



LangServ<sup>®</sup>  
Functional Overview

A Language Services Application

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# 1.0 Introduction

LangServ™ from Greymount Technology is an application that allows the effective management of all the day-to-day activities involved in running a Language Service. LangServ™ provides an integrated solution to:

- capturing and storage of service requests;
- matching requests to suitable translators and/or interpreters;
- management reports for monitoring trends and performing analysis;
- producing financial summary and ad-hoc billing requirements.

## 1.1 Key Benefits

- **Improved Productivity and Efficiency**  
All activity involved from the point a booking request is received to finding and confirming a suitable interpreter or translator can be completed rapidly (usually several minutes). This is accomplished by reduced manual intervention through automation of checking and matching.
- **Fast search and content retrieval**  
Request, client, customer or employee related data can be retrieved via a number of search criteria making information retrieval fast and flexible.
- **Multi-User Capability**  
Application can run in single or multi-user mode allowing simultaneous access to data and therefore increased productivity.
- **Graphical User Interface**  
Flexibility to access information quickly and easily via an intuitive user-friendly graphical interface that can be tailored to a particular user's needs.
- **Access Control and Security**  
Authorised user access and audit trails in LangServ™ enable fast and extensive monitoring of user activity.
- **Management Reporting**  
Extensive reporting allows trend analysis and forecasting to be conducted

## 2.0 Managing Requests

The Bookings Request interface is at the heart of the LangServ® application. When a request is received usually via telephone, users enter details of the request directly onto the system via the following screen:

The screenshot shows the 'LangServ - [Request]' application window. The menu bar includes File, C-Code, Interpreter, Customer, Request, Finance, Maintenance, Reports, Lists, Window, Help, and Administrator. The main form is divided into several sections:

- Job Ref:** Includes a 'Go to' button and a 'Claim Form' button.
- Requester Information:** Fields for L-Code, Requester Name, Requester Phone, Confirm. Email, and Confirm. Fax.
- Work Details:** Fields for Work Type (set to 'Interpreting'), Language, C-Code Name, C-Code, Org. Generic. Tel, and Booking Received (set to '13/12/2006'). There is a 'Short Notice Booking' checkbox.
- Assignment Information:** Fields for Assignment Date (set to '13/12/2006'), Time, Duration, and Old Ref No.
- Client/Patient Information:** Fields for Client/Patient Name, Client Gender, Patient Number, and Assignment Details. A calendar pop-up is visible for December 2006, with the 13th highlighted and circled in red. Below the calendar, it says 'Today: 13/12/2006' with a red circle around the date.
- Additional Information:** Fields for Interviewer, Venue, Place of Assignment, Post Town, Interpreter Requested, Notice Period(days), and Int. Gen. req'd.
- Confirmation and Status:** Checkboxes for 'Interpreter Confirmed', 'Booking Confirmed', 'Unmet Need', and 'Cancelled'. There are also fields for 'Reason for Unmet' and 'Reason For Cancel'.
- Contact Information:** Fields for First Name, Last Name, Gender, Interpreter Type, Phone (Home), Phone (Work), Mobile / Pager, Fax, Email, and Country of Origin.
- Search and Action:** A 'Search Notes' field and an 'Int. Search' button. At the bottom, there is a row of action buttons: Enter Query, Cancel, Close, Save, Delete, First, Previous, Next, and Last.

The same screen can be used in data entry or data retrieval modes. There are three blocks of data relating to:

**Customers:** information relating to the requester of services, usually an organisation or agency.

**Client:** information related to the end user of the services requested, usually an individual.

**Employee:** the provider of the services, usually a translator or interpreter.

## 2.1 Handling a Request

When a booking request is received, the mode is changed to 'New', and the system automatically allocates a reference number with mandatory fields highlighted.

Data is entered for the customer and the client in the mandatory fields and a suitable employee can be located via the 'Search for Employee' button.

This brings up a screen, which allows a suitable employee to be allocated to the booking:

**Select Employees**

Employee Names: Joe Smith

Phone (Home): 020 7 (Work)    Sex: Male

Phone (Work): 020 7    Employee Type: External

Mobile/Pager: 07973 - (Mob)    Ethnic Code: WHIT - WHITE

Fax:    Country of Origin: ALBANIA

Email Address: jb@aol.com

Print

Notes

- > Can work out-of-office hours (6pm-10pm);
- > Good time keepingA

Cancelled	Date	Time	Duration	Job Ref.	Meeting Point
	Mon 17, Feb 2003	10:00	01:00	0030	
	Fri 14, Feb 2003	10:00	01:00	0029	
	Wed 12, Feb 2003	10:00	01:00	0027	
	Tue 11, Feb 2003	14:00	00:00	0014	24 London Road
	Mon 10, Feb 2003	10:00	01:00	0019	
* YES *	Fri 07, Feb 2003	10:00	01:00	0024	2 Brighton Road
* YES *	Wed 05, Feb 2003	10:00	01:00	0022	1 Brighton Road
	Tue 04, Feb 2003	10:00	01:00	0021	1 Brighton Road
	Mon 03, Feb 2003	10:00	00:00	0063	
	Mon 03, Feb 2003	10:00	01:00	0020	1 Brighton Road
* YES *	Mon 13, Jan 2003	10:00	02:00	0010	As above
	Wed 11, Dec 2002	14:00	00:00	0004	24 London Road

OK    Close    Message Left    Not Available    No-One    External Agency

A booking confirmation can then be generated and faxed or e-mailed to the Customer.

## **2.2 Cancelling a Request**

Cancellations are recorded in the Request screen and a Cancellation Notice may be generated in the standard format.

## 2.3 Managing 'Un-allocated' Requests

There are several reports that can be run which advise of all un-allocated requests, i.e. request for which no Employee has been assigned.

This report enables the user to view at a glance, all the outstanding requests that require an employee to be assigned.

JobRef	Language	Client	Type of work	FirstName	LastName	Job_Date	T
16	Albanian		Interpreting	Employee	No		
17	Lingala		Interpreting	Employee	No		
18	Bengali		Interpreting	Employee	No	20/02/2003	
31	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
32	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
33	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
34	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
35	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
36	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
37	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
38	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
39	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
41	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
42	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
43	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
44	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
45	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
46	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
47	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
48	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
49	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
51	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
53	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
54	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
55	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
56	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	
57	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
58	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
59	Albanian	Mr Client	Interpreting	Employee	No	04/02/2003	
60	Bengali	Mr Client	Interpreting	Employee	No	04/02/2003	
62	Somali	Mr Client	Interpreting	Employee	No	04/02/2003	

## 3.0 Managing Data

For the Customer and Client data blocks, a screen for data entry and retrieval also exists. This allows the data repository to be maintained. Access to these screens can be limited to read only or totally denied if need be. Samples of the screen appear below.

### 3.1 Customer Screen

This screen is used to enter and retrieve details of 'Customers'. Typically, they comprise of various institutions whose clients may require translation and/or interpreting services.

## 3.2 Employee Screen

This screen is used to enter and retrieve details of 'Employees', i.e. the individuals who conduct the translation and interpreting function.

## 3.3. Reference Data

There is a feature that allows a Super User to access reference and static data via a simple **maintenance screen**. This is used to add new payroll dates, change or add Languages that are supported, and managing of users and passwords.

## 4.0 Finance function

A built-in finance function enables:

- I) generation of invoice statements
- II) generation of payment statements for interpreters & external providers
- III) charges to customers, and rates of translators / interpreters to be varied – giving greater flexibility in charging

This screen is accessed from the main Request (booking) form. The user is provided with added flexibility to input or vary the pricing structure for the customer, actual duration (for interpreting jobs), or actual number of words (translation jobs).

## 5.0 Reporting in LangServ®

Approximately thirty-five built-in reports within the LangServ™ application provide extensive management information. These reports are accessed from the main menu and can be viewed on screen or printed as hard copy.

The reports are categorised as shown in the following screens

### 5.1 Accounting Reports

#### 5.1.1 Accounts Reports

These reports provide details of business conducted with a particular customer, or a particular in-house department.

Sample Report:

**Statement of Account for ROYAL FREE HOSPITAL-RNTNE**

Account Period From: Mar 2003 To: Mar 2003

Any queries regarding this statement should be addressed to the Office on 020 7530 3220

Customer ID	Organisation	Type of Work	Job Ref.	Job Date	Duration	Language	Customer Charge	Expenses	Total Charge
E5	ROYAL FREE HOSPITAL-RNTNE Contact: Diane (OPD), 3 Grays Inn Rd., London, WC2 1W.C., Tel: 020 8915000/1	I	9773	31/07/2002	2:30	Somali	£70.00	£0.00	£70.00
						Hospital/NHS No.: 13021			
						Meeting Point: RNTNE ADULT AUDIOLOGY 1ST FL REHAB CLINIC	Job Details: REP. TO YVONNE WHELBY		
<b>Total Number of Jobs</b>			<b>1</b>	<b>2.50 Hrs</b>		<b>Total Charge</b>	<b>£70.00</b>	<b>£0.00</b>	<b>£70.00</b>
<b>Grand Total</b>			<b>1 Jobs</b>	<b>2.50 Hrs</b>		<b>Grand Total Charge</b>	<b>£70.00</b>	<b>£0.00</b>	<b>£70.00</b>

### **5.1.2 Payment Reports**

These reports provide summaries of payments to employees (interpreters and translators), and charges to various internal and external customers. Most of these accounting reports are categorically sorted by the relevant payment period, which is specified by the user when the finance record is created.

## 5.2 M.I.S Reporting

### 5.2.1 Statistical Reports

**Statistical Reports**

- Overall Breakdown
- Breakdown By Category
- Cancellation By Language
- Customer Breakdown
- Cancellation By Customer
- ALL Categories**
- By Category
- Cancellation By Reason
- Distribution of Work
- Breakdown of Urgent/Non-Urgent Jobs
- Interpreting Jobs By Client Gender
- Breakdown By Client Postcode
- Breakdown of Late Cancellations
- Breakdown By GP Postcode

**Select Payroll Date Range**

From:  To:

MIS reports provide valuable analysis for forecasting trends, and monitoring resource requirements.

**Breakdown By Late Cancellations - ALL Departments**

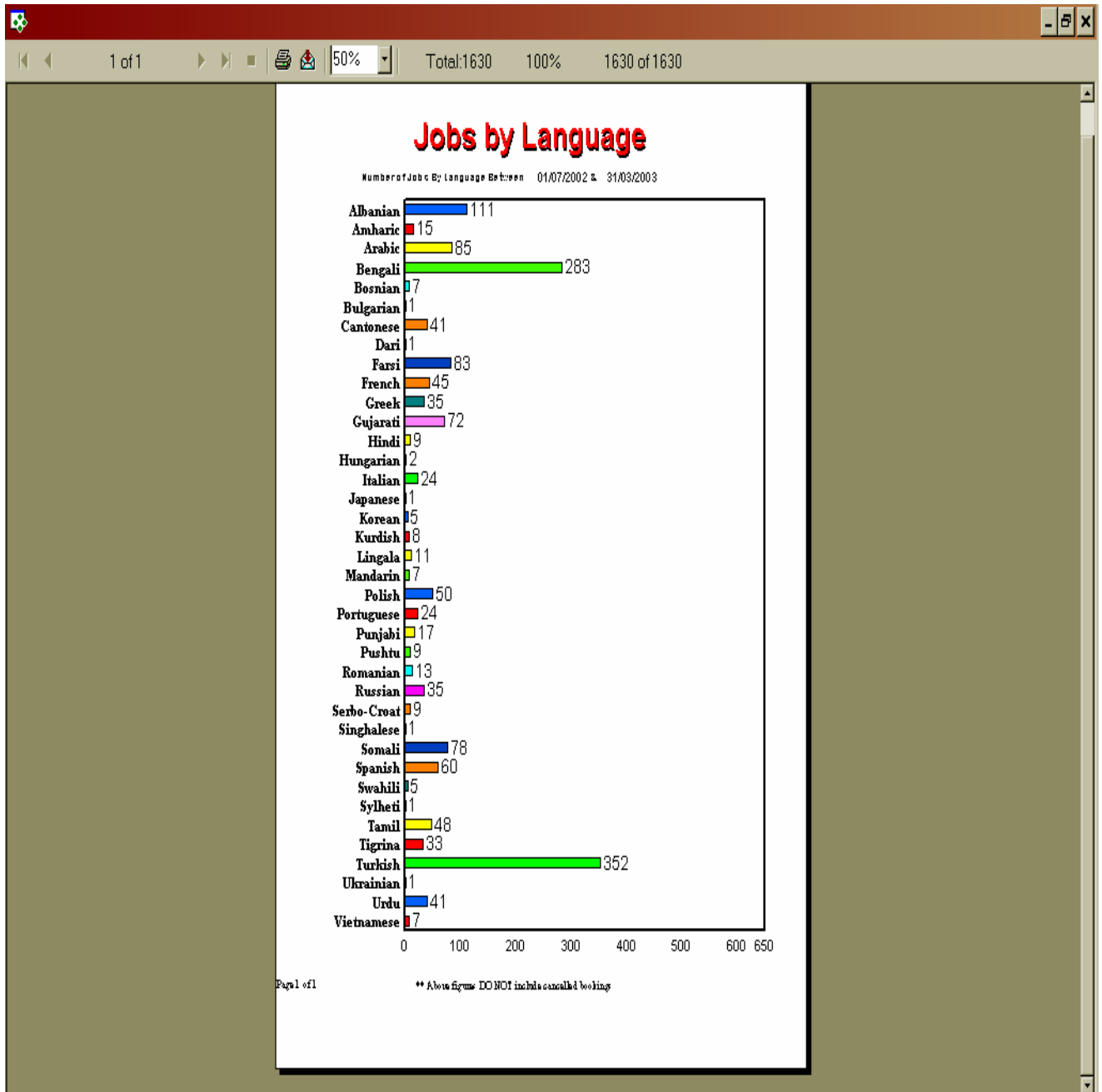
From : Oct 2006 To: Oct 2006

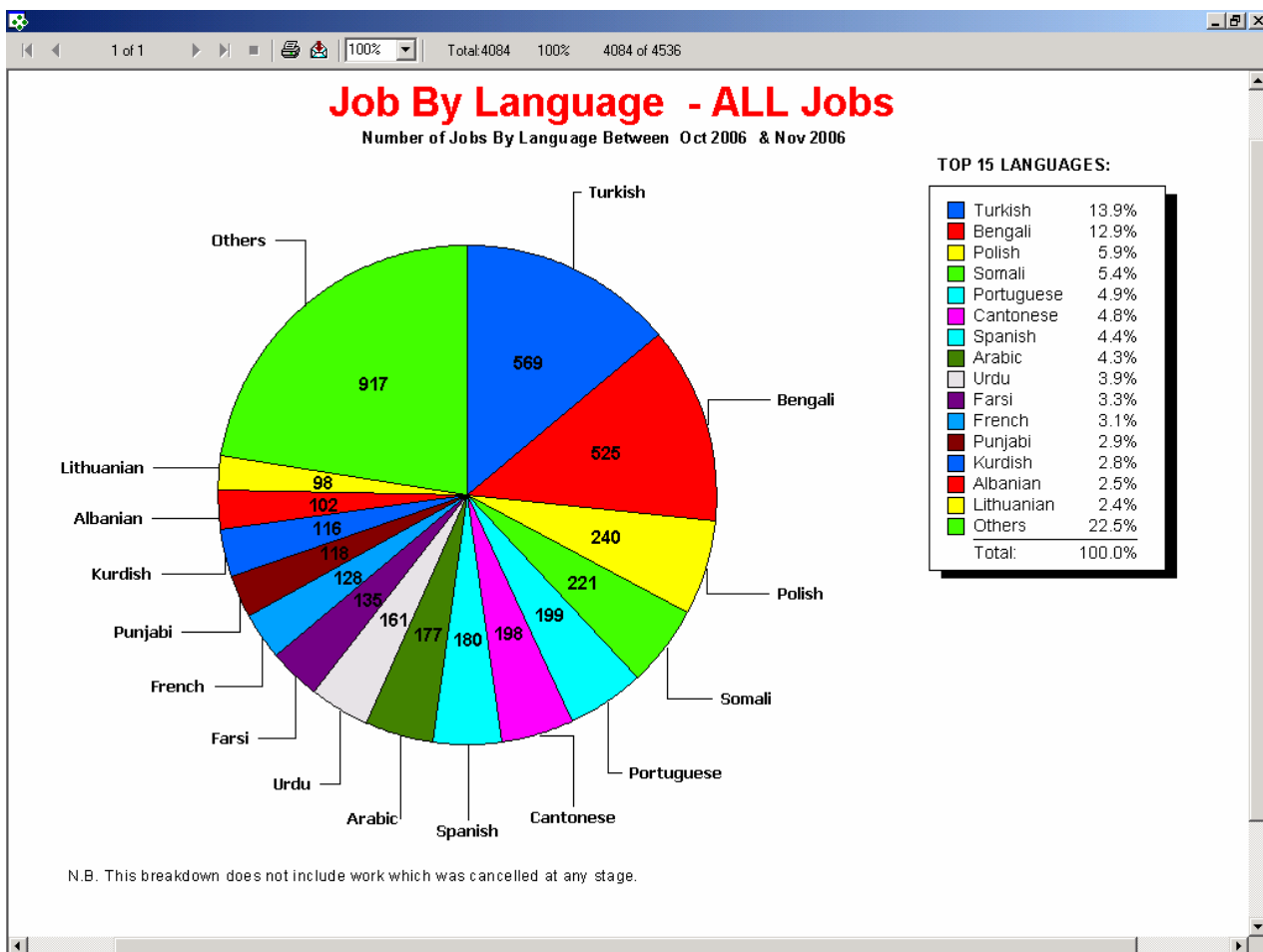
N.B. This breakdown includes late cancellations.

Category	Organisation	Language	Cancellation Reason	No. Of Jobs / hours	
				Interpreting	Total
A -UCLH - Physiotherapy	(A) UCLH PHYSIOTHERAPY	Telegu	cancelled for testing purposes	1 6.00	1 6.00
			Total	1 6.00	1 6.00
			<b>Total</b>	<b>1 6.00</b>	<b>1 6.00</b>
<b>Total</b>				<b>1 6.00</b>	<b>1 6.00</b>

### 5.2.2 Graphical Reports

Reports can also be viewed in graphical format





## 6.0 Security Feature

Three levels of security are provided for, in order to deter unauthorised users from interfering with confidential records.

**LangServ®**

**A Language Services Application**

**Version: DEMO**

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System Login

Username:

Password:

Login Cancel

- ◆ Login as *Supervisor*: the “super user” category. Users may read, update, access and alter vital maintenance information (user names, passwords, change or add languages, payroll dates, etc.)
- ◆ Login as *User*: for the day-to-day user of the application. May only read & create new booking data, and update certain records.
- ◆ Login as *Guest*: user may only read existing data records. Ideal for training purposes.

## 7.0 Technical Requirements

Minimum recommended system specifications:

- > Client PCs: Intel® Pentium 4 processor or equivalent ; 256MB Ram
- > Client Operating System: MS Windows 2000 or Windows XP Professional
- > Server side: Windows based: Win2K or higher; SQLServer 2K or higher (if applicable)

**End of Document**