🔷 Project Name: Call Center CRM System

🟩 Key Features:

- Data Upload
- Data Download
- Data Analysis
- Multi-Account Monitoring
- Daily Report Analysis

🟦 Login Page Design

Page Details:

- The company logo will be at the top-right corner (uploaded separately).
- On the right side, a box will be displayed with the text “Call Center” at the top, followed by a smaller text “Access Panel”.
- Below these texts, there will be two buttons:

✅ Login (Button)

- On click, a popup modal will open with:
  - Title: “Login”
  - Fields:
    - Email Address (manual input)
    - Password (hidden input)
  - Below that, there’s a "Forgot Password" option.
    - Clicking it will prompt the user to enter a code.

- If the user types: `sohagq301`, password reset will be allowed.
- Below the form, there will be a Login button.
  - If credentials are correct, login will complete.

🟧 **Registration (Button)**

- On click, a popup modal opens with:
  - Title: “Complete the Information”
  - Fields:
    - Enter Name (manual input)
    - Official Number (manual input)
    - Upload Profile Picture (upload field linked)
    - Select Account Type:
      2. CC Agent
      3. CRO Agent
    - Create Password
    - Confirm Password
  - After filling out the form, clicking the Create button will successfully create an account and redirect the user to the homepage after login.

🖼️ Design Requirements:

- Must be a **fully professional login page**
- Use the provided **background image**
- Company logo must be positioned as instructed
- High-quality animations

- Buttons and colors must **match the company logo**
- **Responsive design** for both desktop (webview) and mobile

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🟧 Account Roles:

1. Super Admin
2. CC Agent
3. CRO Agent

🎨 Post-Login UI (Common for All Roles):

- Top-right: Profile picture, Profile Name, and Account Role label
- Top-left & bottom-left: Company logo
- Left sidebar: Menu
- Bottom-left: Settings icon (as a button)

Note: UI will be the same across roles, but **feature access depends on the role**

- Clean, high-quality animations
- All text & button colors should match the logo
- Fully user-friendly and professionally responsive

🟩 CC Agent Role: Detailed Features

Menu:

- Dashboard

- Calls Section
- Lead Section
- Report Section
- Settings

📊 Dashboard:

- Top Overview Section:
  - Total Calls
  - Total Leads
  - Transferred Leads
- Below: **Today's Task**:
  - Add Lead (Min 5, Max Unlimited)
  - Transfer Lead (Min 3, Max Unlimited)
  - Submit Report (Once per day)

Until the task is completed, a red mark shows. Once completed, it turns green. Tasks reset daily.

📞 Calls Section:

- Top Center:
  - Search (input number only)
  - Category (dropdown selection)

Table Columns:

- No.

- Customer Number
- Call:
    - Clicking opens a dialer (auto-selectable)
- Category Button (opens selection menu):
    - Switched Off
    - Busy
    - No Answer
    - Not Interested
    - Interested

Categories can be filtered. Numbers come from Super Admin uploads.

- Numbers with a selected category are auto-deleted after 24 hours.
- Unselected numbers are never deleted.

Additional Features:

- Refresh Button (reorders numbers: categorized go down, others up)
- 100 records per page
- Pagination with next/back

🧾 Lead Section:

- "Add Lead" button (opens popup):
    - Customer Name
    - Customer Number (with country code)
    - Customer Biodata (PDF/Word, 1–10MB)
    - Description/Notes

- Submit

Table Columns:

- No.
- Date
- Customer Number
- Action (three-dot menu):
    - Edit
    - Transfer: opens popup to select a CRO Agent; transferred lead goes to their "Received Leads" section

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📋 Report Section:

- Add Report button → popup with:
    - Online Call (input)
    - Offline Call (input)
    - Total Leads (input)
- Submit adds to info table

Table Columns:

- Date
- Agent Name
- Total Call (auto sum of online + offline)
- Total Lead

Includes filtering and minor search

Settings:

- Editable:
    - Name
    - Profile Picture (square upload)
    - Email
    - Phone Number
    - Password (changeable)
- Save button updates info
- Logout button at bottom-right

CRO Agent Role

Menu:

- Dashboard
- Received Leads
- Settings

UI will be the same as CC Agent

Dashboard:

(You may define an appropriate overview here or let the system auto-generate it.)

Received Leads Table:

- Date

- Agent Name (who sent the lead)
- Customer Number
- Action (Open button opens popup showing):
    - Customer Name
    - Customer Number
    - Biodata (with download option)
    - Notes

⚙️ Settings:

Identical to CC Agent’s settings

🟩 Super Admin Role

Login Credentials:

- Email: sohaghasunbd@gmail.com
- Password: sohagq301

Menu:

- Dashboard
- Lead Analysis
- Report Analysis
- Number Upload
- Account Management
- Settings

📈 Dashboard:

- Top Analytics Section:
  - Total Leads
  - Total Calls
  - Total Accounts
  - Total Transferred Leads

📊 Lead Analysis:

- Table Columns:
  - No
  - Date
  - Total Leads
  - Transferred Leads

Clicking shows who transferred to whom for better insights

📋 Report Analysis:

- Shows reports submitted by CC Agents in table format

Includes data visualization and filtering

📤 Number Upload:

- Shows CC Agent names
- Each has an Upload button

- Upload Excel file → Submit → Numbers go to that CC Agent's Calls section

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👥 Account Management:

- Shows all accounts (edit/delete options)
- Top-left: “Add Account” button (opens popup with):
    - Agent Name
    - Agent Email
    - Official Number (with country code selection)
    - Create & Confirm Password
    - Upload Profile Picture (square)
    - Select Account Role:
        - Super Admin
        - CC Agent
        - CRO Agent
    - Create button to finalize

⚙️ Settings:

- Editable account info
- Logout option included