# **Chat Web Application Workflow**

**Admin Panel**

* 1. Login
  2. Dashboard listings
  3. Check history of all accounts chat (duration of 6 months)
  4. Can view, update, delete Leads
  5. Can view chats for specific account

**Agent Panel**

* 1. Login
  2. Register
  3. Can send lead to client
  4. Can do Active and Inactive leads
  5. Get leads when client give phone number or email
  6. Can do chat with client
  7. Notification sent to client on portal and email
  8. Can change chat theme color specifically
  9. Leads filter on leads listing
  10. Dashboard listings
  11. Agent and client chat
  12. timer on chats
  13. Active and Inactive process
  14. End chat process

**Client Panel**

* 1. Login
  2. Register
  3. Can view leads
  4. Get notification from agent of leads
  5. Get email of chat and contact information
  6. Dashboard listings
  7. Agent and client chat
  8. timer on chats
  9. End chat process

This is made for mutual understanding to clarifying the features of Chat app