1.1 □ User Roles & Permissions

🔑 1. Admin

- Full system access
- Manage users, tests, rates, coupons, wallets, reports, technicians, and collection agents
- View all bookings, payments, and reports
- Generate reports and manage offers

2. Manager

- Limited access (assigned by admin)
- View/manage bookings
- Assign technicians
- Track sample/report status
- View collection agent performance

3. Client / Customer

- Book tests
- Add/manage family members
- Use referral codes, discount coupons
- Pay online or opt for “pay later”
- Track booking and report status
- View/download reports
- Check wallet balance and transaction history

4. Technician

- View assigned bookings
- Navigate to collection location (integrated maps)
- Update sample collection status
- Submit sample via system
- No access to payments or customer data beyond name/location

---

1.2 📊 Backend Flow & Panel Modules

- 🏠 Admin Dashboard

- Total Bookings Today / Week
- Tests Booked by Lab
- Revenue Collected / Pending
- Pending Report Uploads
- Collection Agents Summary
- Quick Assignments / Notifications

- □ 1. Test Management
- Add / Edit / Delete Tests
  - Fields: Name, Lab Partner, Price, TAT (Turnaround Time), Lab Code, Availability
- Test Categories (e.g., Blood, Urine, Covid, Full Body)
- Assign to Labs (e.g., CBC by Dr Lal @ ₹300, by PathKind @ ₹350)
- Import/Export test list

- 2. Coupon & Offer System

- Add / Disable Discount Coupons
  - Flat / % Discount
  - Min Order Value
  - Applicable on: Specific Labs / Packages / Users
  - Validity Period
- Referral Code System
  - Each client gets unique referral code
  - Usage triggers wallet credit
- Family Offers
  - Admin sets % discount if ≥ X family members book tests together

---

- 3. Customer Panel
- Book test for self or family
- Save family member profiles (Name, DOB, Gender, ID optional)
- Select lab, time slot, home collection
- Apply coupon / referral code
- Wallet integration
- View upcoming & past bookings
- Download reports

Technician Panel

- View assigned collections (with route map)
- Mark collection: Scheduled → On Route → Collected
- Upload sample submission status
- Notification to admin upon sample submission
- Collection report auto-logged per technician

5. Report Management

- Admin uploads report PDF linked to booking
- Report status: *Pending → Under Processing → Ready*
- Client gets notification + download link

- Search filters by date, customer name, lab, test

- Wallet System
- Client wallet shows:
  - Referral bonuses
  - Admin-offered credits
  - Applied coupon refunds (if booking cancelled)
- Wallet usable for payments (partial/full)
- Transaction history visible in account

1. 7. Booking & Order Flow
2. User books test (online/phone)
3. Manager/Admin assigns technician
4. Technician collects sample, updates status
5. Admin uploads report → visible in client login
6. Status updated: *Sample Collected → Report Ready*

Collection Agent Panel / Payout Calculation

- Every booking linked to technician
- Admin panel tracks:
  - Number of collections per day
  - Type of test / distance
  - Calculate payout per collection
- Auto-generate report:
  - Daily / Weekly Collection Summary
  - Export as Excel or PDF

1.3 Additional Features

- **SMS/Email Notifications** at each status update
- **Booking Filters/Search** by name, date, status, lab
- **Reports Panel** for:
  - Revenue
  - Pending Samples
  - Turnaround Time (TAT)
  - Coupon Usage
  - Technician Performance
- **Access Logs** for Admin & Manager accounts