

Here's a structured layout for the **AI-ServiceAgent Admin Page**, categorized into key sections:

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## 1. Dashboard Overview

- Total Conversations (Today, Weekly, Monthly)
- Active Channels (WhatsApp, Instagram, TikTok)
- AI Performance Metrics (Response Time, Accuracy)
- Revenue Dashboard (from chatbot transactions)
- Active Users / Agents Online
- Alerts & Notifications (e.g., failed messages, system downtime)

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## 2. User Management

- Admin Accounts (Create, Edit, Delete)
- Roles (Permissions, Roles)
- Agent / Reseller Account (Agent can resell)
- Customer Profiles (View interaction history)
- Customer Access Control (Assign channels or clients)

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## 3. Chatbot Management

- Create / Edit AI Bots
- Training Data Management (FAQs, Documents, url)
- Knowledge Base (Upload, Manage)
- Language Management (Add translations)
- Bot Personality Settings (Tone, Greeting message)

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### 3a. Channel Integrations (subset of chatbot management)

*Note: all these content in a table with name, status, action*

- Web Chat
- WhatsApp Business API Settings
- Instagram Connections
- TikTok Connections
- FB Connector
- API Connector (Open Connector)

- Other Chat Channels (future expansion)
  - Connection Status & Health Check
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### **3b. Automation & Workflow Rules (subset of chatbot management)**

- Trigger-based Actions (Auto-responses, follow-ups)
  - Routing Rules (Assign chats to specific agents)
  - Integrations with CRM/ERP systems
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## **4. Conversation Management**

- Live Chat Dashboard (Monitor ongoing chats)
  - Conversation Logs (Searchable history)
  - AI Suggestions for Agents
  - Tagging & Categorization of chats
  - Escalation Management (Human takeover)
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## **5. Payments & Billing**

- Payment Gateway Settings (Bizappay)
  - Transaction Logs
  - Subscription Plan Management
  - Quota Management (Message limits per client)
  - Invoice Generation
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## **6. Quota & Addon**

- Product list
  - Shopping cart
  - Quota & Limits
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## **7. Analytics & Reports**

- Customer Interaction Reports
- AI Accuracy Reports (Intent detection, fallback rates)
- Channel Performance Analytics

- Export Reports (PDF, CSV)
  - Scheduled Reporting Automation
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## **8. System Settings**

- General Settings (Brand name, Email, Support contact)
  - Notification Settings (Email, SMS alerts)
  - Data Privacy & Compliance Settings
  - Backup & Restore Options
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## **10. Support Tools**

- Knowledge Base Access for Admins
  - Troubleshooting Logs (API errors, Webhook issues)
  - Support Tickets Management
  - Admin Help Guide / Documentation
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