**List of Customer Needs**

The customers for our web-based job application system can be categorized into two main groups:

• Job Seekers  
 • Employers

**1. Job Seekers Requirements:**

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| **Requirements** | | **Subscribed Job Seeker** | **Guest User** |
| 1 | **Ability to manage accounts:** Users can create accounts by providing necessary information such as name, contact details, and email address, with the option to delete their accounts if they choose to discontinue using the platform. | Yes | No |
| 2 | **Ability to modify account information:** The ability to edit and update account information, such as contact details, resume, and work experience. | Yes | No |
| 3 | **Ability to restore password/user ID details:** Implement a password reset mechanism allowing users to request a password reset link via email or answer security questions to retrieve forgotten passwords or user IDs. | Yes | No |
| 4 | **Ability to sign in and sign out:** The ability to securely sign in and out of their accounts with appropriate security measures like session management. | Yes | No |
| 5 | **Ability to search for jobs:** Access to job search functionality with filters for location, salary, job type, and industry. | Yes | Yes |

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| --- | --- | --- | --- |
| 6 | **Ability to apply for jobs:** The option to apply for job postings directly on the platform. | Yes | No |
| 7 | **Ability to track application statuses:** The ability to monitor the status of job applications, whether pending, shortlisted, or rejected. | Yes | No |
| 8 | **Saved Job Searches and Applications:** Users can save job search filters and save job applications to complete or submit later. | Yes | No |
| 9 | **Ability to receive email notifications:** Email notifications for new job postings, application status updates, or job fairs/events. | Yes | No |
| 10 | **Access to career resources:** Ability to access resume building tools, career advice, and interview preparation resources. | Yes | Yes |
| 11 | **Ability to update resume:** The option to upload or update resumes for job applications. | Yes | No |

**2. Employer’s requirements:**

**2.1 Ability to Create Job Postings:** Employers need an intuitive interface to post jobs quickly, including the ability to specify job descriptions, qualifications, and requirements.

**2.2** **Candidate Search and Profile Viewing:** Employers need a feature to search and filter candidates by qualifications, experience, location, and skills, along with the ability to view comprehensive profiles.

**2.3** **Account and Application Management:** Employers need to manage account details, payments, job postings, and efficiently handle applications, resumes, interviews, and candidate communications from the platform.

**2.4 Subscription plans:** Employers seek flexible subscription plans that offer options for single job postings, bulk postings, or access to premium features like candidate databases or sponsored ads.

**2.5 Interview Scheduling:** Employers can reach out to job seekers to schedule interviews either via email or through direct scheduling on the platform, including options for in-person or virtual interviews.

**2.6** **Reporting and analytics:** Employers need insights into the effectiveness of their job postings, including the number of views, applications, and hires made through the platform.

**2.7** **Advertising and promotion**: Employers may require additional services for promoting job postings via targeted advertisements to attract more qualified candidates.

**2.8** **Billing and payment management:** Employers require seamless integration with payment gateways for managing job posting fees, subscription renewals, and invoices. Access to financial data and receipts for bookkeeping is also important.

**2.9 Customer support:** Employers need access to customer support, via chat or phone or email redirection, to quickly resolve any issues they face while using the platform.