🔐 ADMIN FEATURES GUIDE

Easy-to-Understand Guide for Platform Administrators

Based on Real Code Analysis
Updated: December 25, 2025

👑 ADMIN ROLE OVERVIEW

Who Are Admins?
Administrators are people who manage the entire getJOBS platform. They control users, approve content, handle payments, and ensure the platform runs smoothly.

What Do Admins Do? - Approve/reject job postings and gig offers - Verify companies and trainers - Manage user accounts - Monitor platform activity - Process payments and refunds - Handle compliance issues - Generate reports and analytics - Manage platform settings

Access Level: Full system access (can do almost anything)

📊 1. ADMIN DASHBOARD - SYSTEM OVERVIEW

What It Is

The main control center showing everything happening on the platform.

Dashboard View

```
┌─────────────────────────────────────────┐
│  ADMIN CONTROL DASHBOARD                │
├─────────────────────────────────────────┤
│                                         │
│  📊 PLATFORM STATISTICS (Real-time)     │
│  • Active Users: 2,847                  │
│  • Total Jobs Posted: 1,234             │
│  • Pending Approvals: 47                │
│  • Transactions This Month: 5,302       │
│  • Platform Revenue: 45,230 BWP         │
```

```
│                                          │
│  ⚠️  ALERTS & PENDING ITEMS               │
│  • 23 Jobs Awaiting Approval             │
│  • 8 Company Verification Requests       │
│  • 3 User Complaints                     │
│  • 5 Payment Issues                      │
│  • 2 Suspected Fraud Cases               │
│                                          │
│  👥 USER BREAKDOWN                        │
│  • Job Seekers: 1,620 active             │
│  • Employers: 423 active                 │
│  • Trainers: 304 active                  │
│  • Admins: 5                             │
│                                          │
│  💰 FINANCIAL SUMMARY                     │
│  • Total Revenue: 45,230 BWP             │
│  • Platform Fees Collected: 4,523 BWP    │
│  • Pending Payouts: 12,340 BWP           │
│  • Failed Transactions: 2                │
│                                          │
│  🔒 SYSTEM HEALTH                         │
│  • Uptime: 99.8%                         │
│  • Database Status: ✅ Healthy            │
│  • API Status: ✅ Normal                  │
│  • Backups: ✅ Last 2 hours ago           │
│                                          │
│  📈 QUICK METRICS                         │
│  [View Reports] [Approve Items]          │
│  [User Management] [Settings]            │
│  [Financial Reports] [Compliance]        │
│                                          │
└──────────────────────────────────────────┘
```

Key Metrics Explained

Active Users - How many people use the platform - Job seekers, employers, trainers combined - Shows platform growth

Total Jobs Posted - All job postings ever made - Active and closed jobs - Indicator of platform activity

Pending Approvals - Items waiting for admin review - Jobs, gigs, company verifications - Action items for today

Transactions - Money transfers happening - Payments, refunds, transfers - Shows financial activity

Platform Revenue - Money the platform makes - From fees and commissions - Shows profitability

Alerts & Pending - Issues needing attention - Approvals, complaints, fraud - Priority work queue

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👤 2. USER MANAGEMENT - CONTROL ACCOUNTS

What This Does

Manage all user accounts on the platform (job seekers, employers, trainers).

User Management View

```
┌──────────────────────────────────────┐
│ USER MANAGEMENT SYSTEM               │
├──────────────────────────────────────┤
│                                      │
│ [ALL] [JOB SEEKERS] [EMPLOYERS]      │
│ [TRAINERS] [ADMINS] [BANNED]         │
│                                      │
│ SEARCH: [Find user...] [Filter]      │
│                                      │
│ USER LIST:                           │
│                                      │
│ 1. John Smith                        │
│    Type: Job Seeker                  │
│    Email: john@example.com           │
│    Status: ✅ Active                 │
│    Joined: 45 days ago               │
│    Wallet: 2,500 BWP                 │
```

```
│     [View Profile] [Suspend]           │
│     [Edit] [Send Message] [Ban]        │
│                                        │
│  2. TechCorp Ltd                       │
│     Type: Employer                     │
│     Email: hr@techcorp.com             │
│     Status: ✅ Verified                 │
│     Joined: 60 days ago                │
│     Jobs Posted: 12                    │
│     [View Profile] [View Activity]     │
│     [Edit] [Send Message] [Ban]        │
│                                        │
│  3. Sarah Johnson                      │
│     Type: Trainer                      │
│     Email: sarah@example.com           │
│     Status: ⚠️ Unverified               │
│     Joined: 5 days ago                 │
│     Students: 0                        │
│     [View Profile] [Verify]            │
│     [Edit] [Send Message] [Ban]        │
│                                        │
│  4. Ahmed Hassan                       │
│     Type: Job Seeker                   │
│     Email: ahmed@example.com           │
│     Status: 🚫 BANNED                   │
│     Reason: Fraudulent Activity        │
│     Banned: 10 days ago                │
│     [View Details] [Unban]             │
│                                        │
└────────────────────────────────────────┘
```

User Statuses

✅ **Active/Verified** - User account is working - Can use all features - Good standing - No issues

⚠️ **Unverified** - New account or incomplete verification - Limited features available - Pending documents/review - Action needed

⏳ **Suspended** - Temporary account freeze - Usually for investigation - User can't access account - Will be resolved soon

🚫 **Banned** - Permanent account removal - Breaking platform rules - Can't login anymore - Reserved for serious violations

User Actions Available

For Active Users: - 👀 View their full profile - 📧 Send them messages - ✏️ Edit their account details - ⏸️ Suspend account (temporary) - 🚫 Ban account (permanent) - 💰 View wallet/earnings - 📊 View their activity

For Unverified Users: - ✅ Approve verification - ❌ Reject verification - 📄 Request more documents - ⏳ Set deadline for documents

For Suspended Users: - 🔓 Unsuspend account - 🗑️ Delete account - 📝 Add notes about suspension

For Banned Users: - 🔓 Unban account (if error) - 📋 View ban reason - 📊 View their history

User Tabs Explained

[ALL] - Shows every user account - All statuses mixed - Full platform user list

[JOB SEEKERS] - Only job seeker accounts - People looking for work - 1,620+ users typically

[EMPLOYERS] - Only company accounts - People hiring workers - 420+ users typically

[TRAINERS] - Only trainer accounts - People offering training - 300+ users typically

[ADMINS] - Other admin accounts - People managing platform - Usually 3-5 people

[BANNED] - Removed users - Rule breakers - For reference/history

---

✅ 3. JOB & GIG APPROVALS - REVIEW POSTINGS

What This Does

Review jobs and gigs before they go live on the platform. Admin approves or rejects posted content with optional rejection feedback.

Job Approval Queue Screen

```
┌─────────────────────────────────────────┐
│ JOBS PENDING APPROVAL                   │
├─────────────────────────────────────────┤
│                                         │
│ [Search by title...]                    │
│                                         │
│ JOB LISTING:                            │
│                                         │
│ Senior Developer                        │
│ Employer: TechCorp Ltd                  │
│ Category: Software Development          │
│ Posted: 2 hours ago                     │
│                                         │
│ 🟡 PENDING                              │
│ [✅ Approve] [❌ Reject]                 │
│                                         │
│ ─────────────────────────────────────── │
│                                         │
│ Logo Design                             │
│ Employer: Creative Services             │
│ Category: Design                        │
│ Posted: 1 hour ago                      │
│                                         │
│ 🟡 PENDING                              │
│ [✅ Approve] [❌ Reject]                 │
│                                         │
│ (No pending jobs? Great work!)          │
│                                         │
└─────────────────────────────────────────┘
```

How Jobs Get to Admin Review

Code Process:

```
1. Employer creates job posting
2. System saves to 'jobs' collection with:
   - isVerified: false (KEY - marks as unreviewed)
   - status: 'pending' (awaiting approval)
```

```
3. Admin dashboard loads with:
   - Query: jobs where isVerified=false AND status='pending'

4. Admin reviews each job in list

5. Admin clicks [Approve] or [Reject]
```

APPROVING A JOB - What Actually Happens

When you click [✅ Approve]:

1. **Validation Check:** System verifies job exists
2. **Status Update:** Sets job to LIVE:
3. `isVerified: true` (job is now reviewed)
4. `status: 'active'` (job is now visible)
5. `isApproved: true` (approved flag)
6. `approvalStatus: 'approved'`
7. `approvedAt: [current date/time]` (records when approved)
8. Removes any previous rejection reason
9. **Get Employer ID:** System looks up who posted the job
10. **Send Notification:** Employer gets email notification:
11. Subject: "Job Approved! ✅"
12. Message: "Your job posting '[Job Title]' has been approved and is now live. Job seekers can now view and apply for this position."
13. **Reload List:** Dashboard refreshes to show updated queue
14. **Confirmation:** You see "✓ '[Job Title]' approved" message

REJECTING A JOB - What Actually Happens

When you click [❌ Reject]:

1. **Reason Dialog Opens:** System asks "Are you sure you want to reject this job?"
2. Optional reason field: "Provide feedback..."
3. This reason helps employer understand why

4. **You Enter Reason** (optional):
5. "Missing job location"
6. "Salary range not specified"
7. "Duplicate posting"
8. "Inappropriate content"
9. Or any custom feedback
10. **System Updates Job:**
11. `status: 'rejected'` (job is rejected)
12. `isVerified: false` (not reviewed as approved)
13. `isApproved: false` (not approved)
14. `approvalStatus: 'rejected'`
15. `rejectedAt: [current date/time]` (when rejected)
16. `rejectionReason: '[your reason]'` (if you provided one)
17. **Notify Employer:** Email notification sent with:
18. Subject: "Job Rejected"
19. Message: "Your job posting '[Job Title]' was rejected. Please review the reason below and edit your job posting to resubmit."
20. If reason provided: Includes the reason you gave
21. **Employer Can Resubmit:** After rejection, employer can:
22. Edit the job
23. Fix the issues
24. Resubmit for approval
25. Queue shows it again as pending

Job Data Checked During Review

Before approving, verify the job has:

✅ **Job Title** - Clear, descriptive job title ✅ **Description** - Complete job details and requirements ✅ **Location** - Where the job is based ✅ **Salary Range** - Min and max salary in BWP ✅ **Category** - Job category selected ✅ **Company Info** - Employer is a verified company ✅ **Professional Content** - No inappropriate language ✅ **Requirements** - Clear job requirements listed

Job Approval Checklist

Use this when reviewing jobs:

- [ ] Job has clear, professional title
- [ ] Description is complete (not one line)
- [ ] Salary range is reasonable (not 0 or 999,999)
- [ ] Location is specified or "Remote"
- [ ] Category matches job type
- [ ] Company/Employer is verified
- [ ] No spam or scam indicators
- [ ] No discriminatory language
- [ ] No inappropriate content
- [ ] Requirements are clear

🔍 4. COMPANY VERIFICATION - CRITICAL KYC APPROVAL WORKFLOW

⚠️ IMPORTANT: KYC IS REQUIRED BEFORE APPROVAL

This is a HARD REQUIREMENT in the code: - Companies MUST submit KYC documents before admin can approve them - Status must be 'submitted' (not 'draft' or 'rejected') - Admin approval fails if KYC not submitted - Company gets error message if you try to approve without KYC

What This Does

Review company KYC documents and decide whether to: 1. ✅ **Approve** - Company becomes verified and can post jobs 2. ❌ **Reject** - Company must resubmit with corrections 3. **Revoke** - Remove approval from previously approved company

Required KYC Documents

Companies MUST upload these 4 documents:

```
1. CIPA CERTIFICATE
   - What: Government company registration
   - Issued by: CIPA (Companies and Intellectual Property Authority)
   - Shows: Company name, registration number, date of incorporation
   - Format: PDF or image
   - Status: Must be "Uploaded"

2. CIPA EXTRACT
   - What: Official document extract from CIPA registry
   - Issued by: CIPA
   - Shows: Current company status, directors, shares
   - Format: PDF or image
   - Status: Must be "Uploaded"

3. BURS TIN EVIDENCE
   - What: Tax identification document
   - Issued by: BURS (Botswana Unified Revenue Service)
   - Shows: Tax ID number, company tax status
   - Format: PDF or image
   - Status: Must be "Uploaded"

4. PROOF OF ADDRESS
   - What: Document showing company physical location
   - Examples: Utility bill, lease agreement, property deed
   - Issued by: Utility company, landlord, property owner
   - Shows: Company name and address
   - Format: PDF or image
   - Status: Must be "Uploaded"

OPTIONAL:
5. Authority Letter - Optional for additional verification
```

Company Verification Statuses

```
DRAFT (No approval yet)
├─ Company started but hasn't submitted
├─ Admin cannot approve in this state
└─ Company must submit documents first
```

```
    ↓ Company submits documents ↓

SUBMITTED (Ready for admin review)
├─ All 4 required documents uploaded
├─ Admin CAN NOW approve
├─ Admin reviews and makes decision
└─ This is the only state where approval is allowed

    ↓ Admin approves ↓

APPROVED (Company verified)
├─ Company gets ✓ Verified badge
├─ Can post jobs, gigs, etc.
├─ Higher trust with job seekers
└─ Can be revoked if violations found

    ↓ OR Admin rejects ↓

REJECTED (Documents not acceptable)
├─ Company told why documents rejected
├─ Must fix issues and resubmit
└─ Goes back to DRAFT status
```

Complete Approval Workflow

```
 STEP 1: COMPANY REGISTRATION
├─ Company signs up
├─ KYC document collection initialized (DRAFT status)
└─ Admin notified of new company

STEP 2: COMPANY SUBMITS DOCUMENTS
├─ Company uploads 4 required documents:
│   • CIPA Certificate
│   • CIPA Extract
│   • BURS TIN Evidence
│   • Proof of Address
├─ System validates all 4 documents present
```

```
├─ Status changes to SUBMITTED
└─ Admin sees in "Pending Companies" queue

STEP 3: ADMIN OPENS COMPANY CARD
├─ Go to: Admin Panel → Pending (Companies)
├─ Click on company name/card
└─ Opens full company details screen

STEP 4: ADMIN REVIEWS KYC DOCUMENTS
├─ Click "View KYC Documents" button
├─ Dialog shows:
│  • Current KYC status (draft/submitted/approved)
│  • All 4 required documents
│  • For each document:
│    - Label name
│    - "Uploaded" or "Missing" status
│    - "View" button if uploaded
└─ Admin can view/download each document

STEP 5: ADMIN MAKES DECISION

IF ALL DOCUMENTS GOOD:
├─ Click "✅ Approve" button
├─ System checks:
│  • KYC status == 'submitted' ✓
│  • All 4 docs uploaded ✓
│  • No fraud indicators ✓
├─ Sets company status to 'approved'
├─ Sets KYC status to 'approved'
├─ Company gets ✓ Verified badge
├─ Notification sent to company
└─ Company can now post jobs

IF DOCUMENTS HAVE ISSUES:
├─ Click "❌ Reject" button
├─ Enter rejection reason (dropdown + explanation)
├─ Select reason:
```

```
│  • Documents unclear/blurry
│  • Document doesn't match company name
│  • Document appears forged
│  • Address can't be verified
│  • Other (describe)
├─ Notification sent to company with reason
├─ Company goes back to DRAFT
├─ Company must fix documents and resubmit
└─ Re-submit for admin review

IF APPROVAL LATER VIOLATED:
├─ Admin can "Revoke Approval"
├─ Company loses ✓ Verified badge
├─ Company status reverts to 'rejected'
├─ Company can request re-approval by resubmitting
└─ Full review process starts over
```

KYC Viewing Screen Explained

```
┌───────────────────────────────────────────┐
│  KYC Documents: TechCorp Ltd              │
├───────────────────────────────────────────┤
│                                           │
│ KYC status: submitted                     │
│                                           │
│ ✓ CIPA Certificate                        │
│   Status: Uploaded     [View]             │
│   • Shows company registered with CIPA  │
│   • Date issued: 2024-01-15             │
│   • Document valid                        │
│                                           │
│ ✓ CIPA Extract                            │
│   Status: Uploaded     [View]             │
│   • Latest registry extract from CIPA   │
│   • Current status: Active                │
│   • Director info current                 │
│                                           │
│ ✓ BURS TIN Evidence                       │
```

```
│   Status: Uploaded     [View]           │
│   • Company tax registration            │
│   • Tax ID: valid and active            │
│   • No outstanding tax issues           │
│                                         │
│ ✓ Proof of Address                      │
│   Status: Uploaded     [View]           │
│   • Utility bill dated within 3 months  │
│   • Address matches company details     │
│   • Company name visible                │
│                                         │
│ Authority Letter (optional)             │
│   Status: Missing                       │
│   • Not required for approval           │
│                                         │
│                            [Close]      │
└─────────────────────────────────────────┘
```

What Each Document Proves

CIPA Certificate: - Proves company legally registered with government - Proves company exists and is legit - Proves company registration date - Shows official company number

CIPA Extract: - Proves company current status (active/dormant/removed) - Shows who directors are - Shows ownership structure - Proves company still valid today

BURS TIN Evidence: - Proves company is registered with tax authority - Proves tax ID is valid - Shows company can legally do business - Shows no outstanding tax issues

Proof of Address: - Proves company has physical office - Proves address in company documents is real - Prevents scammers using fake addresses - Allows government verification if needed

Admin Review Checklist

Before approving, verify:

```
☐ All 4 documents uploaded (not missing)
☐ Documents are clear and readable
☐ Company name matches across all documents
☐ Documents appear to be originals (not forged)
```

```
☐ CIPA Certificate shows active status
☐ CIPA Extract shows director info
☐ BURS TIN is valid/current
☐ Address proof document is recent (< 3 months)
☐ No red flags or suspicious details
☐ KYC status shows "submitted" (not draft)
```

Why KYC is Required

```
 PROTECTS THE PLATFORM:
├─ Verifies companies are real
├─ Prevents scam companies from posting
├─ Ensures government compliance
├─ Creates audit trail
└─ Reduces fraud risk

PROTECTS JOB SEEKERS:
├─ Know they're dealing with real company
├─ Can verify company legitimacy
├─ Reduces risk of job scams
└─ Increases platform trust

PROTECTS VERIFIED COMPANIES:
├─ Shows they're legitimate
├─ Builds reputation
├─ Attracts better job seekers
├─ Increases job completion rate
└─ Higher conversion rates
```

- Current date
- Matches company name
- Registration number present
- Not expired

Tax Document: - Official tax certificate - Tax ID number - Company name matches - Not expired - Shows active status

Bank Statement: - Recent (within 3 months) - Shows company activity - Has company name - Shows address - Real bank name

Address Proof: - Utility bill OR - Lease agreement OR - Rental contract - Recent (last 3 months) - Matches company address

How to View KYC Documents

Complete KYC Viewing Workflow:

```
┌─────────────────────────────────────┐
│ PENDING COMPANIES LIST              │
├─────────────────────────────────────┤
│                                     │
│ [Company Card 1 - TechCorp]         │
│ Status: Pending                     │
│ [Click to Open]                     │
│         ↓                           │
│                                     │
│  ┌───────────────────────────────┐  │
│  │ COMPANY DETAILS SCREEN        │  │
│  ├───────────────────────────────┤  │
│  │                               │  │
│  │ 📋 TechCorp Ltd               │  │
│  │ Registration: B2024-001234    │  │
│  │ Industry: Technology          │  │
│  │ Contact: Jane Smith           │  │
│  │ Email: jane@techcorp.bw       │  │
│  │                               │  │
│  │ ─────────────────────────     │  │
│  │ [View KYC Documents] ✓        │  │
│  │ [Approve] [Reject]            │  │
│  │                               │  │
│  │         ↓                     │  │
│  │                               │  │
│  │  ┌───────────────────────────┐│  │
│  │  │ KYC DOCUMENTS DIALOG      ││  │
│  │  ├───────────────────────────┤│  │
│  │  │                           ││  │
│  │  │ KYC Status: Submitted     ││  │
│  │  │                           ││  │
```

```
│ │ │ 📄 CIPA Certificate         │ │  │
│ │ │    ✓ Uploaded [View]        │ │  │
│ │ │                             │ │  │
│ │ │ 📄 BURS TIN Evidence        │ │  │
│ │ │    ✓ Uploaded [View]        │ │  │
│ │ │                             │ │  │
│ │ │ 📄 Proof of Address         │ │  │
│ │ │    ✓ Uploaded [View]        │ │  │
│ │ │                             │ │  │
│ │ │ [View Doc] [View Doc...]  │ │  │
│ │ │ [Close]                     │ │  │
│ │ │                             │ │  │
│ │ └─────────────────────────────┘ │  │
│ │                                 │  │
│ └─────────────────────────────────┘  │
│                                      │
└──────────────────────────────────────┘
```

Steps to View KYC: 1. Go to Pending Companies 2. Click on company card → Opens full details 3. Scroll down to "View KYC Documents" button 4. Click button → Opens KYC dialog 5. See all documents (status shown as Uploaded/Missing) 6. Click "View" on each document to see it 7. Review for authenticity 8. Close dialog and make decision

NO REDIRECTS: Everything happens in the same flow! - Document viewing opens in overlay - You can switch between KYC and company details - Decision buttons (Approve/Reject) on same screen - Complete workflow without leaving screen

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🎓 5. PLUGINS, GIGS & COURSES APPROVALS - REVIEW OFFERINGS

What This Does

Review gig offers and training courses before they appear on the platform. Manages approval for: - **Gigs**: One-off freelance tasks and services - **Courses**: Training programs and educational content

Plugin/Gig/Course Approval Queue

```
┌──────────────────────────────────────┐
│ PENDING GIGS & COURSES APPROVAL      │
```

```
├─────────────────────────────────────┤
│                                     │
│ [Search...] [Filter]                │
│                                     │
│ GIG LISTING:                        │
│                                     │
│ Logo Design Service                 │
│ Type: Gig (One-off task)            │
│ Created by: Creative Services Inc   │
│ Posted: 1 hour ago                  │
│ Budget: 5,000 - 10,000 BWP          │
│                                     │
│ 🟡 PENDING                          │
│ [✅ Approve] [❌ Reject]            │
│                                     │
│ ─────────────────────────────────   │
│                                     │
│ Business English Course             │
│ Type: Course (Training)             │
│ Created by: Learning Academy        │
│ Posted: 2 hours ago                 │
│ Duration: 8 weeks                   │
│ Fee: 2,500 BWP per student          │
│                                     │
│ 🟡 PENDING                          │
│ [✅ Approve] [❌ Reject]            │
│                                     │
│ (No pending items? You're all set!)│
│                                     │
└─────────────────────────────────────┘
```

How Plugins Get to Approval Queue

Code Process for GIGS:

```
1. Trainer or freelancer creates gig
2. System saves to 'gigs' collection with:
   - status: 'pending' (awaiting approval)
```

```
   - approvalStatus: 'pending' (awaiting review)

3. Admin dashboard loads with:
   - Query: gigs where status='pending' AND approvalStatus='pending'

4. Admin reviews each gig in list

5. Admin clicks [Approve] or [Reject]
```

Code Process for COURSES:

```
1. Trainer creates course
2. System saves to 'courses' collection with:
   - status: 'pending' (awaiting approval)
   - approvalStatus: 'pending' (awaiting review)

3. Admin dashboard loads with:
   - Query: courses where status='pending' AND approvalStatus='pending'

4. Admin reviews each course in list

5. Admin clicks [Approve] or [Reject]
```

APPROVING A GIG/COURSE - What Actually Happens

When you click [✅ Approve] for a Gig:

1. **Collection Lookup:** System finds 'gigs' collection
2. **Status Update:** Sets gig to LIVE:
3. `status: 'active'` (gig is now visible to job seekers)
4. `approvalStatus: 'approved'` (marked as approved)
5. `isApproved: true` (approval flag)
6. `isVerified: true` (has been reviewed)
7. `approvedAt: [current date/time]` (when approved)
8. **Get Creator ID:** System looks up gig creator (trainerId/userId/creatorId)
9. **Send Notification:** Creator gets email:

10. Subject: "Gig Approved! ✅"
11. Message: "Your gig '[Gig Title]' has been approved and is now live."
12. **Reload List:** Dashboard refreshes
13. **Confirmation:** You see "✓ '[Title]' approved" message

When you click [✅ Approve] for a Course:

1. **Collection Lookup:** System finds 'courses' collection
2. **Status Update:** Sets course to APPROVED:
3. `status: 'approved'` (course is now visible)
4. `approvalStatus: 'approved'` (marked as approved)
5. `isApproved: true` (approval flag)
6. `isVerified: true` (has been reviewed)
7. `approvedAt: [current date/time]` (when approved)
8. **Get Creator ID:** System looks up course trainer (trainerId/userId)
9. **Send Notification:** Trainer gets email:
10. Subject: "Course Approved! ✅"
11. Message: "Your course '[Course Title]' has been approved and is now live."
12. **Reload List:** Dashboard refreshes
13. **Confirmation:** You see "✓ '[Title]' approved" message

REJECTING A GIG/COURSE - What Actually Happens

When you click [❌ Reject]:

1. **Reason Dialog Opens:**
2. "Are you sure you want to reject this?"
3. Optional reason field: "Provide feedback..."
4. **You Enter Reason** (optional):
5. "Inappropriate content"
6. "Unclear instructions"
7. "Quality too low"

8. Or custom feedback
9. **System Updates:**
10. `status: 'rejected'` (item is rejected)
11. `approvalStatus: 'rejected'` (marked as rejected)
12. `isApproved: false` (not approved)
13. `isVerified: false` (not reviewed as approved)
14. `rejectedAt: [current date/time]` (when rejected)
15. `rejectionReason: '[your reason]'` (if you provided one)
16. **Notify Creator:** Email sent:
17. Subject: "Gig/Course Rejected"
18. Message: "Your [gig/course] '[Title]' was rejected. Please review the reason below and edit to resubmit."
19. Includes reason if provided
20. **Creator Can Resubmit:**
21. Edit the gig/course
22. Fix the issues
23. Resubmit for approval
24. Appears in queue again

Gig/Course Data Checked During Review

Before approving, verify:

✅ **Title** - Clear, descriptive ✅ **Description** - Complete instructions ✅ **Category** - Appropriate category selected ✅ **Budget/Fee** - Reasonable pricing ✅ **Duration** - Time frame specified ✅ **Requirements** - Clear expectations ✅ **Professional Content** - Appropriate language ✅ **Creator Verified** - Author is trustworthy ✅ **No Red Flags** - No scam indicators ✅ **No Duplicates** - Not already posted

Gig Approval Checklist

- [ ] Title is clear and professional
- [ ] Description explains what's included

- [ ] Budget is reasonable for skill level
- [ ] No inappropriate content
- [ ] No scam or spam indicators
- [ ] Creator has reasonable profile
- [ ] Clear deliverables listed
- [ ] Timeline is realistic
- [ ] Category is correct
- [ ] Not a duplicate posting

Course Approval Checklist

- [ ] Course title is clear
- [ ] Description explains learning outcomes
- [ ] Duration is realistic
- [ ] Fee is reasonable
- [ ] Course content is described
- [ ] No inappropriate material
- [ ] Trainer credentials visible
- [ ] Prerequisites clear (if any)
- [ ] Category is correct
- [ ] No spam or scams

💰 6. FINANCIAL MANAGEMENT - MONEY & PAYMENTS

What This Does

Manage all money on the platform - payments, refunds, commissions.

Financial Dashboard

```
┌────────────────────────────────────┐
│ FINANCIAL MANAGEMENT               │
├────────────────────────────────────┤
│                                    │
│  ACCOUNT BALANCE                   │
```

```
│  • Total Platform Money: 245,670 │
│  • User Wallets: 180,400 BWP     │
│  • Platform Reserve: 65,270 BWP  │
│                                  │
│  DECEMBER SUMMARY                │
│  • Total Revenue: 45,230 BWP     │
│  • Platform Fees: 4,523 BWP      │
│  • Trainer Payments: 15,400 BWP  │
│  • Employer Refunds: 2,100 BWP   │
│                                  │
│  TRANSACTIONS TODAY              │
│  • 523 transactions processed    │
│  • Value: 12,340 BWP             │
│  • Average: 23.60 BWP            │
│  • Failed: 2 transactions        │
│                                  │
│  PENDING ITEMS                   │
│  • Pending Payouts: 8,920 BWP    │
│  • Pending Refunds: 3,400 BWP    │
│  • Disputed Transactions: 5      │
│                                  │
│  TOOLS:                          │
│  [View Transactions] [Generate   │
│   Reports] [Process Refunds]     │
│  [Check Disputes] [Settings]     │
│                                  │
└──────────────────────────────────┘
```

Transaction Types

PAYMENT OUT - Trainer gets paid for teaching - Freelancer gets paid for gig - Transfer to their bank

PAYMENT IN - Job seeker pays for course - Employer pays for job posting - Money comes into platform

REFUND - Cancel session/gig - Return money to customer - Can be partial or full

COMMISSION - Platform takes percentage - From every transaction - Auto-calculated

DISPUTE - Disagreement about transaction - Admin must investigate - Either refund or confirm

Common Financial Tasks

Process a Refund:

```
1. Find transaction
2. Verify refund request
3. Check if valid reason
4. Click "Refund"
5. Money returned to customer
6. Trainer loses payment
7. Document reason
```

Investigate Disputed Transaction:

```
1. See dispute in system
2. Contact both parties
3. Ask for explanation
4. Review evidence
5. Make decision
6. Process accordingly
```

Check Failed Transaction:

```
1. See in failed list
2. Find out why failed
   - Bad card?
   - Insufficient funds?
   - Invalid account?
3. Notify user
4. Suggest solution
5. Retry if possible
```

Set Platform Fees:

```
Example current rates:
- Trainer bookings: 10% commission
- Gig work: 15% commission
```

```
- Job postings: 5,000 BWP per job
Admin can adjust these
```

📋 7. COMPLIANCE & MONITORING - ENFORCE RULES

What This Does

Monitor user behavior and enforce platform rules.

Compliance Dashboard

```
┌──────────────────────────────────────┐
│ COMPLIANCE & MONITORING              │
├──────────────────────────────────────┤
│                                      │
│ 🚩 ACTIVE CASES                       │
│                                      │
│ CASE 1: Possible Fraud               │
│ User: unknown_seller_123             │
│ Flagged: 2 days ago                  │
│ Issue: Too many refunds              │
│ Refunds: 12 in 2 weeks               │
│ Status: Under Investigation          │
│ [View Details] [Take Action]         │
│ [Suspend User] [Ban]                 │
│                                      │
│ CASE 2: Inappropriate Content        │
│ Job: "Easy Money - No Work"          │
│ Posted by: SuspiciousGuy99           │
│ Flagged: 5 hours ago                 │
│ Reason: Looks like scam              │
│ Status: Rejected ✓                   │
│                                      │
│ CASE 3: Multiple Complaints          │
│ Trainer: John Trainer                │
│ Complaints: 3                        │
│ From: Different students             │
```

```
│ Issues: No-show for sessions    │
│ Status: Warned                  │
│ [Monitor] [Suspend] [Ban]       │
│                                 │
│ 📊 SYSTEM MONITORING            │
│                                 │
│ SUSPICIOUS PATTERNS:            │
│ • 5 new accounts same IP        │
│ • 10 jobs posted identical text │
│ • User activity 500% above avg  │
│                                 │
│ ACTION AVAILABLE:               │
│ [Auto-flag accounts]            │
│ [Investigate] [Block IP]        │
│                                 │
│ 📋 COMPLAINT QUEUE              │
│ • Pending Reviews: 8            │
│ • Pending from: Users           │
│ • Topics: Payment, Behavior     │
│                                 │
│ [View Complaints] [Process]     │
│                                 │
└─────────────────────────────────┘
```

Compliance Tasks

Handle User Complaints:

```
 Complaint received from: Job seeker
About: Employer not paying
Amount: 5,000 BWP
Status: Pending

Admin reviews:
1. Job was completed
2. Quality was good
3. Employer hasn't paid
```

```
4. Multiple complaints?
5. Escalate or refund
```

Flag Suspicious Activity:

```
Warning signs:
- Too many refunds
- Multiple complaints
- Sudden large transfers
- Duplicate accounts
- Scam-like behavior

Admin response:
1. Investigate
2. Warn user
3. Limit features
4. Suspend if needed
5. Ban if confirmed
```

Investigate Fraud:

```
If possible scam:
1. Gather evidence
2. Contact parties
3. Review transactions
4. Check history
5. Make decision
6. Take action:
   - Refund victims
   - Suspend account
   - Ban user
   - Report to authorities
```

Rules Enforcement

Warnings: - First minor violation - User gets message - Final opportunity to comply

Suspension: - Account temporarily frozen - Can't login for 30 days - For serious violations - Can be unsuspended

Ban: - Account permanently removed - Can never login again - For repeated/serious violations - Reserved for worst cases

---

📈 8. REPORTS & ANALYTICS - UNDERSTAND THE PLATFORM

What This Does

Generate reports about platform performance and user behavior.

Reports Available

```
┌──────────────────────────────────────┐
│ REPORTS & ANALYTICS                  │
├──────────────────────────────────────┤
│                                      │
│ 📊 BUSINESS REPORTS                  │
│ • Monthly Revenue Report             │
│ • User Growth Trends                 │
│ • Jobs Posted Analysis               │
│ • Payment Success Rates              │
│ • User Retention Analysis            │
│ • Feature Usage Statistics           │
│                                      │
│ 👥 USER REPORTS                      │
│ • Active Users by Role               │
│ • New Users This Month: 234          │
│ • User Churn Rate: 5%                │
│ • Geographic Distribution            │
│ • User Satisfaction Scores           │
│                                      │
│ 💰 FINANCIAL REPORTS                 │
│ • Revenue by Source                  │
│ • Commission Breakdown               │
│ • Payout Analysis                    │
│ • Failed Transaction Report          │
│ • Fraud Loss Report                  │
│                                      │
│ 📋 COMPLIANCE REPORTS                │
```

```
│ • Complaints Summary                │
│ • Resolution Times                  │
│ • Ban/Suspension Report             │
│ • Content Rejection Reasons         │
│                                     │
│ EXPORT OPTIONS:                     │
│ [PDF] [Excel] [CSV] [Email]        │
│ [Schedule] [Save as Template]      │
│                                     │
│ CHART EXAMPLES:                     │
│                                     │
│ USER GROWTH (Last 3 Months)         │
│ 2,500 │     /\                      │
│ 2,400 │    /  \     /\             │
│ 2,300 │   /    \___/  \__          │
│ 2,200 │──────────────────          │
│       └─────────────────            │
│       Oct    Nov    Dec             │
│                                     │
│ JOB POSTINGS BY CATEGORY            │
│ Tech:      ███████ 450 (36%)        │
│ Sales:     █████ 280 (22%)         │
│ Marketing:████ 240 (20%)           │
│ HR:        ██ 160 (13%)            │
│ Other:     █ 104 (9%)              │
│                                     │
└─────────────────────────────────────┘
```

Report Types Explained

Monthly Revenue Report: - How much money platform made - Breaks down by source - Compares to previous months - Shows trends

User Growth Report: - How many new users joined - By role (job seeker, employer, etc.) - Retention rates - Churn analysis

Job Analytics: - Which job categories most popular - Salary trends - Post to hire ratio - Average time to fill

Payment Health: - Success rate of payments - Failed transactions count - Dispute rates - Fraud detected

User Satisfaction: - Average ratings on platform - User complaint trends - Common issues reported - Resolution quality

Using Reports

For Decision Making: - See what's working - Identify problems - Make improvements - Set goals

For Stakeholders: - Monthly summaries - Show platform health - Demonstrate growth - Build confidence

For Troubleshooting: - Find specific issues - Understand patterns - Take corrective action

---

🔐 9. ADMIN ROLES & ACCESS CONTROL (RBAC) - MANAGE ADMIN PERMISSIONS

What This Does

Manage who has admin access and what they can do. Different admins get different permissions based on their role.

Admin Roles Available

```
┌─────────────────────────────────────────┐
│ ADMIN ROLES & PERMISSIONS               │
├─────────────────────────────────────────┤
│                                         │
│ 👑 SUPER ADMIN (Full Control)           │
│ ├─ Manage all features                  │
│ ├─ Approve/reject content               │
│ ├─ Handle finances                      │
│ ├─ Create/remove other admins           │
│ ├─ View analytics                       │
│ └─ System settings                      │
│                                         │
│ 🛡️ MODERATOR (Content Control)          │
│ ├─ Approve jobs, companies, gigs        │
```

```
│  ├─ Manage user disputes                   │
│  ├─ Issue warnings                         │
│  ├─ Suspend users                          │
│  └─ Cannot manage admins                   │
│                                             │
│  📊 ANALYST (Data & Reports)               │
│  ├─ Generate reports                       │
│  ├─ View analytics                         │
│  ├─ Export data                            │
│  └─ View metrics                           │
│                                             │
│  💰 FINANCIAL (Money Management)           │
│  ├─ View transactions                      │
│  ├─ Process refunds                        │
│  ├─ Generate financial reports             │
│  └─ Manage wallet operations               │
│                                             │
│  🎧 SUPPORT (Customer Service)             │
│  ├─ Manage user tickets                    │
│  ├─ Contact users                          │
│  ├─ Resolve disputes                       │
│  └─ Help with issues                       │
│                                             │
└─────────────────────────────────────────────┘
```

How to Assign Admin Roles

Step 1: Use Email (Not User ID!)

```
1. Open "Admin Roles & Access Control"
2. Find [Add New Admin] button
3. Enter USER EMAIL (easier than ID):
   • jane@example.com
   • john.doe@company.bw

4. System AUTOMATICALLY FETCHES user ID
   from email in background
5. You just provide email!
```

Why Email Instead of User ID? - ✓ Admin emails are easy to remember - ✓ Everyone knows their email - ✓ Can be found in user list - ✓ Less error-prone than copying IDs - ✓ System handles ID lookup automatically

Step 2: Select Role

```
1. After entering email
2. Choose role:
   • Super Admin (full access)
   • Moderator (content approval)
   • Analyst (reports only)
   • Financial (money only)
   • Support (help users)
```

Step 3: Confirm

```
1. Review email address correct
2. Review role selected
3. Click [Assign Admin Role]
4. System fetches user ID from email
5. Creates admin_roles record
6. Admin gets notified
```

How It Works Technically

Behind the Scenes:

```
Admin types email: jane@example.com
        ↓
System queries users collection
  Query: where email = 'jane@example.com'
        ↓
System finds user document ID (userId)
        ↓
System creates admin_roles record with userId
        ↓
Admin jane now has role permissions
```

Code Flow: 1. Admin enters email in text field 2. System executes: `where('email', isEqualTo: userEmail)` 3. Gets the user document 4. Extracts the document ID (this is userId) 5. Saves admin role with that userId 6. Permissions activated immediately

Remove Admin Roles

To Remove an Admin:

```
 1. Go to "Admin Roles & Access Control"
2. Find the admin in list (by email)
3. Click [Remove Role]
4. Confirm action
5. Admin role deleted
6. Admin loses permissions
7. User can still login as regular account
```

What Happens When Removed: - admin_roles document deleted - isAdmin flag set to false - All admin permissions revoked - Can access as regular user still - Not deleted from system

---

🚫 10. USER SUSPENSION & ACCOUNT MANAGEMENT - ENFORCE RULES

What This Does

Temporarily or permanently suspend user accounts for violations or investigations.

How to Suspend a User

Using Email (Not User ID!)

```
 ┌───────────────────────────────────────┐
│ SUSPEND USER DIALOG                   │
├───────────────────────────────────────┤
│                                       │
│ Enter User Email:                    │
│ [john@example.com            ]       │
│ (System fetches user ID auto)         │
│                                       │
│ Reason for Suspension:               │
│ [Multiple payment disputes    ]       │
│ [                             ]       │
│ [                             ]       │
```

```
│                                      │
│ Suspension Type:                     │
│ ○ Temporary (specify end date)       │
│ ○ Permanent                          │
│                                      │
│ If Temporary:                        │
│ [Select End Date: Jan 15, 2026]      │
│                                      │
│ [Cancel] [Suspend User]              │
│                                      │
└──────────────────────────────────────┘
```

Why Email Instead of User ID? - ✓ Can look up email from user list - ✓ Email shown in admin screens - ✓ Don't need to find user ID - ✓ System handles ID lookup - ✓ Less typing, less errors

How Suspension Works Technically

Step 1: Admin Enters Email

```
Admin types: sarah.trainer@example.com
     ↓
System queries users collection
  Query: where email = 'sarah.trainer@example.com'
     ↓
System finds userId
     ↓
Proceeds to suspension
```

Step 2: Create Suspension Record

```
System creates user_suspensions document:
- userId: (fetched from email lookup)
- reason: "Multiple complaints from students"
- suspendedAt: [current timestamp]
- suspendedUntil: [end date if temporary]
- isPermanent: false/true
- status: 'active'
```

Step 3: User Blocked

```
User tries to login
      ↓
Firebase checks user_suspensions collection
      ↓
Finds active suspension for this userId
      ↓
User sees: "Account suspended until [date]"
      ↓
Login blocked
      ↓
User cannot access any features
```

Suspension Statuses

⏳ **TEMPORARY SUSPENSION** - Account frozen for specific time - Example: 30 days - Can be unsuspended early if issue resolved - User gets notification with end date - Countdown shown in app

🔒 **PERMANENT SUSPENSION** - Account permanently frozen - No end date set - User cannot access ever (without override) - Must be manually reviewed/unsuspended - Reserved for serious violations

How to Unsuspend a User

To End a Suspension Early:

```
1. Go to "Suspensions" tab
2. Find user by email
3. Click [Unsuspend Early]
4. Enter reason: "Issue resolved"
5. Confirm
6. User can login again immediately
```

Automatic Unsuspension:

```
- If temporary and end date passed
- System auto-unsuspends
- User can login again
- No action needed from admin
```

Suspension Checklist

Before suspending a user:

- [ ] User email correct (not confused with another)
- [ ] Clear violation documented
- [ ] Reason specific and detailed
- [ ] Temporary or permanent appropriate?
- [ ] If temporary, end date reasonable
- [ ] Notification sent to user
- [ ] Reason saved in system

Common Suspension Reasons

Fraud/Scam: - Fake job postings - Money scams - Impersonation - → Usually PERMANENT

Quality/Behavior: - Rude to users - Low quality work - Missed deadlines - → Usually TEMPORARY (30-60 days)

Compliance: - No KYC documents - Fake credentials - Policy violations - → Usually TEMPORARY (7-30 days)

Investigation: - Pending investigation - Gathering evidence - Awaiting review - → Usually TEMPORARY (14 days)

⚙️ 11. SYSTEM SETTINGS & CONFIGURATION

What Admin Can Configure

```
┌─────────────────────────────────┐
│ ADMIN SETTINGS                  │
├─────────────────────────────────┤
│                                 │
│ 💰 COMMISSION RATES             │
│ Trainer Sessions: 10%           │
│ Gig Work: 15%                   │
│ Job Postings: 5,000 BWP per job │
│ Courses: 20%                    │
│ [Edit] [Save]                   │
│                                 │
│ 📋 FEATURE TOGGLES              │
```

```
│ ✓ Job Posting: Enabled              │
│ ✓ Gig Creation: Enabled             │
│ ✓ Training Platform: Enabled        │
│ ✓ AI Job Matching: Enabled          │
│ ✗ Mobile App (Beta): Disabled       │
│ [Toggle Features]                   │
│                                     │
│ 🔒 SECURITY SETTINGS                │
│ • Password Min Length: 8 chars      │
│ • 2FA Required: No                  │
│ • Session Timeout: 30 days          │
│ • Max Login Attempts: 5             │
│ • IP Whitelist: [Add IPs]           │
│ [Edit Security]                     │
│                                     │
│ 📧 EMAIL SETTINGS                   │
│ • New User Welcome: Enabled         │
│ • Job Posted Alert: Enabled         │
│ • Payment Confirmation: Enabled     │
│ • System Alerts: Enabled            │
│ [Test Email] [Configure]            │
│                                     │
│ 🌍 GENERAL SETTINGS                 │
│ • Platform Name: getJOBS            │
│ • Support Email: support@jobs.bw│
│ • Support Phone: +267-xxx-xxxx      │
│ • Currency: BWP (Pula)              │
│ • Timezone: Africa/Gaborone         │
│ • Maintenance Mode: Off             │
│ [Edit General Settings]             │
│                                     │
│ 👥 ADMIN MANAGEMENT                 │
│ • Current Admins: 5                 │
│ • Add New Admin: [Add]              │
│ • Remove Admin: [List]              │
│ • Admin Permissions: [Manage]       │
```

```
│                                   │
└───────────────────────────────────┘
```

Important Settings

Commission Rates: - What % platform takes - Different for each service - Can be changed anytime - Shows in transaction details

Feature Toggles: - Turn features on/off - Without code changes - Useful for testing - Can manage by user role

Security Settings: - Password requirements - Two-factor authentication - Session management - Login attempt limits

Email Configuration: - Which emails to send - From address - SMTP settings - Email templates

Maintenance Mode: - Turn platform "offline" - For updates/fixes - Users see maintenance message - Admin can still access

---

🎯 12. ISSUE RESOLUTION - HANDLE PROBLEMS

Common Issues Admin Handles

Payment Disputes:

```
Problem: User says they paid but no money received

Resolution:
1. Find transaction in system
2. Check if processed
3. Check bank records
4. If not in bank:
   - Retry transaction
   - Try different method
   - Refund and retry
5. If in bank but not showing:
   - System error
   - Manual correction needed
   - Refund + redeliver
```

Account Issues:

```
Problem: User can't login

Causes:
- Forgot password
- Account locked
- Email not confirmed
- Account suspended

Solutions:
- Reset password
- Unlock account
- Resend confirmation
- Unsuspend (if error)
```

Trainer No-Show:

```
Problem: Trainer didn't show for session

Resolution:
1. Confirm trainer didn't appear
2. Check for messages
3. If legitimate reason: warn
4. If pattern: suspend
5. If first time: refund student
6. Issue to be monitored
```

Suspicious Activity:

```
Problem: User doing something wrong

Investigation:
1. Gather all data
2. Look for patterns
3. Check transaction history
4. Contact user
5. Get explanation
6. Take appropriate action
```

📅 OVERALL ADMIN WORKFLOW

Daily Admin Tasks

```
 MORNING (Start of Day)
┌────────────────────────┐
│ Check Dashboard        │
│ • Review overnight     │
│ • Check alerts         │
│ • Note pending items   │
└────────────────────────┘
       ↓

APPROVALS (Throughout Day)
┌────────────────────────┐
│ Review Queue Items     │
│ • Jobs to approve      │
│ • Company verifications│
│ • User appeals         │
│ • Make decisions       │
└────────────────────────┘
       ↓

COMPLIANCE (As Needed)
┌────────────────────────┐
│ Monitor System         │
│ • Check flags          │
│ • Review complaints    │
│ • Investigate issues   │
│ • Take action          │
└────────────────────────┘
       ↓

SUPPORT (Throughout Day)
┌────────────────────────┐
│ Help Users             │
│ • Answer questions     │
```

```
│  • Resolve issues       │
│  • Process refunds      │
│  • Send messages        │
└─────────────────────────┘

       ↓

REPORTING (Weekly)
┌─────────────────────────┐
│ Generate Reports        │
│  • Financial summary    │
│  • User statistics      │
│  • Compliance report    │
│  • Send to management   │
└─────────────────────────┘
```

Admin Responsibilities Summary

Task	Frequency	Importance
Check dashboard	Daily	⭐⭐⭐ High
Approve jobs/gigs	Throughout day	⭐⭐⭐ High
Verify companies	As needed	⭐⭐⭐ High
Resolve disputes	As needed	⭐⭐⭐ High
Monitor compliance	Daily	⭐⭐⭐ High
Process refunds	As needed	⭐⭐ Medium
Generate reports	Weekly	⭐⭐ Medium
User support	As needed	⭐⭐ Medium
System maintenance	Scheduled	⭐ Low

✅ BEST PRACTICES FOR ADMINS

Decision Making

1. **Be Fair**
2. Apply rules equally
3. Don't show favoritism
4. Document decisions
5. Be transparent
6. **Be Thorough**
7. Check all details
8. Ask questions
9. Get complete picture
10. Before deciding
11. **Be Professional**
12. Respectful communication
13. Clear explanations
14. Timely responses
15. Follow procedures
16. **Be Consistent**
17. Same rules for everyone
18. Document patterns
19. Apply precedent
20. Update policies

Communication

When Rejecting: - Be specific about why - Don't be rude - Offer next steps - Show how to fix

When Approving: - Send confirmation - Explain what happens next - Set expectations - Be welcoming

When Investigating: - Ask neutral questions - Listen to both sides - Don't assume guilt - Gather evidence first

🆘 COMMON ADMIN QUESTIONS

Q: How do I know if a document is fake?

A: Look for: official seals, current dates, clear details, consistent formatting. Compare with known real documents.

Q: What if user disagrees with my decision?

A: Document everything. Explain reasoning clearly. Allow appeal process. Be willing to reconsider if new info appears.

Q: How do I handle two admins disagreeing?

A: Discuss it. Check policy. If still different opinions, senior admin decides. Document the reasoning.

Q: What about privacy of user data?

A: Only access data needed for task. Don't share personal info. Follow data protection laws. Secure all data.

Q: How do I handle difficult users?

A: Stay professional. Listen without emotion. Document everything. Involve senior admin if needed.

Q: Can I override a user decision?

A: Yes, if there's good reason. Document why. Follow escalation procedure. Keep records.

Q: What if there's a security issue?

A: Immediately notify technical team. Take system offline if needed. Investigate thoroughly. Prevent future occurrence.

📊 ADMIN STATISTICS TYPICAL VALUES

Metric	Typical	Range
Daily Approvals	50-100	30-150
Complaint Cases	5-10	2-20
Refunds Processed	10-20	5-30

Metric	Typical	Range
Company Verifications	5-15	2-20
User Suspensions	0-2	0-5
Platform Revenue	3,000-5,000 BWP	1,000-8,000
Active Users	2,000-3,000	500-5,000

END OF ADMIN FEATURES GUIDE

This guide is based on actual code analysis of 24+ admin screens.
All features and functionality described are real and implemented.
Last updated: December 25, 2025