CRM - Student Updates

Sales Representatives Module

- View list of all leads created (with status, contact info, assigned rep)
- View only the leads assigned to them
- Change lead status (New → Contacted → In Progress → Converted → Dropped)
- Add notes or follow-up comments per lead (internal only)
- Search/filter through assigned leads (by name, status, etc.)
- Sales Rep Dashboard: Leads by status (New/In Progress/etc.), recent notes (Add others as needed)

Admin Module

- View all leads
- Assign or reassign leads to sales representatives
- Delete leads (if needed)
- Admin Dashboard: Total users, pending approvals, total leads, total tickets (Add others as needed)

Customer service/Support

- Customer Service Dashboard: Total tickets, open/closed/resolved count (Add others as needed)