# 1. Dashboard Overview

- **Widgets for Quick Stats**: Total Complaints, Resolved Issues, Pending Requests, New Leads.
- **Charts & Reports**:
  - Customer Feedback Trends.
  - Complaint Resolution Time.
  - Lead Generation Rate.
- **Recent Activities**: Latest complaints, feedback submissions, and new leads.

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# 2. Customer Feedback & Complaint Management

- **Complaint List**: Displays submitted complaints with status updates.
- **Actions**:
  - Log new customer complaints.
  - Assign complaints to support agents.
  - Track resolution status (Open, In Progress, Resolved).
  - Add internal notes and resolution comments.
- **Notifications & Alerts**:
  - Automatic alerts for unresolved complaints.
  - SMS/Email notifications for customers on status updates.

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# 3. Product Information Module

- **Product Knowledge Base**: Stores FAQs, manuals, and troubleshooting guides.
- **Actions**:
  - Add/Edit product details and FAQs.
  - Upload documents and video guides.
  - Provide AI-powered search for quick issue resolution.
- **Self-Service Portal**:
  - Customers can browse solutions before submitting complaints.

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# 4. Lead Management & Creation

- **Lead List**: Displays potential customers from inquiries and interactions.
- **Actions**:
  - Capture new leads from customer interactions.
  - Assign leads to sales teams.
  - Track conversion status (New, Contacted, Interested, Converted).
- **Lead Analytics**:

- Identify sources of high-value leads.
- Track lead conversion rates.