⭐ ADMIN PANEL – Full Feature List (Complete SaaS System)

1️⃣ Dashboard Overview

Admin sees everything in one place:

- Total Users

- Active Users

- Companies Connected

- Active Connectors (online)

- Failed Sync Count

- Daily Sync Volume

- New Signups

- Revenue (Daily/Monthly)

- Ticket Status (Open/Closed/Pending)

- System Health (API, Connector, Sync Servers)

2️⃣ User Management

Admin can manage all users of the platform:

👤 User List

- View all users

- Search users

- Filter by plan (Free/Basic/Pro/Enterprise)

- View user profile

- View activity timeline

- View last login

- View assigned companies

🔧 User Controls

- Suspend user

- Delete user

- Upgrade/Downgrade plan

- Reset password or send password reset link

- Assign companies

- Enforce 2FA (optional)

3️⃣ Company Management

Admin can see all companies connected by users:

- Company list

- Company name & Tally ID

- Status (Connected / Offline / Error)

- Last sync time

- Sync frequency

- Number of vouchers synced

- Connector version used

Controls

- Force re-sync

- Download company logs

- Reset connector connection

- Disable a company

4️⃣ Connector Monitoring

Track Tally connector app usage in real time:

🟢 **Real-Time Status**

- Which connectors are online/offline

- OS version

- Tally version

- Connector version

- Network ping

- Company open/closed status

🔍 Error Events

- XML errors

- Port 9000 errors

- Connection failures

- Authentication failures

Admin Actions

- Push connector update

- Force connector restart

- Send message/notification to user

5️⃣ Billing & Subscription Management

Complete centralized subscription management:

Billing Dashboard

- Total revenue

- Monthly recurring revenue (MRR)

- Annual recurring revenue (ARR)

- Active subscriptions

- Expired subscriptions

- Failed transactions (auto-retry)

Pricing & Plans

- Create new subscription plans

- Modify limits (companies, vouchers, users)

- Manage add-ons (Banking, AI OCR, GST module)

User Billing Details

- Payment history

- Auto-renewal status

- Invoice list

- GST invoices

- Payment method

Admin Controls

- Manually activate/deactivate plan

- Apply promo codes

- Extend expiry

- Cancel subscription

6️⃣ Support & Ticket Management

Like Zendesk/Freshdesk inside your app:

Ticket Inbox

- New / Open / Pending / Resolved

- Filter by user, issue, priority

- Attach logs & screenshots

- Assign to support staff

Ticket Details

- Description

- Chat conversation

- System logs

- Connector diagnostic results

Admin Actions

- Reply

- Escalate

- Close ticket

- Add internal notes

7️⃣ AI Chatbot Management

Manage your AI support system:

Knowledge Base

- Upload documents (PDF, DOC, TXT)

- Add FAQs

- Add error codes & explanations

- Add troubleshooting guides

- Manage categories (Installation, Sync, GST, Banking)

AI Model Settings

- Toggle features (OCR, Bank AI, Chatbot)

- Update embeddings

- Train new responses

Chat Analytics

- Bot accuracy

- Success rate

- Human escalation %

- Most common questions

8️⃣ Banking Module Management

Admin sees bank usage:

- Number of bank statements uploaded

- Banks used (HDFC, ICICI, SBI, etc.)

- Auto-match success rate

- Reconciliation issues

- ML model accuracy (if using AI)

Admin Controls

- Fix ML mapping

- Re-train reconciliation model

- View unmatched entries

- Export bank reports

🔟 Document & OCR Management

Admin manages:

- Number of documents uploaded
- OCR success rate
- Failed extractions
- Manual correction queue

Controls

- Retrain OCR templates
- Correct extracted fields
- Add new document formats

🔟 Audit Logs & Activity Tracking

Track everything for security:

- Who logged in
- What actions were taken
- Connector sync logs
- API logs
- Login failures
- Data export logs

Admin can filter logs by:

- Date
- User
- Company
- Module

1️⃣1️⃣ Notifications & Communication

Admin can send:

- System-wide announcements

- Update notifications

- Maintenance messages

- Email alerts

- Push notifications to connector

- SMS/WhatsApp alerts (optional)

1️⃣2️⃣ Settings & Configuration

Control global platform settings:

- Sync interval (default)

- Max voucher sync

- Allowed file types

- AI settings

- Banking API keys

- Razorpay/Stripe API keys

- SMTP (email) settings

- WhatsApp API configuration

- Tally integration settings

1️⃣3️⃣ Role-Based Access (RBAC)

Admin can create roles for internal team:

- Super Admin

- Support Staff

- Developer

- Billing Team

- AI Team

- Read-Only Auditors

Each can have:

- View only / Edit / Delete permissions

- Access to specific modules

1️⃣4️⃣ Platform Analytics (Business-Level Dashboard)

Shows how your SaaS product is performing:

- Daily new users

- Daily active users (DAU)

- Monthly active users (MAU)

- Retention rate

- Churn rate

- Feature usage stats

- Sync volume trends

- Revenue forecasts

- Top clients

- Error hotspots

1️⃣5️⃣ Super Admin Tools

Only you (founder) can access:

- Full database backup

- Reset system cache

- Disable entire platform

- Disaster recovery mode

- Manage internal team accounts

- Feature flags (enable/disable modules globally)