**7Adriin.com Web Admin Portal Functionality**

**Login Users**

* Super Admin: This user will have super admin rights over the application. Having access to every option available. He will be able to manager users that will have access to Admin Portal.
* Admin : Response to handle user approvals , Gigs Approval , Freelance / Customer Payments Processing
* Key Account Manager: This role will be responsible for handling customers and freelancers by communicating with them over inMail.
* Marketing: These users will be handling the CMS related part of the website. Content handling will be major responsibility of these users.

**Login**

* User can login using there username and password
* Based on the user group, the admin portal will enable / disable menu options.
* The user rights against groups will be customizable as per the requirement.
* Each user will fall under a User Group to manage Security Access of the users accessing the admin portal.

**Management**

* Admin can manage category and Subcategory against which the gigs can be available.
* Admin can manage website content across different pages.
* Admin can manage freelancers / Customers account like password change, enable disable accounts, and update information.
* Beside fix users group like Admin, Key Account Manager and Finance against which there are will be specific functionalities available. Beside these groups, user can add further user group and security menus can be assigned accordingly.
* Over the top menu, a notification icon will be available. This will be Red signaled whenever a notification from any inMail, dispute occurs throughout any of the freelancer or customer.
* Upon clicking on notification. User will be taken to inMail.

**Freelancers Management**

* Once freelancer signs up for an account, there will be a work queue option under Freelancer Management Menu where requests will be available for approval for Freelancers once they signup.
* In case of decline, admin will provide reasons in comment that will be sent to Freelancer over Email. Which once corrected, the account request will be submitted again for approval. Account once declined will marked declined, and freelancer can use the same email id to register. In this case details will be updated followed by the new request.
* There will be notification in inMail against the user signup request as well.
* Admin can manage financial against Freelancers Payment. The Transfer of payments from 7Adriin account to Freelancers will be handled externally, however the admin will mark the payments in the system through Admin Portal.
* There will be configuration percentage based, against the amount available in Freelancer Account. Based on the percentage, the specific amount can be withdrawn.
* Admin can open up the freelancer and send an InMail if required to chat with Freelancer.
* Admin can view freelancer’s gigs, ongoing project against Gigs as services.

**Customer Management**

* Admin can manage payments incoming from customers.
* External payments sent by Customer will be received and amount will be credit to 7Adriin against Customer that will be later consumed against an order or project.
* Based on payments received, the status of Gigs can be marked.
* Admin can manage profile for customers. Update information, block Account.
* Admin can view customer ongoing orders,

**Gigs Management**

* Admin will be able to add Category
* Admin will be able to add sub-category against category
* All gigs that will be created and submitted by the freelancer will be required for approval.
* Upon submission, there will be a notification that shows a gig is upon approval
* Upon opening the workqueue, the user will be able to view the Gig. Approval and denial functionality will be available.
* Upon approval, a notification will be sent to Freelancer and the gig will be published and will be available against category and sub category.
* Upon deny with a comment, freelancer will be notified and will have an option to re-edit and submit the gig for approval.
* Admin can open any gig in any state. View the ongoing orders and send an inMail to either Customer or Freelancer if required.

**Dispute Management**

* During an order in progress, i.e. when a customer have ordered a GIG as service. In case there is any issue or dispute in between the freelancer and customer, both parties have right to open up a dispute.
* Once a dispute is raised from Porta, there will be notification to Customer about dispute.
* A dispute will be always opened against an Active Order.
* Once dispute is opened, admin will be able to view the inMail discussion between freelancer and customer. The Gigs status, the delays and other factors once looked upon, a decision will be made in any one’s favour. Based on terms and condition,
* Either customer will be paid back [Amount will be still in Customer Credit] and no services will be granted to customer. The Gig order will be cancelled.
* Or freelancer will be awarded the fee and gig order will be marked cancelled.

**Project Management**

* In case of a project posted by customer, a notification will be raised against project request.
* Only Key account manager users will be able to view the notification.
* In case of assigned by Admin, the notification will be available to key account manager to process with the project.
* The key account manager will have the details available for the entire project along with inMail against Project Request with Customer.
* Key account manager based on the project, will send out notifications to all the freelancer having categories and sub categories marked under their expertise as per the project.
* No budget details will be sent out.
* Against each request, freelancer will be able to provide offers to Key Account Manager through inMail.
* Based on the inputs received by freelancer, the key account manager will adjust their margin and have a negotiation with customer through InMail.
* Upon confirmation, customer will transfer the amount against 7Adriin and against Project. The amount will be credit against Project and Customer. And amount credit will be updated.
* Based on Amount, the Key Account Manager will also finalize a freelancer. All communication will be with Freelancer through inMail as well
* Once Freelancer is finalized, a Project Task will be created and Relation between Freelancer/Account Manager & Customer/Account Manager will be created.
* Against a Project Task, the key account manager will be able to communicate with either freelancer or Customer under different inMail. And updates can be shared.
* Until delivery, the communication can go through. Once delivery is done, 7Adrinn team will send payment to freelancer and mark project as completed.
* Once project is done, the customer will provide feedback and it will reflect against freelancer profile through portal.

**Finance Management**

* Admin can manage the financial for both freelancer and customer.
* A customer once payment is done, the amount can be credited to customer account.
* This amount can be used against an ordered GIG.
* Once Gig order is successfully done and completed, the specific amount from customer account will be transferred to freelancer account.
* An amount against a project along with margins will be credited to 7Adriin account and amount will be credit under Customer Account.
* As VAT is implemented in UAE. All Freelancers earing through 7Adriin need to get there taxes Deducted from their final project/order amount. A configuration would be required in Admin Portal where admin can set the Percentage of VAT. The Vat will be applicable over below places
  + Freelancers earning amounts against their Order/Project
  + Customer paying amount for Project
* All payment done to 7Adriin to Freelancer and Customer to 7Adriin will be having receipts.
  + This means that when a payment is received from Customer to 7Adriin against any project, it will be having a receipt generated against project. This receipt will be available under Customer Receipts section in both Portal and Admin Portal.
  + In case customer pays amount that will be credit to customer account, a receipt will be generated and available under customer receipt under both portal and Admin portal.
  + In case payment is sent to Freelancer against a Project or Gig Order, a receipt will be generated against project or Gig Order. This will be available under Freelancer Receipts in both Portal and Admin Portal.

**Website Content Management**

* Website content like T&C, can be managed through Admin Portal.
* Different menu tabs along with content can be added/edited and removed.
* The T&C will be available throughout Portal wherever required.
* Adding pages and removing pages
* Easy edit website

**Reporting**

* Implement Reporting engine where we can easily generate & enquiry all activities