Rayied Application Documentation

Overview:

Rayied Application is a comprehensive digital solution, **available as both a mobile application and a web platform**, designed to centralize compliance management and user assistance **across multiple distinct projects**. The system features a hybrid support model that combines a searchable **Article Section (Knowledge Base)** for self-resolution with immediate access to **Direct Customer Support**. This ensures that unique workflows, regulatory documents, and communication channels are customized and managed efficiently for each specific project within a single unified environment..

Core Value:

The platform optimizes operational efficiency by offering users a choice in how they resolve issues. Users can browse the content library to independently troubleshoot common problems, or utilize the **direct support interface**—featuring text, voice, and media messaging—to instantly connect with an agent for complex inquiries. This dual approach empowers users with information while guaranteeing that personalized, human assistance is always available when needed.

User Flows & Interactions:

This section outlines common user interactions and pathways within the application.

Login & Registration:

The Login page serves as the secure gateway to the application, ensuring that only authorized personnel can access compliance data and support channels. It features a dual-authentication system designed to offer flexibility between seamless integration with ANA Registration and standard credential access via Phone/Password.

Home Dashboard:

acts as the **centralized operational center** for the application, ensuring immediate access to support services and system tools after a user signs in. Designed for clarity and efficiency, this interface consolidates project workflows, real-time status monitoring, and diagnostic utilities into a unified view. Users navigate seven key modules from this screen to manage their specific compliance and support requirements.

Project Selection Interface:

This component serves as the primary navigation grid, displaying distinct cards for each project or service available to the user. Selecting a specific product card directs the user to a dedicated environment tailored to that service. Within this workspace, the user is presented with two actionable pathways: **"Create Issue"** for initiating direct support tickets, or **"Read FAQ"** for accessing the self-service knowledge base.

Notification Center:

Located prominently at the top of the interface, this feature collects and displays important alerts. It ensures users do not miss critical updates, such as responses from the support team, system announcements, or changes to their compliance status.

Refresh Control:

To ensure the dashboard displays the most current information, a dedicated refresh function is available. This action forces the application to re-sync with the server, updating the status of tickets and content cards immediately.

Internet Speed Test:

This integrated diagnostic tool allows users to verify their network connection quality directly within the app. It provides a quick way to ensure connectivity is sufficient for voice calls or uploading large documents before engaging with support.

Issue Status Monitor:

A dynamic status card is displayed on the home screen to provide "at-a-glance" tracking. It highlights the current state of active support tickets (e.g., Pending, In Progress, or Action Required), allowing users to track progress without navigating deep into the application.

Activity History:

A comprehensive log of support interactions. Each record identifies the **associated Product** and displays the current **Ticket Status** (e.g., Open or Closed), enabling users to efficiently track progress and review past resolutions.

Main Menu:

The Global Menu button opens a side navigation panel or overlay. It contains general application settings, profile management tools, and secure logout options, serving as the utility control for the account.

Administration & Management Rayied Portal

Overview:

The Administration & Management Portal serves as the centralized control center for the entire Rayied ecosystem. Designed for operational oversight, this web-based platform empowers administrators to manage user lifecycles, configure project-specific content, and monitor the real-time flow of support tickets. It ensures consistent service delivery and strict compliance adherence across all managed products and brands.

Company Management:

This module facilitates the full lifecycle management of corporate profiles, empowering administrators to modify assigned **Account Types** and toggle the entity's operational **Status** (Enabled/Disabled) to selectively control its visibility and access across the platform.

Apps Management:

This module oversees the application inventory and hierarchy, allowing administrators to assign Apps to parent **Companies**, modify configuration types, and utilize **Status** controls (Enabled/Disabled) to instantly activate or suspend application availability.

Headlines Management:

This module functions as a specialized knowledge repository (similar to an FAQ system), empowering administrators to author and publish structured articles—comprising a **Title** and **Description**—that provide users with immediate answers and self-service guidance directly within the client application.

Issue Management

Overview:

This central operational hub governs the entire lifecycle of support tickets, from initial definition and data collection to real-time resolution tracking and origin analysis.

1. **Issue Categories**

   This module establishes the **top-level hierarchy** of the support ecosystem, defining broad functional domains (e.g., "Balance") that serve as **parent containers** for specific inquiries. By structuring requests at this highest level, the system ensures a logical user journey, prompting customers to identify the general scope of their problem before drilling down into detailed issues.

2. **Issues (Ticket Management)**

   This module utilizes an integrated **Visual Diagram Builder** to construct the support hierarchy. Administrators can graphically map out the flow of **Issues and nested Sub-Issues**, creating complex decision trees. This diagrammatic interface ensures precise design of the user journey, compelling customers to navigate the correct logical path to locate a solution or unlock the specific **"Submit Ticket"** action.

3. **Issue Forms**

   This module serves as the **assembly engine** for support ticket interfaces. Administrators utilize it to construct dynamic layouts by selecting and sequencing pre-defined **Form Fields** from the system library. By structuring these forms to include both standard text inputs and specialized diagnostic triggers (such as **Network Speed Tests** or **Geolocation**), this module ensures that when a user ultimately decides to **Submit a Ticket**, the system captures a structured, data-rich payload tailored specifically to the issue context.

4. **Issue Source**

   This module functions as the organizational routing engine for support inquiries. It allows administrators to define distinct **Operational Departments**, establishing a structured workflow where incoming tickets are immediately designated and assigned to the specific team (e.g., Technical Support, Customer Care) qualified to resolve the user's issue.

Issue Solutions:

This analytic module serves as the **historical archive** and detailed inspection interface for the support framework. It enables administrators to access a comprehensive log of specific issues, allowing them to drill down into the **granular details** and historical records of defined problems to verify how solutions and parameters have been structured over time.

Form Fields:

This module functions as the fundamental **component builder** for the system's data collection framework. It empowers administrators to create, define, and customize granular input elements—such as text fields, dropdown selectors, and checklists. These distinct fields establish a flexible **attribute library**, which can be dynamically assembled into broader **Issue Forms**, ensuring precise control over exactly what information is requested from the user during ticket submission.

Sorting & Layout Management

Overview:

This interface allows administrators to control the **visual hierarchy and sequential flow** of the application. By defining sorting logic for both global content tables and internal form fields, it ensures that priority information and data inputs are presented to users in a precise, logical order.

1. **Entity Sort (Global Sequencing)**

   This utility governs the visual order of primary data tables across the mobile and web platforms. It provides the capability to rank distinct entities—such as **Companies, Articles, and Headlines**—ensuring that high-priority items or critical partners are positioned prominently at the top of lists, thereby optimizing content discovery for the end-user.

2. **Form Field Sort**

   This specialized layout tool enables the precise arrangement of input fields within the **Issue Forms**. Administrators use this to dictate the narrative flow of data collection, sequencing questions in a logical order (e.g., verifying user identity before asking for technical diagnostics) to reduce friction and improve the ease of ticket submission.

Article Management

Overview:

This module governs the creation and maintenance of the Knowledge Base (FAQ) ecosystem. It provides the tools necessary to publish instructional content and ensuring it is organized, visually accessible, and available in local languages.

1. **Articles**

   This dashboard serves as the central registry for all support content. To facilitate efficient oversight, it features robust **Filtering Protocols** that allow administrators to instantly sort and locate articles based on specific criteria, including **Company Association, Application Context, or Article Title**.

2. **Create Article**

   This publishing interface manages the lifecycle of content generation. It is engineered for comprehensive regional support, requiring distinct input for **Title and Description** across three primary languages—**Arabic, English, and Kurdish**. This ensures that every created or updated article is immediately accessible to the diverse user demographic without language barriers.

3. **Upload Article Picture**

   This dedicated asset utility enables the enhancement of text-based content with visual aids. Administrators utilize this feature to **Upload and Attach Images** to specific articles, ensuring that technical guides are supported by necessary screenshots or diagrams to improve user comprehension.

This is a massive section, so it needs to be structured very carefully. I will separate the **List/Dashboard** view from the **Detail/Inspection** view within the descriptions to keep it clean.

Here is the professional documentation for the **Request Management** ecosystem.

Overview:
This central operational interface manages the complete lifecycle of user inquiries. It governs the workflow transition from initial user submission to final resolution, utilizing a rigorous **"Ticket Raising" Protocol**. Operators first validate (Raise) incoming requests before formally assigning them to specific **Departments and Operators**, ensuring that all tasks move efficiently through the system's **eight distinct operational statuses**.

1. **Sub-Section: Active Request Monitor**

   This dashboard functions as the primary workspace for support agents. It offers categorized visibility into the ticket queue through specialized tabs—including **Recent, POS, Unraised, and Only Raised Tickets**. To ensure precise workflow management, the interface features an advanced **Filtering Engine**, allowing administrators to segregate tickets by **Company, Application, Status, and Issue Source**, facilitating targeted management of departmental workloads.

Ticket Detail & Inspection Interface (Drill-Down):
Upon selecting a specific ticket, administrators access the comprehensive **Resolution Console**. This interface is anchored by three **Summary Intelligence Cards** that immediately present the critical context: **Request Specifics, Requester Identity, and Issue Classification**. Alongside this high-level data, the console offers deep diagnostic capabilities:

- **Technical Diagnostics:** Access to verified technical evidence, including attached documents, audio records, and **Speed Test** results.
- **Hierarchical Communication Logs:** A segmented messaging viewer that organizes the conversation into three distinct audit trails:
  - **Customer ↔ Agent** (Front-line support).
  - **Agent ↔ Technical Support** (Internal escalation).
  - **Technical Support ↔ Department** (Back-office resolution).

2. **Sub-Section: Request Histories (Audit Log)**

   This module functions as the definitive **operational action log** for the entire system. It records a chronological ledger of every interaction —including ticket assignments, status changes, edits, and Operator movements. This provides administrators with complete visibility and accountability, ensuring that **all actions** performed within the request lifecycle can be traced and reviewed.

3. **Sub-Section: Customer Feedback**

   This Quality Assurance (QA) interface aggregates post-resolution data. It captures user satisfaction ratings and comments, providing leadership with actionable insights into service quality and agent performance.

Showroom Management
This module governs the digital mapping of physical service centers. Administrators utilize it to configure location profiles with precise **Geographical Coordinates (Longitude/Latitude)**, ensuring that accurate navigational data is instantly accessible to users via the application's **Showroom Locator** feature.

Department & Team Management
This module enables the **dynamic configuration of operational units**. It creates a flexible organizational structure, empowering administrators to define and construct custom functional teams tailored to evolving business needs, ensuring that tickets are accurately routed to the specific workforce segments best equipped to handle them.

Overview:
This administration module controls the **internal workforce ecosystem**, managing the identities and access privileges of all support staff and administrators.

1. **Personnel Registry (Operators)**
   This interface governs **System Access Control**. Administrators use it to onboard new staff members ("Add Operator") or instantly revoke credentials ("Delete Operator") for individuals who no longer require access, ensuring secure maintenance of the authorized user base.
2. **Departmental Alignment**
   This mapping utility aligns the workforce with operational strategy. It enables administrators to strictly **assign Operators to specific Departments**, ensuring that staff members are logically placed within the correct teams to handle the relevant ticket workflows defined for that unit.