

# REQUIREMENT GATHERING

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## 1. **Project Overview:**

The Freelance Hub aims to solve the challenges inherent in freelance job management by providing a comprehensive web-based platform. It addresses issues such as inefficient job posting processes, lack of streamlined communication between clients and freelancers, and difficulties in managing payments and project progress. The main objectives include enhancing user experience, improving operational efficiency for both clients and freelancers, and fostering better collaboration in the freelance ecosystem.

## 2. **System Scope:**

The Freelance Hub is proposed as a full-scale implementation suitable for deployment in a production environment. It will encompass all core functionalities necessary for effective freelance job management, ensuring scalability and reliability to accommodate a growing user base and increasing transaction volumes over time.

## 3. **Target Audience:**

The primary users of the Freelance Hub include:

- **Clients:** Individuals or businesses seeking freelance services across various industries.
- **Freelancers:** Independent professionals offering their skills and expertise.
- **Administrators:** Responsible for managing user accounts, handling disputes, and ensuring platform integrity and security.

## 4. **Modules:**

Key modules of the Freelance Hub include:

- **Project Posting and Management:** Clients post projects, freelancers submit proposals, and both manage listings and proposals.
- **Proposal Submission and Management:** Freelancers submit proposals and receive project recommendations, while clients get freelancer recommendations.
- **User Profile Management:** Clients and freelancers create and manage profiles, with premium features unlocked after posting/completing projects.
- **Real-time Chat System:** Clients and freelancers communicate via chat, video, and audio calls to discuss projects.
- **Payment Processing:** Secure transactions are handled, with WhatsApp notifications for updates and reminders for both clients and freelancers.
- **Rating and Review System:** Clients rate freelancers based on performance, enhancing trust and accountability.
- **Administrative Dashboard:** Admins manage user accounts, monitor activity, handle fraud detection, and approve/reject events.
- **AI Chatbot for FAQs:** Both clients and freelancers use an AI-driven chatbot for quick responses to platform queries.
- **Face Verification for Security:** Freelancers undergo face verification after failed login attempts to prevent fraud and ensure authenticity.
- **Event Hosting:** Clients can create and host events and quizzes, offering prizes to participants.
- **WhatsApp Notifications:** Important updates and notifications are sent via WhatsApp for both clients and freelancers.

## 5. User Roles:

User roles in the Freelance Hub are defined as follows:

- **Client:** Can post projects, manage proposals, communicate with freelancers, review work progress, release payments, and provide feedback.
- **Freelancer:** Can search for projects, submit proposals, communicate with clients, manage tasks and milestones, receive payments, and build their reputation through client ratings and reviews.
- **Administrator:** Responsible for managing user accounts, overseeing platform operations, resolving disputes, ensuring compliance with platform policies, and optimizing user experience.

## 6. System Ownership:

The Freelance Hub is owned by an academic institution, developed as part of a project.

## 7. Industry/Domain:

The Freelance Hub operates within the freelance job management domain, catering to diverse industries where freelance services are in demand, including technology, creative arts, and more.

## 8. Data Collection Contacts:

Name: Linoy Stephen

Role: Director

Contact information: 9633200034

Company: Nanobird Technologies

## 9. Questionnaire for Data Collection:

1. What types of freelance jobs are most popular among clients right now?

The most popular freelance jobs include sales, billing, accounting, web development, graphic design, content writing, and digital marketing.

2. How do clients typically decide which freelancer to hire for their projects?

Clients typically decide based on the freelancer's resume, relevant experience, portfolio, reviews and ratings from previous clients, and their proposal.

3. What do freelancers usually look for when searching for freelance job opportunities?

Freelancers look for jobs that match their skills and experience, offer competitive compensation, and provide clear project descriptions. They also value clients who have a history of timely payments and positive feedback from other freelancers.

4. How do freelancers prefer to communicate with clients during projects?

Freelancers prefer to use integrated real-time chat systems within the platform for quick and efficient communication. They also use email and video calls for more detailed discussions and project updates.

5. Can you describe how payments between clients and freelancers are usually handled?

Payments are typically handled through secure payment gateways like Stripe or PayPal. Clients often pay a portion upfront and the remainder upon project completion.

6. In your experience, what features or tools do freelancers find most helpful on freelance job platforms?

Freelancers find features like detailed job postings, efficient proposal management, real-time chat systems, secure payment processing, and a rating and review system most helpful.

7. How important are client reviews and freelancer ratings in the freelance job market?

Reviews and ratings are extremely important as they build trust and credibility. High ratings can significantly increase a freelancer's chances of being hired, while clients rely on reviews to gauge the reliability and quality of freelancers.

8. What essential features should a freelance job platform have?

Essential features include robust search functionality, comprehensive profile management, secure payment gateways, a rating and review system, real-time communication tools, etc.

9. How do clients and freelancers usually resolve disputes or issues?

Disputes are typically resolved through the platform's resolution center, where both parties can present their case. Administrators or mediators then review the information and make a decision.

10. What communication tools should be integrated into the platform (e.g., chat, email, video calls)?

While real-time chat could make communication easier, you can also integrate email to make formal notifications, or video call functionality to give a clear vision of projects, in a discussion between clients and freelancers

11. How should project updates and milestones be shared between freelancers and clients?

Project updates and milestones should be clearly communicated and easily accessible. We recommend:

- **Dedicated Project Dashboards:** Create dashboards to visually track progress, deadlines, and milestones.
- **Automated Progress Reports:** Generate automated reports summarizing progress and highlighting key achievements.
- **In-app Notifications:** Send timely notifications for upcoming deadlines, completed tasks, and important updates.

12. What user verification methods should be implemented (e.g., email, phone, face verification)?

Multi-step verification is advisable, including email verification, phone OTP, and government ID upload. Face verification can be added for enhanced security.

13. What premium features should be included (e.g., profile boosting, unlimited proposals)?

Premium features can incentivize users and offer enhanced functionality.

Consider these options:

- **Profile Boosting:** Increase visibility for freelancers to attract more clients.
- **Unlimited Proposals:** Allow freelancers to submit unlimited proposals to increase their chances of winning projects.
- **Priority Support:** Provide dedicated support channels for premium users.
- **Advanced Analytics:** Offer detailed analytics on user performance and project trends.

14. Should the platform charge fees for job postings, transactions, or memberships?

Revenue generation is essential for platform sustainability. Consider the following fee structures:

- **Job Posting Fees:** Charge clients a fee for posting jobs.
- **Transaction Fees:** Collect a small percentage on successful project transactions.
- **Membership Fees:** Offer tiered membership plans with varying levels of benefits and features.

15. What types of notifications should users receive (e.g., project updates, payment reminders)?

Notifications should cover: Project updates and milestones, Payment reminders and successful payments, Proposal acceptance or rejection, New job postings based on preferences

16. What notification methods should be used (e.g., email, in-app, WhatsApp)?

Offer a variety of notification methods to cater to user preferences:

- In-app Notifications: For immediate and attention-grabbing alerts.
- Email Notifications: For more formal and detailed updates.
- SMS Notifications: For critical alerts and reminders.
- Optional Push Notifications: Allow users to opt-in to push notifications for important events.

17. Should users have the ability to customize their notification preferences?

Yes, users should have granular control over notification preferences, with options to enable or disable specific types of notifications.

18. Should the platform host events like webinars, quizzes, or networking sessions to encourage engagement?

Yes, hosting webinars, online workshops, and virtual networking events can help engage users and provide value-added services.

19. How should team collaboration for a project be handled on the platform, and what roles should be included (e.g., manager, developer, designer)?

Additionally, what specific responsibilities should be assigned to each role?



Team collaboration features are crucial for complex projects. Consider the following:

- **Project Management Tools:** Integrate project management tools like Trello or Asana to track tasks, assign responsibilities, and monitor progress.
- **Team Roles:** Define roles like Project Manager, Team Lead, Developer, Designer, and Quality Assurance to ensure clear responsibilities.
- **Task Assignment and Tracking:** Allow project managers to assign tasks to team members, track progress, and provide feedback.
- **Communication Channels:** Provide dedicated communication channels for each team or project to facilitate efficient collaboration.

20.Can clients hire freelancers directly through the platform?

Yes, clients should have the option to directly hire freelancers from their profiles or via proposals submitted for job postings.

21.Should AI chatbots assist users with common queries and platform navigation?

Yes, AI chatbots can assist users by providing quick answers to FAQs, guiding platform navigation, and offering technical support.

22.What advanced technologies (e.g., AI, machine learning) could improve platform functionality?

- **AI-powered Skill Matching:** Utilize AI to more accurately match freelancers with client projects based on skills, experience, and project requirements.

- **Predictive Analytics:** Employ machine learning to predict project timelines, identify potential risks, and recommend optimal project workflows.
- **Fraud Detection:** Implement AI algorithms to detect and prevent fraudulent activities, such as fake profiles or payment disputes.
- **Personalized Recommendations:** Leverage AI to recommend relevant freelancers, projects, and training resources to individual users.

23. What customization options should users have for their profiles and dashboards (e.g., themes, layouts)?

Users should be able to: Customize dashboard layouts, Select themes and colors, Add skill tags and portfolio highlights, Adjust visibility settings for certain profile elements.

24. Are there any specific features you'd like to include that are not commonly found in similar platforms?

- **Skill Assessment Tests:** Integrate skill assessment tests to verify freelancer skills and provide objective performance evaluations.
- **Portfolio Showcase:** Enable freelancers to showcase their work in a visually appealing and interactive format.
- **Client Reviews and Testimonials:** Implement a robust system for clients to leave reviews and testimonials for freelancers, building trust and credibility.
- **Mentorship Program:** Facilitate a mentorship program connecting experienced freelancers with aspiring ones.

25.Should the platform offer training or resources to help freelancers improve their skills?

Yes, providing skill development courses, webinars, and certifications will enhance the platform's value proposition and empower freelancers.

Proof





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**CERTIFICATE OF PROJECT ASSISTANCE**

This is to certify that Miss Varsha Shaji, a PG scholar at Amal Jyothi College of Engineering, conducted a system study for her academic project, **FreelanceHub – Freelance Job Management System**, through online meetings with Nanobird Technologies Pvt. Ltd.

She contributed by understanding requirements, analyzing system features, and suggesting effective solutions.

We appreciate her efforts and look forward to the successful completion of her project.

Yours sincerely,

Linoy Stephen  
 Director



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