

## **Feature List for User Query Management System**

- **Comprehensive User Authentication:**
  - New users can sign up using email IDs.
  - Existing users can log in securely.
  - OAuth integration for enhanced security.
- **Password Management:**
  - 'Forgot Password' option for password recovery.
- **User Classification:**
  - Define multiple user roles - Member, Admin, Super Admin.
- **Rich User Profiles:**
  - Set profile pictures.
  - Add a personalized nickname.
  - Update details (e.g., secondary email, phone) privately.
- **Search and Retrieval Excellence:**
  - Robust search functionality for questions.
  - Display search results based on votes.
  - Auto-suggest similar questions during search.
- **Dynamic Question Posting:**
  - Post questions as public or private.
  - Auto-suggest similar questions during posting.
  - Automatically tag questions based on keywords.
- **Attachments Handling:**
  - Add attachments to questions and answers.
- **Intelligent Voting System:**
  - Users can vote for answers.
- **Flexible Question Visibility:**
  - Option to set questions as public or private.
  - Private inbox for storing confidential questions.
- **Smart Auto Suggestions:**
  - Auto-suggest similar questions during search and posting.

- **Auto Tagging for Efficiency:**
  - Automatically tag questions based on content.
- **Scalable Forum Structure:**
  - Efficient categorization with tags.
  - Admin-approved thread merging for duplicates.
  - Define categories and subcategories.
- **Frequently Asked Questions Repository:**
  - Create a repository for frequently asked questions and answers.
- **Proactive Email Notifications:**
  - Automated email notifications for query actions.
  - Notify users when queries are received, updated, or resolved.
- **Query Tracking for Users and Admins:**
  - Enable users to track query status and progress.
  - Admins can view query history, including resolution details.
- **Super Admin Oversight:**
  - Super Admins can track query assignment and resolution.
  - Queries auto-rank up over time.
- **Efficient Admin Features:**
  - Super Admins can assign specific questions to Admins.
  - Admins can close, hold by date, or abandon queries.