

# TrackPi

This documentation outlines the design and functionalities of a freelancing platform website with user and admin modules. The platform enables efficient management of courses, tutorials, and support, catering to both users seeking learning resources and administrators managing content and user activity.

## Platform Modules

### **1.User Module**

#### **1.1 Home Page:**

Courses and Tutorials: Users can browse and access tutorials or courses related to documentation and sales.

FAQs: A searchable section to find answers to frequently asked questions about the platform and its services.

Contact : Users can contact company by social media platforms , gmail, Phone.

#### **1.2 Course Management:**

Browse and purchase company tutorials or documentation guides.

Track course progress, including interactive tools such as quizzes and checkpoints.

#### **1.3 Support System:**

Raise support tickets for platform or course-related issues.

Access resolved queries and FAQs for self-service support.

#### **1.4 Profile Management:**

Manage personal information and view platform activity.

Download or share certificates of completion for courses.

Learning Analytics:

Monitor course progression with detailed analytics, including completion percentages and milestones.

## **2.Admin Module**

### **2.1 User Management:**

Add, edit, or deactivate users.

Assign or update user roles

Export Users file

### **2.2 Course Management:**

Create, edit, and delete courses or tutorials.

Upload course materials such as videos, PDFs, and supplementary resources.

Set pricing or designate free courses.

### **2.3 FAQ Management:**

Add or update FAQs based on common user queries.

Categorize FAQs for easier navigation.

### **2.4 Support Tickets:**

Monitor and resolve user-submitted tickets.

Track ticket statuses (pending, open, closed).

### **2.5 Revenue Insights:**

Monitor revenue generated from course purchases.

View revenue breakdowns by user, course, or category.

### **2.6 Reporting:**

Generate detailed reports on user engagement, course completion rates, and revenue trends.

### **3.Shared Features**

#### **3.1 Authentication:**

Secure login for users and admins with role-based access controls.

Password recovery and multi-factor authentication for enhanced security.