**Admin Panel (for Customer Service Management)**

The **Admin Panel** should include overarching tools and controls for managing the **Customer Service** app. Here’s how it would look, focusing on tools specific to managing agents, their permissions, and the analytics and oversight functions needed for the Customer Service app:

**1. Agent Management**

* **Agent Registration and Access Control**:
  + **Agent Roles and Permissions**: Interface to create and assign roles for each agent (e.g., Billing, Technical Support, General Inquiry).
  + **Role-Based Access Control**: Allow the admin to set permissions based on role type to limit agents' access to certain user data.
* **Agent Status Management**:
  + **Activation and Deactivation**: Manage agent access and availability by activating or deactivating their accounts.
  + **Scheduling and Assignment Dashboard**: A calendar or schedule view to allocate agents to shifts or specific responsibilities.

**2. Ticket Routing and Assignment**

* **Automated and Manual Ticket Assignment**:
  + **Automated Ticket Routing**: Setup for automatic routing based on keywords or ticket type (e.g., Billing, Technical).
  + **Manual Reassignment**: Interface for the admin to reassign tickets with notes for additional guidance, if needed.
* **Ticket Oversight**:
  + **Ticket Queue Monitoring**: Overview of all ticket queues, allowing the admin to monitor open tickets, escalated tickets, and overdue tickets.
  + **Escalation Policies and Triggers**: Set up rules for escalating tickets that remain unresolved past a certain time or based on user feedback.

**3. Analytics and Reporting**

* **Customer Service Analytics**:
  + **Ticket Metrics**: View reports on ticket volume, resolution times, and common inquiry topics.
  + **Agent Performance**: Metrics on agent response times, resolution rate, ticket handling efficiency, and user feedback scores.
  + **Trend Analysis**: Track patterns in user queries and tickets, allowing the admin to make data-informed decisions on staffing and resources.
* **Agent Activity Logs**:
  + **Tracking and Accountability**: Detailed logs of agent actions, including ticket responses, updates, and resolutions for auditing purposes.
  + **Workload Distribution**: Report on the distribution of tickets per agent and types handled to inform resource allocation.

**4. User Account and Profile Management**

* **User Status and Access**:
  + **Account Status Adjustments**: Ability to manually activate, deactivate, or hold user accounts for any specific reason (e.g., billing issues, compliance checks).
  + **User Activity and Security Logs**: Monitor user login history, IP address records, recent actions (e.g., profile updates or support interactions).
* **Billing Oversight**:
  + **Billing History Access**: View comprehensive user billing information, including transactions, invoice history, and discount code usage.
  + **Payment Verification and Adjustments**: Approve or adjust payments and refunds, if necessary.

**5. Agent Communication and Knowledge Sharing**

* **Internal Knowledge Base**:
  + **Resource Management**: Curate and manage resources for agents, including guides, scripts, troubleshooting FAQs, and reference documents.
  + **Updates and Announcements**: Interface for posting updates or changes to resources, notifying agents of policy updates or procedural changes.
* **Internal Messaging System**:
  + **Notes on Tickets**: Enable agents to leave internal notes and communicate within the ticket view, assisting in knowledge sharing for complex issues.
  + **Direct Agent Messaging**: Allow direct messaging between agents to facilitate communication and collaboration on support tasks.

**6. Notifications and Alerts**

* **Automated Reminders**:
  + **Ticket Follow-Up Alerts**: Automated alerts for agents on tickets unanswered within a specific timeframe (e.g., every 2 hours for unaddressed tickets).
  + **System-Wide Notifications**: Notifications for all customer service-related announcements, user inquiries, or high-priority tickets.
* **Escalation and Issue Tracking**:
  + **Escalation Notifications**: Automatically escalate tickets with persistent issues to more senior agents or the admin for review.
  + **Outreach to Users**: Set up notifications for users regarding the status of their tickets, encouraging transparency and timely follow-up.