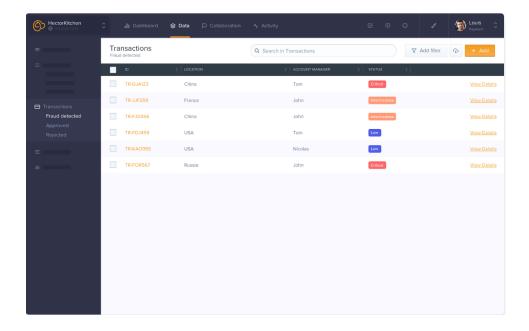
## **ADMIN FACILITIES**

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

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

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

## **CASE STUDY:**



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