

ELS

All new **Agent** and **Interpreter** accounts must be approved by the **Admin**

Admin must have the flexibility to:

- Change the assigned interpreter at any time.
- Manually assign or reassign requests based on language or availability.
- Cancel/delete appointments
- See client's invoices & interpreters payment

Interpreter/Translator requests are routed based on selected **language pair**.

Number all translation and interpretation requests

Translation T(#)(Month-07)(Year-2025)

Interpretation-Inperson IN(#)(Month 07)(Year-2025)

Interpretation-Virtual V(#)(Month 07)(Year-2025)

Interpretation-Instant II(#)(Month 07)(Year-2025)

Service type choose between:

- Translation
- Interpretation
 - In-person
 - Over the Phone (Scheduled)
 - Instant Virtual (Video Call)

(Mandatory)

Translation	Interpretation		
	Over the phone (scheduled)	Instant Virtual (video)	in-person
Choose Source and Target language From (any language) to (any language) (Mandatory)	Choose Source and Target language From (English / French) to (any language) (Mandatory)	Choose Source and Target language From (English / French) to (any language) (Mandatory)	Choose Source and Target language From (English / French) to (any language) (Mandatory)
Upload the document PDF,Word,JPG (Mandatory)	Time (Mandatory) Date (Mandatory) Location (optional)		Time (Mandatory) Date (Mandatory) Location (Mandatory) Location details(Building #, floor # Apart.#) (optional)
	Duration (minimum 1 hour) 30 mins increment (Mandatory)	Duration (minimum 1 hour) 30 mins increment (Mandatory)	Duration (minimum 1 hour) 30 mins increment (Mandatory)

Contact information (Mandatory)	Gender Preference Any (default selection) Female Male (optional) Specific Interpreter Request (drop down list from the same specified Lang.) (optional)		Gender Preference Any (default selection) Female Male (optional) Specific Interpreter Request (drop down list from the same specified Lang.) (optional)
Notes (optional)	Notes (optional)	Notes (optional)	Notes (optional)
	· Interpreter details (Name & phone number & Photo) to be shared with the Agent once accepted.		· Interpreter details (Name & phone number & Photo) to be shared with the Agent once accepted.
	Appointment cancellation <div>Cancel</div>	Appointment cancellation <div>Cancel</div>	Appointment cancellation <div>Cancel</div>

Agent dashboard - Appointment Details (Post-arrangement)

Show the appointment status **CONFIRMED** **CANCELLED**

Show Interpreter details (Name & phone number & **Photo**) to be shared with the Agent once accepted.

Flexibility to cancel requests (>24/48 hours) before scheduled time. Notifying the Admin & the assigned interpreter (in case someone accepted the job)

The image displays two screenshots of the AGENT mobile application interface. The left screenshot shows a menu with the following options: 'New Request' (with a plus icon), 'My Requests' (with a list icon), 'Upcoming Appointments' (with a calendar icon), 'Past Appointments' (with a group of people icon), and 'Customer List' (with a single person icon). The right screenshot shows the 'AGENT' settings page. It includes sections for 'Service Type' (with radio buttons for 'Translation' and 'Interpretation'), 'Language From' (with dropdown menus for 'Arabic' and 'English'), 'Mode' (with radio buttons for 'Over the Phone', 'Instant Virtual', and 'In-person'), 'Gender Preference' (with radio buttons for 'Any', 'Female', and 'Male'), 'Date' and 'Time' input fields, 'Specific Interpreter Request' (with radio buttons for 'Any', 'Female', and 'Male'), and an 'Additional Notes' text area.

Mobile Workflow for Instant Virtual Interpretation

1. Agent selects the language.
2. The system notifies interpreters matching the language.
3. Once accepted, the interpreter profile (**Name & Phone**) is shown to the agent.
4. Agents can connect immediately via video or phone.
5. **Connect with the interpreter.**

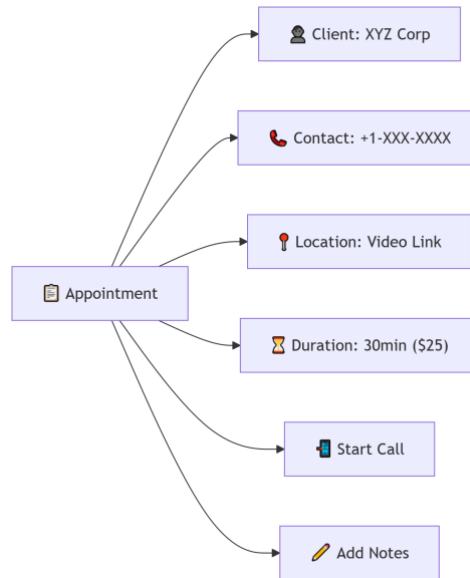
The interpreter Dashboard
Start and ending time for the interpreter through the app
<ul style="list-style-type: none"> What are the fields/info required when an interpreter signs-up? (Mandatory) <ul style="list-style-type: none"> Full name Email Phone number SIN number Address Gender photo
Mode Availability? (Mandatory) <ul style="list-style-type: none"> • over the phone • In-person

- All

Availability times? **(Mandatory)** working hours and days.

- All week days (Monday to Friday)
- Specific Days
- Specific Months

Accept/Reject Request: Interpreter can respond to incoming requests. (Email or Mobile App)



Appointment Details (Post-Acceptance)

Assigned Requests :Shows pending, accepted, and completed requests.

For each appointment: view appointment information and

- Check In 
- Check out 

Interpreter can add note and communicate with the Admin if they need to cancel specific a appointment.

Admin will connect by phone to cancel and reassign new interpreter

Add an option to allow any accepted appointment to be added to google Calendar

Monthly payment (Payment is calculated based on **the appointments start time** not the check in time and the end session time (according to the check out))

Collect yearly income earned by that interpreter for the Tax report



Admin Controls

- Approve/Deactivate agent or interpreter accounts.
- Reassign interpreters for any pending request.
- View logs of completed interpretation and translation sessions.
- Export reports by language, interpreter, date, or client.
- Reset Password
- Short notice cancellation is not allowed 24/48 hours (depending on the contract) prior to the appt time.
- **Edit User Info**

· "End of task/Finish" is linked to confirm service completion notification to the Agent & Admin

· Admin notification includes all details of the appointment (start time, end time, and total time of interpretation)

· Store the translation docs/files for 2 months only, then automatically delete

· **Analytics and Reporting:**

· Monitor and filter all requests by "Agent", "Language" "Request number"...

· **Invoices:**

○ Generate all the requests by agents, include interpretation time (Duration of each session)

○ **Generate interpreters yearly income** for the **T4A**

○ Filter within a certain time period

- notify the interpreter/translator based on our predetermined rate/price for each month
(total amount \$\$)