ADMINISTRATOR GUIDE - MOMTAZCHEM PLATFORM

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ADMIN SYSTEM OVERVIEW

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This comprehensive guide covers all administrative functions available in the Momtazchem platform. As an administrator, you have access to 25+ modules for complete system management.

ADMIN DASHBOARD ACCESS

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- Login with admin credentials
- Navigate to Site Management
- Access centralized control panel
- Monitor system performance

SITE MANAGEMENT MODULES

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1. CONTENT MANAGEMENT
- Edit 430+ multilingual content items
- Manage website sections dynamically
- Upload and organize images
- Control social media links

2. PRODUCT MANAGEMENT
- Add/edit showcase products
- Manage shop inventory
- Generate EAN-13 barcodes
- Set pricing and availability

3. CUSTOMER RELATIONSHIP MANAGEMENT
- View customer database
- Track customer activities
- Analyze customer metrics
- Manage customer segments

4. ORDER MANAGEMENT
- Process orders through 3-department workflow
- Financial approval
- Warehouse preparation
- Logistics coordination

5. EMAIL AUTOMATION
- Configure SMTP settings

- Respond to support tickets
- Track customer satisfaction
- Manage feedback

ORDER PROCESSING:
- Review pending orders
- Approve financial transactions
- Coordinate warehouse operations
- Manage shipping logistics

EMAIL CONFIGURATION:
- Set up SMTP providers
- Configure routing rules
- Create email templates
- Monitor delivery rates

SYSTEM MONITORING:
- Check performance metrics
- Review error logs
- Monitor user activity
- Analyze system usage

BACKUP & MAINTENANCE:
- Schedule regular backups
- Perform database maintenance
- Update system configurations
- Monitor security status

This guide provides comprehensive coverage of all administrative functions.

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