### **ADMIN**

### **1. User Management**

* **Manage User Accounts**: Ability to view, create, edit, or delete user accounts (for patients and clinic staff).
* **User Roles & Permissions**: Assign different roles (e.g., admin, clinic manager, staff) with varying levels of access to different parts of the platform.
* **Authentication & Security**: Enable multi-factor authentication (MFA) for enhanced security, password recovery options, and regular security checks.
* **Activity Logs**: Track user activities (login/logout, profile updates) for monitoring and security purposes.

### **2. Clinic Management**

* **Clinic Listings**: Manage clinic information, such as name, location, contact info, hours of operation, and services offered.
* **Edit or Delete Clinics**: Admins should have the ability to edit clinic details or remove outdated or inaccurate listings.
* **Verification of Clinics**: Admins can verify clinic information to ensure accuracy and authenticity.
* **Category Management**: Categorize clinics based on specialties (e.g., orthodontics, pediatric dentistry, general dentistry) to improve searchability.
* **Clinic Ratings & Reviews**: Monitor and moderate patient reviews and ratings, ensure compliance with guidelines, and handle complaints or disputes.

### **3. Appointment Management**

* **Booking System Management**: View, approve, or modify patient appointment requests.
* **Appointment Status**: Track the status of appointments (pending, confirmed, completed, canceled) for clinics and patients.
* **Appointment Notifications**: Set up notifications for upcoming appointments, cancellations, or reminders.
* **Manage Appointment Slots**: Admins can manage available time slots for clinics, ensuring efficient scheduling.

### **4. Search & Filter Management**

* **Search Algorithms**: Fine-tune the search algorithm to ensure accurate and relevant clinic results based on user preferences (location, specialization, ratings, etc.).
* **Filters and Sorting**: Enable or adjust filters such as distance, services, clinic ratings, and availability.
* **Search Analytics**: Track search patterns to see which clinics are most viewed, popular specialties, and user behavior trends.

### **6. Analytics & Reporting**

* **User Activity Reports**: View data on user registrations, searches, clinic views, and interaction rates.
* **Clinic Performance**: Track clinic metrics such as appointment bookings, reviews, and average response times.

### **7. Notifications & Alerts**

* **System Alerts**: Set up alerts for any system issues or errors (e.g., database issues, server downtime).
* **Patient Notifications**: Manage automated notifications for patients (appointment reminders, cancellations, new clinic openings).
* **Clinic Alerts**: Notify clinics about any system updates, patient feedback, or upcoming maintenance.

### **9. Moderation and Compliance**

* **Review Moderation**: Admins should be able to moderate patient reviews and flag or remove inappropriate content.
* **Clinic Compliance**: Ensure that clinics meet all necessary legal and regulatory standards, including certifications and licenses.
* **Reporting & Flagging System**: Allow users (patients or clinic staff) to report issues with a clinic or user behavior, which the admin can investigate.

### **10. Customization & Settings**

* **System Settings**: Adjust global platform settings such as time zone, currency, language options, and more.

### **12. System & Data Management**

* **Backup & Recovery**: Ensure that data is backed up regularly and can be restored in case of a system failure.