REQUIREMENT GATHERING

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.

1. **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.

1. **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.
* Stakeholders also include platform administrators responsible for managing user accounts, handling disputes, and ensuring platform integrity and security.

1. **Modules**:

Key modules of the Freelance Hub include:

* **Job Posting and Management:** Enables clients to post detailed job descriptions, set project milestones, and manage job listings.
* **Proposal Submission and Management:** Allows freelancers to browse job listings, submit proposals, and manage their proposals' status.
* **User Profile Management:** Provides tools for users to create and maintain detailed profiles showcasing skills, experience, and portfolio.
* **Real-time Chat System:** Facilitates direct communication between clients and freelancers to discuss project details, negotiate terms, and provide updates.
* **Payment Processing:** Integrates secure payment gateways like Stripe or PayPal to handle transactions between clients and freelancers.
* **Rating and Review System:** Enables clients to rate freelancers based on their performance and professionalism, enhancing trust and accountability.
* **Administrative Dashboard:** Provides administrators with tools to manage user accounts, resolve disputes, monitor platform activity, and generate reports.

1. **User Roles**:

User roles in the Freelance Hub are defined as follows:

* **Client:** Can post jobs, manage proposals, communicate with freelancers, review work progress, release payments, and provide feedback.
* **Freelancer:** Can search for jobs, 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.

1. **System Ownership**:

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

1. **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.

1. **Data Collection Contacts**:

Name: Kajal K

Role: Recruitments staff

Contact information: 9072115556

Company: Aspire Kerala

1. **Questionnaire for Data Collection**:
2. 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.

1. 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.

1. 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.

1. 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.

1. 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.

1. 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.

1. 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.

1. 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.

1. 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.

1. How do clients track the progress of their freelance projects?

Clients track progress through the feedback and updates provided by the feedback.