

# Admin panel

The admin is a robust backend system that provides administrators with comprehensive tools and features to efficiently handle and oversee various aspects of Smart City application and user management within the application.

**Reports:** The panel also includes reporting features to generate transaction reports or export transaction data for further analysis or financial reconciliation purposes.

**Ticket Management:** Administrators can view and manage all aspects of ticketing operations. This includes the ability to add, edit, or remove tickets, control ticket inventory, assign seating or sections, set pricing and availability, and manage ticket categories or types. The panel allows administrators to have a centralized view of ticket sales, availability, and status.

**User Management:** The admin panel allows administrators to manage user accounts and profiles. Administrators can view user details, update user information, verify user identities, and handle user inquiries or support requests. The panel provides options for user segmentation, allowing administrators to categorize users based on various criteria and target specific user groups with relevant communications or promotions.

**Transaction Monitoring:** The admin panel provides a comprehensive overview of transactions processed through the Smart City application. Administrators can track and analyze transaction data, including sales volume, revenue, payment methods used, and transaction statuses (e.g., successful, pending, refunded).

**Refunds and Exchanges:** Administrators can process ticket refunds or exchanges directly through the admin panel. They have the authority to handle refund requests, validate refund eligibility based on predefined policies, and initiate refund transactions.

**Communication and Notifications:** The admin panel provides tools to send push notifications to users. Administrators can draft and send notifications to inform users about upcoming events, changes in ticket availability, or any other relevant information.

**Security and Permissions:** The admin panel includes robust security features and user permissions. Administrators have different levels of access and privileges to ensure data integrity, protect sensitive information, and maintain the overall security of the system. User roles and permissions can be assigned based on specific responsibilities and administrative needs.

Overall, the admin panel for managing tickets, users, and transactions in the Smart City application provides a comprehensive backend solution for administrators to oversee ticketing operations, user management, and transaction monitoring. It enables efficient ticket management, user support, financial reconciliation, and data analysis, empowering administrators to effectively manage and optimise the ticketing system within the Smart City application.

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