Admin Panel Features & Actions

1. Transactions

Information:

- Transaction ID
- Date and Time
- Merchant Name
- Customer Name
- Amount
- Payment Method
- Transaction Status (Pending, Completed, Failed)

Actions:

- View transaction details
- Filter and search transactions
- Export transaction data (CSV, Excel)

2. Payouts

Information:

- Payout ID
- Date and Time
- Merchant Name
- Amount

- Bank Account Details
- Payout Status (Pending, Completed, Failed)

Actions:

- Initiate payouts
- View payout history
- Approve or reject payout requests
- Export payout data

3. Commissions

Information:

- Merchant Name
- Transaction ID
- Commission Percentage
- Commission Amount
- Date and Time

Actions:

- Set commission rates
- View commission history
- Adjust commissions manually if needed

4. Clients

Information:

- Client ID
- Client Name
- Contact Information
- Business Details
- Account Status (Active, Inactive, Suspended)

Actions:

- View client profiles
- Edit client details
- Activate or deactivate accounts
- Filter and search clients

5. Chargebacks

Information:

- Chargeback ID
- Transaction ID
- Merchant Name
- Customer Name
- Amount
- Reason for Chargeback
- Chargeback Status

Actions:

- View chargeback details
- Approve or reject chargebacks
- Communicate with merchants regarding chargebacks

6. Suspicious Transactions

Information:

- Transaction ID
- Merchant Name
- Customer Name
- Amount
- Reason for Flagging

- Status (Under Review, Cleared, Fraudulent)

Actions:

- Review flagged transactions
- Mark transactions as safe or fraudulent
- Take appropriate action (e.g., hold funds, notify authorities)

7. Hold Accounts

Information:

- Account ID
- Merchant Name
- Reason for Hold
- Date and Time
- Account Status

Actions:

- View hold details
- Release or continue holding accounts
- Communicate with merchants

8. Hold Amounts

Information:

- Transaction ID
- Merchant Name
- Amount
- Reason for Hold
- Date and Time
- Status

Actions:

- View hold amount details

- Release or continue holding funds

- Communicate with merchants

9. Onboard New Clients

Information:

- Client Name

- Business Details

- Contact Information

- Required Documentation

Actions:

- Review and approve new client applications

- Verify submitted documents

- Set initial account settings

10. Add User

Information:

- User Name

- Email

- Role (Admin, Support, Analyst)

- Permissions

Actions:

- Create new user accounts

- Assign roles and permissions

- Edit or deactivate user accounts

11. Complaints

Information:

- Complaint ID
- Merchant Name
- Customer Name
- Complaint Details
- Status (Open, In Progress, Resolved)

Actions:

- View complaint details
- Assign complaints to support staff
- Update complaint status
- Communicate with complainants

12. Transaction Charges

Information:

- Charge ID
- Transaction ID
- Merchant Name
- Charge Type (Fixed, Percentage)
- Amount
- Date and Time

Actions:

- Set transaction charges
- View and edit existing charges
- Apply discounts or special rates

13. Alert Message on Dashboard

Information:

- Alert ID
- Message Content
- Date and Time
- Importance Level

Actions:

- Create new alerts
- Edit or delete alerts
- Mark alerts as read or resolved

14. Alert Mail

Information:

- Alert ID
- Email Content
- Recipient List
- Date and Time
- Importance Level

Actions:

- Compose and send alert emails
- View sent email history
- Edit or delete scheduled emails

15. Alert Message

Information:

- Alert ID
- Message Content
- Recipient List

- Date and Time
- Importance Level

Actions:
- Compose and send alert messages (SMS, in-app notifications)
- View sent message history
- Edit or delete scheduled messages

16. Suggestions

Information:
- Suggestion ID
- User Name
- Suggestion Details
- Date and Time
- Status (Reviewed, Implemented, Rejected)

Actions:
- View and review suggestions
- Implement or reject suggestions
- Communicate with users about their suggestions

17. Reviews

Information:
- Review ID
- Merchant Name
- Customer Name
- Review Content
- Rating
- Date and Time

Actions:

- View and moderate reviews

- Respond to reviews

- Filter and search reviews

18. Settings

Information:

- General Settings (Site name, logo, etc.)

- Payment Settings (API keys, payment methods)

- Security Settings (Password policies, 2FA)

- Notification Settings (Email, SMS, push notifications)

Actions:

- Update site-wide settings

- Configure payment gateways

- Set security policies

- Manage notification preferences

Each feature should be carefully designed to ensure ease of use, security, and scalability. The admin panel will serve as the backbone for managing and monitoring the platform, so prioritizing usability and performance is crucial.