

# Translator Management System

## Project Overview

The Translator Management System is a full-stack web application designed for agencies, interpreters, and administrators to streamline the request, management, and execution of interpretation services.

### The system consists of three key platforms:

- **Admin Dashboard** – Centralized management of agents, interpreters, and requests.
- **Agent Panel** – Allows agencies to request and track interpretation services.
- **Interpreter Panel** – Enables interpreters to accept, track, and complete service requests.

This system is scalable, allowing future integrations such as SMS notifications, mobile apps, AI-powered matching, payment gateways, subscription module... .

## 1. Admin Dashboard

- **Request Management:** View, manage, modify, cancel, or manually assign interpreters.
- **Interpreter Management:** Approve interpreters, set availability, and track performance.
- **Agent Management:** Approve agencies, track activity, and leave direct messages.
- **Messaging & Notification System:**
  - Direct messaging between admin, agents, and interpreters.
  - Email & app notifications for new requests, confirmations, cancellations, and reminders.
- **Reporting & Analytics:**
  - Total requests per period.

- Response times per interpreter.
- Service completion rate.
- Agent request efficiency tracking.

## 2. Agent Panel

- **Request Services:** Submit new interpretation requests with language, date, time, and preferences.
- **Track Requests:** View request status (Pending, Confirmed, Completed).
- **Modify & Cancel Requests:** Adjust service details when necessary.
- **Messaging & Notifications:**
  - Instant updates on request status.
  - Admin can leave messages for agent or interpreter, and also agent can leave message to admin or interpreter.
- **Service History & Reviews:**
  - View past services.
  - Rate interpreters for quality control (it will be calculated from requests replies).

## 3. Interpreter Panel

- **Job Board:** View & accept available service requests.
- **Accepted Requests:** Track upcoming jobs.
- **Reminders & Alerts:**
  - 1-day & 2-hour reminders before service.
  - Post-service completion notifications.
- **Manage Availability:** Set working hours, notify the system of unavailability.

- **Messaging & Reports:**

- Receive admin messages regarding job updates.
- Track requests & service performance.

#### 4. Complete Notification System

Event	Agent	Interpreter	Admin
Service Requested	✓	✗	✓
Service Assigned	✓	✓	✓
Service Confirmed	✓	✓	✓
12-Hour Reminder (If No Interpreter Accepts)	✓	✓	✓
1-Day Reminder	✗	✓	✗
2-Hour Reminder	✗	✓	✗
Service Completion Notification	✓	✓	✓
Cancellation Notification	✓	✓	✓
Modification Notification	✓	✓	✓

#### 5. Authentication & Security

- Secure login & authentication for all users.
- Role-based access control (Admin, Agent, Interpreter).
- Password reset functionality.
- User session management for security.

## 6. Screen Designs for Each Platform

### Admin Dashboard

- **Login Page** → [Secure authentication.](#)
- **Home Dashboard** → [Summary of requests, interpreters, and agents.](#)
- **Requests Management** → [List of all service requests with filters.](#)
- **Interpreters Page** → [Approve, manage, and track interpreters.](#)
- **Messaging Center** → [Leave messages for agents/interpreters.](#)
- **Reports & Analytics** → [View service statistics.](#)

### Agent Panel

- **Login Page** → [Secure authentication.](#)
- **Request Service Page** → [Submit new requests.](#)
- **Request Tracking** → [View status and updates.](#)
- **Messaging** → [Communicate with interpreters.](#)
- **History & Ratings** → [View past services and leave reviews.](#)

### Interpreter Panel

- **Login Page** → [Secure authentication.](#)
- **Job Board** → [List of available requests.](#)
- **Accepted Requests** → [View and track upcoming jobs.](#)
- **Reminders & Notifications** → [Alerts for services.](#)
- **Messaging & Notes** → [Receive admin updates.](#)

Implementation Plan & Cost Breakdown

The project will be completed in 3 months with the following timeline:

Phase	Tasks	Time	Allocation
Phase 1: Analysis & Planning	Requirements gathering, system architecture design	2 weeks	\$500
Phase 2: UI/UX Design	Wireframes, screen design, and user experience	2 weeks	\$500
Phase 3: Backend Development	Database setup, API development, authentication system, notifications	5 weeks	\$1,000
Phase 4: Frontend Development	UI implementation for Admin, Agent, and Interpreter panels	4 weeks	\$700
Phase 5: Notifications & Messaging	Email alerts, in-app notifications, direct messaging	2 weeks	\$200
Phase 6: Testing & QA	Functional testing, bug fixes, performance tuning	2 weeks	\$100
Phase 7: Deployment &	Server setup, monitoring, launch preparation	1 week	\$0 (included)

Total Cost: \$3,000 (Discounted)

💰 Original Cost: \$5,000 but discounted for your project needs.