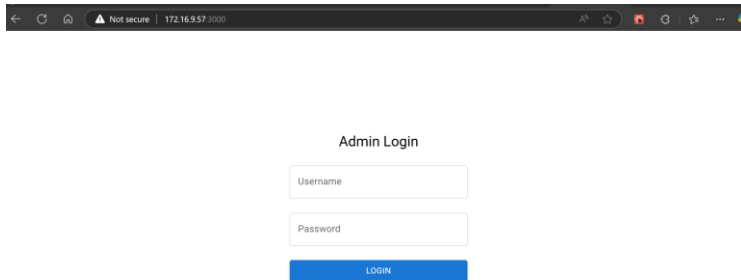# I.   Initial login at http://{ipAddress}:{port} using admin credentials
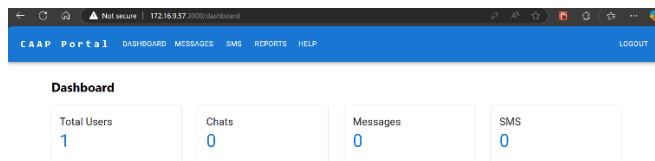
- In the initial login page, the admin/agent will have to input credentials to be able to access the admin dashboard, chat, messages, SMS, Reports, and help pages.
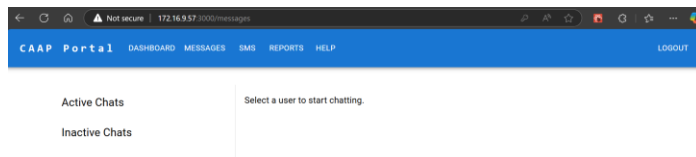

II.   Admin Dashboard UI showing counts such as:
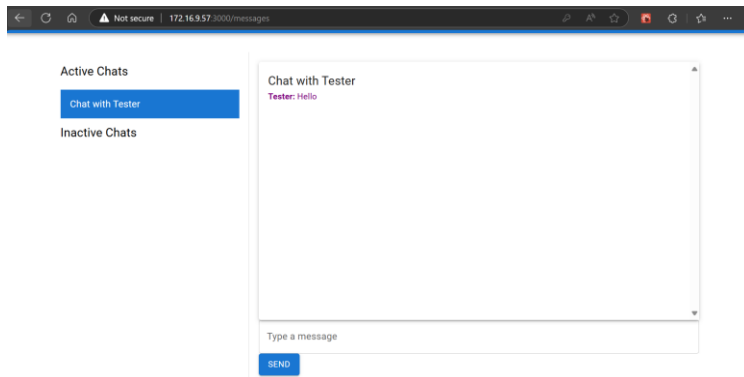
- Total Users – the total number of active administrators.

- Chats – the total number of customers connected.

- Messages – the total number messages interaction between.

- SMS – the total number of SMS sent via bulk sending.
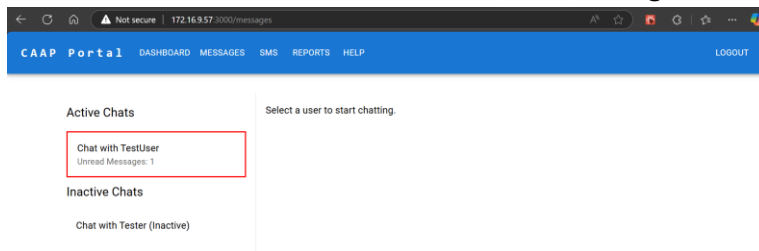
III. Chat interaction of Admin/Agent and customers

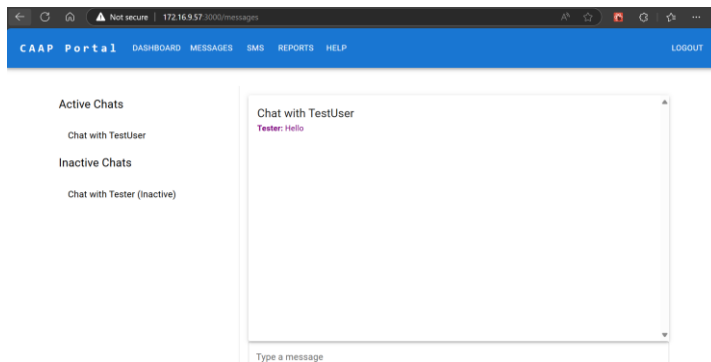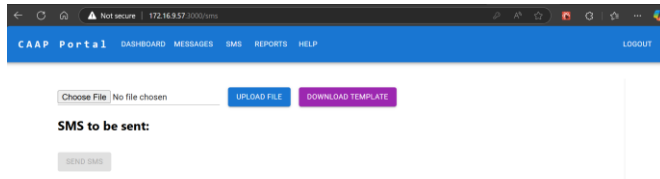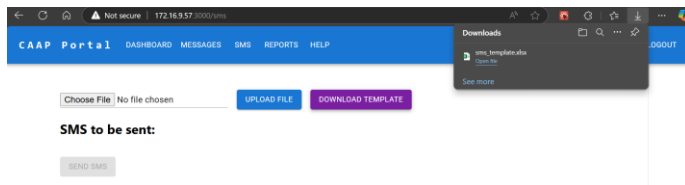## IV. The bulk SMS sending process

- 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 ech 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.
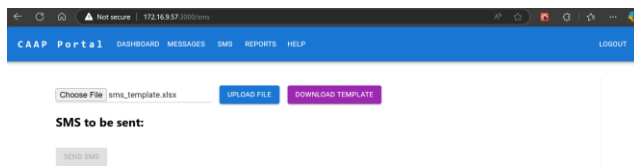
- The UI showed the sample test customer details such as Name, PhoneNumber, and Messages with Pending status before pressing the SEND SMS button.
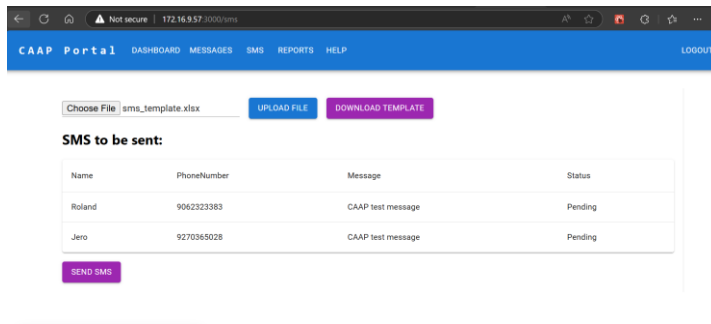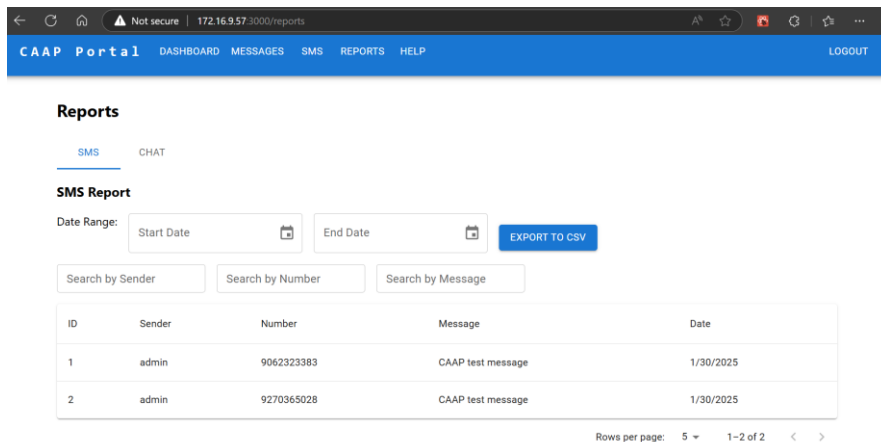
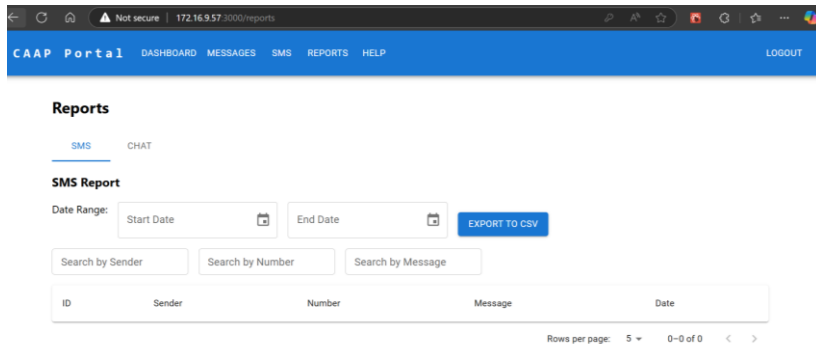- The UI showing the updated status of the SMS as sent
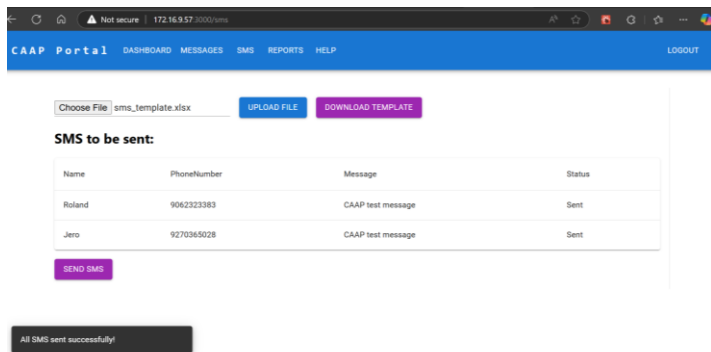
V. The Reports Menu shows the SMS and Messages date ranges to generate reports for the set time period using the calendars.

- 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

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

VI. Help

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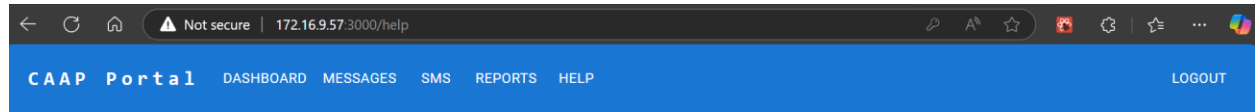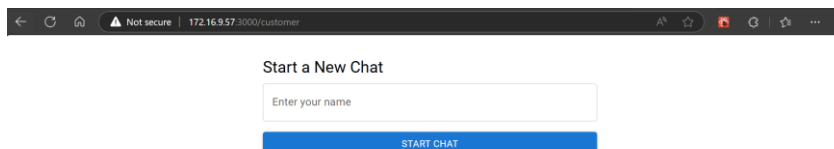

VII. Customer End UI

- 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