**Claude Breakdown: Chunk 8 — Frontend Layout, Mobile UX, and Desktop Controls**

**✅ Scope**

Define the UI structure for ClubOS V2 — prioritizing **mobile-first message interaction**, context-aware action panes, and a minimal desktop interface for admin oversight and SOP curation. Focused on efficiency, clarity, and operator speed.

**🔁 Cross-Referenced Corrections**

| **Early Plan** | **Final Decision** |
| --- | --- |
| Dashboard-first UI | ✅ Messaging is the homepage — dashboard is secondary |
| Separate UI per LLM | ✅ Single LLM interface — logic visible per message thread |
| No action controls defined | ✅ Context-aware swipe-up action panel (mobile) or sidebar (web) |
| All users shared view | ✅ Role-scoped visibility and controls per user |

**🔧 Dependencies**

* Next.js frontend deployed on Vercel
* Tailwind CSS UI framework
* React state for UI tab management + operator-specific state

**📋 Tasks**

**[8.1] Mobile-First Layout**

* Default view = **Message Inbox**
  + Chronological list of active threads
  + Badges: “Escalated”, “In Progress”, “Resolved”
  + Each entry includes:
    - Customer name / phone
    - Location + bay (if booking found)
    - Status icon
    - Last message preview

**[8.2] Thread View (Mobile)**

* Header:
  + Booking info (time, bay, location)
  + Thread status (ai\_resolved, escalated, etc.)
* Main area:
  + Message log (left: customer, right: AI/human)
  + AI suggestions appear as ghost replies or buttons
* Bottom:
  + Swipe-up **Action Panel** with dynamic buttons:
    - Reset TrackMan
    - Unlock door
    - Escalate to Slack
    - View linked SOP
    - Confirm refund

**[8.3] Desktop View (Admin + Ops)**

* Split-pane layout:
  + Left: thread list
  + Center: selected message + actions
  + Right: optional live context panel (status, actions taken, logs)
* Tab system:
  + Messages
  + Escalations
  + Knowledge
  + Logs
  + Settings
* Claude summaries / SOP merge prompts shown as sidebar modals

**[8.4] Role-Based View Control**

* UI components rendered conditionally based on role:
  + Operators see message + action panel
  + Admins see all tabs, including SOP tools
  + Tech sees system panel but not booking info
* Role config:

{

"role": "operator",

"visible\_tabs": ["Messages", "Escalations"],

"action\_permissions": ["reset", "unlock"]

}

**[8.5] Live Thread Summary & LLM Transparency**

Every thread shows:

* Actions AI took
* SOP used
* Claude comments (if triggered)
* “View Reasoning” toggle if LLM decision-making needs transparency

Prevents trust breakdown by surfacing logic chain when needed

**✅ Expected Behavior**

* Mobile interface is focused, efficient, and swipe-action based
* Desktop interface supports oversight, cleanup, and training
* Operators know what AI is doing, when, and why
* Admins can act without switching between systems
* Claude suggestions appear cleanly in knowledge dashboard tab

**Chunk 9: Notification Routing, Slack Escalation, and Role-Based Alerting**