Master Admin(Inframedtech)

Login

Need to login with

correct username

and password

Render to the

Dashboard

Success

Fail

Inframetech master

dashboard have

features as shown

Customer service

master

Field engineer

master

Client master admin

resources master

Manager master

Manages all masters

profile with userids

and password

# Machine creation process

Customer service master able to

create the machine

After login the respective user will be able

to create the machine with respective

details. When machine created the by

default machine will not activated

Machine active and

deactivation will be done in

the site

## Site or Location creation process

Customer service master able to

create the Location or site

When respective user will be going

to create the site or location, user will

be able to allocate the machine and

client with together. Also, user will

assign a site to the fieldengineer

When location or site will be created

by the user then by default site is not

activated, where site will be activated

by the field engineer.

If user want to deactivate the site

customer service master able to

deactivate the site

When Field engineer login then

respective field engineer will able

to manage site settings

Field engineer will be able to

view the all sites which allocated

to self

In site setting master, respective field engineer will be

able to manage the site details. If site is created by

the customer service master which is not activated,

that site will be activate by passing or allocating

details to the site by field engineer.

Field engineer will be activate site

when site is ready to installed on the

respective location. Also, field

engineer will be create a password

to installed on location

When site activated by field engineer

then field engineer will be able to

installed the site on the machine with

respective details. Also, field engineer

able to set the username and

password for first time at installation

time

## Complaint status manage

Customer service master,

manager, field engineer

The respective user will be able to

manage the all complaints under

their client and machine or site.

Field engineer will be able to

manage the all complaints which is

raised from the respective site

When field engineer view the site

complaint, the respective user will be

able to update the complaint status.

Complaint status will be able to

raised by the client or site

## AMC manage

AMC details will be includes the like.,

AMC manage features will be Renewed date, Expired date, Due includes the all site AMC details date and the status of AMC with respective site