Features of the website

**1. User Features (Role 0 – End User)**

* **Profile & Access**: Login with ID (linked to their PC/asset).
* **PC/Asset Overview**: View details of linked assets (PC, printer, etc.).
* **Complaint Management**:
  + Submit new complaint (with category, description, attachments).
  + Track complaint status (pending, in-progress, resolved).
  + Receive notifications for updates (complaint accepted, assigned, resolved).
* **Knowledge Base Access**: Browse manuals, IT guidelines, FAQs, software/drivers repository.
* **Web Application Access**: Use available online tools (internal apps).

**🔹 2. Department Head / IT In-charge (Role 1)**

* **All End User Features**.
* **Department Assets Overview**: View and manage full inventory of their department.
* **Raise AMC Requests**: Submit requirement/repair requests for AMC staff.
* **Department Reports**: Track complaints and asset status within their department.

**🔹 3. AMC Managers (Role 2)**

* **All Role 1 Features**.
* **Complaint Assignment**: Assign complaints to AMC staff.
* **Task Management**:
  + Create daily/weekly task lists.
  + Monitor staff performance & task completion.
* **Complaint Approval Workflow**: Accept/reject complaints with remarks.
* **Work Monitoring**: Track AMC staff’s daily complaint handling and progress.
* **Reports & Analytics**:
  + Complaint resolution time.
  + Staff workload & efficiency.
  + SLA compliance.

**🔹 4. SOIT (Role 3)**

* **All Role 2 Features**.
* **Advanced Complaint Management**:
  + Final authority to accept/reject complaints.
  + Issue **BR (Beyond Repair) certificates** for items.
* **Audit & Compliance**: Verify reports, complaint handling, and AMC accountability.

**🔹 5. Website Manager (Role 4)**

* **Content Management**: Update manuals, IT guidelines, and resources on the portal.
* **Platform Updates**: Manage site content, announcements, and non-code updates.
* **Notification Setup**: Control broadcast messages (e.g., system downtime alerts).

**🔹 6. Developer Account (Role 5)**

* **Codebase Access**: Modify core system code and database structures.
* **Feature Deployment**: Add new functionalities.
* **System Maintenance**: Manage updates, bug fixes, and enhancements.

**📌 Cross-Functional Features (applies to multiple roles)**

1. **Asset Management System**
   * Centralized database of IT assets (serial no, make, model, warranty, department, AMC coverage).
   * Search, filter, and export asset lists.
   * Lifecycle tracking (purchase → usage → maintenance → BR).
2. **Complaint Management System**
   * Complaint form with file upload.
   * Status tracking & auto-escalation (e.g., unresolved after X days).
   * Role-based workflows (user submit → dept head validate → AMC manager assign → staff resolve → SOIT verify).
3. **Notification System**
   * Email & in-app notifications for complaint updates, assignments, and reminders.
   * Broadcast notifications (system downtime, AMC updates).
4. **Reporting & Analytics**
   * Complaint resolution statistics.
   * AMC staff performance.
   * SLA tracking & overdue alerts.
   * Asset health & lifecycle reports.
5. **Knowledge & Resource Center**
   * Manuals, SOPs, and troubleshooting guides.
   * Drivers and software repository.
   * IT updates & guidelines.
6. **Advanced / Optional Features**
   * **Network Device Monitoring**: Uptime & connectivity check for switches/routers.
   * **Mobile App / PWA** for complaint submission & tracking.
   * **Feedback System** (user rates resolution).
   * **Integration with Inventory Systems** for procurement & AMC renewals.

**Features Needed:**

* + User Login / Signup (role-based access)
  + Dashboard (role-specific views)
  + Complaint Submission & Tracking
  + Asset Management (inventory database)
  + Task Assignment (AMC staff)
  + BR Certificate Management
  + Notifications (email & in-app)
  + Reports & Analytics
  + Knowledge Base (manuals, drivers, FAQs)
  + Admin Panel (website manager)
  + Developer Controls (code updates)
  + Optional: Network Monitoring & Feedback System

**User Story Examples:**

* “As an end user, I want to raise a complaint so that IT staff can fix my issue.”
* “As a department head, I want to see all assets in my dept so I can monitor usage.”
* “As an AMC manager, I want to assign tasks so staff know what to do.”
* “As SOIT, I want to issue BR certificates so assets can be replaced officially.”
* “As an admin, I want to update manuals and drivers so users always have resources.”