# RBAC AND USER MANAGEMENT

Each Dashboard should have the relevant permissions under the "User Management" Tab of the Admin users, where they can create users and add permissions to them accordingly.

Admins can add users and their role along with email for which an email with and auto generated pw will be sent to the relevant user whereas. The user can log in and change password as and when needed.

Given below is the hierarchy as of now where there are only 1 system admin (internal) and 1 Tenant admin per license where multiple tenant staff can be added and named accordingly based on permissions
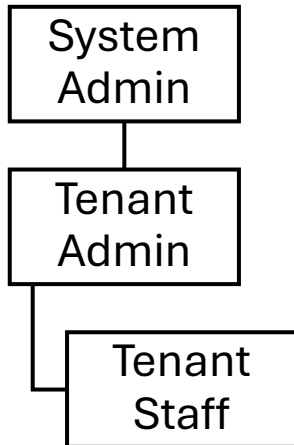
Fields required to add a tenet staff
- Name – Name of the person
- Role name (tenant staff is the backend name)
- Email - for which the invite will be sent with an auto generated pw and then users can change once logged into the system.
- Selected permissions

1. Internal Dashboard RBAC

System Admin - Full access to oversee all tenants and users while also managing internal users and their relevant roles along with plans and relevant subscriptions
permissions:
        - trail.read
        - tenants.read
        - tenants.write
        - tenants.archivev

        - users.read
        - users.write
        - users.archive

        - roles.read
        - roles.write
        - roles.archive

        - subscriptions.read
        - subscriptions.subscribe

        - customers.read
        - customers.write
        - customers.archive

- reservations.read
- reservations.write
- reservations.override
- reservations.archive

- restaurants.read
- restaurants.write
- restaurants.archive

2. Tenant Admin Reservations Dashboard - RBAC

Tenant Admin - Full control within a tenant
permissions:
- trail.read

- users.read
- users.write
- users.archive

- roles.read
- roles.write
- roles.archive

- groups.read
- groups.write
- groups.archive
- plans.read

- subscriptions.read
- subscriptions.subscribe

- customers.read
- customers.write
- customers.archive

- tags.read
- tags.write
- tags.archive

- customer_media.read
- customer_media.write
- customer_media.archive

- restaurants.read
- restaurants.write
- restaurants.archive

- reservations.read
- reservations.write
- reservations.override
- reservations.archive

3. Tenant Staff Reservations Dashboard - RBAC

permissions:
- restaurants.read
- restaurants.write

- reservations.read
- reservations.write
- reservations.override

- customers.read
- customers.write

- tags.read
- tags.write

ALL AVAILABLE PERMISSIONS

- trail.read - Can view audit trail
- tenants.read - Can view tenants
- tenants.write - Can manage tenants
- tenants.archive - Can remove tenants

- users.read - Can view users
- users.write - Can manage users
- users.archive - Can remove users

- roles.read - Can view roles
- roles.write - Can manage roles
- roles.archive - Can remove roles

- groups.read - Can view groups
- groups.write - Can manage groups
- groups.archive - Can remove groups

- plans.read - Can view app plans
- plans.write - Can manage plans
- plans.overide - Can override plans benefits / quotas
- plans.archive - Can remove plans

- subscriptions.read - Can view subscriptions
- subscriptions.write - Can manage subscriptions
- subscriptions.overide - Can override subscriptions benefits / quotas
- subscriptions.subscribe - Can subscribe to plans

- customers.read - Can view customers
- customers.write - Can manage customers
- customers.archive - Can archive customers

- tags.read - Can view tags
- tags.write - Can manage tags
- tags.archive - Can archive tags

- customer_media.read - Can view customer media
- customer_media.write - Can manage customer media
- customer_media.archive - Can archive customer media

- restaurants.read - Can view restaurants
- restaurants.write - Can manage restaurants
- restaurants.archive - Can archive a restaurants

- reservations.read - Can view reservations
- reservations.write - Can create/update reservations
- reservations.override - Can override existing reservations
- reservations.archive - Can archive reservation history

PLANS AND FEATURES

Subscription Plans
1. Lite Plan
- **Description:** Ideal for small restaurants beginning to digitize their reservation process.
- **Pricing:** AED 1,500 per year.
- **Features:**
  - Max Restaurants: 1
  - Max Users: 2 staff
  - Max Reservations/Month: 500
  - Table Layout Editor: Basic
  - Custom Branding: Not included
  - Reports & Analytics: Daily summary only
  - Waitlist Management: Not included
  - Customer Feedback & Reviews: View only within the app
  - Integrations: None
  - Support Level: Email support with 48-hour response time

2. Pro Plan
- **Description:** Designed for mid-sized restaurants seeking operational efficiency and insights.
- **Pricing:** AED 2,500–3,500 per year (depending on scale or add-ons).
- **Features:**
  - Max Restaurants: 5
  - Max Users: 25 staff
  - Max Reservations/Month: 3,000
  - Table Layout Editor: Advanced
  - Custom Branding: Not included
  - Reports & Analytics: Basic analytics with operational insights
  - Waitlist Management: Included
  - Customer Feedback & Reviews: Ability to collect and view feedback
  - Integrations: POS system only (select providers)
  - Support Level: Priority support with 24-hour response

3. Enterprise Plan
- **Description:** Tailored for large brands that require full operational control, advanced customization, and deep customer intelligence.
- **Pricing:** Contact sales for a custom quote.
- **Features:**
  - Max Restaurants: Unlimited
  - Max Users: Unlimited

- o Max Reservations/Month: Unlimited
- o Table Layout Editor: Advanced with custom design options
- o Custom Branding: Fully customizable
- o Reports & Analytics: Full analytics suite with export capabilities
- o Waitlist Management: Included
- o Customer Feedback & Reviews: Collect, analyse, and export feedback
- o Integrations: Full integrations with POS, CRM, loyalty programs, and more
- o Support Level: Dedicated account manager with 24/7 support

License Rules

Feature	Lite Plan	Pro Plan	Enterprise Plan
Max Restaurants	1	Up to 5	Unlimited
Max Users (Staff)	2	Up to 10	Unlimited
Max Reservations/Month	500	3,000	Unlimited
Table Layout Editor	Basic	Advanced	Advanced + Custom Design
Custom Branding	❌	❌	✅
Reports & Analytics	Daily summary only	Basic analytics	Full analytics + export
Waitlist Management	❌	✅	✅
Customer Feedback & Reviews	View only (in-app)	Collect + view	Collect, analyze, export
Integrations	None	POS only (selected providers)	Full (POS, CRM, loyalty, etc.)
Support Level	Email (48h response)	Priority (24h support)	Dedicated Manager (24/7 support)