# 📋 BN Support Desk - Complete User Playbook

**🏢 Building Nation - Complaint Management System**

*📅 Version 4.0 | Last Updated: July 28, 2025*

*🔒 Classification: Internal Use Only*

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## 🏗️ System Overview

### What is BN Support Desk?

The **BN Support Desk** is a comprehensive complaint management dashboard built specifically for BN Group India. It provides a centralized, secure platform for tracking, managing, and analyzing customer complaints with real-time updates and detailed analytics across multiple regions.

### 🌟 Key Features

| Feature | Description | Benefits | Screenshot Reference |
| --- | --- | --- | --- |
| 🔐 **Dual Access System** | Separate Admin and ASM interfaces with role-based permissions | Enhanced security, controlled access | [Login Screenshots](#login-screenshots) |
| 📍 **Regional Mapping** | Interactive Leaflet maps for Mathura (UP), Agra (UP), Bhimasar (Gujarat) | Geographic complaint distribution visualization | [Map Screenshot](#map-visualization) |
| 📊 **Real-time Analytics** | Live Recharts visualizations with automatic 30-second refresh | Instant insights and trending analysis | [Analytics Screenshots](#analytics-dashboard) |
| 📤 **Data Export** | Excel export with 30-column business template structure | Comprehensive reporting for stakeholders | [Export Screenshot](#export-functionality) |
| 🔄 **Status Tracking** | Complete complaint lifecycle: New → Processing → Resolved → Closed | End-to-end visibility with progress bars | [Status Screenshots](#status-tracking) |
| 🏷️ **Smart Categorization** | Automated priority assignment and complaint type organization | Efficient complaint handling and processing | [Form Screenshots](#complaint-forms) |
| 🔔 **Real-time Notifications** | WebSocket-based instant notifications with sound alerts | Immediate awareness of new complaints | [Notification Screenshots](#notifications) |
| 🎨 **Modern UI/UX** | Professional gradient designs, animations, responsive layout | Enhanced user experience and productivity | [UI Screenshots](#interface-design) |

### 🏢 Business Context

| Aspect | Details | Notes |
| --- | --- | --- |
| **🌍 Primary Locations** | Mathura (Uttar Pradesh), Agra (Uttar Pradesh), Bhimasar (Gujarat) | Geographic markers with accurate coordinates |
| **📋 Complaint Categories** | Product Quality, Service Issues, Billing Concerns, Delivery Problems | Dynamic dropdown selections |
| **📊 Data Volume** | 2024: 114 historical complaints, 2025: 32+ current complaints | Year-wise filtering available |
| **📤 Export Structure** | 30-column Excel template matching business requirements | Includes all metadata fields |
| **👥 User Base** | 1 Master Admin, Multiple ASM users across regions | Role-based access control |
| **🔄 Update Frequency** | Real-time WebSocket updates, 30-second auto-refresh | Live data synchronization |

## 👥 User Roles & Access

### 🔑 Admin Dashboard Access

**Master Administrator Account**

Username: temp  
Password: temp  
Access Level: Full System Control

**Admin Capabilities:** - ✅ View all complaints across all regions - ✅ Access comprehensive analytics and reports - ✅ Manage user profiles and settings - ✅ Export data in multiple formats - ✅ Create new complaints via admin interface - ✅ Change passwords and security settings - ✅ Configure system-wide settings

### 👤 ASM (Area Sales Manager) Access

**ASM Login Credentials:**

Username: asm | Password: 123  
Username: demo | Password: demo

**ASM Capabilities:** - ✅ Submit new complaints through dedicated form - ✅ View complaint status and progress - ✅ Access regional analytics for assigned areas - ✅ Track complaint resolution times - ✅ Receive real-time notifications - ❌ Cannot access admin-level settings - ❌ Cannot modify other users’ data

## 🔐 Login Instructions with Screenshots

### 🖥️ Admin Login Process

**Step-by-Step Visual Guide:**

#### Step 1: Access the Application

🌐 Browser Navigation:  
📍 Open Chrome/Firefox/Safari  
📍 Navigate to: https://[your-replit-url].replit.app  
📍 Wait for BN Group branding to load (2-3 seconds)

#### Step 2: Admin Login Interface

🎨 Visual Elements You'll See:  
✅ Beautiful blue-to-red gradient background  
✅ BN Group logo prominently displayed at top  
✅ "Building Nation" tagline with professional styling  
✅ Clean, modern login form with glass morphism effect  
✅ Username and password fields with icons  
✅ Password visibility toggle (eye icon)  
✅ Smooth animations and hover effects

#### Step 3: Enter Admin Credentials

📝 Login Details:  
👤 Username: temp  
🔒 Password: temp  
💡 Note: Click the eye icon to show/hide password

#### Step 4: Successful Dashboard Access

🚀 Post-Login Experience:  
✅ Automatic redirect to admin dashboard (1-2 seconds)  
✅ Sidebar navigation loads with BN Group logo  
✅ Dashboard analytics begin loading immediately  
✅ Real-time complaint statistics display  
✅ Interactive regional map renders

### 👨‍💼 ASM Login Process

#### Step 1: Access ASM Interface

🌐 ASM Portal Navigation:  
📍 Use same URL as admin login  
📍 Look for ASM-specific styling and branding  
📍 Professional blue gradient background

#### Step 2: ASM Credentials Entry

📝 Available ASM Accounts:  
Account 1: Username: asm | Password: 123  
Account 2: Username: demo | Password: demo  
  
💡 Pro Tip: These accounts provide full ASM functionality

#### Step 3: ASM Dashboard Features

🚀 ASM Interface Capabilities:  
✅ Complaint submission form access  
✅ Regional statistics for assigned areas  
✅ Real-time notification bell with count  
✅ Status tracking for submitted complaints  
✅ Mobile-responsive design for field use

## 🎛️ Admin Dashboard Complete Guide

### 📊 Dashboard Overview & Navigation

#### Sidebar Navigation Structure

🏠 Dashboard → Main analytics and overview  
📋 All Complaints → Complete complaint management  
📈 Analytics → Advanced charts and reports   
📝 New Complaint → Admin complaint submission  
⚙️ Settings → Profile and system configuration

#### Dashboard Main Features

**1. 📊 Complaint Statistics Cards**

📈 Total Complaints → Complete system count  
🆕 Open Complaints → Requires attention count  
✅ Resolved Complaints → Successfully handled count  
🔒 Closed Complaints → Fully completed count

**2. 🗺️ Regional Distribution Map**

🌍 Interactive Leaflet Map Features:  
📍 Mathura (Uttar Pradesh) - Red markers  
📍 Agra (Uttar Pradesh) - Green markers   
📍 Bhimasar (Gujarat) - Purple markers  
🔍 Zoom level 8 for optimal regional view  
📱 Responsive design for all screen sizes

**3. 📊 Status Distribution Chart**

📈 Complaint Status Visualization:  
🟢 New complaints (Processing pipeline)  
🟡 In Progress (Active handling)  
🔵 Resolved (Ready for closure)  
🔴 Closed (Completed lifecycle)

### 📋 All Complaints Management

#### Complaint List View Features

📊 Data Table Columns:  
📅 Complaint Date 📍 Location 👤 Customer Name  
📝 Complaint Type 🏷️ Priority Level 📊 Current Status  
📞 Contact Details 📧 Email Address 🏢 Company Name  
📄 Description 📎 Attachments ⚡ Actions

#### Advanced Filtering Options

🔍 Filter Categories:  
📅 Year Toggle: 2024 ↔ 2025  
📊 Status: All, Open, Resolved, Closed  
📍 Region: Mathura, Agra, Bhimasar  
🏷️ Priority: High, Medium, Low  
📋 Type: Product, Service, Billing, Delivery

#### Inline Editing Capabilities

✏️ Editable Fields:  
🏷️ Priority Level: Dropdown selector (High/Medium/Low)  
📊 Status: Drag-and-drop or dropdown change  
📝 Comments: Add resolution notes  
📎 Attachments: View/download files

### 📤 Data Export Functionality

#### Excel Export Features

📊 Export Specifications:  
📄 30-column structure matching business template  
📅 Date range selection (2024/2025)  
📊 All complaint metadata included  
📍 Regional data with accurate coordinates  
💾 Download as .xlsx format  
🔄 Real-time data sync before export

## 📊 ASM Dashboard Complete Guide

### 🏠 ASM Home Interface

#### Dashboard Statistics Display

📊 Regional Statistics Cards:  
📈 My Region Total → ASM-specific complaint count  
🆕 New Submissions → Recently created complaints  
⏱️ Pending Review → Awaiting admin action  
📊 Resolution Rate → Success percentage tracking

#### Notification System

🔔 Real-Time Alert Features:  
🔔 Bell icon with unread count badge  
📱 Dropdown notification panel  
🎵 Sound alerts for new activities  
📋 Detailed complaint information in popup  
⏰ Timestamp for each notification

### 📝 New Complaint Submission

#### Form Structure & Fields

📋 Complaint Form Sections:  
  
Section 1: Basic Information  
👤 Customer Name (optional)  
📧 Email Address (optional)  
📞 Contact Number (optional)  
🏢 Company/Depot Name (optional)  
  
Section 2: Complaint Details  
📝 Complaint Type: Dropdown selection  
📍 Place of Supply: Mathura/Agra/Bhimasar  
📅 Date: Calendar picker (no future dates)  
📋 Area of Concern: Dropdown with subcategories  
📝 Sub Category: Dynamic based on area selection  
  
Section 3: Product Information  
📦 Product Name: Text input or "Others" option  
📄 Invoice Number (optional)  
📅 Invoice Date (optional)  
📋 LR Number (optional)  
  
Section 4: Transportation Details  
🚛 Transporter Name (optional)  
📄 Transporter Number (optional)  
👤 Salesperson Name (optional)  
  
Section 5: Voice of Customer  
📝 Detailed Description: Rich text area  
📎 File Attachments: Drag-and-drop upload  
🔊 Voice Recording: Optional audio upload

#### Advanced Form Features

✨ Enhanced UX Elements:  
🎨 Modern professional styling with gradients  
🔄 Smooth animations for "Others" field expansion  
📱 Fully responsive design for mobile devices  
✅ Real-time form validation with visual feedback  
💾 Auto-save draft functionality  
🎯 Progress indicators for form completion

### 🔔 Notification Management

#### Real-Time Updates

📱 Notification Features:  
🔔 WebSocket-based instant updates  
📊 Status change notifications  
📋 New complaint assignments  
⏰ Real-time timestamp display  
🎵 Customizable sound alerts  
📋 Detailed complaint preview in popup

## 📈 Analytics & Reporting Guide

### 📊 Dashboard Analytics

#### Chart Visualizations

📈 Analytics Components:  
1. 📊 Complaint Status Distribution (Pie Chart)  
2. 🌍 Regional Complaints Map (Interactive Leaflet)  
3. 📈 Monthly Trends (Line Chart)  
4. 🏷️ Priority Distribution (Bar Chart)  
5. ⏱️ TAT (Turnaround Time) Analysis  
6. 📋 Complaint Type Analysis (Bar Chart)

#### Year-Based Filtering

📅 Time Period Controls:  
🔘 2024 Toggle: Historical data (114 complaints)  
🔘 2025 Toggle: Current year data (32+ complaints)  
🔄 Real-time data refresh every 30 seconds  
📊 Instant chart updates on year selection

### 🗺️ Regional Mapping & Visualization

#### Interactive Map Features

🌍 Map Specifications:  
📍 Center: [27.2, 78.0] (Optimal regional view)  
🔍 Zoom Level: 8 (Perfect for all three cities)  
📐 Height: 256px (h-64 Tailwind class)  
  
Location Coordinates:  
📍 Mathura: 27.4924°N, 77.6737°E (Uttar Pradesh)  
📍 Agra: 27.1767°N, 78.0081°E (Uttar Pradesh)   
📍 Bhimasar: 23.20655°N, 69.70165°E (Gujarat)

#### Map Interactive Elements

🗺️ User Interaction Features:  
🖱️ Click markers for complaint details popup  
🔍 Zoom in/out for detailed area view  
📊 Complaint count display per region  
🎨 Color-coded markers by priority level  
📱 Touch-friendly mobile interaction

## ⚙️ Settings & Configuration

### 👤 Profile Management

#### Admin Profile Settings

👤 Profile Configuration:  
📝 Full Name: Editable text field  
📧 Email: @bngroupindia.com domain enforced  
📞 Phone: Contact number with validation  
🏢 Department: Dropdown selection  
📸 Profile Picture: Upload functionality  
💾 Real-time updates across all sessions

#### Security Settings

🔒 Password Management:  
🔑 Current Password: Verification required  
🆕 New Password: Strength indicators  
✅ Confirm Password: Matching validation  
🔐 Secure bcrypt hashing (12 rounds)  
🚪 Automatic logout after password change

## 📤 Data Export Procedures

### 📊 Excel Export Process

#### Export Configuration

📄 Excel Export Specifications:  
📋 30-column business template structure  
📅 Date range: Full 2024 or 2025 data  
📊 Complete metadata inclusion  
📍 Geographic coordinates included   
💾 File format: .xlsx (Excel 2016+)  
📏 Empty fields marked with "-" for consistency

#### Export Steps

📤 Export Workflow:  
1. 📋 Navigate to "All Complaints" section  
2. 🎯 Select desired year (2024/2025)  
3. 📊 Apply any additional filters if needed  
4. 📤 Click "Export All Complaints" button  
5. ⏳ Wait for data processing (2-5 seconds)  
6. 💾 Automatic download begins (.xlsx file)  
7. 📁 File saved to browser's default download folder

## 🔧 Troubleshooting Guide

### 🚨 Common Issues & Solutions

#### Login Problems

❌ Issue: Admin login fails  
✅ Solution: Verify credentials (temp/temp)  
🔍 Check: Caps lock, browser cookies enabled  
🔄 Try: Clear browser cache and retry  
  
❌ Issue: ASM login not working   
✅ Solution: Use correct credentials (asm/123 or demo/demo)  
🔍 Check: Username exactly as specified (no email domain)  
🔄 Try: Different browser or incognito mode

#### Performance Issues

❌ Issue: Slow dashboard loading  
✅ Solution: Check internet connection stability  
🔍 Check: Browser performance tab for bottlenecks  
🔄 Try: Refresh page or restart browser  
  
❌ Issue: Charts not displaying  
✅ Solution: Enable JavaScript in browser  
🔍 Check: Console for error messages  
🔄 Try: Update browser to latest version

#### Data Issues

❌ Issue: Complaints not showing  
✅ Solution: Verify year toggle selection (2024/2025)  
🔍 Check: Filter settings aren't too restrictive  
🔄 Try: Reset filters to default settings  
  
❌ Issue: Export failing  
✅ Solution: Disable popup blockers  
🔍 Check: Browser allows file downloads  
🔄 Try: Right-click export button → "Save link as"

## 📱 Complete Screenshots & Workflows

### 🔐 Login Screenshots

#### Admin Login Interface

🖼️ Admin Login Visual Elements:  
📸 Beautiful blue-to-red gradient background  
📸 BN Group logo prominently displayed  
📸 "Building Nation" tagline with professional typography  
📸 Glass morphism login card with shadow effects  
📸 Username/password fields with icons  
📸 Password visibility toggle (eye icon)  
📸 Smooth hover animations on form elements  
📸 Responsive design for mobile/tablet/desktop

#### ASM Login Interface

🖼️ ASM Login Visual Elements:  
📸 Professional blue gradient background  
📸 BN Group logo with optimized loading  
📸 Expanded container width (420px) for logo accommodation  
📸 Modern form styling with enhanced UX  
📸 Password visibility controls  
📸 Forgot password functionality  
📸 Mobile-optimized responsive layout

### 🎛️ Admin Dashboard Screenshots

#### Main Dashboard View

🖼️ Dashboard Overview:  
📸 Collapsible sidebar with BN Group branding  
📸 Statistics cards with gradient backgrounds  
📸 Interactive regional map (Leaflet integration)  
📸 Real-time complaint status distribution chart  
📸 Year toggle buttons (2024/2025) with active states  
📸 Professional color scheme throughout interface

#### All Complaints Management

🖼️ Complaints Table View:  
📸 Comprehensive data table with sorting capabilities  
📸 Inline priority editing with dropdown selectors  
📸 Status indicators with color coding  
📸 Export functionality with loading states  
📸 Advanced filtering sidebar  
📸 Mobile-responsive table design

#### Analytics Dashboard

🖼️ Analytics Visualizations:  
📸 Interactive Recharts pie charts with hover effects  
📸 TAT (Turnaround Time) analysis bar charts  
📸 Complaint type distribution with smart labeling  
📸 Regional map with accurate Gujarat/UP coordinates  
📸 Year-based filtering with instant updates  
📸 Professional chart color schemes

### 📊 ASM Dashboard Screenshots

#### ASM Home Interface

🖼️ ASM Dashboard Elements:  
📸 Regional statistics cards with professional styling  
📸 Notification bell with unread count badges  
📸 Mobile-friendly responsive design  
📸 Smooth navigation animations  
📸 Progress bars for complaint status tracking  
📸 Sound notification indicators

#### New Complaint Form

🖼️ Complaint Submission Form:  
📸 Multi-section form with progress indicators  
📸 Modern input field styling with icons  
📸 "Others" field expansion animations  
📸 File upload drag-and-drop areas  
📸 Date picker with future date prevention  
📸 Dynamic subcategory filtering  
📸 Form validation with visual feedback  
📸 Mobile-optimized input controls

#### Notification System

🖼️ Real-Time Notifications:  
📸 YouTube-style notification dropdown  
📸 Detailed complaint preview cards  
📸 Sound alert indicators  
📸 Unread count badges  
📸 Timestamp display for each notification  
📸 Mobile-friendly notification panel

### 🗺️ Map Visualization

#### Interactive Regional Map

🖼️ Map Features:  
📸 Leaflet map with OpenStreetMap tiles  
📸 Accurate coordinates for all three cities  
📸 Color-coded markers (Red/Green/Purple)  
📸 Interactive popups with complaint details  
📸 Zoom controls and responsive design  
📸 Legend overlay with regional statistics  
📸 Mobile touch-friendly interaction

### 📱 Interface Design

#### Modern UI Elements

🖼️ Design System:  
📸 Consistent gradient backgrounds  
📸 Glass morphism effects on cards  
📸 Smooth animations and transitions  
📸 Professional typography (Poppins font)  
📸 Responsive layouts for all screen sizes  
📸 Accessibility-compliant color contrasts  
📸 Loading states and skeleton screens  
📸 Professional business branding throughout

**📞 Support Contact Information**

🏢 **BN Group India IT Department**  
📧 **Email**: support@bngroupindia.com  
📞 **Phone**: +91-XXXX-XXXXXX  
🌐 **Website**: www.bngroupindia.com

*📋 This playbook is maintained by the BN Group IT Department and updated regularly to reflect system enhancements and user feedback.*

*🔒 For internal use only. Do not distribute outside BN Group India.*

🎯 Dedicated interface for field managers ```

1. **📝 Enter ASM Credentials**

* Option 1: asm / 123  
  Option 2: demo / demo

1. **📋 ASM Dashboard Access**

* ✅ Login redirects to ASM-specific dashboard  
  📊 Role-appropriate analytics and tools

**🖼️ Screenshot: ASM Login Interface**

[📸 SCREENSHOT PLACEHOLDER: ASM Login Page]  
- Consistent BN Group branding  
- Streamlined interface for field users  
- Quick access to complaint submission  
- Mobile-optimized design

## 🎛️ Admin Dashboard Guide

### 📊 Dashboard Overview

**🖼️ Screenshot: Admin Dashboard Main View**

[📸 SCREENSHOT PLACEHOLDER: Admin Dashboard]  
- Top navigation with profile and logout options  
- Collapsible sidebar with main menu items  
- Central content area with charts and statistics  
- Real-time data updates every 30 seconds

### 🧭 Navigation Structure

#### 📱 Sidebar Menu Components

1. **🏠 Dashboard** (Main Landing)
   * 📊 Complaint status overview charts
   * 🗺️ Interactive India map with regional markers
   * 📈 Area of concern analysis
   * 🔢 Real-time statistics display
2. **📋 All Complaints** (Complete Management)
   * 📝 Comprehensive complaint listing
   * 🔍 Advanced search and filtering
   * ⚡ Inline priority editing
   * 📤 Excel export functionality
3. **📈 Analytics** (Business Intelligence)
   * 🎯 Priority distribution visualizations
   * ⏱️ TAT (Turn Around Time) analysis
   * 🏭 Product-based breakdown charts
   * 🌍 Geographic complaint mapping
4. **⚙️ Settings** (System Configuration)
   * 👤 Personal profile management
   * 🔐 Password and security settings
   * 📧 Email configuration and testing

### 📊 Key Dashboard Widgets

#### 1. Complaint Status Distribution

**🖼️ Screenshot: Status Chart**

[📸 SCREENSHOT PLACEHOLDER: Complaint Status Chart]  
- Bar chart showing Open, Resolved, Closed complaints  
- Color-coded status indicators  
- Real-time count updates  
- Click-through to detailed views

#### 2. Regional India Map

**🖼️ Screenshot: Interactive Map**

[📸 SCREENSHOT PLACEHOLDER: India Map View]  
- Leaflet-powered interactive map  
- Markers for Mathura (UP), Agra (UP), Bhimasar (Gujarat)  
- Color-coded regional indicators  
- Popup details on marker click  
- Zoom controls and legend

#### 3. Area of Concern Analysis

**🖼️ Screenshot: Concern Analysis**

[📸 SCREENSHOT PLACEHOLDER: Area of Concern Chart]  
- Horizontal bar chart of complaint categories  
- Sorted by frequency (high to low)  
- Professional color scheme  
- Hover tooltips with details

## 📊 ASM Dashboard Guide

### 🎯 ASM Dashboard Features

**🖼️ Screenshot: ASM Dashboard Overview**

[📸 SCREENSHOT PLACEHOLDER: ASM Dashboard]  
- Simplified, task-focused interface  
- Quick complaint submission access  
- Regional statistics relevant to ASM territory  
- Notification bell with real-time updates

### 📝 New Complaint Submission

#### Step-by-Step Complaint Creation

1. **📋 Access Complaint Form**

* 🖱️ Click "New Complaint" in ASM sidebar  
  📄 Modern, progressive form interface loads

1. **📝 Fill Required Information**

* Customer Details:  
  - 🏢 Depo/Party Name (optional)  
  - 📧 Email Address (optional)  
  - 📞 Contact Number (optional)  
    
  Product Information:  
  - 🏭 Product Name (dropdown with "Others" option)  
  - 📍 Place of Supply (Mathura/Agra/Bhimasar)  
  - 📦 Area of Concern (predefined categories)  
    
  Complaint Details:  
  - 📝 Complaint Type (predefined options)  
  - 🗣️ Voice of Customer (detailed description)  
  - 📅 Complaint Date (auto-populated, editable)

1. **💾 Submit Complaint**

* ✅ Form validation ensures data quality  
  🚀 Automatic priority assignment (Medium by default)  
  📊 Immediate integration with dashboard analytics

**🖼️ Screenshot: ASM Complaint Form**

[📸 SCREENSHOT PLACEHOLDER: ASM Complaint Form]  
- Multi-section form with progress indicator  
- Modern UI with gradient backgrounds  
- Smart dropdown filtering (subcategories based on area of concern)  
- File upload area for supporting documents  
- Professional submit button with confirmation

### 🔔 Notification System

#### Real-time Updates

* **🔔 Bell Icon**: Shows unread notification count
* **📝 Dropdown List**: Displays recent complaint updates
* **🎵 Sound Alerts**: Audio notification for new activities
* **📱 Mobile Responsive**: Works on all device sizes

**🖼️ Screenshot: ASM Notifications**

[📸 SCREENSHOT PLACEHOLDER: Notification Dropdown]  
- YouTube-style notification interface  
- List of recent complaint activities  
- Timestamp and priority indicators  
- Mark as read functionality

## 📝 Complaint Management

### 📊 Complaint Lifecycle

graph LR  
 A[New] --> B[Open]  
 B --> C[In Progress]  
 C --> D[Resolved]  
 D --> E[Closed]  
   
 style A fill:#ffeb3b  
 style B fill:#2196f3  
 style C fill:#ff9800  
 style D fill:#4caf50  
 style E fill:#9e9e9e

### 🏷️ Priority System

| Priority | Response Time | Visual Indicator | Use Case |
| --- | --- | --- | --- |
| 🔴 **Critical** | 4 hours | Red badge | System failures, safety issues |
| 🟠 **High** | 24 hours | Orange badge | Major product defects |
| 🟡 **Medium** | 72 hours | Yellow badge | Standard complaints (default) |
| 🟢 **Low** | 1 week | Green badge | Minor issues, suggestions |

### 📋 Data Fields Reference

#### Customer Information

* **👤 Depo/Party Name**: Customer or business name
* **📧 Email**: Contact email address
* **📞 Contact Number**: Primary phone number

#### Product Details

* **🏭 Product Name**: From predefined list (Nutrica, Healthy Value, etc.)
* **📍 Place of Supply**: Regional classification
* **📦 Area of Concern**: Issue category

#### Complaint Specifics

* **📝 Complaint Type**: Nature of the issue
* **🗣️ Voice of Customer**: Detailed customer feedback
* **📅 Date**: When complaint was received
* **🏷️ Priority**: Assigned urgency level
* **📊 Status**: Current resolution stage

**🖼️ Screenshot: Complaint Detail View**

[📸 SCREENSHOT PLACEHOLDER: Complaint Details]  
- Comprehensive complaint information display  
- Editable fields with inline editing  
- Priority dropdown with instant updates  
- Status progression indicators  
- History tracking section

## 📈 Analytics & Reporting

### 📊 Dashboard Analytics

#### 1. Complaint Status Overview

* **📊 Chart Type**: Horizontal bar chart
* **📈 Data**: Distribution across Open, Resolved, Closed
* **🔄 Updates**: Real-time every 30 seconds
* **🎨 Colors**: Status-specific color coding

#### 2. Regional Distribution

* **🗺️ Visualization**: Interactive Leaflet map
* **📍 Locations**: Mathura (UP), Agra (UP), Bhimasar (Gujarat)
* **📊 Markers**: Size and color based on complaint count
* **ℹ️ Popups**: Detailed regional information

#### 3. Priority Analysis

* **🥧 Chart Type**: 3D pie chart
* **📊 Breakdown**: Critical, High, Medium, Low
* **🎯 Purpose**: Resource allocation insights

**🖼️ Screenshot: Analytics Dashboard**

[📸 SCREENSHOT PLACEHOLDER: Analytics Page]  
- Multiple chart types in organized layout  
- Interactive elements with hover effects  
- Professional color schemes  
- Export and email functionality

### 📤 Export Capabilities

#### Excel Export Features

1. **📋 All Complaints Export**

* 📊 30-column structure matching business template  
  📅 Date range filtering  
  🏷️ Status and priority filtering  
  📁 Automatic file naming with timestamps

1. **📈 Analytics Report Export**

* 📧 Email delivery to configured recipients  
  📊 Visual charts included in email  
  📈 Comprehensive statistics summary  
  ⏰ Daily automated reports at 9:00 AM

**🖼️ Screenshot: Export Interface**

[📸 SCREENSHOT PLACEHOLDER: Export Options]  
- Export button in All Complaints section  
- Filter options before export  
- Download progress indicator  
- Success confirmation message

## ⚙️ Settings & Configuration

### 👤 Profile Management

#### Admin Profile Settings

**🖼️ Screenshot: Admin Profile Settings**

[📸 SCREENSHOT PLACEHOLDER: Admin Profile Tab]  
- Modern three-tab layout (Profile, Security, Notifications)  
- Real-time profile completion progress  
- Enhanced form fields with icons  
- Gradient backgrounds and glass morphism effects

**Editable Profile Fields:** - **👤 First Name**: Personal first name - **👤 Last Name**: Personal last name  
- **📧 Email**: Contact email address - **📞 Phone**: Contact phone number

**Key Features:** - ✅ **Real-time Updates**: Changes reflect immediately in sidebar - 💾 **Persistent Storage**: Updates saved permanently to database - 🔒 **Validation**: Email domain validation - 🚫 **No Duplicates**: System updates existing user record

#### Security Settings

**🖼️ Screenshot: Security Tab**

[📸 SCREENSHOT PLACEHOLDER: Security Settings]  
- Password change interface  
- Current password verification  
- New password requirements display  
- Password strength indicators  
- Two-factor authentication options

**Security Features:** - 🔐 **Password Change**: Secure password update process - ✅ **Current Password Verification**: Required for changes - 📋 **Password Requirements**: Minimum 8 characters - 🔒 **Bcrypt Hashing**: Secure password storage

### 📧 Email Configuration

#### Daily Report Settings

**🖼️ Screenshot: Email Settings**

[📸 SCREENSHOT PLACEHOLDER: Email Configuration]  
- Report recipient email input  
- Test email functionality  
- Delivery schedule configuration  
- SMTP status indicators

**Email Features:** - 📅 **Daily Reports**: Automated delivery at 9:00 AM - 🧪 **Test Functionality**: Send test emails to verify setup - 📊 **Rich Content**: HTML emails with charts and statistics - ⚙️ **SMTP Integration**: Brevo SMTP service configuration

## 🔧 Troubleshooting Guide

### 🚨 Common Issues & Solutions

#### 1. Login Problems

**🔍 Symptoms:** - Cannot access with temp/temp credentials - Authentication failed messages - Login page doesn’t respond

**🛠️ Solutions:**

✅ Verify credentials are exactly: username "temp", password "temp"  
✅ Check caps lock and ensure lowercase username  
✅ Clear browser cache and cookies  
✅ Try different browser or incognito mode  
✅ Check internet connection stability

#### 2. Profile Data Not Loading

**🔍 Symptoms:** - Shows “Loading…” for extended period - Profile information appears blank - Sidebar doesn’t show user name

**🛠️ Solutions:**

✅ Refresh the page (F5 or Ctrl+R)  
✅ Check network connection  
✅ Wait for database connection to stabilize  
✅ Logout and login again  
✅ Clear browser cache if issue persists

#### 3. Export Not Working

**🔍 Symptoms:** - Excel download fails - Export button doesn’t respond - Empty or corrupted files

**🛠️ Solutions:**

✅ Check browser popup blocker settings  
✅ Ensure sufficient data exists to export  
✅ Try different browser  
✅ Verify download folder permissions  
✅ Check internet connection stability

#### 4. Maps Not Loading

**🔍 Symptoms:** - India map appears blank - Markers don’t show - Map tiles fail to load

**🛠️ Solutions:**

✅ Check internet connection  
✅ Refresh the page  
✅ Disable browser ad blockers temporarily  
✅ Try different browser  
✅ Check if Leaflet/OpenStreetMap services are accessible

### 📞 Error Codes & Meanings

| Error Code | Meaning | Action Required |
| --- | --- | --- |
| **500** | Internal Server Error | Check database connection, contact admin |
| **404** | Page Not Found | Verify URL path, check navigation |
| **401** | Unauthorized Access | Login again, check credentials |
| **403** | Forbidden | Check user permissions |
| **503** | Service Unavailable | Wait for service restoration |

## 📱 Screenshots & Workflows

### 🖼️ Complete Visual Guide

#### 📊 Admin Dashboard Workflow

[📸 SCREENSHOT PLACEHOLDER: Admin Login → Dashboard → Analytics Flow]  
1. Professional login interface with BN Group branding  
2. Dashboard overview with real-time statistics  
3. Interactive charts and maps  
4. Analytics page with detailed insights  
5. Settings and configuration options

#### 👨‍💼 ASM Workflow

[📸 SCREENSHOT PLACEHOLDER: ASM Login → Form → Submission Flow]  
1. ASM-specific login interface  
2. Simplified dashboard for field managers  
3. New complaint form with progressive sections  
4. Submission confirmation and tracking  
5. Notification system for updates

#### 📝 Complaint Management Workflow

[📸 SCREENSHOT PLACEHOLDER: Complaint Lifecycle Management]  
1. All Complaints list view with search/filter  
2. Individual complaint detail view  
3. Status update and priority editing  
4. History tracking and notes  
5. Export and reporting options

#### ⚙️ Settings Configuration Workflow

[📸 SCREENSHOT PLACEHOLDER: Settings Management Flow]  
1. Profile management with real-time updates  
2. Security settings and password changes  
3. Email configuration and testing  
4. System preferences and notifications

### 📋 Quick Reference Checklists

#### 🌅 Daily Startup Checklist

□ Access BN Support Desk application  
□ Login with appropriate credentials  
□ Verify dashboard loads correctly  
□ Check for any new notifications  
□ Review overnight complaint submissions  
□ Confirm email reports delivered (if applicable)

#### 📊 Weekly Review Checklist

□ Export complete complaint data  
□ Review analytics trends  
□ Check system performance metrics  
□ Verify backup procedures  
□ Update any changed processes  
□ Document issues and resolutions

#### 🔧 Maintenance Checklist

□ Test all login credentials  
□ Verify export functionality  
□ Check map loading and accuracy  
□ Test email configuration  
□ Review error logs  
□ Update documentation if needed

## 📞 Support & Contact Information

### 🆘 Getting Help

#### Technical Support Process

1. **📖 Check this Playbook**: Review troubleshooting section
2. **🔍 Review Application Logs**: Look for specific error messages
3. **🌐 Verify Connectivity**: Ensure database and network connections
4. **📧 Contact Support**: Reach out if issues persist

#### 📋 When Contacting Support, Provide:

* 🕒 **Date and Time**: When the issue occurred
* 👤 **User Account**: Which user account was affected
* 🖥️ **Browser Information**: Browser type and version
* 📱 **Device Details**: Operating system and device type
* 📝 **Error Messages**: Exact error text or screenshots
* 🔄 **Steps to Reproduce**: What actions led to the issue

### 🔄 System Updates & Maintenance

#### Update Schedule

* **🚀 Automatic Updates**: Development environment updates automatically
* **📅 Scheduled Maintenance**: Production updates scheduled with notice
* **🛠️ Emergency Fixes**: Critical issues addressed immediately
* **📋 Documentation Updates**: This playbook updated with each release

#### 📈 Feature Requests

To request new features or modifications: 1. **📝 Document the Requirement**: Detailed description of needed functionality 2. **💼 Business Justification**: Explain business value and impact 3. **🎨 Visual Examples**: Provide mockups or examples if applicable 4. **📊 Priority Level**: Indicate urgency and importance

### 🏆 BN Support Desk - Building Nation Through Excellence

**Complaint Management Made Simple, Efficient, and Powerful**

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*🏢 BN Group India IT Department*  
*📧 Contact: support@bngroupindia.com*