# Software Requirements Specification (SRS) for Admin Dashboard

## 1. Introduction

The Admin Dashboard is designed to provide full control and management capabilities over the User App's operations. Admins can manage users, service providers, jobs, payments, subscriptions, and reviews. The dashboard allows the admin to handle disputes, view detailed reports, and monitor the system's health. The admin must log in securely using email and password to access the dashboard.

## 2. Purpose

The purpose of this SRS document is to outline the functional requirements of the Admin Dashboard for the User App. The document defines all the key features and flows of the dashboard to ensure clear understanding for the development team.

## 3. System Overview

The system consists of the following components:

- **Admin Login**: Admins log in using email and password.

- **User Management:** Admins can view, edit, deactivate, and track users.

- **Service Provider Management:** Admins can view and manage providers, including approvals and performance tracking.

- **Job Management:** Admins can track and manage all job requests, resolve disputes, and assign jobs.

- **Payment Management:** Admins can track payments, process refunds, and manage service provider cashout requests.

- **Subscription Management**: Admins can create and manage subscription plans for providers.

- **Notifications Management:** Admins can send notifications to users and providers.

- **Review and Ratings Management:** Admins can manage reviews and ratings submitted by users.

- **Reporting and Analytics:** Admins can view detailed statistics on user activity, provider performance, jobs, and payments.

# 4. Functional Requirements

## 4.1 Admin Login

- **Description**: Admins must log in using their email and password to access the dashboard.

- **Actions:**
  - Secure login with encrypted password storage.
  - Password recovery via email for forgotten credentials.

## 4.2 User Management

- **View and Manage Users:** Admins can view a list of all registered users. The list can be filtered and sorted by criteria such as name, registration date, or activity status.

- **Actions**:
  - Edit user information.
  - Deactivate or delete user accounts.
  - View user activity logs, including job requests and reviews submitted.

- **User Reports:** Admins can view and manage reports submitted by users or providers regarding issues, disputes, or inappropriate behavior.

## 4.3 Service Provider Management

- **View and Manage Providers:** Admins can view a list of all registered service providers. Providers can be filtered and sorted by name, ratings, number of jobs completed, or registration date.

- **Actions**:
  - Edit service provider information and profile details.
  - Suspend or deactivate providers for rule violations.
  - View provider performance data such as completed jobs, average ratings, and response times.

- **Provider Approval Process:** Admins can manually review new service provider applications and approve or reject them as needed.

## 4.4 Job Management

- **View and Track Jobs**: Admins can view all job requests made by users and monitor their status (Pending, In Progress, Completed). Jobs can be filtered by type, status, or provider.

- **Actions**:

  - Assign or reassign jobs to other providers if necessary.

  - View job details, including descriptions, assigned providers, and payment status.

- **Job Dispute Resolution**: Admins can handle disputes related to jobs, including refunds or job cancellations.

- **Actions**:

  - Update the job status to 'Resolved,' 'Cancelled,' or 'Disputed' after reviewing the issue.

## 4.5 Payments Management

- **Payment Tracking**: Admins can view all payments made for jobs, filtering by user, provider, or date.

- **Refund Management:** Admins can process refund requests for disputed or canceled jobs.

- **Actions**:

  - Approve or reject refund requests and process the refund.

- **View Cashout Requests:** Admins can view and manage cashout requests submitted by service providers.

- **Actions**:

  - Confirm or reject cashout requests, and once confirmed, remove the balance from the provider's account.

## 4.6 Subscription Management

- **Manage Subscription Plans**: Admins can create, edit, or delete subscription plans for service providers.

- **Actions**:

  - Set pricing, features, and duration for each subscription plan.

- **View Provider Subscriptions:** Admins can view details of active, expired, or pending subscriptions for service providers.

- **Actions**:

  - Manually renew or cancel subscriptions if needed.

## 4.7 App Content Management

- **Manage Service Categories**: Admins can add, edit, or delete service categories (e.g., plumbing, painting) that users and providers can select from during job creation.

## 4.8 Notifications Management

- **Send Notifications:** Admins can create and send notifications to specific users or providers, or send bulk notifications.

- **Actions**:

  - Schedule notifications for system updates, special offers, or important alerts.

## 4.9 Reviews and Ratings Management

- **View and Manage Reviews**: Admins can view ratings and reviews submitted by users regarding service providers.

- **Actions**:

  - Flag or remove inappropriate reviews.

  - View aggregated ratings for each service provider, including average score and review count.

## 4.10 Reporting and Analytics

- **Dashboard Analytics**: Admins can view detailed analytics about app usage, including:

  - Number of active users.

  - Number of active service providers.

  - Number of jobs completed.

  - Payment and revenue statistics.

- **Analytics Views**: Data can be filtered by date range, location, service type, or provider. Reports can be generated based on these metrics.

## 5. Conclusion

This SRS defines the key features and functionalities of the Admin Dashboard for the User App. The document provides the developer with a detailed view of how the admin can manage users, providers, jobs, payments, subscriptions, notifications, and reviews in a structured, easy-to-use interface.