ADMIN FACILITIES

Feature	Definition	Key Aspects
User Management	The ability to manage user roles and permissions within the admin facility.	- Role assignment to users based on job functions. - Granular control over permissions. - Flexibility for role adjustments. - Access hierarchy for roles.
Communication Platform	A tool or system facilitating internal communication among administrators, team members, and stakeholders.	- Real-time chat and messaging. - File sharing and document collaboration. - Integration with other tools.
Analytics	The systematic analysis of data to derive insights and trends related to the performance and usage of the admin facility.	- Collection and processing of data. - Visualization tools for interpreting data. - Metrics and key performance indicators (KPIs). - Data-driven decision making.
Feedback Forums	Platforms or features allowing users and administrators to submit, discuss, and track feedback, suggestions, and issues.	- User-submitted feedback and suggestions. - Categorization and organization of feedback. - Commenting and discussion features. - Moderation and analytics.
Role-Based Access Control (RBAC)	A security concept regulating access to resources based on the roles individuals assume within an organization.	- Predefined roles with specific permissions. - Granular control over permissions.

		- Adaptability to organizational changes.
		- Access hierarchy for roles.
Issue Tickets	Records used to track and manage reported problems, inquiries, or tasks within the admin facility.	- Creation and assignment of tickets. - Status tracking (open, in progress, resolved). - Prioritization and categorization. - Communication and updates on ticket resolution.
Dashboard for Managers	A view providing managers with information about raised tickets to understand the nature and urgency of requests from their team.	- Dashboard displaying all tickets raised by team members. - Ticket details include request type, description, priority, and status. - Access hierarchy for managers.
Approval Mechanism	Functionality allowing managers to approve or deny tickets, managing and controlling the allocation of resources effectively.	- Ability to approve or deny submitted tickets. - Approved tickets proceed for further action. - Denied tickets marked as closed. - Access hierarchy for managers.
Detailed Ticket Information	Access to comprehensive details of raised tickets for administrators to assign, track, and manage the resolution of requests.	- Comprehensive view of all ticket details. - Ticket assignment to relevant personnel or departments. - Access hierarchy for administrators.
Invoice Upload Functionality	The ability for administrators to upload and attach invoices to relevant tickets for efficient record-keeping and accounting.	- Option to upload and attach invoices to relevant tickets. - Accessibility and association of invoices with respective tickets.

		- Access hierarchy for administrators.
Ticket Status Update	Functionality enabling administrators to update the status of requests, keeping all stakeholders informed about the progress of their requests.	- Ability to update ticket status (e.g., in progress, resolved, pending approval). - Communication and visibility for all stakeholders. - Access hierarchy for administrators.
Approval for Payment Requests	An additional approval step for higher-level payment-related requests to ensure proper authorization and compliance with financial protocols.	- Implementation of an additional approval step for payment-related requests. - Approval required from designated higher-level authorities. - Access hierarchy for administrators.
Payment Approval by Finance	Access for finance personnel to approve payments related to tickets, ensuring that financial transactions are authorized and processed accurately.	- View of payment requests associated with tickets. - Record and processing of approved payments. - Access hierarchy for finance personnel.
Payment Status Update by Finance	Capability for finance personnel to update payment statuses, ensuring everyone involved is aware of the payment progress and completion.	- Ability to update payment statuses (e.g., pending, processing, completed). - Transparency and communication of updated payment statuses. - Access hierarchy for finance personnel.

CASE STUDY:

https://www.forestadmin.com/customers/ecommerce