

### Documentation

#### 1. **Customer Management:**

- Register new customers with details such as name, address, phone, email, and service details.
- Track customer package selection, including package details, offers, and deposit amounts.
- Record customer start date and manage customer information.

#### 2. **Point of Presence (POP) Management:**

- Manage information about POP locations, including name, address, and personnel details.
- Associate POPs with specific areas, managers, line technicians, and network engineers.

#### 3. **Area Management:**

- Define and organize service areas, including area names, managers, and offer details.
- Capture area-specific details such as division, city, city corporation, and thana.

#### 4. **Package Management:**

- Define and maintain various service packages with details such as name, price, speed, and package details.
- Specify package details, including net cost, tax, service charge, and usage timings.

#### 5. **Offer Management:**

- Create and manage special offers with conditions, validity periods, and associated amounts.
- Associate offers with specific areas and offer details.

#### 6. **Invoice and Billing:**

- Generate invoices for customers based on their selected packages, usage, and offers.
- Track billing information, including billing month, year, due date, and payment status.

#### 7. **Payment Management:**

- Record customer payments with details such as payment date, amount, and transaction ID.
- Track payment details, including payment processor, service charge, vat and payment method.

#### 8. **Usage Tracking:**

- Monitor customer usage with details such as start and end durations, timestamps, and data upload/download.
- Associate usage with specific customers.

#### 9. **Employee and Department Management:**

- Manage employee details, including name, contact information, job title, hire date, salary, and department.
- Organize employees into departments with department names and managers.

#### 10. **Support Ticket Management:**

- Handle customer support tickets with details such as timestamps, complaints, and ticket status.
- Associate tickets with specific customers and customer service representatives.

#### 11. **Maintenance Management:**

- Track maintenance activities, including ticket ID, customer ID, network engineers, line technicians, and equipment details.
- Capture maintenance timestamps, costs, and status.

#### 12. **Equipment Management:**

- Manage information about equipment, including model, purchase date, installation date, and status.
- Associate equipment with specific areas, POPs, network engineers, line technicians, and comments.

#### 13. **User Management and Authentication:**

- Manage user accounts with details such as username, password, and role.
- Associate users with employee IDs for authentication and authorization.