

Module 5: Admin Dashboard - Detailed Functional Requirements

Document Info

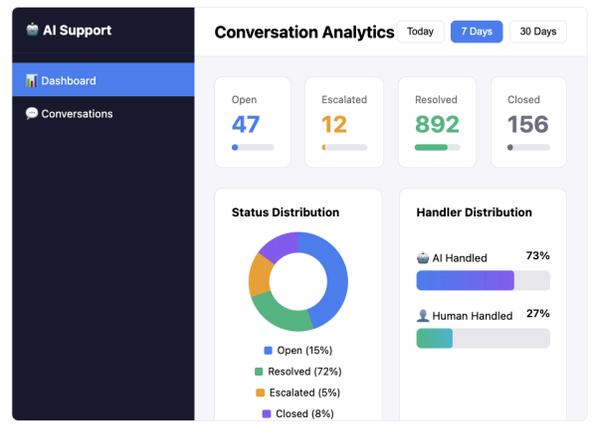
Module: Admin Dashboard | **Version:** 1.0 | **Status:** Approved

1. Authentication

5.3 Dashboard Home - Overview (ADM-5.2.1 to ADM-5.2.5)



5.4 Conversations by Status (ADM-5.2.5)



5.5 Conversation Management (ADM-5.3.1 to ADM-5.3.4)

Conversations Search customer... All Status

CUSTOMER	SUBJECT	STATUS	HANDLER	CHANNE
JD John Doe john@email.com	API webhook issue	Open	Sarah M.	Chat
SM Sarah Miller sarah@email.com	Refund request	Escalated	Queue	Email
MC Mike Chen mike@email.com	Order tracking	Resolved	AI	WhatsApp
LW Lisa Wong lisa@email.com	Password reset help	Resolved	AI	Chat

Showing 1-4 of 156 conversations

5.6 Assign Conversation to Agent (ADM-5.3.6)

Assign Conversation

Customer: Sarah Miller
Subject: Refund request for order #12345

Select Agent

- SM Sarah Martinez (Online - 2 active chats) ✓
- MJ Mike Johnson (Online - 1 active chat)
- ED Emily Davis (Busy - 4 active chats)

Buttons: Cancel, Assign to Sarah M.

Module 5: Admin Dashboard Screens

ADM-5.1 to ADM-5.3 Requirements Coverage

5.1 Admin Login (ADM-5.1.1, ADM-5.1.2)

Welcome Back
Sign in to your admin dashboard

Email Address: admin@company.com

Password: [Redacted]

Remember me

Sign In

[Forgot your password?](#)

5.2 Login Error State (ADM-5.1.1, ADM-5.1.2)

Welcome Back
Sign in to your admin dashboard

Invalid email or password. Please try again.

Email Address: admin@company.com

Password: [Redacted]

Sign In

[Forgot your password?](#)

5.5 Conversation Management (ADM-5.3.1 to ADM-5.3.4)

The screenshot shows the 'Conversations' page in the AI Support system. A sidebar on the left contains 'Dashboard', 'Conversations' (with a red notification badge for 12), and 'Knowledge Base'. The main area features a table with columns for CUSTOMER, SUBJECT, STATUS, HANDLER, and CHANNEL. The table lists four conversations:

CUSTOMER	SUBJECT	STATUS	HANDLER	CHANNEL
JD John Doe john@email.com	API webhook issue	Open	Sarah M.	Chat
SM Sarah Miller sarah@email.com	Refund request	Escalated	Queue	Email
MC Mike Chen mike@email.com	Order tracking	Resolved	AI	WhatsApp
LW Lisa Wong lisa@email.com	Password reset help	Resolved	AI	Chat

At the bottom, it indicates 'Showing 1-4 of 156 conversations' and includes navigation buttons for 'Prev', '1', '2', '3', and 'Next'.

5.6 Assign Conversation to Agent (ADM-5.3.6)

The 'Assign Conversation' modal displays the conversation details: Customer 'Sarah Miller' and Subject 'Refund request for order #12345'. Under 'Select Agent', three agents are listed:

- Sarah Martinez** (SM): Online - 2 active chats. Selected with a checkmark.
- Mike Johnson** (MJ): Online - 1 active chat.
- Emily Davis** (ED): Busy - 4 active chats.

Buttons at the bottom include 'Cancel' and 'Assign to Sarah M.'.

5.7 Real-time Activity Monitor (ADM-5.2.1)

The 'Live Activity' dashboard shows real-time updates. Key metrics include:

- Active Conversations Online:** 47 (Conversations in progress)
- Queue:** 5 (Customers waiting - Avg 45s)
- Agents Online:** 8 (Available to take chats)

Below these are 'Agent Status' cards for Sarah M. (2 chats, Online), Mike J. (3 chats, Online), Emily D. (5 chats, Busy), and Tom W. (Away).

5.8 Date Filter Options (ADM-5.2.6)

The 'Analytics' page allows filtering by date range. The 'Custom Date Range' section shows 'Start Date' as 01/01/2025 and 'End Date' as 15/01/2025. Key performance indicators for the period Jan 1 - Jan 15, 2025 are:

- Total Conversations:** 1,247
- Resolution Rate:** 89% (↑ 4% vs previous period)
- AI Automation:** 71% (↑ 2% vs previous period)
- Avg CSAT:** 4.6 (↑ 0.2 vs previous period)

5.9 Session & Logout (ADM-5.1.3, ADM-5.1.4)

The 'Session Information' page shows user details for 'Admin User' (admin@company.com, Administrator role). Session details include: started on Jan 15, 2025 at 9:30 AM, expires on Jan 22, 2025 at 9:30 AM, and last activity 'Just now'. A warning at the bottom states: 'Your session will expire in 7 days. You will be automatically logged out.' A 'Logout' button is also present.

5.10 View Conversation Detail (ADM-5.3.5)

The 'Conversation #4521' detail page shows a resolved conversation. The customer is John Doe. The message history includes a webhook return (403 on POST requests) and a user query: 'I understand you're having an API issue. Could you provide more details?'. The AI analysis shows an intent of 'technical_support' with 47% confidence and an entity of 'error_code: 403'. Conversation info includes duration (8 min), 6 messages, and a 5/5 rating.

Document Info

1. Authentication

1.1 Login Page

ID	Requirement	Details
ADM-1.1.1	Login form	Display email and password fields
ADM-1.1.2	Email field	Text input with email validation
ADM-1.1.3	Password field	Masked input field
ADM-1.1.4	Remember me	Checkbox to extend session
ADM-1.1.5	Login button	Submit form on click
ADM-1.1.6	Enter to submit	Submit form on Enter key
ADM-1.1.7	Forgot password	Link to password reset flow
ADM-1.1.8	Branding	Company logo and name

1.2 Login Validation

ID	Requirement	Details
ADM-1.2.1	Required fields	Both email and password required
ADM-1.2.2	Email format	Validate email format
ADM-1.2.3	Invalid credentials	Show error for wrong email/password
ADM-1.2.4	Account locked	Show message after 5 failed attempts
ADM-1.2.5	Account disabled	Show message if account deactivated
ADM-1.2.6	Error display	Red border on invalid fields

1.3 Login Security

ID	Requirement	Details
ADM-1.3.1	Rate limiting	Max 5 attempts per minute
ADM-1.3.2	Lockout	15-minute lockout after 5 failures
ADM-1.3.3	HTTPS only	All login traffic encrypted

ADM-1.3.4 CSRF protection Token validation on submit

ADM-1.3.5 Password hashing Never transmit plain password

User Stories - Authentication

US-1.1: Admin Login

AS AN administrator

I WANT TO log in with my email and password

SO THAT I can access the admin dashboard securely

US-1.2: Remember Me

AS AN administrator

I WANT TO stay logged in across browser sessions

SO THAT I don't have to log in every time I open the dashboard

US-1.3: Password Recovery

AS AN administrator who forgot my password

I WANT TO reset my password via email

SO THAT I can regain access to my account

US-1.4: Account Security

AS A system administrator

I WANT failed login attempts to trigger account lockout

SO THAT brute force attacks are prevented

Acceptance Criteria - Authentication

AC-1.1: Successful Login

GIVEN I am on the login page

WHEN I enter valid email "admin@company.com" and correct password

AND I click the "Sign In" button

THEN I should be redirected to the dashboard home page

AND I should see my name in the header

AND a session should be created with 7-day expiry

AC-1.2: Invalid Credentials

GIVEN I am on the login page

WHEN I enter email "admin@company.com" and incorrect password

AND I click the "Sign In" button

THEN I should see error message "Invalid email or password"

AND the password field should be cleared

AND the email field should retain its value

AND both fields should have red border

AC-1.3: Empty Fields Validation

GIVEN I am on the login page

WHEN I click "Sign In" without entering email or password

THEN I should see "Email is required" error

AND I should see "Password is required" error

AND I should remain on the login page

AC-1.4: Account Lockout

GIVEN I have failed login 4 times

WHEN I enter incorrect password for the 5th time

THEN I should see message "Account locked. Try again in 15 minutes"

AND further login attempts should be blocked for 15 minutes

AND an email notification should be sent to the account owner

AC-1.5: Remember Me Function

GIVEN I am on the login page

WHEN I check "Remember me" and log in successfully

THEN my session should expire in 30 days instead of 7 days

AND I should remain logged in after closing and reopening browser

AC-1.6: Logout

GIVEN I am logged into the admin dashboard

WHEN I click the "Logout" button

THEN I should be redirected to the login page

AND my session should be invalidated

AND attempting to access dashboard pages should redirect to login

2. Session Management

2.1 Session Creation

ID	Requirement	Details
ADM-2.1.1	JWT token	Generate JWT on successful login
ADM-2.1.2	Token storage	Store in httpOnly cookie
ADM-2.1.3	Session record	Create session in database
ADM-2.1.4	Login timestamp	Record login time
ADM-2.1.5	Device info	Store browser/device info

2.2 Session Duration

ID	Requirement	Details
ADM-2.2.1	Default expiry	7 days from login
ADM-2.2.2	Remember me expiry	30 days if checkbox selected
ADM-2.2.3	Activity extension	Extend on activity (sliding window)
ADM-2.2.4	Idle timeout	Warn after 30 min idle

ADM-2.2.5 Force logout

Logout after 60 min idle

2.3 Session Display

ID	Requirement	Details
ADM-2.3.1	Session info	Show session start time
ADM-2.3.2	Expiry info	Show when session expires
ADM-2.3.3	Last activity	Show last activity time
ADM-2.3.4	Expiry warning	Show warning when near expiry

2.4 Logout

ID	Requirement	Details
ADM-2.4.1	Logout button	Visible in sidebar/header
ADM-2.4.2	Confirm logout	Optional confirmation prompt
ADM-2.4.3	Clear session	Invalidate token on server
ADM-2.4.4	Clear cookies	Remove auth cookies

ADM-2.4.5 Redirect Redirect to login page

ADM-2.4.6 Logout all Option to logout all sessions

User Stories - Session Management

US-2.1: Session Persistence

AS AN administrator

I WANT TO my session to persist when I refresh the page

SO THAT I don't lose my work or context

US-2.2: Idle Timeout Warning

AS AN administrator

I WANT TO be warned before my session expires due to inactivity

SO THAT I can extend my session if I'm still working

US-2.3: Session Information

AS AN administrator

I WANT TO see when my session started and when it will expire

SO THAT I can plan my work accordingly

US-2.4: Logout All Devices

AS AN administrator concerned about security

I WANT TO log out from all devices at once

SO THAT I can secure my account if I suspect unauthorized access

Acceptance Criteria - Session Management

AC-2.1: Session Persistence

GIVEN I am logged into the dashboard

WHEN I refresh the browser page

THEN I should remain logged in

AND I should be on the same page I was viewing

AC-2.2: Idle Timeout Warning

GIVEN I am logged into the dashboard

WHEN I have been idle for 30 minutes

THEN I should see a warning modal "Your session will expire in 30 minutes"

AND the modal should have "Stay Logged In" and "Logout" buttons

WHEN I click "Stay Logged In"

THEN the session timeout should reset

AC-2.3: Automatic Logout

GIVEN I received an idle timeout warning

WHEN I do not respond for 30 more minutes (60 min total idle)

THEN I should be automatically logged out

AND I should see message "Session expired due to inactivity"

AND I should be redirected to the login page

AC-2.4: Session Information Display

GIVEN I am logged into the dashboard
WHEN I navigate to the session information page
THEN I should see "Session started: [date and time]"
AND I should see "Session expires: [date and time]"
AND I should see "Last activity: [relative time]"

AC-2.5: Logout All Sessions

GIVEN I am logged into the dashboard on multiple devices
WHEN I click "Logout from all devices"
THEN all my sessions should be invalidated
AND I should be logged out on the current device
AND attempting to access on other devices should redirect to login

3. Dashboard Layout

3.1 Navigation Sidebar

ID	Requirement	Details
ADM-3.1.1	Fixed sidebar	Always visible on left
ADM-3.1.2	Logo	Company logo at top
ADM-3.1.3	Nav sections	Grouped navigation items

ADM-3.1.4	Active indicator	Highlight current page
ADM-3.1.5	Badges	Show counts (e.g., queue length)
ADM-3.1.6	Collapse option	Minimize to icons only
ADM-3.1.7	User profile	User avatar and name at bottom

3.2 Navigation Items

Section	Items
Overview	Dashboard, Conversations
Manage	Knowledge Base, AI Config, Team
Settings	Settings, Audit Log

3.3 Main Content Area

ID	Requirement	Details
ADM-3.3.1	Header bar	Page title and actions
ADM-3.3.2	Breadcrumbs	Navigation path (optional)

ADM-3.3.3 Content area Scrollable main content

ADM-3.3.4 Responsive Adapt to screen size

User Stories - Dashboard Layout

US-3.1: Navigation

AS AN administrator

I WANT TO navigate between different sections easily

SO THAT I can access all admin features efficiently

US-3.2: Quick Status View

AS AN administrator

I WANT TO see queue counts in the navigation

SO THAT I can quickly assess if there are urgent issues

US-3.3: Collapsed Navigation

AS AN administrator working on a small screen

I WANT TO collapse the sidebar

SO THAT I have more space for the main content

Acceptance Criteria - Dashboard Layout

AC-3.1: Navigation Highlighting

GIVEN I am on the dashboard

WHEN I click "Conversations" in the sidebar

THEN I should be navigated to the Conversations page

AND "Conversations" should be highlighted as active

AND other nav items should not be highlighted

AC-3.2: Badge Updates

GIVEN I am viewing the dashboard

WHEN a new conversation enters the queue

THEN the badge count on "Conversations" should increment

AND the update should happen without page refresh

AC-3.3: Sidebar Collapse

GIVEN the sidebar is expanded

WHEN I click the collapse button

THEN the sidebar should minimize to show only icons

AND hovering over icons should show tooltips with labels

AND clicking an icon should navigate to that section

AC-3.4: Responsive Layout

GIVEN I am viewing on a tablet (768px width)

WHEN the page loads

THEN the sidebar should be collapsed by default

AND I should be able to expand it via menu button

4. Dashboard Home

4.1 Key Metrics Cards

Metric	Description	Update Frequency
Active Conversations	Currently open conversations	Real-time
Resolved Today	Conversations resolved today	Real-time
AI Automation Rate	% handled by AI without human	Every 5 min
Avg Response Time	Average first response time	Every 5 min

4.2 Metric Card Display

ID	Requirement	Details
ADM-4.2.1	Card layout	4 cards in row
ADM-4.2.2	Metric label	Description of metric
ADM-4.2.3	Metric value	Large number display
ADM-4.2.4	Trend indicator	Up/down arrow with percentage
ADM-4.2.5	Comparison	vs. previous period

ADM-4.2.6 Color coding Green for positive, red for negative

4.3 Real-time Widgets

ID	Requirement	Details
ADM-4.3.1	Live indicator	Pulsing dot showing real-time
ADM-4.3.2	Active count	Current active conversations
ADM-4.3.3	Queue status	Customers waiting in queue
ADM-4.3.4	Avg wait time	Average queue wait time
ADM-4.3.5	Agents online	Count of available agents
ADM-4.3.6	Auto-refresh	Update without page reload

4.4 Charts

ID	Requirement	Details
ADM-4.4.1	Conversation volume	Bar/line chart over time
ADM-4.4.2	Time axis	Hours (today) or days (7/30 day)

ADM-4.4.3 Hover details

Show exact values on hover

ADM-4.4.4 Legend

Show what each line/bar means

User Stories - Dashboard Home

US-4.1: At-a-Glance Overview

AS AN administrator

I WANT TO see key metrics immediately when I open the dashboard

SO THAT I can quickly assess the state of customer support

US-4.2: Trend Analysis

AS AN administrator

I WANT TO see how metrics compare to the previous period

SO THAT I can identify improvements or concerns

US-4.3: Real-time Monitoring

AS AN administrator

I WANT TO see live updates of active conversations and queue

SO THAT I can respond quickly to high-volume periods

US-4.4: Visual Analytics

AS AN administrator

I WANT TO see conversation volume as a chart

SO THAT I can identify patterns and peak times

US-4.5: Agent Availability

AS AN administrator

I WANT TO see how many agents are online

SO THAT I can ensure adequate coverage

Acceptance Criteria - Dashboard Home

AC-4.1: Metrics Display

GIVEN I navigate to the Dashboard home page

WHEN the page loads

THEN I should see 4 metric cards:

- "Active Conversations" with current count
- "Resolved Today" with today's resolved count
- "AI Automation Rate" as percentage
- "Avg Response Time" in seconds/minutes

AND each card should show trend indicator (↑ or ↓)

AND each card should show comparison percentage

AC-4.2: Trend Color Coding

GIVEN I am viewing the dashboard metrics

WHEN "Resolved Today" is higher than yesterday

THEN the trend should show "↑ X%" in green

WHEN "Avg Response Time" is higher than yesterday

THEN the trend should show "↑ X%" in red (higher is worse)

AC-4.3: Real-time Updates

GIVEN I am viewing the dashboard

WHEN a new conversation is opened

THEN "Active Conversations" should increment within 2 seconds

AND I should see the pulsing "live" indicator

AND no page refresh should be required

AC-4.4: Queue Alert

GIVEN I am viewing the dashboard

WHEN queue length exceeds 10 customers

THEN the queue widget should show warning styling (orange/red)

AND I should receive an in-app notification

AC-4.5: Chart Interaction

GIVEN I am viewing the conversation volume chart

WHEN I hover over a bar/point

THEN I should see a tooltip with:

- Date/time
- Exact conversation count
- Comparison to same period last week

AC-4.6: Chart Time Periods

GIVEN I am viewing the dashboard with "Today" filter

WHEN I look at the chart

THEN the X-axis should show hours (12AM, 6AM, 12PM, 6PM)

GIVEN I select "7 Days" filter

WHEN I look at the chart

THEN the X-axis should show days (Mon, Tue, Wed...)

5. Conversation Analytics

5.1 Status Distribution

Status	Description
Open	Active, being handled
Escalated	Waiting for human agent
Resolved	Issue fixed, closed
Closed	Closed without resolution

5.2 Status Metrics

ID	Requirement	Details
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ADM-5.2.1	Count per status	Show number in each status
ADM-5.2.2	Percentage	Show % of total
ADM-5.2.3	Progress bar	Visual bar representation
ADM-5.2.4	Status chart	Donut/pie chart of distribution

5.3 Handler Distribution

ID	Requirement	Details
ADM-5.3.1	AI handled	Count/% handled by AI only
ADM-5.3.2	Human handled	Count/% requiring human
ADM-5.3.3	Hybrid	Count/% started AI, finished human
ADM-5.3.4	Visual chart	Bar or donut chart

5.4 Channel Distribution

ID	Requirement	Details
ADM-5.4.1	By channel	Breakdown by Chat/Email/WhatsApp

ADM-5.4.2	Volume per channel	Count for each channel
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ADM-5.4.3	Channel chart	Visual representation
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User Stories - Conversation Analytics

US-5.1: Status Overview

AS AN administrator

I WANT TO see the distribution of conversations by status

SO THAT I can understand workload and identify bottlenecks

US-5.2: AI Effectiveness

AS AN administrator

I WANT TO see what percentage of conversations AI handles alone

SO THAT I can measure AI effectiveness and ROI

US-5.3: Channel Analysis

AS AN administrator

I WANT TO see conversation volume by channel

SO THAT I can allocate resources appropriately

Acceptance Criteria - Conversation Analytics

AC-5.1: Status Distribution Display

GIVEN I am viewing the Analytics page

WHEN the page loads

THEN I should see status cards showing:

- Open: [count] ([percentage]%)
- Escalated: [count] ([percentage]%)
- Resolved: [count] ([percentage]%)
- Closed: [count] ([percentage]%)

AND percentages should sum to 100%

AND a donut chart should visualize the distribution

AC-5.2: Handler Distribution

GIVEN I am viewing the Analytics page

WHEN I look at the handler distribution

THEN I should see:

- "AI Handled: X%" with progress bar
- "Human Handled: Y%" with progress bar

AND $X + Y$ should equal 100%

AND the target (70% AI) should be indicated

AC-5.3: Clicking Status for Details

GIVEN I am viewing the status distribution

WHEN I click on "Escalated" status card

THEN I should be navigated to Conversations page

AND the filter should be pre-set to "Status: Escalated"

6. Date Filtering

6.1 Quick Filters

Filter	Date Range
Today	Current day (midnight to now)
7 Days	Last 7 days including today
30 Days	Last 30 days including today
Custom	User-defined range

6.2 Filter Controls

ID	Requirement	Details
ADM-6.2.1	Quick filter buttons	Toggle buttons for presets
ADM-6.2.2	Active indicator	Highlight selected filter
ADM-6.2.3	Custom date picker	Date range selector
ADM-6.2.4	Start date	Date picker for start

ADM-6.2.5	End date	Date picker for end
ADM-6.2.6	Apply button	Apply custom range
ADM-6.2.7	Clear filter	Reset to default

6.3 Filter Behavior

ID	Requirement	Details
ADM-6.3.1	Instant update	Update dashboard on filter change
ADM-6.3.2	Persist filter	Remember filter during session
ADM-6.3.3	URL params	Reflect filter in URL
ADM-6.3.4	Comparison	Show vs. previous period

User Stories - Date Filtering

US-6.1: Quick Date Selection

AS AN administrator

I WANT TO quickly switch between Today, 7 Days, and 30 Days views

SO THAT I can analyze different time periods efficiently

US-6.2: Custom Date Range

AS AN administrator

I WANT TO select a custom date range

SO THAT I can analyze specific periods (e.g., last month, Q4)

US-6.3: Share Filtered View

AS AN administrator

I WANT the date filter to be reflected in the URL

SO THAT I can share specific views with colleagues

Acceptance Criteria - Date Filtering

AC-6.1: Quick Filter Selection

GIVEN I am on the dashboard with "Today" selected

WHEN I click "7 Days" button

THEN "7 Days" button should be highlighted

AND "Today" button should be unhighlighted

AND all metrics should update to show last 7 days data

AND the change should happen without page reload

AC-6.2: Custom Date Range

GIVEN I click "Custom" date filter

WHEN I select start date "Jan 1, 2025" and end date "Jan 15, 2025"

AND I click "Apply"

THEN all metrics should update to show data for Jan 1-15

AND the date range should display "Jan 1 - Jan 15, 2025"

AC-6.3: Filter Persistence

GIVEN I select "7 Days" filter on the dashboard

WHEN I navigate to Conversations page and back to Dashboard

THEN the "7 Days" filter should still be selected

AC-6.4: URL Parameters

GIVEN I select "7 Days" filter

WHEN I check the URL

THEN it should contain "?period=7days"

GIVEN I copy this URL and open in new tab

THEN the dashboard should load with "7 Days" filter active

AC-6.5: Invalid Date Range

GIVEN I am selecting a custom date range

WHEN I select an end date before the start date

THEN I should see error "End date must be after start date"

AND the Apply button should be disabled

7. Conversation Management

7.1 Conversation List

ID	Requirement	Details
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ADM-7.1.1	Table display	Show conversations in table
ADM-7.1.2	Pagination	20 per page, page navigation
ADM-7.1.3	Total count	Show total conversations
ADM-7.1.4	Sortable columns	Click header to sort
ADM-7.1.5	Default sort	Newest first

7.2 Table Columns

Column	Description
Customer	Name, email, avatar
Subject	Conversation topic/preview
Status	Open/Escalated/Resolved badge
Handler	AI or Agent name
Channel	Chat/Email/WhatsApp icon

Time Relative time (2 min ago)

Action View/Assign buttons

7.3 Filters

ID	Requirement	Details
ADM-7.3.1	Status filter	Dropdown: All/Open/Escalated/Resolved
ADM-7.3.2	Handler filter	Dropdown: All/AI/Human
ADM-7.3.3	Channel filter	Dropdown: All/Chat/Email/WhatsApp
ADM-7.3.4	Agent filter	Dropdown: All agents
ADM-7.3.5	Date filter	Date range selector

7.4 Search

ID	Requirement	Details
ADM-7.4.1	Search box	Text input for search
ADM-7.4.2	Search by name	Match customer name

ADM-7.4.3	Search by email	Match customer email
ADM-7.4.4	Search by content	Match message content
ADM-7.4.5	Instant search	Filter as user types
ADM-7.4.6	Clear search	X button to clear

User Stories - Conversation Management

US-7.1: View All Conversations

AS AN administrator

I WANT TO see a list of all conversations

SO THAT I can monitor support activity

US-7.2: Filter Conversations

AS AN administrator

I WANT TO filter conversations by status, handler, and channel

SO THAT I can focus on specific types of conversations

US-7.3: Search Conversations

AS AN administrator

I WANT TO search for conversations by customer name or email

SO THAT I can quickly find specific customer interactions

US-7.4: Sort Conversations

AS AN administrator

I WANT TO sort conversations by different columns

SO THAT I can prioritize viewing (e.g., oldest escalated first)

US-7.5: Assign Escalated Conversations

AS AN administrator

I WANT TO assign escalated conversations to available agents

SO THAT customers get help quickly

Acceptance Criteria - Conversation Management

AC-7.1: Conversation List Display

GIVEN I navigate to the Conversations page

WHEN the page loads

THEN I should see a table with columns: Customer, Subject, Status, Handler, Channel, Time, Action

AND conversations should be sorted by newest first

AND I should see "Showing 1-20 of [total]" at the bottom

AND pagination controls should be visible

AC-7.2: Status Filter

GIVEN I am on the Conversations page with all statuses shown

WHEN I select "Escalated" from the Status dropdown

THEN only conversations with "Escalated" status should be shown

AND the total count should update to show filtered count

AND other filters should remain unchanged

AC-7.3: Multi-Filter

GIVEN I am on the Conversations page

WHEN I select "Escalated" status AND "Chat" channel

THEN only escalated chat conversations should be shown

AND clearing one filter should still apply the other

AC-7.4: Search Functionality

GIVEN I am on the Conversations page

WHEN I type "john@email.com" in the search box

THEN conversations should filter as I type

AND only conversations from john@email.com should be shown

AND search should match against customer name, email, and message content

AC-7.5: Column Sorting

GIVEN I am on the Conversations page

WHEN I click the "Time" column header

THEN conversations should sort by oldest first

AND an arrow indicator should show sort direction

WHEN I click "Time" again

THEN conversations should sort by newest first

AC-7.6: Pagination

GIVEN there are 50 conversations
WHEN I am on page 1 showing items 1-20
AND I click "Next" or page "2"
THEN I should see items 21-40
AND "Showing 21-40 of 50" should display

AC-7.7: Empty State

GIVEN I apply filters that match no conversations
WHEN the page updates
THEN I should see message "No conversations found"
AND I should see suggestion "Try adjusting your filters"

8. Conversation Detail View

8.1 Detail Header

ID	Requirement	Details
ADM-8.1.1	Back button	Return to conversation list
ADM-8.1.2	Conversation ID	Display conversation number
ADM-8.1.3	Status badge	Current status

ADM-8.1.4	Export button	Export conversation transcript
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8.2 Message History

ID	Requirement	Details
ADM-8.2.1	Full transcript	All messages in conversation
ADM-8.2.2	Customer messages	Distinct style for customer
ADM-8.2.3	AI messages	Labeled with AI indicator
ADM-8.2.4	Agent messages	Show agent name
ADM-8.2.5	System messages	Escalation, transfer notices
ADM-8.2.6	Timestamps	Time for each message
ADM-8.2.7	Internal notes	Show agent notes (highlighted)

8.3 Conversation Info Panel

Field	Description
Customer	Name and email

Channel	Source channel
Duration	Total conversation time
Messages	Message count
Handled by	AI → Agent name
CSAT	Customer rating if given

8.4 AI Analysis Panel

Field	Description
Detected intent	Primary intent
Confidence	AI confidence score
Entities	Extracted entities
Escalation reason	Why escalated (if applicable)
KB articles used	Articles referenced

User Stories - Conversation Detail

US-8.1: View Conversation Detail

AS AN administrator

I WANT TO view the full transcript of a conversation

SO THAT I can understand what happened and evaluate quality

US-8.2: Understand AI Decisions

AS AN administrator

I WANT TO see why AI made certain decisions (intent, escalation)

SO THAT I can improve AI configuration

US-8.3: Export Conversation

AS AN administrator

I WANT TO export a conversation transcript

SO THAT I can share it or keep records outside the system

US-8.4: Review Agent Performance

AS AN administrator

I WANT TO see which agent handled a conversation and the outcome

SO THAT I can evaluate agent performance

Acceptance Criteria - Conversation Detail

AC-8.1: View Conversation

GIVEN I am on the Conversations list

WHEN I click "View" on a conversation row

THEN I should be navigated to the conversation detail page

AND I should see the full message history

AND messages should be in chronological order

AC-8.2: Message Display

GIVEN I am viewing a conversation detail

WHEN I look at the message history

THEN customer messages should be left-aligned with customer avatar

AND AI messages should be right-aligned with "AI" badge

AND agent messages should be right-aligned with agent name

AND each message should show timestamp

AND system messages (escalation, transfer) should be centered

AC-8.3: Internal Notes

GIVEN a conversation has internal notes from agents

WHEN I view the conversation detail

THEN internal notes should display inline with messages

AND notes should have distinct yellow background

AND notes should show which agent wrote them

AC-8.4: AI Analysis Display

GIVEN I am viewing a conversation that was escalated

WHEN I look at the AI Analysis panel

THEN I should see:

- Detected intent: [intent name]

- Confidence: [percentage]
- Escalation reason: [reason]
- Entities found: [list]

AC-8.5: Export Conversation

GIVEN I am viewing a conversation detail

WHEN I click "Export" button

THEN I should see format options (PDF, CSV, TXT)

WHEN I select PDF and click download

THEN a PDF file should download containing:

- Conversation ID and date
- Customer information
- Full message transcript
- AI analysis summary

AC-8.6: Back Navigation

GIVEN I am viewing a conversation detail

WHEN I click the "← Back" button

THEN I should return to the Conversations list

AND my previous filters should still be applied

9. Conversation Assignment

9.1 Assign Modal

ID	Requirement	Details
ADM-9.1.1	Open modal	Click Assign button
ADM-9.1.2	Conversation info	Show customer and subject
ADM-9.1.3	Agent list	List of available agents
ADM-9.1.4	Agent status	Show Online/Busy/Offline
ADM-9.1.5	Agent workload	Show current chat count
ADM-9.1.6	Select agent	Click to select
ADM-9.1.7	Confirm button	Assign to selected agent
ADM-9.1.8	Cancel button	Close without assigning

9.2 Agent Display

Field	Description
Avatar	Agent initials/photo
Name	Full name

Status Online/Busy/Offline indicator

Active chats Current conversation count

9.3 Assignment Rules

ID	Requirement	Details
ADM-9.3.1	Online only	Can only assign to online agents
ADM-9.3.2	Capacity check	Warning if agent at capacity
ADM-9.3.3	Offline disabled	Cannot assign to offline agents
ADM-9.3.4	Notification	Notify agent of assignment
ADM-9.3.5	Customer notify	Optionally notify customer

User Stories - Conversation Assignment

US-9.1: Assign to Agent

AS AN administrator

I WANT TO assign an escalated conversation to a specific agent

SO THAT the customer gets help from an appropriate team member

US-9.2: View Agent Availability

AS AN administrator

I WANT TO see which agents are online and their current workload

SO THAT I can make informed assignment decisions

US-9.3: Capacity Warning

AS AN administrator

I WANT TO be warned if I'm assigning to an agent at capacity

SO THAT I don't overload team members

Acceptance Criteria - Conversation Assignment

AC-9.1: Open Assignment Modal

GIVEN I am on the Conversations page

WHEN I click "Assign" on an escalated conversation

THEN an assignment modal should open

AND I should see conversation details (customer name, subject)

AND I should see a list of agents

AC-9.2: Agent List Display

GIVEN the assignment modal is open

WHEN I look at the agent list

THEN I should see each agent with:

- Avatar and name
- Status (green dot = Online, yellow = Busy, gray = Offline)
- Current chat count (e.g., "2 active chats")

AND online agents should appear at the top

AND offline agents should be grayed out

AC-9.3: Select and Assign

GIVEN the assignment modal is open

WHEN I click on "Sarah Martinez (Online - 2 active chats)"

THEN Sarah should be highlighted as selected

WHEN I click "Assign to Sarah M."

THEN the modal should close

AND the conversation status should change to "Open"

AND the Handler column should show "Sarah M."

AND Sarah should receive a notification

AC-9.4: Capacity Warning

GIVEN agent "Emily" has 5 active chats (at capacity)

WHEN I select Emily in the assignment modal

THEN I should see warning "Emily is at maximum capacity (5/5 chats)"

AND the Assign button should still work but show "Assign Anyway"

AC-9.5: Cannot Assign to Offline

GIVEN agent "Tom" is offline

WHEN I view the assignment modal

THEN Tom's row should be grayed out

AND clicking on Tom should not select him

AND tooltip should show "Agent is offline"

AC-9.6: Assignment Notification

GIVEN I assign a conversation to Sarah

WHEN the assignment completes

THEN Sarah should receive:

- In-app notification
- Browser notification (if enabled)
- Sound alert (if enabled)

AND the notification should show customer name and subject

10. Real-time Activity Monitor

10.1 Live Metrics

Metric	Description
Active Conversations	Current open count
Queue Length	Waiting for agent
Avg Wait Time	Queue wait time
Agents Online	Available agents

10.2 Agent Status Grid

ID	Requirement	Details
ADM-10.2.1	Agent cards	Card for each agent
ADM-10.2.2	Avatar	Agent photo/initials
ADM-10.2.3	Name	Agent name
ADM-10.2.4	Status	Online/Busy/Away/Offline
ADM-10.2.5	Active chats	Current conversation count
ADM-10.2.6	Real-time update	Update status live

10.3 Live Indicators

ID	Requirement	Details
ADM-10.3.1	Pulsing dot	Animated indicator showing live data
ADM-10.3.2	Last update	Show when data was updated
ADM-10.3.3	Connection status	Show if real-time connected

ADM-10.3.4 Auto-reconnect Reconnect if disconnected

User Stories - Real-time Monitor

US-10.1: Live Overview

AS AN administrator

I WANT TO see real-time activity on a single screen

SO THAT I can monitor operations during business hours

US-10.2: Agent Status Visibility

AS AN administrator

I WANT TO see all agents' status at a glance

SO THAT I can ensure adequate coverage

US-10.3: Connection Awareness

AS AN administrator

I WANT TO know if real-time updates are working

SO THAT I can trust the data I'm seeing

Acceptance Criteria - Real-time Monitor

AC-10.1: Live Metrics Update

GIVEN I am on the Live Activity page

WHEN a new conversation is opened

THEN "Active Conversations" should increment within 2 seconds

AND no page refresh should be required

AND the pulsing green dot should indicate live status

AC-10.2: Agent Status Grid

GIVEN I am viewing the agent status grid

WHEN agent Sarah changes her status from Online to Away

THEN Sarah's card should update within 2 seconds

AND her status badge should change from green "Online" to gray "Away"

AC-10.3: Queue Alert

GIVEN queue length is currently 3

WHEN 5 more customers enter the queue (total 8)

THEN the Queue widget should show "8 waiting"

AND the widget should display warning styling (orange background)

AND I should receive an in-app alert

AC-10.4: Connection Lost

GIVEN I am on the Live Activity page

WHEN the WebSocket connection is lost

THEN the live indicator should change from green to red

AND message "Connection lost. Reconnecting..." should appear

WHEN connection is restored

THEN the indicator should return to green

AND message "Connected" should briefly appear

AC-10.5: No Agents Alert

GIVEN all agents go offline

WHEN I view the Live Activity page

THEN I should see prominent alert "No agents online!"

AND the Agents Online widget should show "0" in red

11. Admin Permissions

11.1 Role: Administrator

Permission	Access
Dashboard	Full access
Conversations	View all, assign
Knowledge Base	Full CRUD
AI Config	Full access
Team Management	Full access
Settings	Full access

Audit Log	View all
-----------	----------

11.2 Role: Supervisor

Permission	Access
Dashboard	Full access
Conversations	View all, assign
Knowledge Base	View, edit
AI Config	View only
Team Management	View team only
Settings	Limited
Audit Log	View team only

11.3 Role: Agent

Permission	Access
Dashboard	Personal stats only

Conversations	Assigned only
Knowledge Base	View only
AI Config	No access
Team Management	No access
Settings	Personal only
Audit Log	No access

User Stories - Permissions

US-11.1: Role-Based Access

AS A system administrator

I WANT different user roles to have different permissions

SO THAT sensitive features are protected

US-11.2: Hidden Features

AS A supervisor

I WANT TO only see features I have access to

SO THAT the interface is not cluttered with unavailable options

Acceptance Criteria - Permissions

AC-11.1: Admin Full Access

GIVEN I am logged in as Administrator

WHEN I view the navigation sidebar

THEN I should see all menu items including Settings and Audit Log

AC-11.2: Agent Limited Access

GIVEN I am logged in as Agent

WHEN I view the navigation sidebar

THEN I should NOT see AI Config, Team Management, or Audit Log

AND attempting to access /admin/ai-config via URL should redirect to Dashboard

AND I should see message "You don't have permission to access this page"

AC-11.3: Supervisor Mixed Access

GIVEN I am logged in as Supervisor

WHEN I navigate to AI Config

THEN I should see the configuration in read-only mode

AND edit buttons should be hidden or disabled

AND attempting to modify via API should return 403 Forbidden

12. Performance Requirements

Metric

Target

Login time <2 seconds

Dashboard load <3 seconds

Real-time update <1 second delay

Search results <1 second

Page navigation <1 second

Acceptance Criteria - Performance

AC-12.1: Dashboard Load Time

GIVEN I am logged in

WHEN I navigate to the Dashboard

THEN the page should fully load within 3 seconds

AND all metrics should be populated

AND charts should be rendered

AC-12.2: Real-time Latency

GIVEN a conversation status changes

WHEN I am viewing the Dashboard

THEN the change should reflect within 1 second

13. Security Requirements

ID	Requirement
SEC-1	All traffic over HTTPS
SEC-2	JWT token authentication
SEC-3	Role-based access control
SEC-4	Session timeout enforcement
SEC-5	Audit logging for all actions
SEC-6	CSRF protection on all forms
SEC-7	XSS prevention in all inputs
SEC-8	SQL injection prevention

Acceptance Criteria - Security

AC-13.1: HTTPS Enforcement

GIVEN I try to access the dashboard via HTTP

WHEN the request is made

THEN I should be automatically redirected to HTTPS

AC-13.2: Session Expiry Enforcement

GIVEN my session has expired

WHEN I try to perform any action

THEN I should be redirected to the login page

AND I should see message "Your session has expired. Please log in again."

AC-13.3: XSS Prevention

GIVEN I enter "<script>alert('xss')</script>" in any input field

WHEN the input is saved and displayed

THEN the script should NOT execute

AND the text should be displayed as plain text

AC-13.4: Unauthorized API Access

GIVEN I am logged in as Agent

WHEN I try to call the API endpoint /api/admin/settings

THEN I should receive 403 Forbidden response

AND the action should be logged in the audit log

14. Audit Logging

14.1 Logged Events

Event

Details Logged

Login	User, time, IP, success/fail
Logout	User, time
View conversation	User, conversation ID, time
Assign conversation	User, conversation, assignee
Change settings	User, setting, old/new value
Create/edit KB article	User, article, changes
Modify AI config	User, intent, changes

14.2 Audit Log Display

ID	Requirement	Details
ADM-14.2.1	Log list	Paginated list of events
ADM-14.2.2	Filter by user	Show events for specific user
ADM-14.2.3	Filter by type	Show specific event types

ADM-14.2.4 Filter by date Date range filter

ADM-14.2.5 Search Search log entries

ADM-14.2.6 Export Export audit log

User Stories - Audit Logging

US-14.1: View Audit Log

AS AN administrator

I WANT TO see a log of all actions taken in the system

SO THAT I can track changes and investigate issues

US-14.2: Filter Audit Log

AS AN administrator

I WANT TO filter the audit log by user, event type, and date

SO THAT I can find specific events quickly

US-14.3: Export Audit Log

AS AN administrator

I WANT TO export the audit log

SO THAT I can keep records for compliance purposes

Acceptance Criteria - Audit Logging

AC-14.1: Event Logging

GIVEN I assign a conversation to an agent

WHEN I check the audit log

THEN I should see an entry with:

- Event type: "conversation_assigned"
- User: my email
- Details: conversation ID, assignee name
- Timestamp: current time
- IP address: my IP

AC-14.2: Filter by User

GIVEN I am viewing the audit log

WHEN I select "Sarah Martinez" from the user filter

THEN only events performed by Sarah should be shown

AND the count should update to show filtered total

AC-14.3: Immutable Logs

GIVEN there are entries in the audit log

WHEN I try to delete or modify an entry

THEN no delete/edit options should be available

AND attempting via API should return 403 Forbidden

AC-14.4: Export Audit Log

GIVEN I am viewing the audit log

WHEN I click "Export" and select CSV format

THEN a CSV file should download

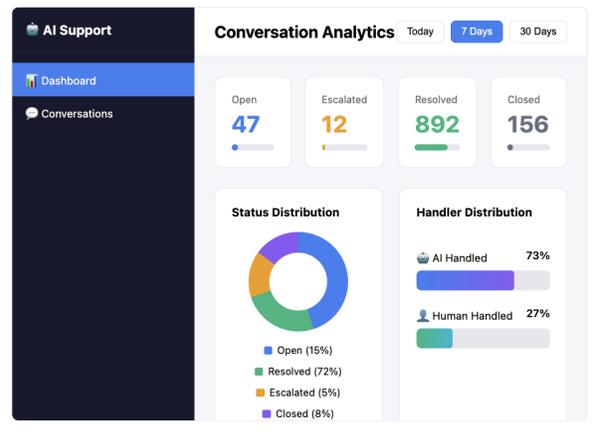
AND it should contain all filtered entries

AND it should include all columns (timestamp, user, event, details, IP)

5.3 Dashboard Home - Overview (ADM-5.2.1 to ADM-5.2.5)



5.4 Conversations by Status (ADM-5.2.5)



5.5 Conversation Management (ADM-5.3.1 to ADM-5.3.4)

Conversations Search customer... All Status

CUSTOMER	SUBJECT	STATUS	HANDLER	CHANNE
JD John Doe john@email.com	API webhook issue	Open	Sarah M.	Chat
SM Sarah Miller sarah@email.com	Refund request	Escalated	Queue	Email
MC Mike Chen mike@email.com	Order tracking	Resolved	AI	WhatsApp
LW Lisa Wong lisa@email.com	Password reset help	Resolved	AI	Chat

Showing 1-4 of 156 conversations

5.6 Assign Conversation to Agent (ADM-5.3.6)

Assign Conversation

Customer: Sarah Miller
Subject: Refund request for order #12345

Select Agent

- SM Sarah Martinez (Online - 2 active chats) ✓
- MJ Mike Johnson (Online - 1 active chat)
- ED Emily Davis (Busy - 4 active chats)

Buttons: Cancel, Assign to Sarah M.

Module 5: Admin Dashboard Screens

ADM-5.1 to ADM-5.3 Requirements Coverage

5.1 Admin Login (ADM-5.1.1, ADM-5.1.2)

Welcome Back
Sign in to your admin dashboard

Email Address: admin@company.com

Password: [Redacted]

Remember me

Sign In

[Forgot your password?](#)

5.2 Login Error State (ADM-5.1.1, ADM-5.1.2)

Welcome Back
Sign in to your admin dashboard

Invalid email or password. Please try again.

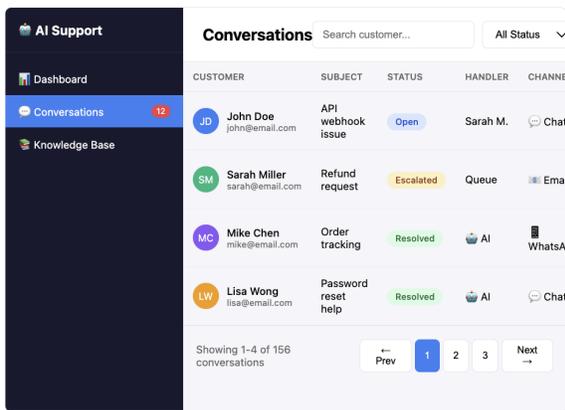
Email Address: admin@company.com

Password: [Redacted]

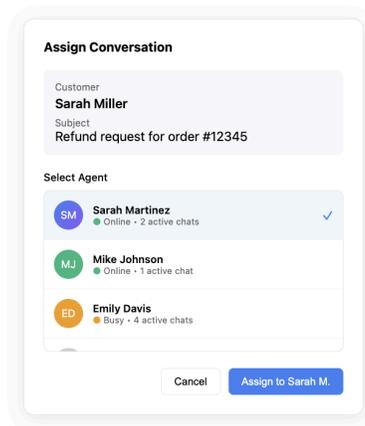
Sign In

[Forgot your password?](#)

5.5 Conversation Management (ADM-5.3.1 to ADM-5.3.4)



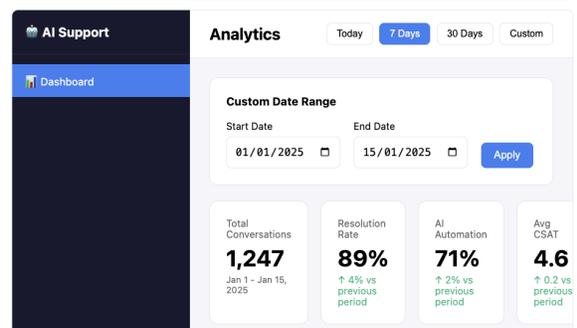
5.6 Assign Conversation to Agent (ADM-5.3.6)



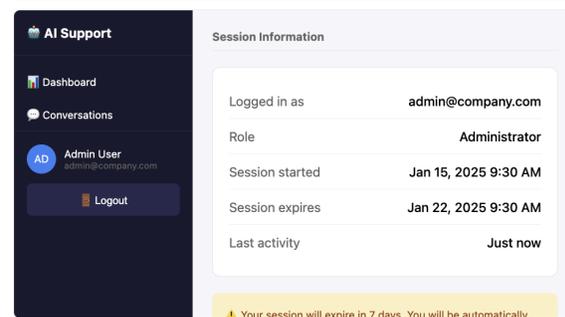
5.7 Real-time Activity Monitor (ADM-5.2.1)



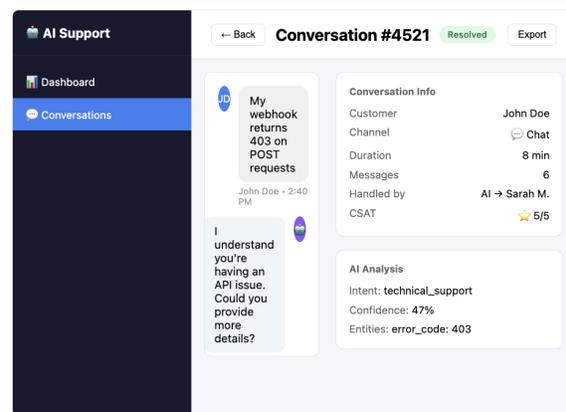
5.8 Date Filter Options (ADM-5.2.6)



5.9 Session & Logout (ADM-5.1.3, ADM-5.1.4)



5.10 View Conversation Detail (ADM-5.3.5)



<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="UTF-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<title>Admin Dashboard - Module 5 Screens</title>

<style>

```

    *{margin:0;padding:0;box-sizing:border-box}
    body{font-family:-apple-system,BlinkMacSystemFont,'Segoe
UI',sans-serif;background:#f0f0f0;min-height:100vh;padding:20px}
    .page-header{text-align:center;margin-bottom:30px}
    .page-header h1{font-size:24px;color:#1a1a2e;margin-bottom:8px}
    .page-header p{color:#666;font-size:14px}

.screens-grid{display:grid;grid-template-columns:repeat(auto-fit,minmax(580px,1fr));gap:30px;m
ax-width:1500px;margin:0 auto}
    .screen-card{background:#fff;border-radius:12px;padding:20px;box-shadow:0 2px 8px
rgba(0,0,0,0.1)}
    .screen-card
h3{font-size:14px;color:#666;margin-bottom:12px;padding-bottom:8px;border-bottom:1px solid
#eee}

/* Admin Layout */
    .admin-layout{display:flex;height:500px;border-radius:8px;overflow:hidden;border:1px solid
#e5e7eb}
    .admin-sidebar{width:220px;background:#1a1a2e;color:#fff}
    .sidebar-header{padding:16px;border-bottom:1px solid #2a2a4e}
    .sidebar-header h4{font-size:16px;display:flex;align-items:center;gap:8px}
    .sidebar-nav{padding:12px 0}
    .nav-section{padding:8px 16px;font-size:11px;color:#666;text-transform:uppercase}
    .nav-item{padding:10px
16px;font-size:13px;cursor:pointer;display:flex;align-items:center;gap:10px}
    .nav-item:hover{background:#2a2a4e}
    .nav-item.active{background:#3b82f6}
    .nav-item .badge{margin-left:auto;background:#ef4444;padding:2px
6px;border-radius:8px;font-size:10px}

    .admin-main{flex:1;background:#f8f9fa;overflow-y:auto}
    .main-header{padding:16px 24px;background:#fff;border-bottom:1px solid
#e5e7eb;display:flex;justify-content:space-between;align-items:center}
    .main-header h2{font-size:20px}
    .main-content{padding:24px}

/* Stat Cards */
    .stats-grid{display:grid;grid-template-columns:repeat(4,1fr);gap:16px;margin-bottom:24px}
    .stat-card{background:#fff;padding:20px;border-radius:10px;border:1px solid #e5e7eb}
    .stat-card .label{font-size:12px;color:#666;margin-bottom:6px}
    .stat-card .value{font-size:28px;font-weight:700;margin-bottom:4px}
    .stat-card .change{font-size:12px}
    .stat-card .change.up{color:#10b981}
    .stat-card .change.down{color:#ef4444}

```

```

.stat-card.highlight{border-left:4px solid #3b82f6}

/* Charts */
.chart-container{background:#fff;border-radius:10px;border:1px solid
#e5e7eb;padding:20px;margin-bottom:20px}

.chart-header{display:flex;justify-content:space-between;align-items:center;margin-bottom:16px}
.chart-header h4{font-size:14px}

.chart-placeholder{height:200px;background:#f8f9fa;border-radius:8px;display:flex;align-items:fl
ex-end;padding:20px;gap:8px}
.bar{background:linear-gradient(180deg,#3b82f6,#8b5cf6);border-radius:4px 4px 0
0;flex:1}

/* Tables */
table{width:100%;border-collapse:collapse;font-size:13px}

th{text-align:left;padding:12px;background:#f8f9fa;font-weight:600;font-size:11px;text-transform:
uppercase;color:#666;border-bottom:1px solid #e5e7eb}
td{padding:12px;border-bottom:1px solid #f0f0f0}
tr:hover{background:#f8f9fa}

/* Buttons */
.btn{padding:8px 16px;border-radius:6px;font-size:13px;cursor:pointer;border:none}
.btn-primary{background:#3b82f6;color:#fff}
.btn-secondary{background:#fff;border:1px solid #e5e7eb}
.btn-sm{padding:6px 12px;font-size:12px}

/* Status Badges */
.status{padding:4px 10px;border-radius:12px;font-size:11px;font-weight:500}
.status.online{background:#dcfce7;color:#166534}
.status.busy{background:#fef3c7;color:#92400e}
.status.offline{background:#f3f4f6;color:#6b7280}
.status.active{background:#dbeafe;color:#1d4ed8}

/* Date Filter */
.date-filter{display:flex;gap:8px}
.date-btn{padding:6px 12px;border:1px solid
#e5e7eb;border-radius:6px;font-size:12px;cursor:pointer;background:#fff}
.date-btn.active{background:#3b82f6;color:#fff;border-color:#3b82f6}

/* Progress Bar */
.progress-bar{height:8px;background:#e5e7eb;border-radius:4px;overflow:hidden}

```

```
.progress-fill{height:100%;border-radius:4px;background:linear-gradient(90deg,#3b82f6,#8b5cf6)}
}}
```

```
/* Login Form */
```

```
.login-container{display:flex;align-items:center;justify-content:center;height:100%;background:linear-gradient(135deg,#1a1a2e,#2a2a4e)}
```

```
.login-box{background:#fff;padding:40px;border-radius:16px;width:380px;box-shadow:0 20px 60px rgba(0,0,0,0.3)}
```

```
.login-box h2{text-align:center;margin-bottom:8px}
```

```
.login-box p{text-align:center;color:#666;font-size:14px;margin-bottom:24px}
```

```
.form-group{margin-bottom:16px}
```

```
.form-group label{display:block;font-size:13px;font-weight:500;margin-bottom:6px}
```

```
.form-group input{width:100%;padding:12px;border:1px solid #e5e7eb;border-radius:8px;font-size:14px}
```

```
.form-group input:focus{outline:none;border-color:#3b82f6}
```

```
.login-btn{width:100%;padding:14px;background:linear-gradient(135deg,#3b82f6,#8b5cf6);color:#fff;border:none;border-radius:8px;font-size:14px;font-weight:600;cursor:pointer;margin-top:8px}
```

```
.forgot-link{display:block;text-align:center;margin-top:16px;color:#3b82f6;font-size:13px;text-decoration:none}
```

```
/* Realtime Widget */
```

```
.realtime-widget{background:#fff;border-radius:10px;border:1px solid #e5e7eb;padding:16px}
```

```
.realtime-header{display:flex;justify-content:space-between;align-items:center;margin-bottom:12px}
```

```
.realtime-header h5{font-size:13px}
```

```
.live-dot{width:8px;height:8px;background:#10b981;border-radius:50%;animation:pulse 2s infinite}
```

```
@keyframes pulse{0%,100%{opacity:1}50%{opacity:0.5}}
```

```
.realtime-value{font-size:36px;font-weight:700;margin-bottom:4px}
```

```
.realtime-label{font-size:12px;color:#666}
```

```
/* Donut Chart Mock */
```

```
.donut-chart{width:120px;height:120px;border-radius:50%;background:conic-gradient(#3b82f6 0% 45%,#10b981 45% 70%,#f59e0b 70% 85%,#8b5cf6 85% 100%);position:relative;margin:auto}
```

```
.donut-chart::after{content:"";position:absolute;width:70px;height:70px;background:#fff;border-radius:50%;top:50%;left:50%;transform:translate(-50%,-50%)}
```

```
.donut-legend{display:flex;flex-wrap:wrap;gap:12px;justify-content:center;margin-top:16px;font-size:12px}  
  .legend-item{display:flex;align-items:center;gap:6px}  
  .legend-dot{width:10px;height:10px;border-radius:2px}
```

```
/* Agent List */
```

```
.agent-row{display:flex;align-items:center;padding:12px 0;border-bottom:1px solid #f0f0f0}  
.agent-row:last-child{border:none}
```

```
.agent-avatar{width:36px;height:36px;border-radius:50%;background:linear-gradient(135deg,#3b82f6,#8b5cf6);display:flex;align-items:center;justify-content:center;color:#fff;font-size:13px;margin-right:12px}
```

```
  .agent-info{flex:1}  
  .agent-name{font-weight:600;font-size:13px}  
  .agent-email{font-size:11px;color:#666}  
  .agent-stats{text-align:right;font-size:12px}
```

```
</style>
```

```
</head>
```

```
<body>
```

```
  <div class="page-header">
```

```
    <h1>Module 5: Admin Dashboard Screens</h1>
```

```
    <p>ADM-5.1 to ADM-5.3 Requirements Coverage</p>
```

```
  </div>
```

```
  <div class="screens-grid">
```

```
    <!-- Screen 1: Login Page -->
```

```
    <div class="screen-card">
```

```
      <h3>5.1 Admin Login (ADM-5.1.1, ADM-5.1.2)</h3>
```

```
      <div style="height:480px" class="login-container">
```

```
        <div class="login-box">
```

```
          <div style="text-align:center;margin-bottom:20px">
```

```
            <div
```

```
              style="width:60px;height:60px;background:linear-gradient(135deg,#3b82f6,#8b5cf6);border-radius:12px;margin:0 auto
```

```
16px;display:flex;align-items:center;justify-content:center;font-size:28px"><img alt="robot icon" data-bbox="700 788 725 805" style="vertical-align:middle; height:1em; width:1em;"/></div>
```

```
          </div>
```

```
          <h2>Welcome Back</h2>
```

```
          <p>Sign in to your admin dashboard</p>
```

```
          <div class="form-group">
```

```
            <label>Email Address</label>
```

```

        <input type="email" placeholder="admin@company.com">
    </div>
    <div class="form-group">
        <label>Password</label>
        <input type="password" placeholder=".....">
    </div>
    <div
style="display:flex;justify-content:space-between;align-items:center;margin-bottom:16px">
        <label
style="display:flex;align-items:center;gap:6px;font-size:13px;cursor:pointer">
            <input type="checkbox"> Remember me
        </label>
    </div>
    <button class="login-btn">Sign In</button>
    <a href="#" class="forgot-link">Forgot your password?</a>
</div>
</div>
</div>
</div>

<!-- Screen 2: Login Error State -->
<div class="screen-card">
    <h3>5.2 Login Error State (ADM-5.1.2)</h3>
    <div style="height:480px" class="login-container">
        <div class="login-box">
            <div style="text-align:center;margin-bottom:20px">
                <div
style="width:60px;height:60px;background:linear-gradient(135deg,#3b82f6,#8b5cf6);border-radi
us:12px;margin:0 auto
16px;display:flex;align-items:center;justify-content:center;font-size:28px">🤖</div>
            </div>
            <h2>Welcome Back</h2>
            <p>Sign in to your admin dashboard</p>
            <div style="background:#fee2e2;border:1px solid
#fecaca;border-radius:8px;padding:12px;margin-bottom:16px;font-size:13px;color:#dc2626">
                ⚠️ Invalid email or password. Please try again.
            </div>
            <div class="form-group">
                <label>Email Address</label>
                <input type="email" placeholder="admin@company.com"
value="admin@company.com" style="border-color:#ef4444">
            </div>
            <div class="form-group">
                <label>Password</label>
                <input type="password" placeholder="....." style="border-color:#ef4444">

```

```

        </div>
        <button class="login-btn">Sign In</button>
        <a href="#" class="forgot-link">Forgot your password?</a>
    </div>
</div>
</div>
</div>

<!-- Screen 3: Dashboard Home -->
<div class="screen-card">
    <h3>5.3 Dashboard Home - Overview (ADM-5.2.1 to ADM-5.2.5)</h3>
    <div class="admin-layout">
        <div class="admin-sidebar">
            <div class="sidebar-header">
                <h4>&img alt="AI Support icon" data-bbox="278 331 298 346"/> AI Support</h4>
            </div>
            <div class="sidebar-nav">
                <div class="nav-section">Overview</div>
                <div class="nav-item active">&img alt="Dashboard icon" data-bbox="471 404 491 419"/> Dashboard</div>
                <div class="nav-item">&img alt="Conversations icon" data-bbox="418 424 438 439"/> Conversations <span class="badge">12</span></div>
                <div class="nav-section">Manage</div>
                <div class="nav-item">&img alt="Knowledge Base icon" data-bbox="418 459 438 474"/> Knowledge Base</div>
                <div class="nav-item">&img alt="AI Config icon" data-bbox="418 479 438 494"/> AI Config</div>
                <div class="nav-item">&img alt="Team icon" data-bbox="418 499 438 514"/> Team</div>
                <div class="nav-section">Settings</div>
                <div class="nav-item">&img alt="Settings icon" data-bbox="418 534 438 549"/> Settings</div>
            </div>
        </div>
        <div class="admin-main">
            <div class="main-header">
                <h2>Dashboard</h2>
                <div class="date-filter">
                    <button class="date-btn active">Today</button>
                    <button class="date-btn">7 Days</button>
                    <button class="date-btn">30 Days</button>
                </div>
            </div>
            <div class="main-content">
                <div class="stats-grid">
                    <div class="stat-card highlight">
                        <div class="label">Active Conversations</div>
                        <div class="value">47</div>
                        <div class="change up">↑ 12% from yesterday</div>
                    </div>
                    <div class="stat-card">

```

```

    <div class="label">Resolved Today</div>
    <div class="value">156</div>
    <div class="change up">↑ 8% from yesterday</div>
  </div>
  <div class="stat-card">
    <div class="label">AI Automation Rate</div>
    <div class="value">73%</div>
    <div class="change up">↑ 5% from yesterday</div>
  </div>
  <div class="stat-card">
    <div class="label">Avg Response Time</div>
    <div class="value">28s</div>
    <div class="change down">↓ 15% faster</div>
  </div>
</div>
<div style="display:grid;grid-template-columns:2fr 1fr;gap:20px">
  <div class="chart-container">
    <div class="chart-header">
      <h4>Conversations Over Time</h4>
    </div>
    <div class="chart-placeholder">
      <div class="bar" style="height:60%"></div>
      <div class="bar" style="height:75%"></div>
      <div class="bar" style="height:45%"></div>
      <div class="bar" style="height:90%"></div>
      <div class="bar" style="height:70%"></div>
      <div class="bar" style="height:85%"></div>
      <div class="bar" style="height:95%"></div>
    </div>
  </div>
  <div class="realtime-widget">
    <div class="realtime-header">
      <h5>Live Activity</h5>
      <div class="live-dot"></div>
    </div>
    <div class="realtime-value">47</div>
    <div class="realtime-label">Active conversations right now</div>
    <div style="margin-top:16px;padding-top:16px;border-top:1px solid
#e5e7eb">
      <div
style="display:flex;justify-content:space-between;font-size:12px;margin-bottom:8px">
        <span>Queue</span><span style="font-weight:600">5 waiting</span>
      </div>

```

```

        <div
style="display:flex;justify-content:space-between;font-size:12px;margin-bottom:8px">
            <span>Agents Online</span><span style="font-weight:600">8</span>
        </div>
        <div style="display:flex;justify-content:space-between;font-size:12px">
            <span>Avg Wait Time</span><span
style="font-weight:600">45s</span>
        </div>
    </div>
</div>
</div>
</div>
</div>
</div>
</div>
</div>

```

<!-- Screen 4: Conversations by Status -->

```

<div class="screen-card">
    <h3>5.4 Conversations by Status (ADM-5.2.5)</h3>
    <div class="admin-layout">
        <div class="admin-sidebar">
            <div class="sidebar-header"><h4><img alt="AI Support icon" data-bbox="495 478 515 493"/> AI Support</h4></div>
            <div class="sidebar-nav">
                <div class="nav-item active"><img alt="Dashboard icon" data-bbox="473 515 493 530"/> Dashboard</div>
                <div class="nav-item"><img alt="Conversations icon" data-bbox="420 533 440 548"/> Conversations</div>
            </div>
        </div>
        <div class="admin-main">
            <div class="main-header">
                <h2>Conversation Analytics</h2>
                <div class="date-filter">
                    <button class="date-btn">Today</button>
                    <button class="date-btn active">7 Days</button>
                    <button class="date-btn">30 Days</button>
                </div>
            </div>
            <div class="main-content">
                <div class="stats-grid">
                    <div class="stat-card">
                        <div class="label">Open</div>
                        <div class="value" style="color:#3b82f6">47</div>
                        <div style="margin-top:8px"><div class="progress-bar"><div
class="progress-fill" style="width:15%;background:#3b82f6"></div></div></div></div>
                    </div>
                </div>
            </div>
        </div>
    </div>

```

```

<div class="stat-card">
  <div class="label">Escalated</div>
  <div class="value" style="color:#f59e0b">12</div>
  <div style="margin-top:8px"><div class="progress-bar"><div
class="progress-fill" style="width:8%;background:#f59e0b"></div></div></div>
  </div>
  <div class="stat-card">
    <div class="label">Resolved</div>
    <div class="value" style="color:#10b981">892</div>
    <div style="margin-top:8px"><div class="progress-bar"><div
class="progress-fill" style="width:72%;background:#10b981"></div></div></div>
  </div>
  <div class="stat-card">
    <div class="label">Closed</div>
    <div class="value" style="color:#6b7280">156</div>
    <div style="margin-top:8px"><div class="progress-bar"><div
class="progress-fill" style="width:12%;background:#6b7280"></div></div></div>
  </div>
</div>
<div style="display:grid;grid-template-columns:1fr 1fr;gap:20px">
  <div class="chart-container">
    <div class="chart-header"><h4>Status Distribution</h4></div>
    <div class="donut-chart"></div>
    <div class="donut-legend">
      <div class="legend-item"><span class="legend-dot"
style="background:#3b82f6"></span>Open (15%)</div>
      <div class="legend-item"><span class="legend-dot"
style="background:#10b981"></span>Resolved (72%)</div>
      <div class="legend-item"><span class="legend-dot"
style="background:#f59e0b"></span>Escalated (5%)</div>
      <div class="legend-item"><span class="legend-dot"
style="background:#8b5cf6"></span>Closed (8%)</div>
    </div>
  </div>
  <div class="chart-container">
    <div class="chart-header"><h4>Handler Distribution</h4></div>
    <div style="padding:20px 0">
      <div style="margin-bottom:20px">
        <div
style="display:flex;justify-content:space-between;margin-bottom:6px;font-size:13px">
          <span><img alt="AI icon" data-bbox="398 828 418 843" style="vertical-align:middle;"/> AI Handled</span>
          <span style="font-weight:600">73%</span>
        </div>
        <div class="progress-bar" style="height:24px;border-radius:6px">

```



```

        <option>Open</option>
        <option>Escalated</option>
        <option>Resolved</option>
    </select>
    <select style="padding:8px 12px;border:1px solid
#e5e7eb;border-radius:6px;font-size:13px">
        <option>All Handlers</option>
        <option>AI</option>
        <option>Human</option>
    </select>
</div>
</div>
<div class="main-content" style="padding:0">
    <table>
        <thead>
            <tr>
                <th>Customer</th>
                <th>Subject</th>
                <th>Status</th>
                <th>Handler</th>
                <th>Channel</th>
                <th>Time</th>
                <th>Action</th>
            </tr>
        </thead>
        <tbody>
            <tr>
                <td>
                    <div style="display:flex;align-items:center;gap:10px">
                        <div
style="width:32px;height:32px;border-radius:50%;background:#3b82f6;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">JD</div>
                        <div>
                            <div style="font-weight:500">John Doe</div>
                            <div style="font-size:11px;color:#666">john@email.com</div>
                        </div>
                    </div>
                </td>
                <td>API webhook issue</td>
                <td><span class="status active">Open</span></td>
                <td>Sarah M.</td>
                <td><img alt="chat icon" data-bbox="330 845 355 860" style="vertical-align: middle;"/> Chat</td>
                <td>2 min ago</td>
                <td><button class="btn btn-sm btn-secondary">View</button></td>
            </tr>
        </tbody>
    </table>

```

```

</tr>
<tr>
  <td>
    <div style="display:flex;align-items:center;gap:10px">
      <div
style="width:32px;height:32px;border-radius:50%;background:#10b981;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">SM</div>
      <div>
        <div style="font-weight:500">Sarah Miller</div>
        <div style="font-size:11px;color:#666">sarah@email.com</div>
      </div>
    </div>
  </td>
  <td>Refund request</td>
  <td><span class="status busy">Escalated</span></td>
  <td>Queue</td>
  <td><img alt="Email icon" data-bbox="334 388 354 401"/> Email</td>
  <td>15 min ago</td>
  <td><button class="btn btn-sm btn-primary">Assign</button></td>
</tr>
<tr>
  <td>
    <div style="display:flex;align-items:center;gap:10px">
      <div
style="width:32px;height:32px;border-radius:50%;background:#8b5cf6;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">MC</div>
      <div>
        <div style="font-weight:500">Mike Chen</div>
        <div style="font-size:11px;color:#666">mike@email.com</div>
      </div>
    </div>
  </td>
  <td>Order tracking</td>
  <td><span class="status online">Resolved</span></td>
  <td><img alt="AI icon" data-bbox="334 718 354 731"/> AI</td>
  <td><img alt="WhatsApp icon" data-bbox="334 736 354 749"/> WhatsApp</td>
  <td>1 hour ago</td>
  <td><button class="btn btn-sm btn-secondary">View</button></td>
</tr>
<tr>
  <td>
    <div style="display:flex;align-items:center;gap:10px">

```

```

        <div
style="width:32px;height:32px;border-radius:50%;background:#f59e0b;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">LW</div>
        <div>
            <div style="font-weight:500">Lisa Wong</div>
            <div style="font-size:11px;color:#666">lisa@email.com</div>
        </div>
    </div>
</td>
<td>Password reset help</td>
<td><span class="status online">Resolved</span></td>
<td><img alt="AI icon" data-bbox="335 295 355 315"/> AI</td>
<td><img alt="Chat icon" data-bbox="335 315 355 335"/> Chat</td>
<td>2 hours ago</td>
<td><button class="btn btn-sm btn-secondary">View</button></td>
</tr>
</tbody>
</table>
<div
style="padding:16px;display:flex;justify-content:space-between;align-items:center;border-top:1p
x solid #e5e7eb">
    <span style="font-size:13px;color:#666">Showing 1-4 of 156
conversations</span>
    <div style="display:flex;gap:4px">
        <button class="btn btn-sm btn-secondary">← Prev</button>
        <button class="btn btn-sm btn-primary">1</button>
        <button class="btn btn-sm btn-secondary">2</button>
        <button class="btn btn-sm btn-secondary">3</button>
        <button class="btn btn-sm btn-secondary">Next →</button>
    </div>
</div>
</div>
</div>
</div>
</div>
</div>
<!-- Screen 6: Assign Conversation -->
<div class="screen-card">
    <h3>5.6 Assign Conversation to Agent (ADM-5.3.6)</h3>
    <div style="display:flex;justify-content:center;padding:40px">
        <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:12px;padding:24px;width:420px;box-shadow:0 4px 20px
rgba(0,0,0,0.1)">
            <h4 style="font-size:16px;margin-bottom:20px">Assign Conversation</h4>

```

```
<div
style="background:#f8f9fa;border-radius:8px;padding:14px;margin-bottom:20px">
  <div style="font-size:12px;color:#666;margin-bottom:4px">Customer</div>
  <div style="font-weight:600">Sarah Miller</div>
  <div style="font-size:12px;color:#666;margin-top:8px">Subject</div>
  <div>Refund request for order #12345</div>
</div>
<div style="margin-bottom:20px">
  <label
style="display:block;font-size:13px;font-weight:500;margin-bottom:8px">Select Agent</label>
  <div style="max-height:200px;overflow-y:auto;border:1px solid
#e5e7eb;border-radius:8px">
    <div class="agent-row"
style="padding:12px;cursor:pointer;background:#eff6ff">
      <div class="agent-avatar">SM</div>
      <div class="agent-info">
        <div class="agent-name">Sarah Martinez</div>
        <div class="agent-email"><span style="color:#10b981">●</span> Online
• 2 active chats</div>
      </div>
      <div style="color:#3b82f6">✓ </div>
    </div>
    <div class="agent-row" style="padding:12px;cursor:pointer">
      <div class="agent-avatar" style="background:#10b981">MJ</div>
      <div class="agent-info">
        <div class="agent-name">Mike Johnson</div>
        <div class="agent-email"><span style="color:#10b981">●</span> Online
• 1 active chat</div>
      </div>
    </div>
    <div class="agent-row" style="padding:12px;cursor:pointer">
      <div class="agent-avatar" style="background:#f59e0b">ED</div>
      <div class="agent-info">
        <div class="agent-name">Emily Davis</div>
        <div class="agent-email"><span style="color:#f59e0b">●</span> Busy •
4 active chats</div>
      </div>
    </div>
    <div class="agent-row" style="padding:12px;cursor:pointer;opacity:0.5">
      <div class="agent-avatar" style="background:#9ca3af">TW</div>
      <div class="agent-info">
        <div class="agent-name">Tom Wilson</div>
        <div class="agent-email"><span style="color:#9ca3af">●</span>
Offline</div>
```

```

        </div>
      </div>
    </div>
  </div>
  <div style="display:flex;gap:10px;justify-content:flex-end">
    <button class="btn btn-secondary">Cancel</button>
    <button class="btn btn-primary">Assign to Sarah M.</button>
  </div>
</div>
</div>
</div>
</div>

```

<!-- Screen 7: Real-time Dashboard -->

```

<div class="screen-card">
  <h3>5.7 Real-time Activity Monitor (ADM-5.2.1)</h3>
  <div class="admin-layout">
    <div class="admin-sidebar">
      <div class="sidebar-header"><h4><img alt="AI Support icon" data-bbox="495 405 515 420"/> AI Support</h4></div>
      <div class="sidebar-nav">
        <div class="nav-item active"><img alt="Dashboard icon" data-bbox="475 440 495 455"/> Dashboard</div>
        <div class="nav-item"><img alt="Conversations icon" data-bbox="420 460 440 475"/> Conversations</div>
      </div>
    </div>
    <div class="admin-main">
      <div class="main-header">
        <h2>Live Activity</h2>
        <div
style="display:flex;align-items:center;gap:8px;font-size:13px;color:#10b981">
          <div class="live-dot"></div> Real-time updates enabled
        </div>
      </div>
      <div class="main-content">
        <div
style="display:grid;grid-template-columns:repeat(3,1fr);gap:16px;margin-bottom:24px">
          <div class="realtime-widget">
            <div class="realtime-header"><h5>Active Conversations</h5><div
class="live-dot"></div></div>
            <div class="realtime-value">47</div>
            <div class="realtime-label">Conversations in progress</div>
          </div>
          <div class="realtime-widget">
            <div class="realtime-header"><h5>Queue</h5><div
class="live-dot"></div></div>
            <div class="realtime-value" style="color:#f59e0b">5</div>

```

```

    <div class="realtime-label">Customers waiting • Avg 45s</div>
  </div>
  <div class="realtime-widget">
    <div class="realtime-header"><h5>Agents Online</h5><div
class="live-dot"></div></div>
    <div class="realtime-value" style="color:#10b981">8</div>
    <div class="realtime-label">Available to take chats</div>
  </div>
</div>
<div class="chart-container">
  <div class="chart-header"><h4>Agent Status</h4></div>
  <div style="display:grid;grid-template-columns:repeat(4, 1fr);gap:12px">
    <div
style="text-align:center;padding:16px;background:#f8f9fa;border-radius:8px">
      <div class="agent-avatar" style="margin:0 auto 8px">SM</div>
      <div style="font-weight:600;font-size:13px">Sarah M.</div>
      <div style="font-size:11px;color:#666">2 chats</div>
      <span class="status online"
style="margin-top:8px;display:inline-block">Online</span>
    </div>
    <div
style="text-align:center;padding:16px;background:#f8f9fa;border-radius:8px">
      <div class="agent-avatar" style="margin:0 auto
8px;background:#10b981">MJ</div>
      <div style="font-weight:600;font-size:13px">Mike J.</div>
      <div style="font-size:11px;color:#666">3 chats</div>
      <span class="status online"
style="margin-top:8px;display:inline-block">Online</span>
    </div>
    <div
style="text-align:center;padding:16px;background:#f8f9fa;border-radius:8px">
      <div class="agent-avatar" style="margin:0 auto
8px;background:#f59e0b">ED</div>
      <div style="font-weight:600;font-size:13px">Emily D.</div>
      <div style="font-size:11px;color:#666">5 chats</div>
      <span class="status busy"
style="margin-top:8px;display:inline-block">Busy</span>
    </div>
    <div
style="text-align:center;padding:16px;background:#f8f9fa;border-radius:8px">
      <div class="agent-avatar" style="margin:0 auto
8px;background:#9ca3af">TW</div>
      <div style="font-weight:600;font-size:13px">Tom W.</div>
      <div style="font-size:11px;color:#666">Away</div>
    </div>
  </div>

```

```
        <span class="status offline"
style="margin-top:8px;display:inline-block">Away</span>
      </div>
    </div>
  </div>
</div>
</div>
</div>
</div>
</div>
```

<!-- Screen 8: Date Filtering -->

<div class="screen-card">

<h3>5.8 Date Filter Options (ADM-5.2.6)</h3>

<div class="admin-layout" style="height:400px">

<div class="admin-sidebar">

<div class="sidebar-header"><h4>&img alt="AI Support icon" data-bbox="495 368 515 383"/> AI Support</h4></div>

<div class="sidebar-nav">

<div class="nav-item active">&img alt="Dashboard icon" data-bbox="475 405 495 420"/> Dashboard</div>

</div>

</div>

<div class="admin-main">

<div class="main-header">

<h2>Analytics</h2>

<div style="display:flex;gap:12px;align-items:center">

<div class="date-filter">

<button class="date-btn">Today</button>

<button class="date-btn active">7 Days</button>

<button class="date-btn">30 Days</button>

<button class="date-btn">Custom</button>

</div>

</div>

</div>

<div class="main-content">

<div style="background:#fff;border:1px solid #e5e7eb;border-radius:10px;padding:20px;margin-bottom:20px">

<h4 style="font-size:14px;margin-bottom:16px">Custom Date Range</h4>

<div style="display:flex;gap:16px;align-items:end">

<div>

<label style="display:block;font-size:12px;margin-bottom:6px">Start Date</label>

<input type="date" value="2025-01-01" style="padding:10px;border:1px solid #e5e7eb;border-radius:6px">

</div>

</div>

```

        <label style="display:block;font-size:12px;margin-bottom:6px">End
Date</label>
        <input type="date" value="2025-01-15" style="padding:10px;border:1px
solid #e5e7eb;border-radius:6px">
        </div>
        <button class="btn btn-primary">Apply</button>
    </div>
</div>
<div style="display:grid;grid-template-columns:repeat(4,1fr);gap:16px">
    <div class="stat-card">
        <div class="label">Total Conversations</div>
        <div class="value">1,247</div>
        <div style="font-size:11px;color:#666">Jan 1 - Jan 15, 2025</div>
    </div>
    <div class="stat-card">
        <div class="label">Resolution Rate</div>
        <div class="value">89%</div>
        <div class="change up">↑ 4% vs previous period</div>
    </div>
    <div class="stat-card">
        <div class="label">AI Automation</div>
        <div class="value">71%</div>
        <div class="change up">↑ 2% vs previous period</div>
    </div>
    <div class="stat-card">
        <div class="label">Avg CSAT</div>
        <div class="value">4.6</div>
        <div class="change up">↑ 0.2 vs previous period</div>
    </div>
</div>
</div>
</div>
</div>
</div>

```

<!-- Screen 9: Session Management -->

```

<div class="screen-card">
    <h3>5.9 Session & Logout (ADM-5.1.3, ADM-5.1.4)</h3>
    <div class="admin-layout" style="height:380px">
        <div class="admin-sidebar">
            <div class="sidebar-header"><h4><img alt="AI Support icon" data-bbox="495 825 515 845"/> AI Support</h4></div>
            <div class="sidebar-nav">
                <div class="nav-item"><img alt="Dashboard icon" data-bbox="415 860 440 880"/> Dashboard</div>
                <div class="nav-item"><img alt="Conversations icon" data-bbox="415 880 440 900"/> Conversations</div>
            </div>
        </div>
    </div>
</div>

```

```

<div style="margin-top:auto;padding:16px;border-top:1px solid #2a2a4e">
  <div style="display:flex;align-items:center;gap:10px;margin-bottom:12px">
    <div
style="width:36px;height:36px;border-radius:50%;background:#3b82f6;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:13px">AD</div>
    <div>
      <div style="font-size:13px">Admin User</div>
      <div style="font-size:11px;color:#666">admin@company.com</div>
    </div>
  </div>
  <button
style="width:100%;padding:10px;background:#2a2a4e;border:none;color:#fff;border-radius:6px;
cursor:pointer;font-size:13px">  Logout</button>
</div>
</div>
</div>
<div class="admin-main">
  <div class="main-content">
    <div style="max-width:500px">
      <h3 style="margin-bottom:20px">Session Information</h3>
      <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:10px;padding:20px">
        <div style="display:flex;justify-content:space-between;padding:12px
0;border-bottom:1px solid #f0f0f0">
          <span style="color:#666">Logged in as</span>
          <span style="font-weight:500">admin@company.com</span>
        </div>
        <div style="display:flex;justify-content:space-between;padding:12px
0;border-bottom:1px solid #f0f0f0">
          <span style="color:#666">Role</span>
          <span style="font-weight:500">Administrator</span>
        </div>
        <div style="display:flex;justify-content:space-between;padding:12px
0;border-bottom:1px solid #f0f0f0">
          <span style="color:#666">Session started</span>
          <span style="font-weight:500">Jan 15, 2025 9:30 AM</span>
        </div>
        <div style="display:flex;justify-content:space-between;padding:12px
0;border-bottom:1px solid #f0f0f0">
          <span style="color:#666">Session expires</span>
          <span style="font-weight:500">Jan 22, 2025 9:30 AM</span>
        </div>
        <div style="display:flex;justify-content:space-between;padding:12px 0">
          <span style="color:#666">Last activity</span>

```

```
        <span style="font-weight:500">Just now</span>
      </div>
    </div>
  <div
style="margin-top:20px;padding:16px;background:#fef3c7;border-radius:8px;font-size:13px;color:#92400e">
    ⚠ Your session will expire in 7 days. You will be automatically logged out.
  </div>
</div>
</div>
</div>
</div>
</div>
</div>
```

```
<!-- Screen 10: View Conversation Detail -->
<div class="screen-card">
  <h3>5.10 View Conversation Detail (ADM-5.3.5)</h3>
  <div class="admin-layout">
    <div class="admin-sidebar">
      <div class="sidebar-header"><h4>🤖 AI Support</h4></div>
      <div class="sidebar-nav">
        <div class="nav-item">📊 Dashboard</div>
        <div class="nav-item active">💬 Conversations</div>
      </div>
    </div>
    <div class="admin-main">
      <div class="main-header">
        <div style="display:flex;align-items:center;gap:12px">
          <button class="btn btn-sm btn-secondary">← Back</button>
          <h2>Conversation #4521</h2>
          <span class="status online">Resolved</span>
        </div>
        <button class="btn btn-secondary btn-sm">Export</button>
      </div>
      <div class="main-content" style="display:grid;grid-template-columns:1fr
280px;gap:20px;padding:16px">
        <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:10px;padding:16px;max-height:350px;overflow-y:auto">
          <div style="margin-bottom:16px;padding-bottom:16px;border-bottom:1px solid
#f0f0f0">
            <div style="display:flex;gap:10px;margin-bottom:12px">
              <div
style="width:32px;height:32px;border-radius:50%;background:#3b82f6;display:flex;align-items:center;justify-content:center;color:#fff;font-size:12px">JD</div>
```

```
<div style="flex:1">
  <div style="background:#f0f0f0;padding:10px
14px;border-radius:12px;font-size:14px">My webhook returns 403 on POST requests</div>
  <div style="font-size:11px;color:#999;margin-top:4px">John Doe • 2:40
PM</div>
  </div>
</div>
<div
style="display:flex;gap:10px;margin-bottom:12px;flex-direction:row-reverse">
  <div
style="width:32px;height:32px;border-radius:50%;background:#8b5cf6;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">🤖</div>
  <div style="flex:1;text-align:right">
    <div style="background:#eff6ff;padding:10px
14px;border-radius:12px;font-size:14px;display:inline-block;text-align:left">I understand you're
having an API issue. Could you provide more details?</div>
    <div style="font-size:11px;color:#999;margin-top:4px">AI • 2:40
PM</div>
  </div>
</div>
<div
style="text-align:center;font-size:11px;color:#666;padding:8px;background:#fef3c7;border-radius
:6px;margin:12px 0">
  ⚠ Escalated to human - Low AI confidence (47%)
</div>
<div style="display:flex;gap:10px;flex-direction:row-reverse">
  <div
style="width:32px;height:32px;border-radius:50%;background:#10b981;display:flex;align-items:c
enter;justify-content:center;color:#fff;font-size:12px">SM</div>
  <div style="flex:1;text-align:right">
    <div style="background:#dcfce7;padding:10px
14px;border-radius:12px;font-size:14px;display:inline-block;text-align:left">I see the issue. Your
API key doesn't have write permissions. Let me fix that.</div>
    <div style="font-size:11px;color:#999;margin-top:4px">Sarah M. • 2:42
PM</div>
  </div>
</div>
</div>
</div>
</div>
<div>
  <div style="background:#fff;border:1px solid
#e5e7eb;border-radius:10px;padding:16px;margin-bottom:16px">
    <h5 style="font-size:12px;color:#666;margin-bottom:12px">Conversation
Info</h5>
```

