**Feature Specification Document**

**New Roles to be Added**

* **Super Admin**
* **Site Admin**

**Site Admin Features**

**1. Dashboard**

* Overview of ticket activity
* Status summary: Open, In Progress, Resolved
* Notifications & alerts

**2. My Organization**

* Organization profile (read-only)
* Site/location information (read-only)
* Assigned engineers (view-only)

**3. Manage Users**

* Add, edit, or delete users
* View user list
* Reset user passwords
* Filter and search users by name or email

**4. Tickets**

* View all tickets raised by users in the organization
* Filter tickets by:
  + Status
  + Assignee
  + Created date
  + Department
* View ticket history

**5. My Tickets**

* View tickets assigned to self

**Super Admin Features**

**1. Dashboard**

**Global Overview**

* Total clients
* Active users
* Ticket volume across all clients
* Top 5 clients by ticket load

**Quick Actions**

* Add Admin
* Create Client
* System Settings

**2. Admin Management**

* Create, edit, delete admins
* Assign roles (Admin, Read-only Admin, etc.)
* Track login activity
* Enable/disable admin accounts

**3. Client & Site Admin Management**

* Create, edit, delete client profiles
* Manage sites for each client
* Assign or reassign Site Admins
* View client hierarchy (Client → Site → Users)

**4. Engineer Management**

* Global pool of engineers
* Add, edit, delete engineers
* Assign engineers to clients
* Track performance (tickets closed, average response time)

**5. User Directory (Global)**

* View/edit users from any client
* Reset passwords
* Deactivate users
* View user activity logs

**6. Tickets (Global View)**

* View/manage tickets across all clients
* Reassign engineers
* View escalations, ticket aging, SLA breaches
* Perform bulk operations (status updates, close tickets, etc.)

**7. Reports & Insights**

* Downloadable reports (Client, Engineer, Ticket, SLA)
* Comparative client analysis
* Engineer productivity tracking
* Filters: date range, status, tags