AI-ServiceAgent Owner Admin Page

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

1. **Dashboard Overview**

*Note: all these content in a page displayed in chart, or card with numbers*

* 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)

**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)

**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)

**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

**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

**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)

**5. Payments & Billing**

* Payment Gateway Settings (Bizappay)
* Transaction Logs
* Subscription Plan Management
* Quota Management (Message limits per client)
* Invoice Generation

**6. Quota & Addon**

* Productlist
* Shopping cart
* Quota & Limits

**7. Analytics & Reports**

* Customer Interaction Reports
* AI Accuracy Reports (Intent detection, fallback rates)
* Channel Performance Analytics
* Export Reports (PDF, CSV)
* Scheduled Reporting Automation

**8. System Settings**

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

**10. Support Tools**

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