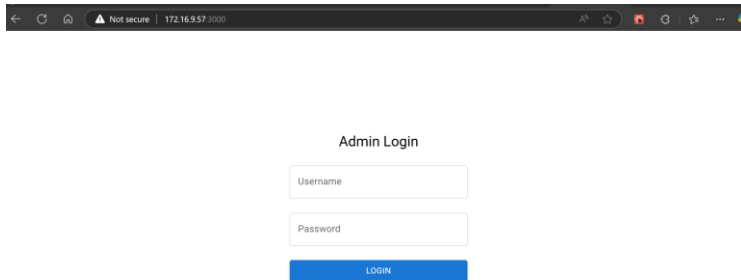


## I. Initial login at http://{ipAddress}:{port} using admin credentials

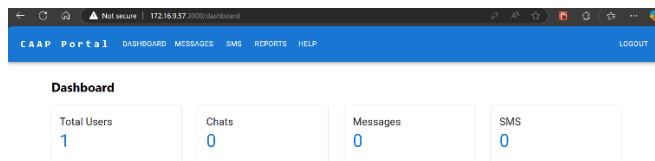
- In the initial login page, the admin/agent will have to input credentials to be able to access the admin dashboard, chat, messages, SMS, Reports, and help pages.



A screenshot of a web browser showing the 'Admin Login' page. The browser's address bar displays '172.16.9.57:3000'. The page has a white background with the title 'Admin Login' at the top. Below the title are two input fields: 'Username' and 'Password'. At the bottom of the form is a blue button labeled 'LOGIN'.

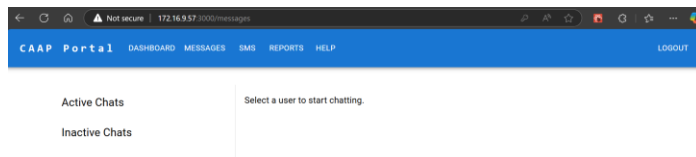
## II. Admin Dashboard UI showing counts such as:

- Total Users – the total number of active administrators.



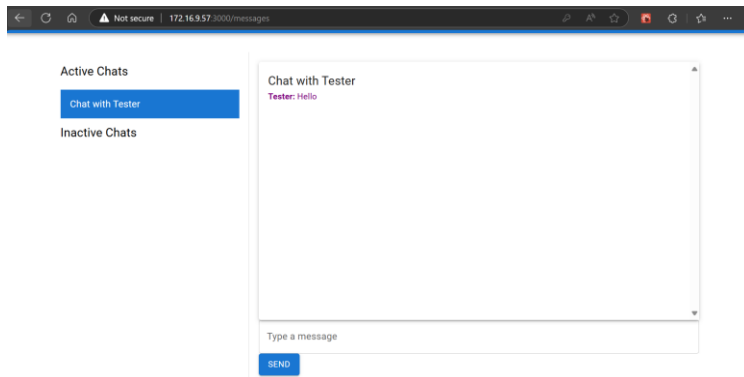
A screenshot of the 'CAAP Portal' Admin Dashboard. The browser address bar shows '172.16.9.57:3000/dashboard'. The dashboard has a blue header with the 'CAAP Portal' logo and navigation links for 'DASHBOARD', 'MESSAGES', 'SMS', 'REPORTS', and 'HELP'. A 'LOGOUT' link is on the right. Below the header, the title 'Dashboard' is centered. There are four white boxes displaying counts: 'Total Users' with the value '1', 'Chats' with '0', 'Messages' with '0', and 'SMS' with '0'.

- Chats – the total number of customers connected.

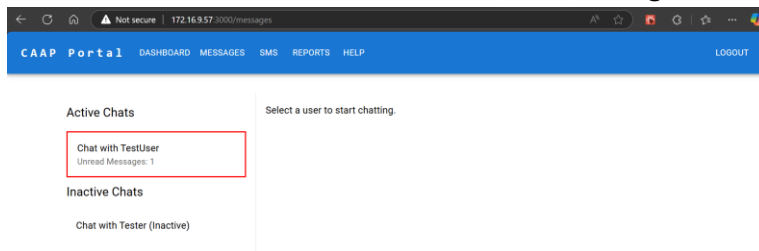


A screenshot of the 'Chats' section in the Admin Dashboard. The browser address bar shows '172.16.9.57:3000/messages'. The page has a blue header with the 'CAAP Portal' logo and navigation links for 'DASHBOARD', 'MESSAGES', 'SMS', 'REPORTS', and 'HELP'. A 'LOGOUT' link is on the right. Below the header, the title 'Chats' is centered. There are two white boxes on the left: 'Active Chats' and 'Inactive Chats'. On the right, there is a text input field with the placeholder text 'Select a user to start chatting.'.

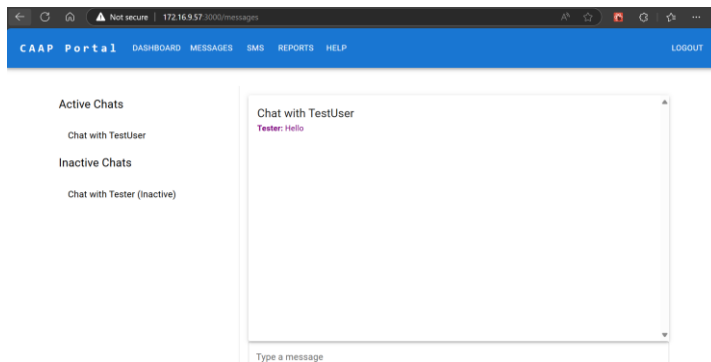
- Messages – the total number messages interaction between.



- SMS – the total number of SMS sent via bulk sending.

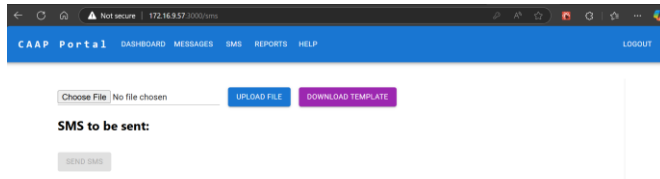


### III. Chat interaction of Admin/Agent and customers

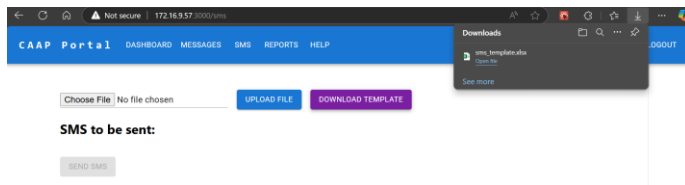


### IV. The bulk SMS sending process

- Sending of SMS via bulk messaging thru uploading of filled out excel sheet template.



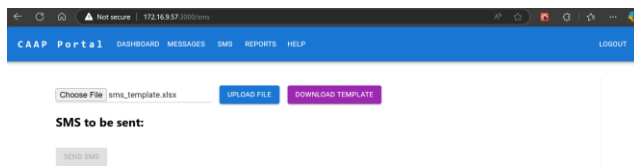
- Admin/Agent can download excel template sheet to fill the needed information in each column to be used in SMS bulk sending.



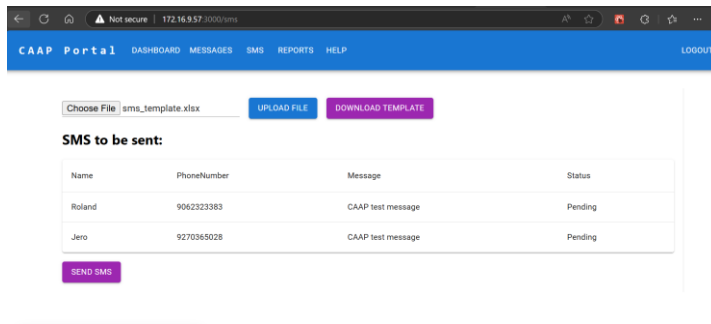
- The excel sheet includes columns for Name, PhoneNumber, and Message for bulk messaging.

	A	B	C	D
1	Name	PhoneNumber	Message	
2	Roland	9062323383	CAAP test message	
3	Jero	9270365028	CAAP test message	
4				
5				
6				

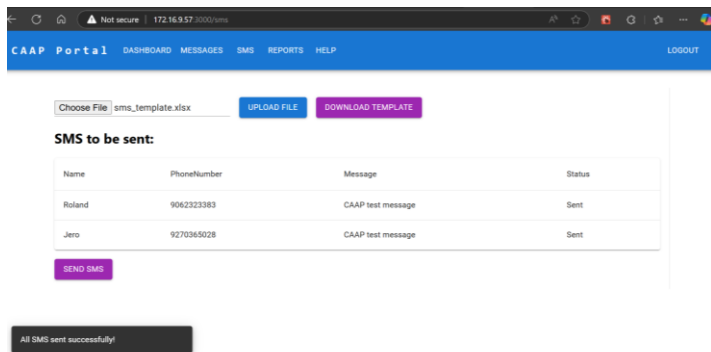
- Then, uploaded the filled excel sheet template will appear the data table in the UI.



- The UI showed the sample test customer details such as Name, PhoneNumber, and Messages with Pending status before pressing the SEND SMS button.

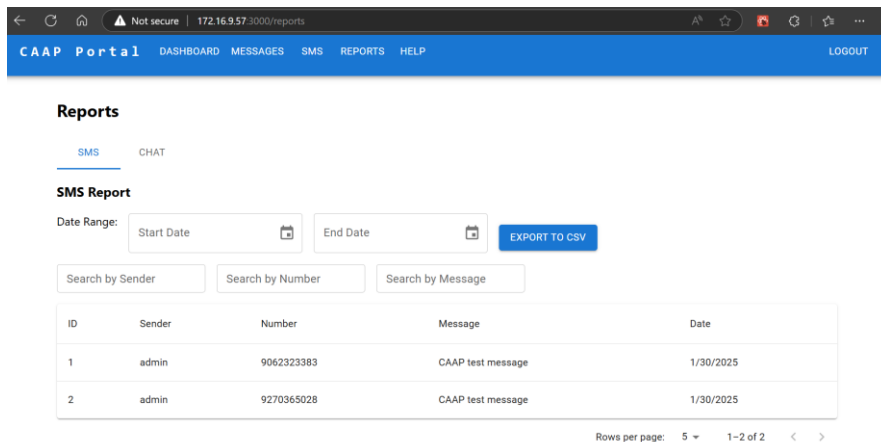


- The UI showing the updated status of the SMS as sent

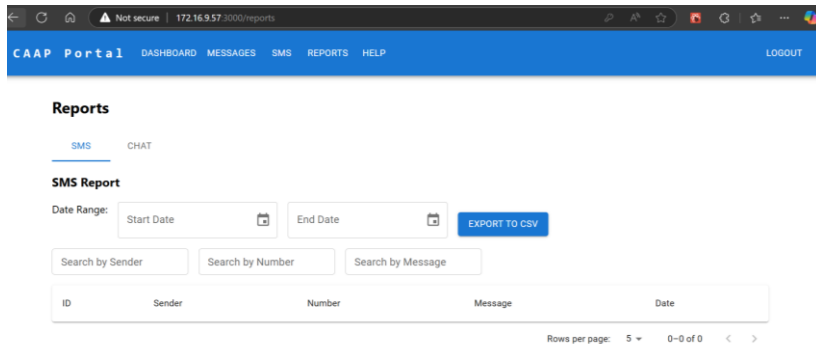


## V. The Reports Menu shows the SMS and Messages date ranges to generate reports for the set time period using the calendars.

- Reports can be selected for SMS or Messages for generation of reports by selecting the duration of reports needed via calendar start and end date selected then exporting as .csv file.



- For SMS report generation, select start and end date using calendar and it will show in the UI the SMS reports



CAAP Portal | DASHBOARD | MESSAGES | SMS | REPORTS | HELP | LOGOUT

### Reports

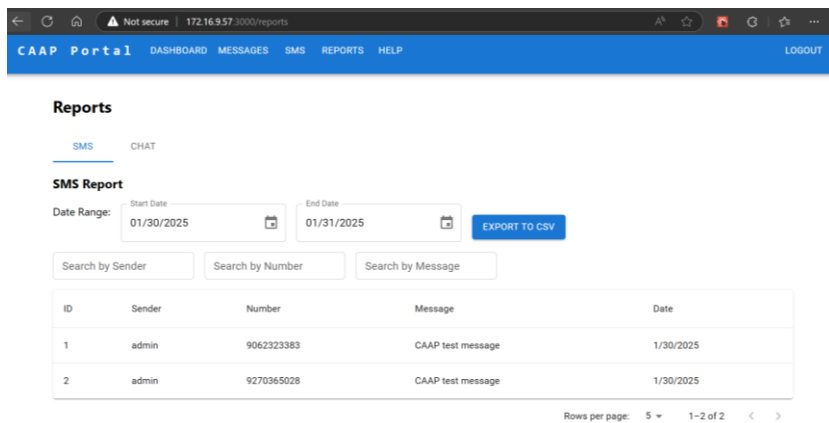
SMS | CHAT

#### SMS Report

Date Range: Start Date  End Date  [EXPORT TO CSV](#)

Search by Sender  Search by Number  Search by Message

ID	Sender	Number	Message	Date
Rows per page: 5 0-0 of 0				



CAAP Portal | DASHBOARD | MESSAGES | SMS | REPORTS | HELP | LOGOUT

### Reports

SMS | CHAT

#### SMS Report

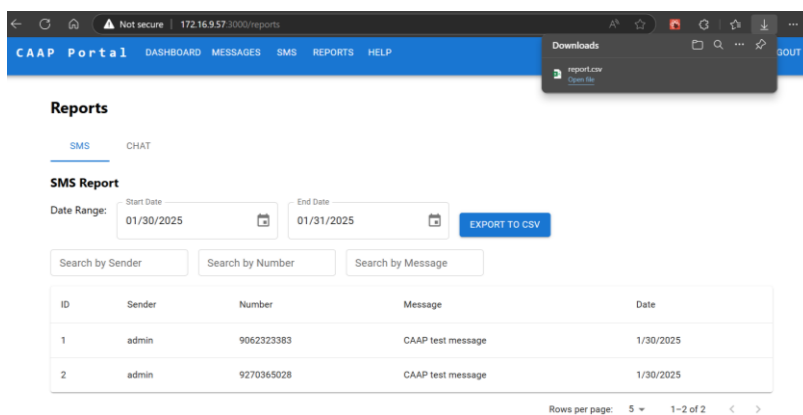
Date Range: Start Date  End Date  [EXPORT TO CSV](#)

Search by Sender  Search by Number  Search by Message

ID	Sender	Number	Message	Date
1	admin	9062323383	CAAP test message	1/30/2025
2	admin	9270365028	CAAP test message	1/30/2025

Rows per page: 5 1-2 of 2

- For Chat report generation, select message start and end date using calendar and it will show in the UI the Chat reports



CAAP Portal | DASHBOARD | MESSAGES | SMS | REPORTS | HELP | LOGOUT

### Reports

SMS | CHAT

#### SMS Report

Date Range: Start Date  End Date  [EXPORT TO CSV](#)

Search by Sender  Search by Number  Search by Message

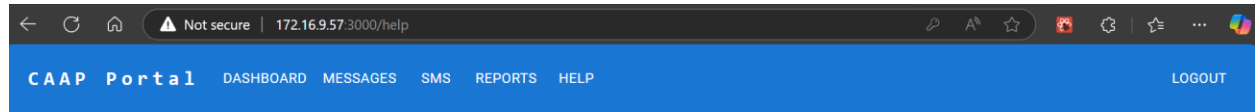
ID	Sender	Number	Message	Date
1	admin	9062323383	CAAP test message	1/30/2025
2	admin	9270365028	CAAP test message	1/30/2025

Rows per page: 5 1-2 of 2

Downloads  
report.csv  
Save file

## VI. Help

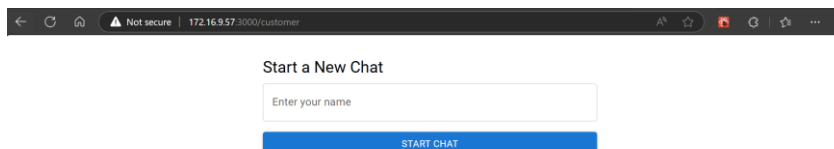
- This section shows the information needed by the admin/agent to familiarize and navigate the web application.



### OnlineHelp

## VII. Customer End UI

- Accessing the chat feature of the CAAP Web Portal will redirect the customer to the 2-way chat app and by entering the preferred username.



- After entering the customer's name it will redirect them to the customer-admin chatbox

Chat with Admin

Type a message

SEND