

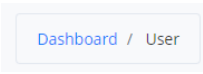
Web Admin Review


2022/07/14


Dashboard


- I like how this is set up, however, can the Web admin panel have special permissions to view and monitor the sales revenue. Not everyone needs that information.
- For customer review, can be star rating instead of “sale rate”. Not sure what “Actual” and “Variance” means.
- Is this all the reviews from Lenders and Renters for products and people?
- For the dashboard, we will give you a full analytic list of key metrics.


User


- Can we add the sort function? I can see that been especially useful for the “Status” as we will be doing the verifying.
- Can we also get a total number of users, or a paged list, or something to help organize large numbers of users.
- Change “Account number” to User ID.
- We should never be able to “Delete” a user, only inactivate them. If, for whatever reason, things change in the future, then we would be able to reactivate the account. The status for the user would just change to “Disabled” and since we can filter on status, we can easily breeze past these users.
- Really like how the path is shown on the upper right hand corner:  . Dashboard is the upper level menu item. Perhaps the sub items for the menu item on the left should be indented from the Dashboard Item? Can we collapse the menu item if there is more than one (ie an “<” would appear to collapse, a “>” to expand on the menu item)?


 Dashboard


 User

 Product

 Pickup & Return

 Contents

 Subscription & Rewards

 Notification

View User

- **Missing:** User location. We will use to verify from photo ID.
- For photo ID: making sure that the expiry date is saved to remind users to update 1 month prior to expiration. Expiration of ID means your account is limited and cannot receive or request transactions.
- Photo ID: am I able to pull the photo up from here? It would be nice to view photo on this page to quickly verify the user.
- The admin would have the ability to change or edit any information on the user from this screen?
- The admin would be able to activate/disable user from this screen?

Product

- Mark – Do you think Date (To and From transaction) or Date (request made) is important? We could add here.
- This looks like the product list page. Not sure why “Payment Status” is on here. Need “Date Registered” and maybe the view button goes to the product description? I think Payment status should go with pickup and return.
- Can we also get a total number of products, or a paged list, or something to help organize large numbers of products.
- Able to search by Product ID. Change “Serial No.” to product ID.

“Pickup and Return” to change to “Transactions”

- **Missing:** Users are able to use a “report incident” for transactions that were mishandled (product return is where “report incident” button is). We need a spot where we can review the incident reports that go with the transactions. We could have a flagged or reported indicator for us to review the incidents. Perhaps another status column should be shown here indicating if an incident has been “Reported” or “Requires Admin” or blank.
- Search by transaction ID is needed.
- Under Dashboard/Transaction/View,
 - o the transaction number should always be shown.
 - o Admin should not have the ability to change a transaction. This is good.
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Content

- Need a list of content images that can be uploaded later.

Subscription and Rewards

- Looks good.

Notification

- Notifications should include:
- NDR should be notified when anytime that we need to do something is includes but is not limited to: verifying accounts, to responding to reported incidents. Each notification requires its

own unique ID. These unique ID should be able to sort by date, so we can respond in a timely manner. Status: Open when created, Status: Closed when completed. Needs a description of the resolution.

A review window should pop up, when the User hasn't made a review and has used the application for longer than 10 minutes. Need a way to change the text in this "notification" admin area. The review is on the app store.

- Can we view the outputted message prior to releasing it to ensure formatting, and UX? Looking for recommendation.

Missing: Report

- Users can use the "report" button under reviewed comments, proposals, messages we need to be able to view these comments / messages_flag accounts and ~~/~~ delete reviews.

Question:

Will this data be used in the analytics for the application?

Will we be able to access this information directly with the underlying tables?