

Atal Inquiry Workflow Documentation

1. Customer Flow

Customer fills out the Inquiry Form with Email and Message.
On clicking Submit, the inquiry is saved in the system.
The inquiry is then forwarded to the Admin Panel for review.

2. Vendor Flow

Section heading: Become a Vendor with description and Click Here button.

On clicking the button, a popup opens with fields:

- Auto-generated Inquiry Number
- Status (Open / Close)
- Type of Vendor
- Name
- Email
- Business Number
- Message

On submitting, Vendor sees a message:

"We will update you on your inquiry status within 72 hours. Inquiry Number: {auto-generated}"

Extra note: "You may still send us an email (email id) to check your status of inquiry with your inquiry number."

Vendor receives an email with details and Inquiry Number.
The inquiry is also sent to the Admin Panel.

3. Insurance Company Flow

Similar to Vendor flow but with changes:

- Type: Company
- Registration Number (instead of Business Number)

On submitting, Company sees a message:

"We will update you on your inquiry status within 72 hours. Registration Number: {auto-generated}"

The company receives an email with details and Registration Number.
The inquiry is also sent to the Admin Panel.

4. Admin Panel Flow

Admin can view all inquiries in a list view.

Features:

- Filter by Status
(Open / Close/Customer/Vendor/Company)
- Fields:

Inquiry Number, Type, Name, Email, Business/Registration Number, Send Response button

On clicking Send Response:

Popup opens with Message Box + 3 buttons:

- Send → Sends response
- Register → Auto credentials email with login link (Receive to Vendor/Company)
- Cancel → Closes popup

5. Vendor/Company Portal

The registered Vendor/Company can login using the email + password received on mail.

After login, they can update or change their details and credentials.