

Project Proposal

Crypto Recovery Platform – Multi-Role Dashboard System

1. Project Overview

This proposal covers the development of a **secure, scalable, multi-role dashboard system** for a **Crypto Recovery Platform**.

The system will include three primary roles:

- **User Dashboard (Clients)**
- **Admin Dashboard (Full System Control)**
- **Support Agent Dashboard (Ticket & Client Handling)**

The platform will focus on **view-only crypto wallet balances**, recovery case management, and secure communication.

No cryptocurrency transactions will be initiated by users, ensuring improved security and compliance.

2. Scope of Work

2.1 User Dashboard (Client Side)

Authentication & Security

- Email & password login
- Two-Factor Authentication (2FA)
- Enable / disable 2FA
- Backup recovery codes
- Password reset & change
- Session management (logout from all devices)

Wallets (View-Only)

- Wallets assigned by admin
 - Wallet details:
 - Wallet address
 - Asset type (BTC, ETH, USDT, etc.)
 - Network
 - Current balance
 - Last updated timestamp
 - View-only access (no send / receive / swap)
 - Balance updates:
 - Manual admin updates
 - Scheduled refresh (admin-configurable)
 - API-ready for future automation
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Case Management

- Display current recovery cases
 - Case information:
 - Case ID
 - Status (Open, In Progress, Pending Documents, Recovered, Closed)
 - Timeline & progress steps
 - Assigned support agent
 - Notes & updates (admin/agent)
 - Historical cases (read-only)
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Support Tickets

- Create and manage support tickets
- Ticket features:

- Category selection
 - File attachments
 - Status tracking (Open, Waiting, Resolved, Closed)
 - Threaded message history
 - Notifications on replies
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Profile & Settings

- Personal information management (if allowed)
 - Security settings:
 - Password change
 - 2FA management
 - Notification preferences
 - Account status display
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2.2 Admin Dashboard

User Management

- Create, view, edit, enable/disable, and delete users
 - Password reset
 - Enforce or reset 2FA
 - Account status control
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Wallet & Balance Management

- Assign wallets to users
- Manage wallet details:
 - Address, asset type, network

- Manual balance override
 - View wallet history
 - Full audit trail for balance changes
 - API-ready balance sync support
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Case Management

- Create and manage recovery cases
 - Assign cases to users
 - Assign or reassign support agents
 - Update case status & progress
 - Internal admin-only notes
 - Client-visible updates
 - Close or archive cases
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Support Ticket Management

- View all platform tickets
 - Assign, reassign, or escalate tickets
 - Monitor response times
 - Close or reopen tickets
 - Internal admin notes
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Support Agent Management

- Create, edit, or delete agent accounts
- Role & permission control
- Enable/disable agents
- Monitor workload and ticket history

Email & Communication Module

- Email template management
 - Manual and automated emails
 - Supported email types:
 - Company introduction
 - Legal & compliance documents
 - Case updates
 - Onboarding emails
 - File attachments (PDFs, documents)
 - Email history per user
 - Optional bulk email capability
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System Settings & Logs

- Global system configuration
 - Role & permission management
 - Audit logs for:
 - Admin actions
 - Wallet & balance updates
 - Case changes
 - Ticket activity
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2.3 Support Agent Dashboard

Ticket Handling

- View assigned tickets

- Respond to tickets
 - Update ticket status
 - Upload attachments
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Client Access (Limited Scope)

- View assigned clients only
 - Access to:
 - Case details
 - Ticket history
 - No access to admin or financial controls
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3. Technical Approach

- **Frontend:** Modern, responsive UI with role-based dashboards
 - **Backend:** Secure REST API with role-based access control
 - **Database:** Relational database with full audit logging
 - **Security:**
 - Encrypted passwords
 - 2FA (TOTP)
 - Secure file uploads
 - Activity & audit logs
 - No private keys stored
 - **Scalability:** Modular and API-ready architecture
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4. Timeline & Milestones

 **Total Duration: 1 Month (4 Weeks)**

 **Total Cost: \$3,000 USD**

◆ **Milestone 1 – Core System & Security**

Duration: Week 1

Payment: \$1,000 USD

Deliverables:

- Backend & database setup
 - Role-based access control
 - Authentication system (login, password reset, 2FA)
 - Admin user management
 - Basic dashboards for all roles
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◆ **Milestone 2 – Wallets, Cases & Tickets**

Duration: Week 2–3

Payment: \$1,000 USD

Deliverables:

- View-only wallet management
 - Wallet audit logs
 - Case management system
 - Support ticket system
 - Support agent dashboard
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◆ **Milestone 3 – Email, Logs & Deployment**

Duration: Week 4

Payment: \$1,000 USD

Deliverables:

- Email & communication module
- System settings & audit logs

- UI polish & full testing
 - Security review & bug fixes
 - Deployment support
 - Basic documentation
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5. Deliverables Summary

- Complete **User, Admin, and Support Agent dashboards**
 - Secure authentication & 2FA
 - Wallet, case & ticket management
 - Email communication system
 - Full audit logging
 - Production-ready deployment
 - Clean, documented codebase
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6. Acceptance & Next Steps

Upon approval:

1. Milestone 1 will begin immediately
2. Weekly progress updates will be provided
3. System will be delivered within **1 month**