job form with title, description, budget type; job visible to freelancers after posting
Client	review freelancer proposals	I can choose the best candidate	Able to view list of proposals; see details; accept or reject proposals
Client	chat with freelancers	I can discuss project details before hiring	Real-time chat enabled with selected freelancers

As a/An	I want to	So that	Acceptance Criteria
Client	hire freelancers	they can start working on my project	"Hire" button on proposal; contract is created
Client	release payments	freelancers get paid after work is done	Payment release button after milestone completion
Client	leave reviews	I can provide feedback on freelancers' work	Review form after contract completion
Freelancer	register and create a profile	I can find and apply to jobs	Registration form with skill, portfolio, rate sections; visible to clients
Freelancer	browse jobs	I can find work relevant to my skills	Job board with filters like category, budget, and keyword
Freelancer	submit proposals	I can get considered for projects	Proposal form with cover letter, attachments, bid amount
Freelancer	chat with clients	I can clarify job requirements	Messaging feature active after proposal is submitted or job is invited
Freelancer	accept contracts	I can start working officially	Contract page with details and acceptance button
Freelancer	deliver milestones	client can track and review my progress	Upload and comment section for milestone submissions
Freelancer	receive payments	I get paid for my work	Payment appears in wallet after release by client
Freelancer	leave reviews	I can give feedback about the client	Review prompt shown after contract ends
Admin	verify accounts	the platform remains secure	Admin panel for account review and approval workflow

As a/An	I want to	So that	Acceptance Criteria
Admin	monitor job posts and user profiles	I can ensure quality and compliance	Dashboard to flag, approve, or edit posts/profiles
Admin	resolve disputes	I can help clients and freelancers fairly	Dispute management panel with evidence upload and resolution actions
Admin	manage platform fees	the platform earns revenue appropriately	Fee configuration in admin settings; correct deduction from transactions
Admin	suspend or ban users	I can enforce platform rules	Admin action buttons on user profiles with reason entry and status log

▼ Use case Diagram

