

# Translator Management System

Professional User Flow Documentation  
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## System Overview

The Translator Management System is a comprehensive full-stack web application designed to streamline interpretation services through three interconnected platforms: Admin Dashboard, Agent Panel, and Interpreter Panel. This document outlines the complete user flow for all system interactions.

System Entry

→

Authentication

→

Role-Based Dashboard

→

Task Execution

→

Notifications

## User Flow by Role

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### Admin Dashboard Flow

→ Secure Login Authentication

→ Access Admin Dashboard with System Overview

→ Request Management Operations

- View all service requests with filters
- Modify request details and parameters
- Cancel requests when necessary
- Manually assign interpreters to requests

→ Interpreter Management Functions

- Approve new interpreter registrations
- Set and manage interpreter availability
- Track performance metrics and ratings
- Manage interpreter profiles and qualifications

→ Agent Management Operations

- Approve new agency registrations
- Track agent activity and request patterns
- Send direct messages and notifications

→ Analytics and Reporting

- Generate request volume reports
- Monitor interpreter response times
- Track service completion rates
- Analyze agent efficiency metrics

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### Agent Panel Flow

→ Secure Login Authentication

→ Access Agent Panel Dashboard

→ Service Request Submission

- Specify required language pair
- Set date, time, and duration
- Add location and special preferences
- Submit request for processing

→ Request Tracking and Management

- Monitor request status (Pending/Confirmed/Completed)
- Receive real-time status updates
- Modify request details when needed
- Cancel requests if circumstances change

→ Communication and Feedback

- Message admin for support
- Communicate with assigned interpreters
- View service history and past requests
- Rate interpreters for quality control

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### Interpreter Panel Flow

→ Secure Login Authentication

→ Access Interpreter Dashboard

→ Job Board Management

- Browse available service requests
- Filter jobs by language, location, and time
- Accept suitable job requests
- Decline jobs that don't match availability

→ Accepted Requests Tracking

- View upcoming job schedule
- Access detailed job information
- Mark services as completed
- Submit post-service reports

→ Availability and Schedule Management

- Set regular working hours
- Mark unavailable periods
- Update availability status in real-time

→ Notifications and Reminders

- Receive 1-day advance reminders
- Get 2-hour pre-service alerts
- Confirm service completion notifications

## System Features

### Authentication & Security

Role-based access control with secure login, session management, and password reset functionality.

### Real-time Notifications

Email and in-app notifications for request updates, confirmations, and reminders.

### Request Lifecycle

Complete request management from submission through completion with status tracking.

### Performance Analytics

Comprehensive reporting on service metrics, response times, and completion rates.

### Communication Hub

Integrated messaging system between all user types with notification triggers.

### Quality Control

Rating system for interpreters and performance tracking for continuous improvement.

## Notification Flow

### Automated Notification Triggers

→ New Request Submission → Notify Admin

→ Request Assignment → Notify Interpreter & Agent

→ Request Acceptance → Notify Agent & Admin

→ Service Completion → Notify All Parties

→ Schedule Reminders → Notify Interpreter

→ Status Changes → Notify Relevant Users

## Future Scalability

The system architecture supports future enhancements including SMS notifications, mobile applications, AI-powered interpreter matching, integrated payment gateways, and subscription management modules.