YAARYATRA - Admin Module Workflow & Screen Layouts

Table of Contents

Admin Module Overview

```
┌──────────────────────────────────────────────────────┐
│              YAARYATRA ADMIN MODULE                  │
├──────────────────────────────────────────────────────┤
│                                                       │
│  ┌──────────────┐    ┌──────────────┐  ┌──────────┐  │
│  │ ADMIN LOGIN  │───▶│ AUTHENTICATION│───▶│ADMIN DASH│  │
│  │              │    │    CHECK      │  │          │  │
│  └──────────────┘    └──────────────┘  └──────────┘  │
│                                             │         │
│  ┌──────────────────────────────────────┐  │         │
│  │            ADMIN MODULES              │  │         │
│  ├──────────┬──────────┬──────────┬──────┤  │         │
│  │DASHBOARD │ POOLING  │ RENTAL   │HISTORY│ │         │
│  │          │MANAGEMENT│MANAGEMENT│       │ │         │
│  └──────────┴──────────┴──────────┴──────┘  │         │
│                                             │         │
│  ┌──────────────────────────────────────┐  │         │
│  │       ADDITIONAL ADMIN FEATURES       │  │         │
│  ├──────────┬──────────┬──────────┬──────┤  │         │
│  │USER MGMT │ ANALYTICS│ FEEDBACK │SETTINGS│         │
│  │          │          │MANAGEMENT│       │ │         │
│  └──────────┴──────────┴──────────┴──────┘  │         │
│                                                       │
└──────────────────────────────────────────────────────┘
```
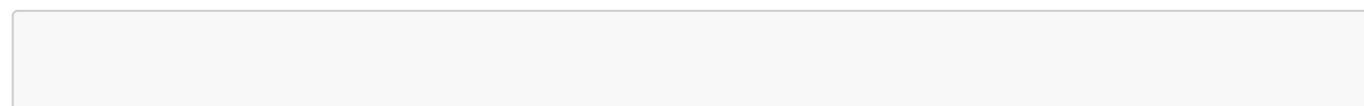
Complete Admin Navigation Flow
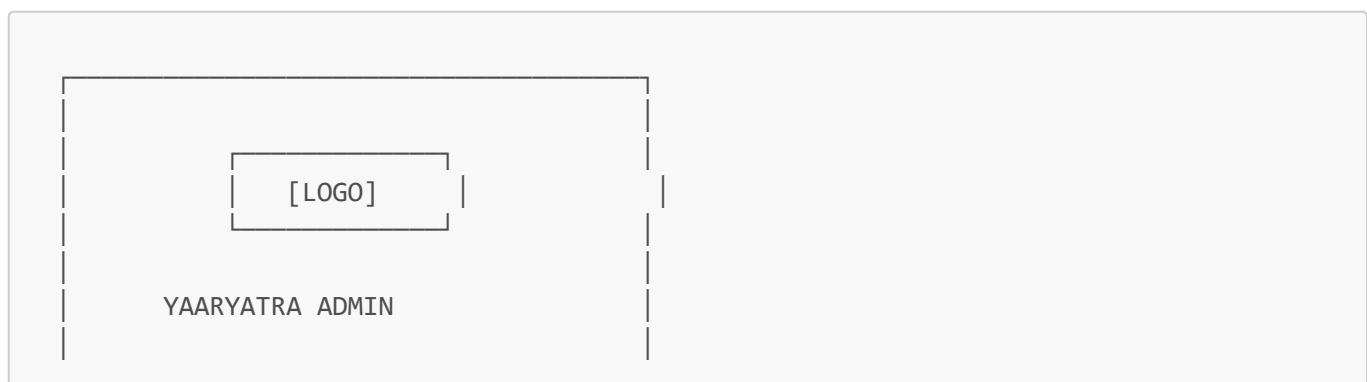
High-Level Admin Flow Diagram

```
                        ┌─────────────────┐
                        │   ADMIN LOGIN   │
                        └─────────────────┘
                                 │
                                 ▼
                        ┌─────────────────┐
                        │ AUTHENTICATION  │
                        │     CHECK       │
                        └─────────────────┘
                                 │
                    ┌────────────┴────────────┐
                    │                         │
                    ▼                         ▼
           ┌─────────────────┐       ┌─────────────────┐
           │    SUCCESS      │       │     FAILED      │
           │                 │       │                 │
           └─────────────────┘       └─────────────────┘
                    │                         │
                    │                         ▼
                    │                ┌─────────────────┐
                    │                │   RETRY LOGIN   │
                    │                └─────────────────┘
                    │
                    ▼
           ┌─────────────────┐
           │  ADMIN DASH     │
           │    (HOME)       │
           └─────────────────┘
                    │
        ┌────────┬──┴─────┬─────────┬─────────┐
        │        │        │         │         │
        ▼        ▼        ▼         ▼         ▼
   ┌────────┐┌────────┐┌────────┐┌────────┐┌──────────┐
   │POOLING ││RENTAL  ││HISTORY ││ USERS  ││FEEDBACK  │
   │MGMT    ││MGMT    ││        ││ MGMT   ││MGMT      │
   └────────┘└────────┘└────────┘└────────┘└──────────┘
```
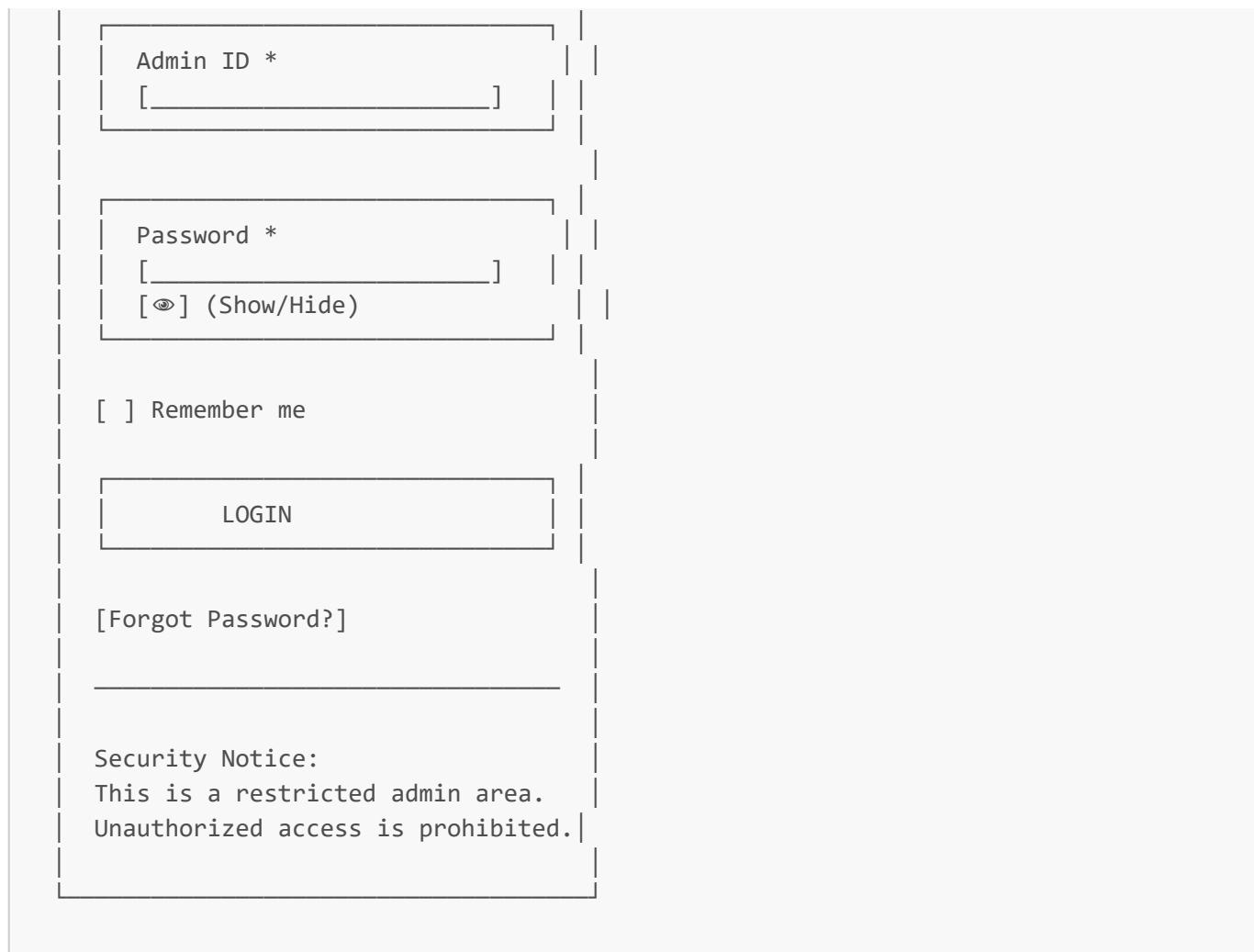
Screen-by-Screen Layouts

1. ADMIN LOGIN SCREEN

```
  ┌─────────────────────────────────────────┐
  │                                         │
  │           ┌──────────────┐              │
  │           │    [LOGO]     │             │
  │           └──────────────┘              │
  │                                         │
  │      YAARYATRA ADMIN                     │
  │                                         │
```

```
|                                           |
|     _____    |  |
|    |  Admin ID *               |   |  |
|    |  [_____]|   |  |
|    |_____|   |  |
|                                           |
|     _____    |  |
|    |  Password *               |   |  |
|    |  [_____]|   |  |
|    |  [👁] (Show/Hide)          |   |  |
|    |_____|   |  |
|                                           |
|    [ ] Remember me                 |
|                                           |
|     _____    |  |
|    |        LOGIN              |    |  |
|    |_____|    |  |
|                                           |
|    [Forgot Password?]              |
|                                           |
|    _____   |
|                                           |
|    Security Notice:                |
|    This is a restricted admin area.|
|    Unauthorized access is prohibited.|
|                                           |
|_____|
```

Elements:

- Admin logo
- Admin ID input field
- Password input field (with show/hide toggle)
- Remember me checkbox
- Login button
- Forgot password link
- Security notice

---

2. AUTHENTICATION CHECK (Loading Screen)

```
 _____
|                                    |
|     _____            |
|    |    [LOGO]         |           |
|    |_____|           |
|                                    |
|     Verifying Credentials...       |
|                                    |
|        [Loading Spinner]           |
|                                    |
|     Please wait while we verify    |
```

```
|        your admin access...         |
|                                     |
|                                     |
|_____|
```

Elements:

- Logo
- Loading indicator
- Status message
- Auto-redirects on success/failure

---

3. ADMIN DASHBOARD (Home Screen)

```
┌──────────────────────────────────────────────────┐
│ [≡] YAARYATRA ADMIN    [🔔] [⚙] [👤 Admin Name] [Logout]│
│──────────────────────────────────────────────────│
│                                                  │
│  Dashboard Overview                              │
│                                                  │
│  ┌────────────────────────────────────────┐    │
│  │  USER ANALYTICS PANEL                   │    │
│  │─────────────────────────────────────────│   │
│  │                                         │  │
│  │   ┌──────────────────┐ ┌──────────────┐│  │
│  │   │  Present User Count │ │ Total User Count │││
│  │   │                  │ │              │││
│  │   │     [1,234]      │ │   [45,678]   │││
│  │   │                  │ │              │││
│  │   │  Active Now      │ │ Registered Total │││
│  │   │  [◉ Live]        │ │ [📊 Growth: +12%]│││
│  │   └──────────────────┘ └──────────────┘│  │
│  │                                         │  │
│  │  User Breakdown:                        │  │
│  │  • Individual Users: 38,456             │  │
│  │  • Company Owners: 7,222                │  │
│  │  • Verified: 42,100                     │  │
│  │  • Pending Verification: 3,578          │  │
│  │                                         │  │
│  └─────────────────────────────────────────┘    │
│                                                  │
│  ┌─────────────────────────────────────────┐    │
│  │  EARNINGS OVERVIEW PANEL                 │  │
│  │──────────────────────────────────────────│  │
│  │                                         │  │
│  │   ┌──────────────────┐ ┌──────────────┐│  │
│  │   │  Today's Earnings │ │ Total Earnings │││
│  │   │                  │ │              │││
│  │   │    ₹1,25,450     │ │ ₹2,45,67,890 │││
│  │   │                  │ │              │││
```

```
                     [☑ +15% vs yesterday]│   │   [📊 Lifetime]   │ │ │

                     Earnings Breakdown:

                     ┌────────────────────────────────────────────┐
                     │  Service Type        │ Today  │ Total      │
                     ├────────────────────────────────────────────┤
                     │  Car Pooling         │ ₹45,200│ ₹89,45,000 │
                     │  Bike Pooling        │ ₹12,300│ ₹23,45,000 │
                     │  Car Rentals         │ ₹52,100│ ₹98,67,000 │
                     │  Bike Rentals        │ ₹8,850 │ ₹18,90,000 │
                     │  Corporate           │ ₹7,000 │ ₹15,20,890 │
                     └────────────────────────────────────────────┘


                     ┌────────────────────────────────────────────┐
                     │  FEEDBACK / INQUIRY PANEL                   │
                     ├────────────────────────────────────────────┤

                     Recent Feedback (5)

                     ┌──────────────────────────────────────────┐
                     │  [⚠] Payment issue - User ID: 12345      │
                     │  Status: [Pending] [View Details]        │
                     └──────────────────────────────────────────┘

                     ┌──────────────────────────────────────────┐
                     │  [💡] Feature suggestion - User ID: 67890 │
                     │  Status: [Acknowledged] [View Details]   │
                     └──────────────────────────────────────────┘

                     ┌──────────────────────────────────────────┐
                     │  [✖] Complaint - User ID: 11111          │
                     │  Status: [Resolved] [View Details]       │
                     └──────────────────────────────────────────┘

                     [View All Feedback] [Filter] [Export]


                     ┌────────────────────────────────────────────┐
                     │  TRANSACTIONS & ACTIVITY RECORDS           │
                     ├────────────────────────────────────────────┤

                     User Transaction Table

                     ┌──────────────────────────────────────────┐
                     │ User Name │ Service │ Date │ Revenue │ Action│
                     ├──────────────────────────────────────────┤
                     │ Rajesh K.  │ Car Pool│15 Jan│ ₹450   │[Details]│
                     │ Priya M.   │ Rental  │15 Jan│ ₹3200  │[Details]│
                     │ Amit S.    │ Bike Pool│14 Jan│ ₹300  │[Details]│
                     │ Ravi K.    │ Car Rental│14 Jan│ ₹1600│[Details]│
                     │ Sneha P.   │ Car Pool│13 Jan│ ₹500   │[Details]│
                     └──────────────────────────────────────────┘

                     [Previous] [1] [2] [3] ... [Next]
```
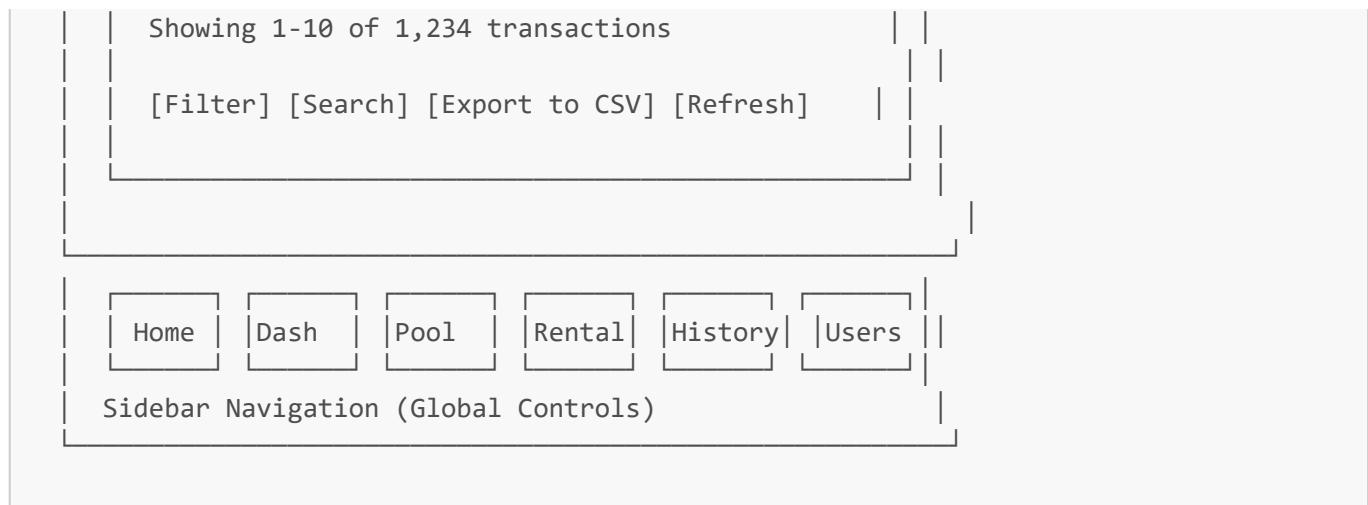
```
|  |     Showing 1-10 of 1,234 transactions          | |
|  |                                                  | | |
|  |   [Filter] [Search] [Export to CSV] [Refresh]    | |
|  |                                                  | | |
|  └──────────────────────────────────────────────────┘ |
|                                                        |
|                                                          |
└────────────────────────────────────────────────────────┘
|                                                        |
| ┌─────┐ ┌─────┐ ┌─────┐ ┌──────┐ ┌───────┐ ┌─────┐    |
| │Home │ │Dash │ │Pool │ │Rental│ │History│ │Users│    |
| └─────┘ └─────┘ └─────┘ └──────┘ └───────┘ └─────┘    |
|                                                        |
| Sidebar Navigation (Global Controls)                   |
└────────────────────────────────────────────────────────┘
```

Elements:

- Top navigation bar with menu, notifications, settings, profile
- User Analytics Panel with real-time and total counts
- Earnings Overview Panel with today's and total earnings
- Feedback/Inquiry Panel with recent feedback items
- Transactions Table with filtering and pagination
- Sidebar navigation for quick access to all modules

---

4. TRANSACTION DETAILS MODAL

```
┌──────────────────────────────────────┐
│  Transaction Details         [×]     │
├──────────────────────────────────────┤
│                                      │
│  Transaction ID: #YA20240115001      │
│  Status: [Completed]                 │
│                                      │
│  ──────────────────────────────      │
│                                      │
│  User Information:                   │
│  ┌──────────────────────────────┐    │
│  │  Name: Rajesh Kumar          │ │
│  │  User ID: 12345              │ │
│  │  Phone: +91 98765 43210      │ │
│  │  Email: rajesh@email.com     │ │
│  │  [View Full Profile]         │ │
│  └──────────────────────────────┘    │
│                                      │
│  ──────────────────────────────      │
│                                      │
│  Booking Information:                │
│  Service Type: Car Pooling           │
│  Route: Bangalore → Mumbai           │
│  Date: 15 Jan 2024                   │
│  Time: 9:00 AM                       │
│  Vehicle: Honda City (KA-01-AB-1234) │
```

```
│                                        │
│      _____          │
│                                        │
│   Payment Breakdown:                   │
│   Service Charge: ₹450                 │
│   Platform Fee (10%): ₹45              │
│   Total Revenue: ₹495                  │
│   Payment Method: UPI                  │
│   Payment Status: Paid                 │
│                                        │
│      _____          │
│                                        │
│   Review & Rating:                     │
│   ☆ ☆ ☆ ☆ ☆ (5.0)                      │
│   "Great driver, on time and safe!"    │
│                                        │
│      _____          │
│                                        │
│   Documents (if applicable):           │
│   [View Driving Licence]               │
│   [View Vehicle Documents]             │
│                                        │
│      _____          │
│                                        │
│   [Download Receipt]                   │
│   [Export Details]                     │
│   [Flag Transaction]                   │
│                                        │
│  _____      │
```

Elements:

- Complete transaction information
- User details with profile link
- Booking details
- Payment breakdown
- Review and rating
- Document links
- Action buttons

5. POOLING MANAGEMENT SECTION

```
│ [← Back]  Pooling Management   [🔍] [⚙ Filter] [📊]│
├────────────────────────────────────────────────────┤
│                                                     │
│   Pooling Offers Management                         │
│                                                     │
│   [All] [Active] [Pending] [Expired] [Suspended] [Flagged]│
│                                                     │
```

```
┌─────────────────────────────────────────┐ │
│ │ Statistics:                          │ │
│ │ • Total Offers: 12,345               │ │
│ │ • Active: 8,234                      │ │
│ │ • Pending Approval: 456              │ │
│ │ • Suspended: 23                      │ │
│ └──────────────────────────────────────┘ │
│                                           │
│ ┌──────────────────────────────────────┐ │
│ │ Offer ID: #POOL20240115001           │ │
│ │ Driver: Rajesh K. (ID: 12345)        │ │
│ │ Route: Bangalore → Mumbai            │ │
│ │ Date: 15 Jan 2024, 9:00 AM           │ │
│ │ Vehicle: Car (Honda City)            │ │
│ │ Seats Available: 2/4                 │ │
│ │ Price: ₹450 per person               │ │
│ │ Status: [Active]                     │ │
│ │ [View Details] [Suspend] [Approve] [Flag] │ │
│ └──────────────────────────────────────┘ │
│                                           │
│ ┌──────────────────────────────────────┐ │
│ │ Offer ID: #POOL20240115002           │ │
│ │ Driver: Priya M. (ID: 67890)         │ │
│ │ Route: Delhi → Jaipur                │ │
│ │ Date: 16 Jan 2024, 10:30 AM          │ │
│ │ Vehicle: Car (Maruti Swift)          │ │
│ │ Seats Available: 1/3                 │ │
│ │ Price: ₹500 per person               │ │
│ │ Status: [Active]                     │ │
│ │ [View Details] [Suspend] [Approve] [Flag] │ │
│ └──────────────────────────────────────┘ │
│                                           │
│ ┌──────────────────────────────────────┐ │
│ │ Offer ID: #POOL20240115003           │ │
│ │ Driver: Amit S. (ID: 11111)          │ │
│ │ Route: Pune → Mumbai                 │ │
│ │ Date: 17 Jan 2024, 11:00 AM          │ │
│ │ Vehicle: Bike (Royal Enfield)        │ │
│ │ Seats Available: 0/1                 │ │
│ │ Price: ₹300 per person               │ │
│ │ Status: [Pending Approval]           │ │
│ │ [View Details] [Approve] [Reject] [Flag] │ │
│ └──────────────────────────────────────┘ │
│                                           │
│ [Previous] [1] [2] [3] ... [Next]         │
│ Showing 1-10 of 12,345 offers             │
│                                           │
│ [Bulk Actions: Select All] [Approve Selected] │
│ [Suspend Selected] [Export]               │
└───────────────────────────────────────────┘
```

Elements:

- Filter tabs for different offer statuses
- Statistics summary
- List of pooling offers with key details
- Status indicators
- Action buttons per offer
- Bulk action options
- Pagination

6. POOLING OFFER DETAILS SCREEN

```
┌─────────────────────────────────────┐
│ ┌───────────────────────────────┐   │
│ │ [← Back]  Pooling Offer Details │  │
│ ├───────────────────────────────┤   │
│ │                               │   │
│ │  Offer ID: #POOL20240115001   │   │
│ │  Status: [Active]             │   │
│ │                               │   │
│ │  ─────────────────────────    │   │
│ │                               │   │
│ │  Driver Information:          │   │
│ │  ┌─────────────────────────┐  │   │
│ │  │  Name: Rajesh Kumar     │  │   │
│ │  │  User ID: 12345         │  │   │
│ │  │  Rating: ☆ 4.8 (120 reviews) │ │ │
│ │  │  Phone: +91 98765 43210 │  │   │
│ │  │  [View Full Profile]    │  │   │
│ │  └─────────────────────────┘  │   │
│ │                               │   │
│ │  ─────────────────────────    │   │
│ │                               │   │
│ │  Offer Details:               │   │
│ │  Route: Bangalore → Mumbai    │   │
│ │  Date: 15 Jan 2024            │   │
│ │  Time: 9:00 AM                │   │
│ │  Vehicle: Honda City          │   │
│ │  Vehicle Number: KA-01-AB-1234 │  │
│ │  Seats Available: 2/4          │  │
│ │  Price: ₹450 per person        │  │
│ │                               │   │
│ │  ─────────────────────────    │   │
│ │                               │   │
│ │  Passengers:                   │  │
│ │  ☻ Ravi (Confirmed)            │  │
│ │  ☻ Sneha (Confirmed)           │  │
│ │  ☻ [Empty Seat]                │  │
│ │  ☻ [Empty Seat]                │  │
│ │                               │   │
│ │  ─────────────────────────    │   │
│ │                               │   │
│ │  Interactions:                 │  │
```

```
│   • Total Views: 45              │
│   • Booking Requests: 3          │
│   • Completed: 2                 │
│                                  │
│   ──────────────────────────     │
│                                  │
│   Admin Actions:                 │
│   [Approve Offer]                │
│   [Suspend Offer]                │
│   [Flag as Suspicious]           │
│   [Contact Driver]               │
│   [View Transaction History]     │
│                                  │
└──────────────────────────────┘
```

Elements:

- Complete offer information
- Driver profile link
- Passenger list
- Interaction metrics
- Admin action buttons

---

7. RENTAL MANAGEMENT SECTION

```
┌────────────────────────────────────────────────┐
│  [← Back]   Rental Management    [🔍] [⚙ Filter] [📊] │
├────────────────────────────────────────────────┤
│                                                │
│  Rental Offers Management                      │
│                                                │
│  [All] [Active] [Pending] [Expired] [Suspended] [Flagged]│
│                                                │
│   ┌──────────────────────────────────┐ │
│   │  Statistics:                     │ │
│   │  • Total Rentals: 5,678          │ │
│   │  • Active: 3,456                 │ │
│   │  • Pending Approval: 234         │ │
│   │  • Suspended: 12                 │ │
│   │  • Individual: 4,234             │ │
│   │  • Company: 1,444                │ │
│   └──────────────────────────────────┘ │
│                                                │
│   ┌──────────────────────────────────┐ │
│   │  Rental ID: #RENT20240115001     │ │
│   │  Owner: Priya M. (ID: 67890)     │ │
│   │  Vehicle: Honda City             │ │
│   │  Vehicle Number: KA-02-CD-5678   │ │
│   │  Location: Bangalore             │ │
│   │  Date: 15 Jan 2024               │ │
```

```
| |   Time: 10:00 AM - 6:00 PM               | |
| |   Price: ₹800/hour                       | |
| |   Status: [Active]                       | |
| |   [View Details] [Suspend] [Approve] [Flag] | |
| └──────────────────────────────────────────┘ |
|                                                |
|                                                |
| ┌──────────────────────────────────────────┐ |
| |   Rental ID: #RENT20240115002            | |
| |   Owner: ABC Car Rentals (Company)       | |
| |   Vehicle: Maruti Swift                  | |
| |   Vehicle Number: KA-03-EF-9012          | |
| |   Location: Mumbai                       | |
| |   Date: 16 Jan 2024                      | |
| |   Time: 9:00 AM - 8:00 PM                | |
| |   Price: ₹600/hour                       | |
| |   Status: [Active]                       | |
| |   [View Details] [Suspend] [Approve] [Flag] | |
| └──────────────────────────────────────────┘ |
|                                                |
| [Previous] [1] [2] [3] ... [Next]             |
| Showing 1-10 of 5,678 rentals                 |
|                                                |
| [Bulk Actions: Select All] [Approve Selected] |
| [Suspend Selected] [Export]                   |
|                                                |
└────────────────────────────────────────────────┘
```

Elements:

- Filter tabs
- Statistics summary
- Rental listings with details
- Status indicators
- Action buttons
- Bulk operations
- Pagination

---

8. RENTAL DETAILS SCREEN

```
┌───────────────────────────────────┐
| [← Back]  Rental Details          |
├───────────────────────────────────┤
|                                   |
| Rental ID: #RENT20240115001       |
| Status: [Active]                  |
|                                   |
| ───────────────────────────────  |
|                                   |
| Owner Information:                |
| ┌───────────────────────────┐   |
```

```
│   │  Name: Priya M.                  │ │
│   │  User ID: 67890                  │ │
│   │  Type: Individual                │ │
│   │  Rating: ☆ 4.9 (89 reviews)      │ │
│   │  Phone: +91 98765 43211          │ │
│   │  [View Full Profile]             │ │
│   └──────────────────────────────┘   │
│                                       │
│   ─────────────────────────────────   │
│                                       │
│   Vehicle Details:                    │
│   Type: Car                           │
│   Brand: Honda City                   │
│   Vehicle Number: KA-02-CD-5678       │
│   Year: 2022                          │
│   Seats: 5                            │
│   Fuel: Petrol                        │
│                                       │
│   ─────────────────────────────────   │
│                                       │
│   Rental Details:                     │
│   Location: 123 Main St, Bangalore    │
│   Date: 15 Jan 2024                   │
│   Available: 10:00 AM - 6:00 PM       │
│   Price: ₹800/hour                    │
│   Minimum Hours: 2                    │
│                                       │
│   ─────────────────────────────────   │
│                                       │
│   Booking Status:                     │
│   • Total Bookings: 12                │
│   • Completed: 10                     │
│   • Cancelled: 2                      │
│   • Revenue Generated: ₹96,000        │
│                                       │
│   ─────────────────────────────────   │
│                                       │
│   Admin Actions:                      │
│   [Approve Rental]                    │
│   [Suspend Rental]                    │
│   [Flag as Suspicious]                │
│   [Contact Owner]                     │
│   [View Booking History]              │
│                                       │
│                                       │
└───────────────────────────────────┘
```

Elements:

- Owner information
- Complete vehicle details
- Rental specifications
- Booking statistics

- Admin action buttons

---

9. RIDES HISTORY SECTION

```
┌─────────────────────────────────────────────────────────┐
│ [← Back]  Rides History    [🔍] [⚙ Filter] [📊 Export]│
├─────────────────────────────────────────────────────────┤
│                                                         │
│  Complete Transaction History                           │
│                                                         │
│  Filter Options:                                        │
│  ┌─────────────────────────────────────────────┐       │
│  │   Service Type: [All ▼]                     │ │
│  │   User: [Search user...]                    │ │
│  │   Location: [All ▼]                         │ │
│  │   Date Range: [From] [To] [▦]               │ │
│  │   Revenue Range: [Min] [Max]                │ │
│  │   Status: [All ▼]                           │ │
│  │   [Apply Filters] [Reset]                   │ │
│  └─────────────────────────────────────────────┘       │
│                                                         │
│  ┌─────────────────────────────────────────────┐ │
│  │   Transaction Summary:                      │ │
│  │   • Total Transactions: 1,23,456            │ │
│  │   • Total Revenue: ₹2,45,67,890             │ │
│  │   • Pooling: 89,234 (₹89,45,000)            │ │
│  │   • Rentals: 34,222 (₹1,56,22,890)          │ │
│  └─────────────────────────────────────────────┘       │
│                                                         │
│  Transaction List:                                      │
│  ┌─────────────────────────────────────────────┐ │
│  │  #YA20240115001 | Rajesh K. | Car Pool | 15 Jan  │ │
│  │  Bangalore → Mumbai | ₹450 | [Completed] [Details]│ │
│  └─────────────────────────────────────────────┘       │
│                                                         │
│  ┌─────────────────────────────────────────────┐ │
│  │  #YA20240115002 | Priya M. | Rental | 15 Jan    │ │
│  │  Honda City, 4 hours | ₹3,200 | [Completed] [Details]│ │
│  └─────────────────────────────────────────────┘       │
│                                                         │
│  ┌─────────────────────────────────────────────┐ │
│  │  #YA20240114001 | Amit S. | Bike Pool | 14 Jan  │ │
│  │  Pune → Mumbai | ₹300 | [Completed] [Details]   │ │
│  └─────────────────────────────────────────────┘       │
│                                                         │
│  [Previous] [1] [2] [3] ... [Next]                      │
│  Showing 1-10 of 1,23,456 transactions                 │
│                                                         │
│  [Export to CSV] [Export to PDF] [Generate Report]     │
│                                                         │
└─────────────────────────────────────────────────────────┘
```

Elements:

- Advanced filter options
- Transaction summary statistics
- Filtered transaction list
- Export options
- Pagination

---

10. FEEDBACK MANAGEMENT SCREEN

```
| [← Back]  Feedback Management    [🔍] [⚙ Filter]  |
|                                                    |
|                                                    |
|  User Feedback & Inquiries                         |
|                                                    |
| [All] [Pending] [Acknowledged] [Resolved] [Archived]  |
|                                                    |
|   ┌────────────────────────────────────────┐   |
|   │  Feedback Statistics:                   │   |
|   │  • Total: 1,234                         │   |
|   │  • Pending: 45                          │   |
|   │  • Acknowledged: 234                    │   |
|   │  • Resolved: 890                        │   |
|   │  • Average Response Time: 2.5 hours     │   |
|   └────────────────────────────────────────┘   |
|                                                    |
|   ┌────────────────────────────────────────┐   |
|   │  [⚠] Feedback ID: #FB20240115001        │   |
|   │  Type: Payment Issue                    │   |
|   │  User: Rajesh K. (ID: 12345)            │   |
|   │  Submitted: 15 Jan 2024, 10:30 AM       │   |
|   │  Status: [Pending]                      │   |
|   │  Priority: High                         │   |
|   │  [View Details] [Acknowledge] [Resolve] │   |
|   └────────────────────────────────────────┘   |
|                                                    |
|   ┌────────────────────────────────────────┐   |
|   │  [💡] Feedback ID: #FB20240115002        │   |
|   │  Type: Feature Suggestion               │   |
|   │  User: Priya M. (ID: 67890)             │   |
|   │  Submitted: 14 Jan 2024, 3:45 PM        │   |
|   │  Status: [Acknowledged]                 │   |
|   │  Priority: Medium                       │   |
|   │  [View Details] [Resolve] [Archive]     │   |
|   └────────────────────────────────────────┘   |
|                                                    |
|   ┌────────────────────────────────────────┐   |
|   │  [✖] Feedback ID: #FB20240114001        │   |
|   │  Type: Complaint                        │   |
|   │  User: Amit S. (ID: 11111)              │   |
```

```
|    |   Submitted: 13 Jan 2024, 11:20 AM      | |
|    | Status: [Resolved]                      | |
|    | Priority: High                          | |
|    | [View Details] [Archive]                | |
|    └─────────────────────────────────────┘   |
|                                                |
| [Previous] [1] [2] [3] ... [Next]             |
| Showing 1-10 of 1,234 feedback items          |
|                                                |
| [Bulk Actions: Select All] [Mark as Acknowledged]  |
| [Mark as Resolved] [Export]                   |
|                                                |
└────────────────────────────────────────────┘
```

Elements:

- Filter tabs by status
- Feedback statistics
- Feedback list with type indicators
- Priority levels
- Action buttons
- Bulk operations

11. FEEDBACK DETAILS SCREEN

```
┌──────────────────────────────────┐
| [← Back]  Feedback Details       |
├──────────────────────────────────┤
|                                  |
| Feedback ID: #FB20240115001      |
| Status: [Pending]                |
| Priority: High                   |
|                                  |
| ─────────────────────────────   |
|                                  |
| User Information:                 |
|   ┌────────────────────────┐    |
|   | Name: Rajesh Kumar     | |
|   | User ID: 12345         | |
|   | Phone: +91 98765 43210 | |
|   | Email: rajesh@email.com| |
|   | [View Full Profile]    | |
|   └────────────────────────┘   |
|                                  |
| ─────────────────────────────   |
|                                  |
| Feedback Details:                 |
| Type: Payment Issue              |
| Category: Transaction Problem    |
| Submitted: 15 Jan 2024, 10:30 AM |
```

```
|                              |
|  Subject:                    |
|  Payment not reflected in account  |
|                              |
|  Description:                |
|  I made a payment of ₹450 for a  |
|  pooling service on 14 Jan, but the  |
|  amount has not been credited to  |
|  my account. Transaction ID:  |
|  #TXN123456789               |
|                              |
|  ─────────────────────────   |
|                              |
|  Conversation History:       |
|  ┌─────────────────────┐     |
|  │  User (15 Jan, 10:30 AM):  │  |
|  │  Payment issue as described  │  |
|  │                     │     |
|  │  Admin (15 Jan, 11:00 AM):  │  |
|  │  We're looking into this...  │  |
|  │                     │     |
|  │  [Add Response]     │     |
|  └─────────────────────┘     |
|                              |
|  ─────────────────────────   |
|                              |
|  Related Transaction:        |
|  Transaction ID: #YA20240114001  |
|  [View Transaction Details]  |
|                              |
|  ─────────────────────────   |
|                              |
|  Admin Actions:              |
|  [Acknowledge]               |
|  [Mark as Resolved]          |
|  [Assign to Support Team]    |
|  [Escalate]                  |
|  [Archive]                   |
|                              |
└──────────────────────────────┘
```

Elements:

- User information
- Feedback details
- Conversation history
- Related transaction link
- Admin action buttons

12. USER MANAGEMENT SECTION

```
┌────────────────────────────────────────────────────┐
│  [← Back]  User Management    [🔍] [⚙ Filter] [📊]   │
├────────────────────────────────────────────────────┤
│                                                    │
│  User Management                                   │
│                                                    │
│  [All] [Individual] [Company] [Verified] [Pending] [Suspended]│
│                                                    │
│    ┌──────────────────────────────────────┐       │
│    │  User Statistics:                    │  │
│    │  • Total Users: 45,678               │  │
│    │  • Individual: 38,456                │  │
│    │  • Company: 7,222                    │  │
│    │  • Verified: 42,100                  │  │
│    │  • Pending: 3,578                    │  │
│    │  • Suspended: 23                     │  │
│    └──────────────────────────────────────┘       │
│                                                    │
│  User List:                                        │
│    ┌──────────────────────────────────────┐       │
│    │  User ID │ Name │ Type │ Status │ Joined │ Actions│ │
│    ├──────────────────────────────────────┤  │
│    │  12345   │ Rajesh K. │ Individual │ Verified │    │ │
│    │          │           │            │ 15 Jan 2024 │ [View]│ │
│    ├──────────────────────────────────────┤  │
│    │  67890   │ Priya M. │ Individual │ Verified │    │ │
│    │          │          │            │ 14 Jan 2024 │ [View]│ │
│    ├──────────────────────────────────────┤  │
│    │  11111   │ ABC Cars │ Company │ Verified │      │ │
│    │          │          │         │ 10 Jan 2024 │ [View]│ │
│    ├──────────────────────────────────────┤  │
│    │  22222   │ Amit S. │ Individual │ Pending │     │ │
│    │          │         │            │ 16 Jan 2024 │ [View]│ │
│    └──────────────────────────────────────┘       │
│                                                    │
│  [Previous] [1] [2] [3] ... [Next]                 │
│  Showing 1-10 of 45,678 users                      │
│                                                    │
│  [Bulk Actions: Select All] [Verify Selected]      │
│  [Suspend Selected] [Export]                       │
│                                                    │
└────────────────────────────────────────────────────┘
```

Elements:

- Filter tabs
- User statistics
- User list table
- Status indicators
- Action buttons
- Bulk operations

13. USER DETAILS SCREEN

```
┌─────────────────────────────────┐
│ [← Back]  User Details          │
├─────────────────────────────────┤
│                                 │
│ User ID: 12345                  │
│ Status: [Verified]              │
│                                 │
│ ─────────────────────────────── │
│                                 │
│ Personal Information:           │
│ ┌─────────────────────────────┐ │
│ │ Name: Rajesh Kumar          │ │
│ │ Username: @rajesh_k         │ │
│ │ Phone: +91 98765 43210      │ │
│ │ Email: rajesh@email.com     │ │
│ │ DOB: 15 Mar 1990            │ │
│ │ Gender: Male                │ │
│ │ Joined: 15 Jan 2024         │ │
│ └─────────────────────────────┘ │
│                                 │
│ ─────────────────────────────── │
│                                 │
│ Account Status:                 │
│ • Verification: Verified        │
│ • Documents: All Uploaded       │
│ • Rating: ☆ 4.8 (120 reviews)   │
│ • Account Status: Active        │
│                                 │
│ ─────────────────────────────── │
│                                 │
│ Activity Summary:               │
│ • Total Trips: 45               │
│ • Offers Created: 23            │
│ • Bookings Made: 22             │
│ • Total Revenue: ₹12,500        │
│ • Total Spent: ₹8,900           │
│                                 │
│ ─────────────────────────────── │
│                                 │
│ Vehicles:                       │
│ 🚗 Honda City (KA-01-AB-1234)   │
│ Status: Active                  │
│ [View Vehicle Details]          │
│                                 │
│ ─────────────────────────────── │
│                                 │
│ Recent Transactions:            │
│ • #YA20240115001 - Car Pool - ₹450 │
│ • #YA20240114001 - Rental - ₹1,600 │
```
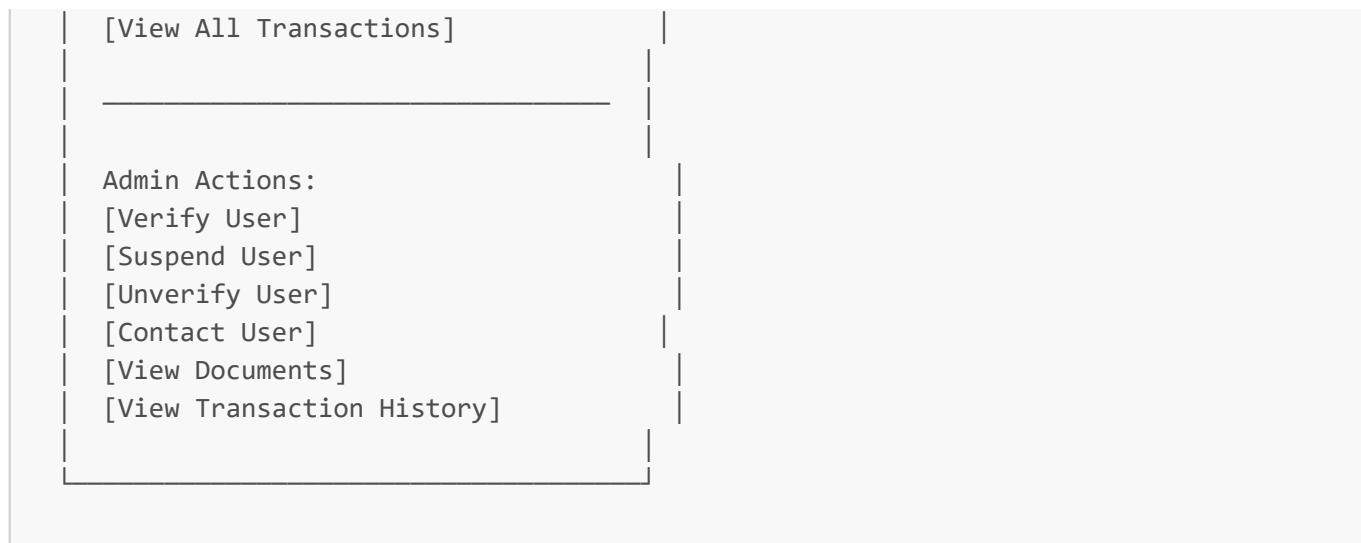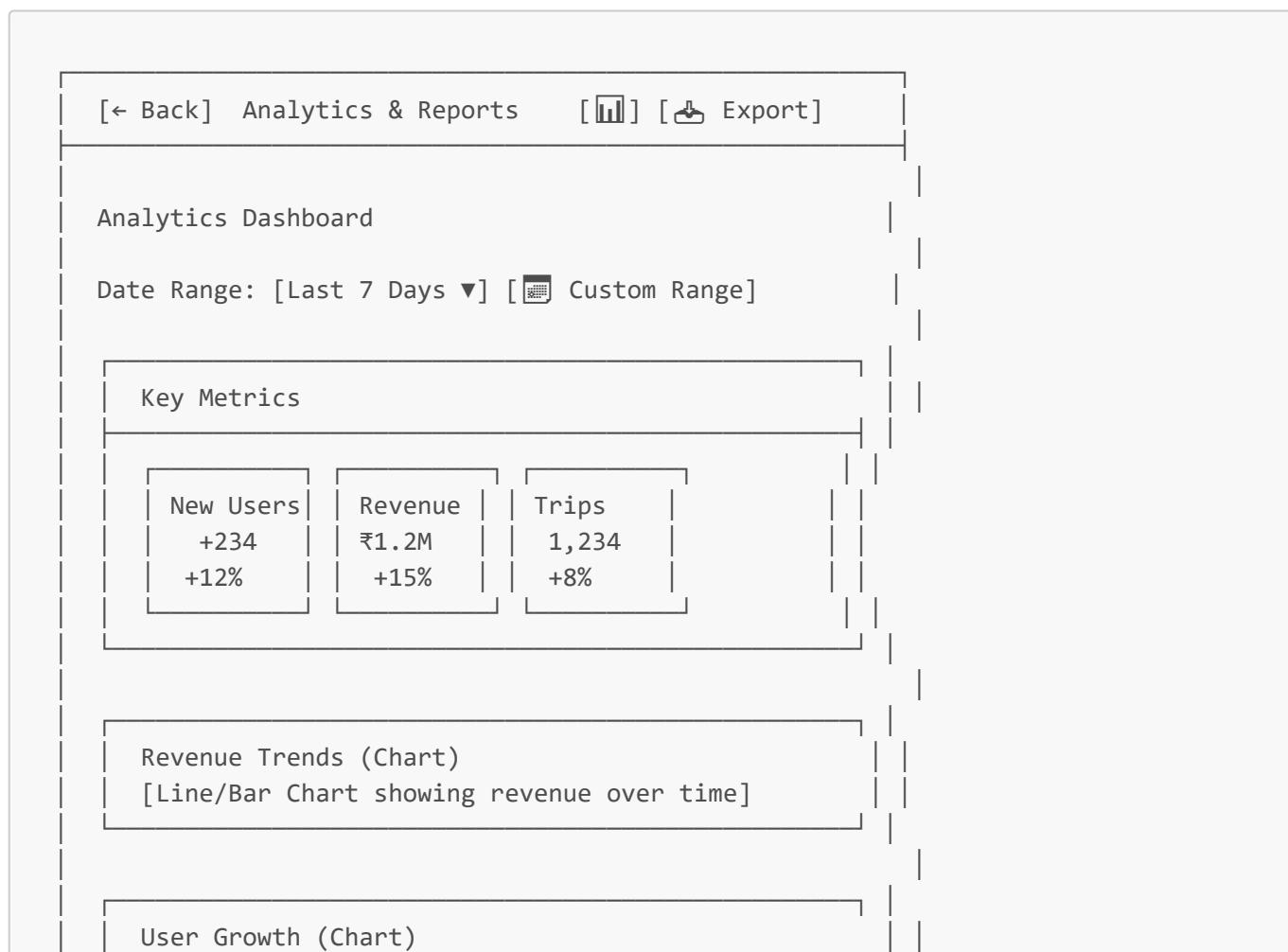
```
    |  [View All Transactions]           |
    |                                    |
    |  _____  |
    |                                    |
    |  Admin Actions:                    |
    |  [Verify User]                     |
    |  [Suspend User]                    |
    |  [Unverify User]                   |
    |  [Contact User]                    |
    |  [View Documents]                  |
    |  [View Transaction History]        |
    |                                    |
    |_____|
```

Elements:

- Complete user profile
- Account status
- Activity summary
- Vehicle information
- Recent transactions
- Admin action buttons

---

14. ANALYTICS & REPORTS SCREEN

```
  _____
 |  [← Back]  Analytics & Reports    [📊] [📤 Export]  |
 |_____|
 |                                                    |
 |  Analytics Dashboard                               |
 |                                                    |
 |  Date Range: [Last 7 Days ▼] [📅 Custom Range]     |
 |                                                    |
 |   _____   |
 |  |  Key Metrics                                 |  |
 |  |_____|  |
 |  |   _____   _____   _____       |  |
 |  |  | New Users| | Revenue  | | Trips    |      |  |
 |  |  |   +234   | |  ₹1.2M   | |  1,234   |      |  |
 |  |  |   +12%   | |   +15%   | |   +8%    |      |  |
 |  |  |_____| |_____| |_____|      |  |
 |  |_____|  |
 |                                                    |
 |   _____   |
 |  |  Revenue Trends (Chart)                      |  |
 |  |  [Line/Bar Chart showing revenue over time]  |  |
 |  |_____|  |
 |                                                    |
 |   _____   |
 |  |  User Growth (Chart)                         |  |
```

```
|   |     [Line Chart showing user growth]       | |
|   |     └───────────────────────────────────┘  | |
|   |                                             | |
|   |                                             |  |
|   |     ┌───────────────────────────────────┐  | |
|   |     | Service Distribution               |  | |
|   |     | • Car Pooling: 45%                 |  | |
|   |     | • Bike Pooling: 12%                |  | |
|   |     | • Car Rentals: 35%                 |  | |
|   |     | • Bike Rentals: 8%                 |  | |
|   |     | [Pie Chart]                        |  | |
|   |     └───────────────────────────────────┘  | |
|   |                                             |  |
|   |     ┌───────────────────────────────────┐  | |
|   |     | Top Performing Routes              |  | |
|   |     | 1. Bangalore → Mumbai (1,234 trips)|  | |
|   |     | 2. Delhi → Jaipur (890 trips)      |  | |
|   |     | 3. Pune → Mumbai (567 trips)       |  | |
|   |     └───────────────────────────────────┘  | |
|   |                                             |  |
|   |     ┌───────────────────────────────────┐  | |
|   |     | Top Earning Users                  |  | |
|   |     | 1. Rajesh K. - ₹12,500             |  | |
|   |     | 2. Priya M. - ₹10,200              |  | |
|   |     | 3. ABC Cars - ₹45,000              |  | |
|   |     └───────────────────────────────────┘  | |
|   |                                             |  |
|   |   [Generate Custom Report] [Export All Data]  |
|   |                                             |  |
|   └─────────────────────────────────────────────┘
```

Elements:

- Date range selector
- Key metrics cards
- Revenue trends chart
- User growth chart
- Service distribution
- Top routes and users
- Export options

---

15. ADMIN SETTINGS SCREEN

```
|   ┌───────────────────────────────────┐
|   | [← Back]  Admin Settings          |
|   ├───────────────────────────────────┤
|   |                                   |
|   |  System Settings                  |
|   |                                   |
|   |  Platform Configuration:          |
|   |  ┌─────────────────────────────┐  |
```

```
│  │   Platform Fee (%)              │ │
│  │   [10] %                        │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ┌─────────────────────────────────┐ │
│  │   Minimum Booking Amount        │ │
│  │   [₹100]                        │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ┌─────────────────────────────────┐ │
│  │   Maximum Booking Amount        │ │
│  │   [₹50,000]                     │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ─────────────────────────────────   │
│                                       │
│  Verification Settings:              │
│  ┌─────────────────────────────────┐ │
│  │   Auto-approve after (hours)    │ │
│  │   [24] hours                    │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ┌─────────────────────────────────┐ │
│  │   Require manual approval       │ │
│  │   [✓] Yes    [ ] No             │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ─────────────────────────────────   │
│                                       │
│  Notification Settings:              │
│  ┌─────────────────────────────────┐ │
│  │   Email notifications           │ │
│  │   [✓] Enabled                   │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ┌─────────────────────────────────┐ │
│  │   SMS notifications             │ │
│  │   [ ] Enabled                   │ │
│  └─────────────────────────────────┘ │
│                                       │
│  ─────────────────────────────────   │
│                                       │
│  Admin Account:                      │
│  [Change Password]                   │
│  [Two-Factor Authentication]         │
│  [Activity Log]                      │
│                                       │
│  ─────────────────────────────────   │
│                                       │
│  [Save Changes]                      │
│  [Reset to Default]                  │
│                                       │
└───────────────────────────────────────┘
```

Elements:

- Platform configuration
- Verification settings
- Notification preferences
- Admin account settings
- Save and reset options

Admin Features & Functionality

1. User Analytics Panel

Features:

- **Present User Count:**

    - Real-time active users
    - Updates every 30 seconds
    - Shows peak usage times
    - Geographic distribution

- **Total User Count:**

    - Cumulative registered users
    - Growth trends
    - User type breakdown (Individual/Company)
    - Verification status breakdown
    - Registration date analysis

Metrics Displayed:

- Active users (last 24 hours)
- New registrations (today/week/month)
- User retention rate
- Churn rate
- User engagement metrics

---

2. Earnings Overview Panel

Features:

- **Today's Earnings:**

    - Real-time revenue tracking
    - Comparison with previous day
    - Service-wise breakdown
    - Payment method distribution

- **Total Earnings:**

- Lifetime revenue
- Service category breakdown:
  - Car Pooling
  - Bike Pooling
  - Car Rentals
  - Bike Rentals
- Corporate partnerships revenue
- Growth trends
- Revenue forecasts

Additional Metrics:

- Average transaction value
- Revenue per user
- Platform fee collection
- Refund statistics

---

3. Feedback/Inquiry Management

Features:

- **Feedback Categories:**
  - Payment Issues
  - Technical Problems
  - Feature Suggestions
  - Complaints
  - General Inquiries

- **Status Management:**
  - Pending
  - Acknowledged
  - In Progress
  - Resolved
  - Archived

- **Priority Levels:**
  - Critical
  - High
  - Medium
  - Low

- **Response Tracking:**
  - Average response time
  - Resolution time
  - Admin assignment
  - Conversation history

4. Transaction Management

Features:

- **Transaction Table Columns:**

    - Transaction ID
    - User Name & ID
    - Service Type
    - Date & Time
    - Route/Location
    - Revenue
    - Payment Status
    - Booking Status

- **Transaction Details Include:**

    - Complete booking information
    - Payment breakdown
    - Platform fee calculation
    - User reviews & ratings
    - Documents (ID proof, vehicle proof)
    - Dispute information (if any)

- **Filtering Options:**

    - By user
    - By service type
    - By date range
    - By revenue range
    - By status
    - By location

5. Pooling Management

Features:

- **Offer Management:**

    - View all pooling offers
    - Filter by status (Active, Pending, Expired, Suspended)
    - Approve/reject offers
    - Suspend fraudulent offers
    - Flag suspicious activity

- **Interaction Monitoring:**

    - View user-to-user interactions
    - Track booking requests

- Monitor completion rates
- Identify patterns

- **Bulk Operations:**

  - Bulk approve
  - Bulk suspend
  - Bulk flag
  - Export data

---

6. Rental Management

Features:

- **Rental Tracking:**

  - Individual rentals
  - Company rentals
  - Availability management
  - Booking history

- **Management Actions:**

  - Approve listings
  - Suspend abusive listings
  - Pause repeated violators
  - Verify vehicle documents

- **Analytics:**

  - Rental utilization rates
  - Revenue per vehicle
  - Popular rental locations
  - Peak rental times

---

7. Rides History

Features:

- **Composite History:**

  - All completed transactions
  - Pooling + Rentals combined
  - Filterable by multiple criteria
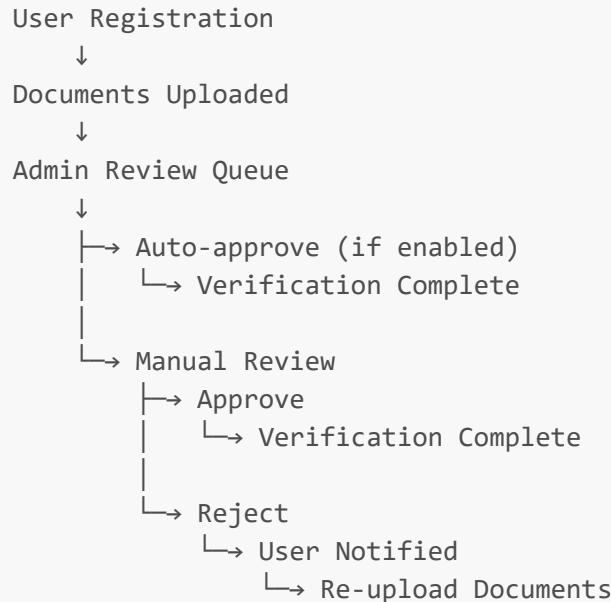
- **Filter Options:**

  - By user
  - By location
  - By date range
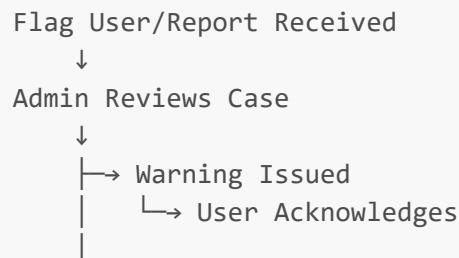
- By revenue
        - By service type
        - By status

- **Dispute Resolution:**

        - Access to transaction details
        - Review conversations
        - View documents
        - Resolve conflicts

- **Trend Analysis:**

        - Popular routes
        - Peak times
        - Revenue trends
        - User behavior patterns

User Management Workflows

User Verification Workflow

```
User Registration
     ↓
Documents Uploaded
     ↓
Admin Review Queue
     ↓
     ├─→ Auto-approve (if enabled)
     │    └─→ Verification Complete
     │
     └─→ Manual Review
          ├─→ Approve
          │    └─→ Verification Complete
          │
          └─→ Reject
               └─→ User Notified
                    └─→ Re-upload Documents
```

User Suspension Workflow

```
Flag User/Report Received
     ↓
Admin Reviews Case
     ↓
     ├─→ Warning Issued
     │    └─→ User Acknowledges
     │
```

```
        └─→ Suspend User
            ├─→ Temporary Suspension
            │     └─→ Review After Period
            │
            └─→ Permanent Ban
                  └─→ User Blocked
```

Analytics & Reporting

1. Revenue Reports

Report Types:

- Daily revenue report
- Weekly revenue report
- Monthly revenue report
- Yearly revenue report
- Custom date range reports

Report Includes:

- Total revenue
- Service-wise breakdown
- Platform fee collection
- Refunds
- Growth percentage
- Forecasts

2. User Reports

Report Types:

- New user registrations
- User growth trends
- User retention analysis
- User engagement metrics
- Geographic distribution

3. Service Reports

Report Types:

- Pooling service analytics
- Rental service analytics
- Popular routes
- Peak usage times
- Service utilization rates

4. Custom Reports

Features:

- Select date range
- Choose metrics
- Filter by criteria
- Export formats (CSV, PDF, Excel)
- Schedule automated reports

Security & Access Control

1. Admin Authentication

Security Features:

- Secure login with admin ID and password
- Two-factor authentication (optional)
- Session management
- Auto-logout after inactivity
- IP whitelisting (optional)

2. Role-Based Access Control

Admin Roles:

- **Super Admin:**

    - Full access to all features
    - User management
    - System settings
    - Financial data

- **Support Admin:**

    - Feedback management
    - User support
    - Transaction viewing
    - Limited user management

- **Analytics Admin:**

    - View analytics and reports
    - Export data
    - Read-only access to transactions

3. Audit Logging

Logged Activities:

- Admin login/logout
- User status changes
- Offer approvals/rejections
- Financial transactions
- Settings changes
- Data exports

4. Data Protection

Security Measures:

- Encrypted data transmission
- Secure document storage
- PII protection
- GDPR compliance
- Regular security audits

Additional Admin Screens

16. NOTIFICATIONS CENTER

```
┌─────────────────────────────────────┐
│  [← Back]   Notifications           │
├─────────────────────────────────────┤
│                                     │
│  [All] [System] [Users] [Alerts]    │
│                                     │
│   ┌──────────────────────────┐  │   │
│   │  🔔  New user registration   │  │
│   │  234 new users today      │  │  │
│   │  2 hours ago              │  │  │
│   └──────────────────────────┘  │   │
│                                     │
│   ┌──────────────────────────┐  │   │
│   │  ⚠  High priority feedback   │  │
│   │  5 pending high priority  │  │  │
│   │  3 hours ago              │  │  │
│   └──────────────────────────┘  │   │
│                                     │
│   ┌──────────────────────────┐  │   │
│   │  💰  Revenue milestone      │  │  │
│   │  ₹2.5M total revenue reached │ │  │
│   │  1 day ago                │  │  │
│   └──────────────────────────┘  │   │
│                                     │
└─────────────────────────────────────┘
```

17. DOCUMENT VERIFICATION QUEUE

```
┌─────────────────────────────────────────┐
│ [← Back]  Document Verification       │
├─────────────────────────────────────────┤
│                                       │
│  Pending Verifications: 3,578         │
│                                       │
│  ┌───────────────────────────────┐  │
│  │  User: Rajesh K. (ID: 12345)  │  │
│  │  Type: Individual             │  │
│  │  Submitted: 15 Jan 2024       │  │
│  │  Documents:                   │  │
│  │  ✓  Driving Licence           │  │
│  │  ✓  Aadhar Card               │  │
│  │  ⧗ Vehicle Documents (Pending)│  │
│  │  [Review] [Approve] [Reject]  │  │
│  └───────────────────────────────┘  │
│                                       │
│  ┌───────────────────────────────┐  │
│  │  User: Priya M. (ID: 67890)   │  │
│  │  Type: Individual             │  │
│  │  Submitted: 14 Jan 2024       │  │
│  │  Documents:                   │  │
│  │  ✓  All Documents Uploaded    │  │
│  │  [Review] [Approve] [Reject]  │  │
│  └───────────────────────────────┘  │
│                                       │
│  [Previous] [1] [2] [3] ... [Next] │
│  Showing 1-10 of 3,578 verifications│
│                                       │
│  [Bulk Actions: Select All]        │
│  [Approve Selected] [Reject Selected]│
│                                       │
└─────────────────────────────────────────┘
```

Elements:

- Pending verification count
- User verification queue
- Document status indicators
- Review and action buttons
- Bulk operations
- Pagination

18. DOCUMENT REVIEW SCREEN

```
┌─────────────────────────────────────┐
│ ┌─────────────────────────────────┐ │
│ │ [← Back]  Document Review       │ │
│ ├─────────────────────────────────┤ │
│ │                                 │ │
│ │ User: Rajesh K. (ID: 12345)     │ │
│ │ Verification Status: Pending    │ │
│ │                                 │ │
│ │ ─────────────────────────────   │ │
│ │                                 │ │
│ │ Personal Documents:             │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  Driving Licence            │ │ │
│ │ │  [Front] [View] [√ Verified]│ │ │
│ │ │  [Back]  [View] [√ Verified]│ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  Aadhar Card                │ │ │
│ │ │  [Front] [View] [√ Verified]│ │ │
│ │ │  [Back]  [View] [√ Verified]│ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  User Photo                 │ │ │
│ │ │  [View] [√ Verified]        │ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ─────────────────────────────   │ │
│ │                                 │ │
│ │ Vehicle Documents:              │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  Vehicle Number: KA-01-AB-1234│ │
│ │ │  Vehicle Type: Car          │ │ │
│ │ │  [Verify Plate Type]        │ │ │
│ │ │  [Yellow Board] [White Board]│ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  Vehicle Photos             │ │ │
│ │ │  [Front] [View] [√ Verified]│ │ │
│ │ │  [Back]  [View] [√ Verified]│ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ┌─────────────────────────────┐ │ │
│ │ │  Insurance Papers           │ │ │
│ │ │  [View] [⧗ Pending Review]  │ │ │
│ │ └─────────────────────────────┘ │ │
│ │                                 │ │
│ │ ─────────────────────────────   │ │
│ │                                 │ │
│ │ Verification Notes:             │ │
│ │ [_____]   │ │
│ │ [_____]   │ │
```
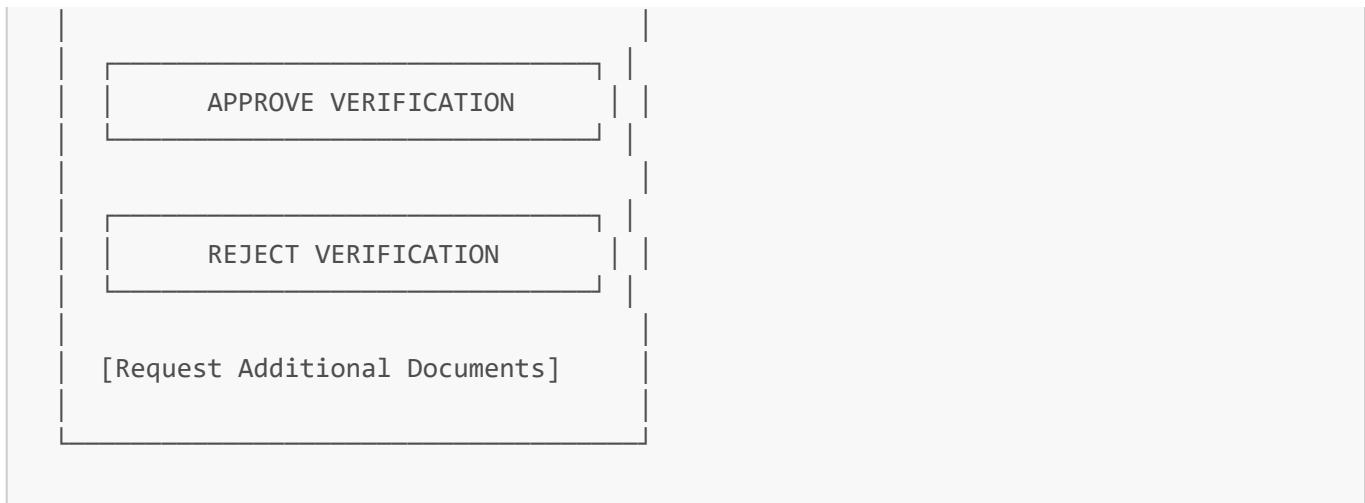
```
|                              |     |
|   ┌──────────────────────────┐  | |
|   |     APPROVE VERIFICATION     |  | |
|   └──────────────────────────┘  | |
|                              |     |
|                              |     |
|   ┌──────────────────────────┐  | |
|   |     REJECT VERIFICATION      |  | |
|   └──────────────────────────┘  | |
|                              |     |
|                              |     |
|   [Request Additional Documents]   |
|                              |     |
|                              |     |
└──────────────────────────────┘    |
```

Elements:

- Complete document list
- Document viewer
- Verification status per document
- Vehicle plate type verification
- Admin notes
- Approve/Reject buttons
- Request additional documents option

---

19. BULK OPERATIONS SCREEN

```
┌────────────────────────────────┐
| [← Back]  Bulk Operations      |
├────────────────────────────────┤
|                              |
|  Selected Items: 25          |
|                              |
|  Operation Type:             |
|  ( ) Approve Selected        |
|  ( ) Suspend Selected        |
|  ( ) Verify Selected         |
|  ( ) Flag Selected           |
|  ( ) Export Selected         |
|                              |
|  ──────────────────────────  |
|                              |
|  Selected Items Preview:     |
|  ┌──────────────────────────┐ |
|  |  ✓ #POOL20240115001       | |
|  |  ✓ #POOL20240115002       | |
|  |  ✓ #POOL20240115003       | |
|  |  ... (22 more)            | |
|  └──────────────────────────┘ |
|                              |
|  ──────────────────────────  |
|                              |
```

```
|   Additional Options:                   |
|   [ ] Send notification to users        |
|   [ ] Add admin notes                   |
|                                         |
|   Admin Notes (Optional):               |
|   [_____]               |
|   [_____]               |
|                                         |
|    ┌─────────────────────────────┐ |    |
|    │        CONFIRM OPERATION     │ |    |
|    └─────────────────────────────┘ |    |
|                                         |
|   [Cancel] [Clear Selection]            |
|                                         |
└─────────────────────────────────┘
```

Elements:

- Selected items count
- Operation type selection
- Items preview
- Additional options
- Admin notes
- Confirm button
- Cancel option

---

20. ADMIN ACTIVITY LOG

```
┌──────────────────────────────────────────────┐
│  [← Back]  Activity Log    [🔍] [⚙ Filter] [⬆ Export]│
├──────────────────────────────────────────────┤
│                                                │
│  Admin Activity History                        │
│                                                │
│  Filter Options:                               │
│  ┌──────────────────────────────────────┐ │
│  │  Admin: [All Admins ▼]                │ │
│  │  Action: [All Actions ▼]              │ │
│  │  Date Range: [From] [To] [▦]          │ │
│  │  [Apply Filters] [Reset]              │ │
│  └──────────────────────────────────────┘ │
│                                                │
│  Activity Log:                                 │
│  ┌──────────────────────────────────────┐ │
│  │  Admin: John Doe                      │ │
│  │  Action: Approved Pooling Offer       │ │
│  │  Target: #POOL20240115001             │ │
│  │  Time: 15 Jan 2024, 2:30 PM           │ │
│  │  IP: 192.168.1.100                    │ │
│  └──────────────────────────────────────┘ │
```

```
|                                              |        |
|  ┌──────────────────────────────────┐       | |
|  │  Admin: Jane Smith               │       | |
|  │  Action: Suspended User          │       | |
|  │  Target: User ID 12345           │       | |
|  │  Reason: Fraudulent Activity     │       | |
|  │  Time: 15 Jan 2024, 1:15 PM      │       | |
|  │  IP: 192.168.1.101               │       | |
|  └──────────────────────────────────┘       | |
|                                              |        |
|  ┌──────────────────────────────────┐       | |
|  │  Admin: John Doe                 │       | |
|  │  Action: Changed Platform Settings│      | |
|  │  Changes: Platform Fee: 10% → 12%│       | |
|  │  Time: 14 Jan 2024, 4:45 PM      │       | |
|  │  IP: 192.168.1.100               │       | |
|  └──────────────────────────────────┘       | |
|                                              |        |
|  [Previous] [1] [2] [3] ... [Next]          |
|  Showing 1-10 of 5,678 activities           |
|                                              |        |
|  [Export to CSV] [Export to PDF]            |
|                                              |        |
|_____|        |
```

Elements:

- Filter options
- Activity log entries with:
    - Admin name
    - Action performed
    - Target item
    - Timestamp
    - IP address
    - Additional details
- Export options
- Pagination

---

21. REPORT GENERATOR

```
|  ┌──────────────────────────────────┐       |
|  │  [← Back]  Generate Report       │       |
|  ├──────────────────────────────────┤       |
|  │                                  │       |
|  │  Report Configuration            │       |
|  │                                  │       |
|  │  Report Type: *                  │       |
|  │  [▼ Select Report Type...]       │       |
|  │  • Revenue Report                │       |
```

```
|    • User Report                   |
|    • Service Report                |
|    • Transaction Report            |
|    • Custom Report                 |
|                                    |
|  _____  |
|                                    |
|                                   |
|  Date Range: *                     |
|  From: [▦ 01 Jan 2024]            |
|  To:   [▦ 31 Jan 2024]             |
|                                    |
|  _____  |
|                                    |
|                                   |
|  Filters:                          |
|  Service Type: [All ▼]             |
|  User Type: [All ▼]                |
|  Status: [All ▼]                   |
|  Location: [All ▼]                 |
|                                    |
|  _____  |
|                                    |
|                                   |
|  Metrics to Include:              |
|  [✓] Total Revenue                |
|  [✓] User Count                   |
|  [✓] Transaction Count            |
|  [ ] Average Transaction Value    |
|  [✓] Service Breakdown            |
|  [ ] Geographic Distribution       |
|                                    |
|  _____  |
|                                    |
|                                   |
|  Export Format:                    |
|  ( ) PDF                           |
|  (•) CSV                           |
|  ( ) Excel                         |
|  ( ) JSON                          |
|                                   |
|  _____  |
|                                   |
|  Report Name:                     |
|  [Revenue_Report_Jan_2024]         |
|                                    |
|  [ ] Schedule Recurring Report     |
|  Frequency: [Weekly ▼]             |
|                                    |
|   _____ | |
|  |                              | | |
|  |      GENERATE REPORT         | | |
|  |_____| | |
|                                    |
|                                    |
|  [Preview] [Save Template]         |
|                                    |
|_____|
```

Elements:

- Report type selection
- Date range picker
- Filter options
- Metrics selection
- Export format options
- Report naming
- Scheduling options
- Generate button

22. DISPUTE RESOLUTION SCREEN

```
┌─────────────────────────────────┐
│  [← Back]  Dispute Resolution   │
├─────────────────────────────────┤
│                                 │
│  Active Disputes: 12            │
│                                 │
│  [All] [Open] [In Progress] [Resolved]│
│                                 │
│   ┌─────────────────────────┐   │
│   │  Dispute ID: #DIS20240115001  │ │
│   │  Transaction: #YA20240115001  │ │
│   │  Type: Payment Dispute      │ │
│   │  Status: [Open]             │ │
│   │  Priority: High             │ │
│   │  Reported: 15 Jan 2024      │ │
│   │  [View Details]             │ │
│   └─────────────────────────┘   │
│                                 │
│   ┌─────────────────────────┐   │
│   │  Dispute ID: #DIS20240115002  │ │
│   │  Transaction: #YA20240114001  │ │
│   │  Type: Service Quality      │ │
│   │  Status: [In Progress]      │ │
│   │  Priority: Medium           │ │
│   │  Reported: 14 Jan 2024      │ │
│   │  [View Details]             │ │
│   └─────────────────────────┘   │
│                                 │
│  [Previous] [1] [2] [3] ... [Next] │
│                                 │
└─────────────────────────────────┘
```

Elements:

- Dispute count
- Filter tabs

- Dispute list with:
    - Dispute ID
    - Related transaction
    - Dispute type
    - Status
    - Priority
    - Report date
- View details button
- Pagination

---

23. DISPUTE DETAILS SCREEN

```
┌─────────────────────────────────────┐
│  [← Back]  Dispute Details           │
├─────────────────────────────────────┤
│                                      │
│  Dispute ID: #DIS20240115001         │
│  Status: [Open]                      │
│  Priority: High                      │
│                                      │
│  _____   │
│                                      │
│                                      │
│  Transaction Information:            │
│  Transaction ID: #YA20240115001      │
│  Service: Car Pooling                │
│  Date: 15 Jan 2024                   │
│  Amount: ₹450                        │
│  [View Full Transaction]             │
│                                      │
│  _____   │
│                                      │
│  Parties Involved:                   │
│  Complainant: Rajesh K. (ID: 12345)  │
│  Respondent: Priya M. (ID: 67890)    │
│                                      │
│  _____   │
│                                      │
│  Dispute Details:                    │
│  Type: Payment Dispute               │
│  Description:                        │
│  Payment was made but service was    │
│  not provided as promised.           │
│                                      │
│  _____   │
│                                      │
│  Evidence:                           │
│  [View Screenshots]                  │
│  [View Messages]                     │
│  [View Documents]                    │
│                                      │
```

```
|    ─────────────────────────    |
|                                 |
|   Resolution History:           |
|   ┌─────────────────────────┐   |
|   │   15 Jan, 10:30 AM - Dispute │ |
|   │   reported by Rajesh K.   │ │
|   │                         │ │
|   │   15 Jan, 11:00 AM - Response │ │
|   │   from Priya M.         │ │
|   │                         │ │
|   │   [Add Admin Note]      │ │
|   └─────────────────────────┘   |
|                                 |
|    ─────────────────────────    |
|                                 |
|   Resolution Actions:           |
|   [Contact Complainant]         |
|   [Contact Respondent]          |
|   [Request Additional Info]     |
|   [Issue Refund]                |
|   [Resolve in Favor of Complainant] |
|   [Resolve in Favor of Respondent]  |
|   [Close Dispute]               |
|                                 |
└─────────────────────────────────┘
```
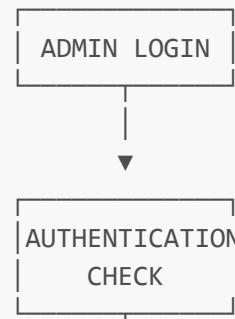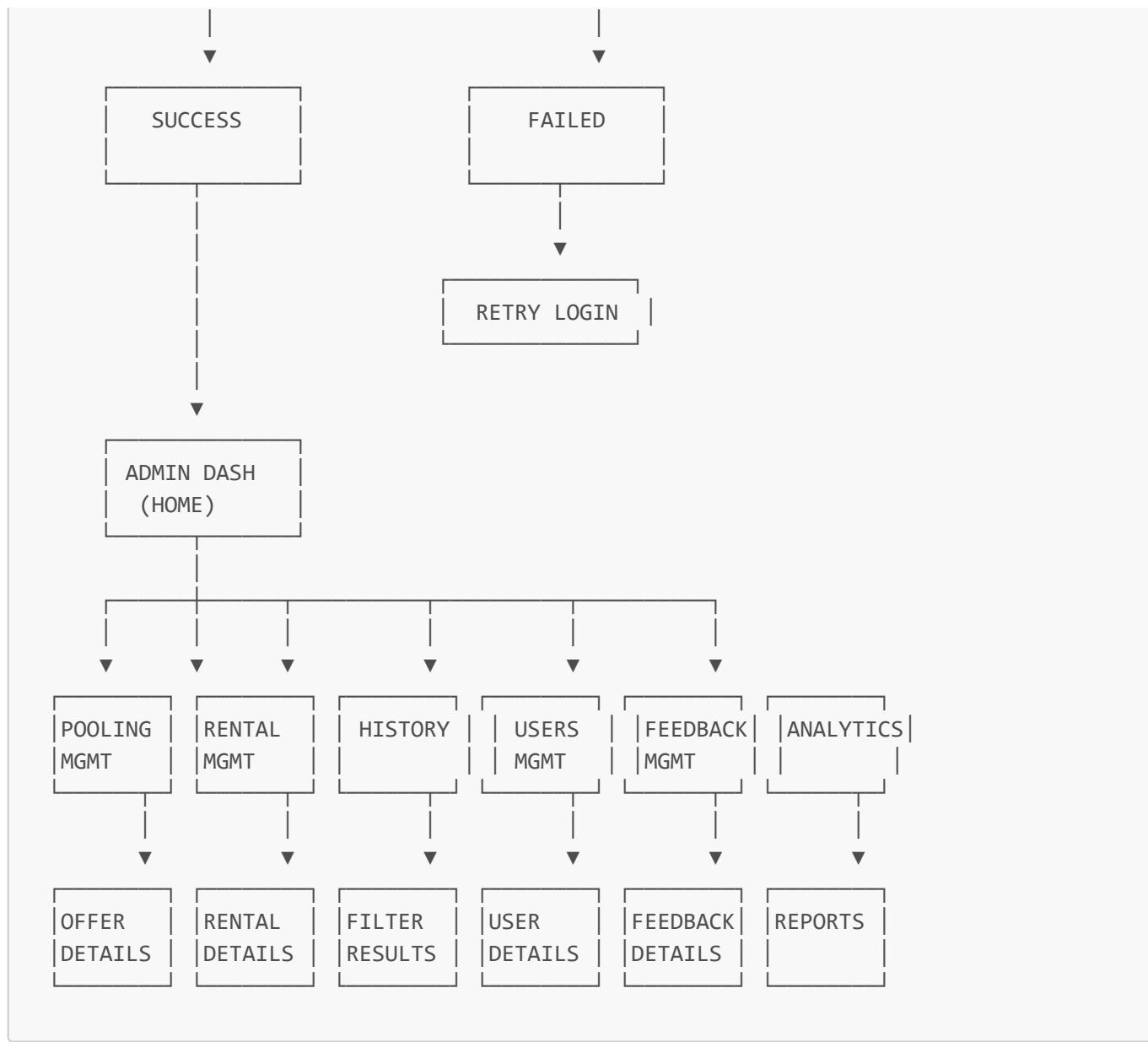
Elements:

- Complete dispute information
- Transaction details
- Parties involved
- Evidence links
- Resolution history
- Admin action buttons

Complete Admin Workflow Diagram

Admin Login to Dashboard Flow

```
            ┌─────────────┐
            │ ADMIN LOGIN │
            └─────────────┘
                   │
                   ▼
            ┌─────────────┐
            │AUTHENTICATION│
            │    CHECK    │
            └─────────────┘
                   │
        ┌──────────┴──────────┐
```

```
            |                              |
            ▼                              ▼
    ┌───────────────┐              ┌───────────────┐
    │    SUCCESS    │              │    FAILED     │
    │               │              │               │
    └───────────────┘              └───────────────┘
            |                              |
            |                              ▼
            |                      ┌───────────────┐
            |                      │  RETRY LOGIN  │
            |                      └───────────────┘
            ▼
    ┌───────────────┐
    │  ADMIN DASH   │
    │    (HOME)     │
    └───────────────┘
            |
    ┌───────┬───────┬───────┬───────┬───────┐
    |       |       |       |       |       |
    ▼       ▼       ▼       ▼       ▼       ▼
┌───────┐┌───────┐┌───────┐┌───────┐┌───────┐┌───────┐
│POOLING││RENTAL ││HISTORY││ USERS ││FEEDBACK││ANALYTICS│
│MGMT   ││MGMT   ││       ││ MGMT  ││MGMT   ││         │
└───────┘└───────┘└───────┘└───────┘└───────┘└───────┘
    |       |       |       |       |       |
    ▼       ▼       ▼       ▼       ▼       ▼
┌───────┐┌───────┐┌───────┐┌───────┐┌───────┐┌───────┐
│OFFER  ││RENTAL ││FILTER ││ USER  ││FEEDBACK││REPORTS│
│DETAILS││DETAILS││RESULTS││DETAILS││DETAILS ││       │
└───────┘└───────┘└───────┘└───────┘└───────┘└───────┘
```

Admin Dashboard Features Summary

Real-Time Updates

- Live user count updates
- Real-time earnings tracking
- Instant notification alerts
- Activity feed updates

Data Visualization

- Charts and graphs for analytics
- Revenue trends visualization
- User growth charts
- Service distribution pie charts
- Geographic heat maps

Quick Actions

- One-click approve/reject
- Bulk operations
- Quick search
- Filter presets
- Export shortcuts

Advanced Filtering

- Multi-criteria filtering
- Saved filter presets
- Date range selection
- Custom filter combinations
- Export filtered data

Admin Module Security Features

1. Access Control

- Role-based permissions
- IP whitelisting
- Session timeout
- Concurrent session limits
- Activity monitoring

2. Data Security

- Encrypted admin communications
- Secure document access
- Audit trail for all actions
- Data export logging
- PII masking in logs

3. Authentication Security

- Strong password requirements
- Two-factor authentication
- Login attempt limiting
- Suspicious activity alerts
- Password expiration

Admin Module Performance

1. Optimization Features

- Lazy loading for large datasets
- Pagination for all lists
- Cached analytics data
- Background report generation

- Optimized database queries

2. Scalability

- Handles large user bases
- Efficient transaction processing
- Real-time data updates
- Concurrent admin access
- Load balancing support

Admin Module Integration

1. External Integrations

- Payment gateway integration
- SMS gateway for notifications
- Email service integration
- Analytics platform integration
- Document verification APIs

2. Internal Integrations

- User app data sync
- Real-time notification system
- Transaction processing system
- Document storage system
- Reporting engine

Admin Module Best Practices

1. User Management

- Regular verification reviews
- Proactive fraud detection
- User behavior monitoring
- Quick response to issues
- Fair dispute resolution

2. Content Moderation

- Regular offer reviews
- Suspicious activity flagging
- Automated fraud detection
- Manual review for edge cases
- Pattern recognition

3. Financial Management

- Daily revenue monitoring
- Transaction reconciliation
- Refund processing
- Fee calculation accuracy
- Financial reporting

Conclusion

This comprehensive admin workflow document covers:

- ☑ Complete admin login and authentication flow
- ☑ Detailed dashboard with all panels
- ☑ User analytics and earnings overview
- ☑ Feedback and inquiry management
- ☑ Transaction and activity records
- ☑ Pooling and rental management
- ☑ Rides history with advanced filtering
- ☑ User management workflows
- ☑ Document verification system
- ☑ Analytics and reporting
- ☑ Security and access control
- ☑ Additional admin screens (23+ screens)
- ☑ Complete workflow diagrams
- ☑ Best practices and integrations

The YAARYATRA Admin Module provides comprehensive tools for managing the platform, monitoring user activity, handling transactions, resolving disputes, and generating insights for business growth.

Document Version: 1.0
Last Updated: 2024
Total Admin Screens: 23+
Admin Roles: Super Admin, Support Admin, Analytics Admin