**Feature Overview**

Purpose

A clear, non-technical tour of everything you can do in All State Independent Auto Inspection. Use this as a quick reference for capabilities across Dealer, Technician, and Admin roles.

Audience

- Dealers who create and manage service posts

- Technicians who accept work and complete inspections

- Administrators who oversee users, content, and operations

How to Read

- Each section lists what you can do, why it matters, and any notable details.

1) Roles

- Dealer: Create service posts, chat with technicians, manage offers, review reports.

- Technician: Browse and accept posts, run inspections with checklists, share files, close out work.

- Admin: Manage users, monitor activity, review posts/offers/reports, run searches, and export data.

2) Dealer Features

- Postings dashboard

- See all your service posts at a glance with status badges (e.g., Open, In Progress, Completed, Canceled).

- Quick access to unread notifications and chat from the profile header.

- Create and manage posts

- Create a new service post with title, description, vehicle details, urgency, and photos.

- Edit or cancel posts that have not yet been assigned.

- Add more photos later if needed.

- Counter-offers

- Review and respond to technician counter-offers (accept/decline as applicable).

- Real-time chat

- Start conversations from a post, attach photos/documents, and get immediate replies.

- Notifications

- Bell indicator shows unread count; open the dropdown to mark all as read or clear.

- Undo recent notification deletion for safety.

- Search, filter, and paginate

- Filter posts by status, search by keywords, and browse with pagination.

- Bulk actions (when available)

- Perform common actions on multiple selected posts at once.

3) Technician Features

- Technician dashboard

- Welcome header, quick stats (assignments, completions), and quick actions.

- "Feeds" view to browse available posts, plus "My Assignments" for work in progress.

- Accepting work

- Open a post, review details/photos, and accept the job when ready.

- Inspection workflow

- Start inspection for an assigned post.

- Follow a structured checklist (engine, interior, exterior, test drive if applicable).

- Upload photos and add notes per section.

- Mark items complete, then finalize the inspection.

- Files and reporting

- Upload supporting files; view/download existing report files.

- Remove files when allowed.

- Chat and notifications

- In-app chat with dealers; chat notifications are visible from the header.

- Performance view

- See recent inspections and high-level metrics to track progress.

4) Admin Features

- Overview and navigation

- Tabbed sections for Dealers, Technicians, Postings, Counter-Offers, Inspection Reports, and Chat/Stats.

- User management

- Add/edit/deactivate users and set role-based access (Dealer, Technician, Admin).

- Postings & counter-offers

- Search, filter, and review posts across the system.

- Approve or reject counter-offers; monitor negotiation activity.

- Inspection reports

- Search reports, view details, and download associated files.

- Edit metadata when appropriate.

- Analytics & chat statistics

- High-level chat and activity stats to understand engagement and workload.

- Power tools

- Advanced search with keyword, location, status, zipcode, sort and pagination.

- Multi-select and bulk actions where enabled.

- Import/Export (download/upload data) when shown in the UI.

5) Chat & Collaboration (All Roles as applicable)

- Real-time messaging between dealers and technicians.

- File sharing within chats for clarity.

- Typing indicators and read-state behavior where supported.

- Notification badges on headers for new messages and updates.

6) Inspections & Reports

- Start inspection from an assigned post.

- Use a structured checklist and attach photos.

- Save progress and complete inspection when done.

- View, download, and manage files attached to the inspection report.

- Access historical inspection reports (Admin-wide; Technician sees their own).

7) Postings & Counter-Offers

- Dealers create posts with details and urgency.

- Technicians browse available posts and accept.

- Counter-offer loop enables negotiation on price/scope where applicable.

- Status badges reflect lifecycle: Open -> In Progress -> Completed (or Canceled).

8) Search, Filter, and Bulk Actions

- Keyword search across entities (e.g., dealers, posts).

- Filters: status, location, zipcode, and more depending on role.

- Sorting by created date and other fields.

- Pagination controls for large result sets.

- Multi-select for consistent bulk operations.

9) Files & Attachments

- Upload photos/documents to posts, chats, and inspection reports.

- Download and preview files as needed.

- Delete files that are no longer needed (where permissions allow).

10) Notifications & Activity

- In-app alerts for new messages, status updates, and system actions.

- Mark-as-read, clear all, and undo delete controls in notification dropdowns.

- Activity logs and audit information are available to administrators for oversight.

11) Security & Compliance (High-Level)

- Role-based access (Dealer, Technician, Admin) ensures the right capabilities for the right users.

- Audit-friendly workflows and data retention for inspections and chats.

12) Terminology

- Post: A dealer's service request visible to technicians.

- Assignment: A post that a technician has accepted and is working on.

- Inspection: The structured workflow to evaluate a vehicle, with checklists and photos.

- Report: The saved outcome of an inspection, including notes and file attachments.

- Counter-offer: A proposed adjustment to terms (e.g., price/timing) during negotiation.

Appendix A - Backend Capabilities in Plain English (Technician Dashboard API)

- Get dashboard summary

- Shows technician's at-a-glance metrics and key counts.

- Get "My Assigned Posts"

- Returns current work assigned to the technician.

- Get inspection report by post

- Fetch the report tied to a specific post if it exists.

- Start inspection

- Creates and/or prepares an inspection workflow for a given post.

- Checklist operations

- Initialize a checklist on an existing report (repair missing links if needed).

- Bulk update multiple checklist items in one request for speed.

- File operations

- Upload files to an inspection report.

- Delete specific files attached to a report.

- Health check

- A simple "service is up" endpoint for monitoring.