
Full Functional Specification for Order, Admin, Transcriber, and Client Workflow

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1. Client-Side Functionalities

Order Placement

- Clients must be able to:
    - Create an account or log in.
    - Place an order by filling out a form (capture necessary fields: name, email, service type, special instructions, due date, etc.).
    - Upload one or multiple files of any audio/video format (MP3, MP4, WAV, AVI, M4A, MOV, etc.).
    - See real-time upload progress and success/error messages.
    - Confirm submission of files.

Payment

- After order submission:
    - Client is directed to secure payment page.
    - Payment gateway integration (Stripe, PayPal, etc.) must allow:
        - Full payment processing.
        - Calculation based on audio/video file duration or per-page rates.
        - Downloadable invoice upon successful payment.
        - Payment confirmation page after transaction.
    - Payment status (Paid, Pending, Failed) must be visible in the admin dashboard.

Client Dashboard

- Clients must be able to:
    - View all uploaded files and completed transcripts.
    - Organized into folders (created by admin if needed).
    - Download completed transcripts once admin uploads them.

    - See file status updates (e.g., *Submitted*, *Assigned*, *In Progress*, *Completed*).
    - Receive notifications when:
        - Their order status changes.
        - New files are uploaded (completed transcripts).
        - They have pending files or incomplete payments.

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2. Admin-Side Functionalities

Order Reception

- Admin should:
    - See a real-time feed of new orders placed.
    - View all submitted client details (name, email, order notes, due date, etc.).
    - View and **download** all client-uploaded files immediately.

File Management

- Within each client dashboard:
    - Admin can **create, rename, delete folders** to organize files.
    - Admin can **upload additional files** directly into the client's folders.
    - Admin can **replace** or **delete** existing files as needed.
    - Files must be categorized by:
        - *Original Uploads* (client-submitted)
        - *Assigned Work* (sent to transcriber)
        - *Completed Transcripts* (ready for client)
    - Admin should see file metadata: upload date, size, duration (for audio/video), and current status.

Assigning Work

- Admin can:
    - Assign specific files or folders to individual transcribers.

- Set deadlines for each assignment.
- Include optional transcriber notes (e.g., formatting preferences, special instructions).
- Reassign work if the original transcriber has not claimed/started it within a set timeframe.

Notifications

- When a file is assigned:
  - Transcriber must be notified via email AND dashboard alert.
- When a transcriber uploads a completed transcript:
  - Admin must receive a notification that work is ready for review.
- When admin marks an order as *Completed*:
  - Client must be notified automatically via email (customizable message).

Completed Work Management

- Admin can:
  - Review uploaded transcripts from transcribers.
  - Approve and move the completed files to the client's dashboard.
  - Mark files/orders manually as *Completed* if necessary.
  - Trigger auto-email to the client with completed files attached or download links provided.

Additional Admin Abilities

- Track payment status tied to each order.
- See all orders filtered by status (e.g., New, Assigned, In Progress, Completed, Pending Payment).
- Send manual reminders to clients with pending uploads or unpaid invoices.
- Download all client files (original and completed) at any time.
- Add internal notes on client profiles/orders visible only to admins.

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3. Transcriber-Side Functionalities

Assignment & Claiming

- Transcribers must:
    - Get real-time notification when work is assigned.
    - Log in and view all assigned files with statuses.
    - Download assigned files (one or multiple) from their dashboard.
    - Click *Claim Job* button to accept responsibility officially (status changes to *In Progress*).

Work Upload

- After completing transcription:
    - Transcriber must upload the completed transcript (preferably in Word or PDF format).
    - Uploaded work must be clearly linked to the original file (e.g., by filename or folder).
    - Admin must receive notification of new uploads.
    - Transcriber can add optional notes upon submission (e.g., clarification needed, audio issue, etc.).

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4. Notifications and Status Updates

System-Wide Notifications

- Client receives:
    - Order confirmation email.
    - Payment confirmation email.
    - Notification when files are assigned to a transcriber.
    - Notification when files are completed and ready to download.
    - Reminder emails for pending actions.
- Transcriber receives:

    - Notification when files are assigned.
    - Notification if admin makes changes to assignment (reassign, deadline update).
- Admin receives:
    - New order alert.
    - New payment alert.
    - New completed transcript alert from transcriber.

Status Labels and Flow

- File and order statuses must update automatically:
    - **Client Upload** → *Submitted*
    - **Admin Assignment** → *Assigned*
    - **Transcriber Claim** → *In Progress*
    - **Transcriber Upload** → *Submitted for Review*
    - **Admin Review and Approve** → *Completed*

Each status should have a timestamp recorded (e.g., when assigned, when completed).

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5. Additional Technical Notes

- **File Storage:**
    - Use cloud storage (e.g., AWS S3, DigitalOcean Spaces, etc.) to store large audio/video and transcript files securely.
    - All uploaded and downloaded file actions should be logged.
- **Security:**
    - Secure all downloads and uploads behind authenticated sessions.
    - Files should not be publicly accessible via URL without authentication.
- **Scalability:**
    - System should be built to handle multiple concurrent uploads/downloads without crashing.
    - Fast file upload and download speeds must be prioritized.

Summary of Immediate Fixes Needed

- Fix file download issue from admin dashboard.
- Enable file download for assigned transcribers.
- Enable transcriber upload of completed work to admin.
- Allow admin to upload completed files into client dashboard.
- Enable full client dashboard management (add/delete/organize files).
- Trigger notifications for file status changes.
- Ensure client dashboard displays real-time file and order statuses.
- Fix payment confirmation and invoice download functionality.