











Admin Main Dash board

The main dashboard provides quick statistics and insights:

-  **Users** – Total number of registered users.
-  **Total Active eSIM** – Number of active eSIMs.
-  **Completed Orders** – Total successful eSIM orders.
-  **Failed Orders** – Total failed eSIM orders.
-  **Total eSIM** – Overall count of purchased eSIMs in the system.
-  **Pending KYC** – Users whose KYC verification is pending.
-  **Approved KYC** – Number of users whose KYC is approved.
-  **Rejected KYC** – Number of rejected KYC applications.

It also includes charts based on filters:

-  **Orders by Status** (This Week, Month, Year)
-  **User Registrations** (Last 7 Days, Monthly, yearly)

User Management Tab

- **Manage Users**

The **User Management** tab provides comprehensive user-related information. Administrators can access and review account details for all registered users.

- **Pending KYC**

Shows users whose KYC documents are awaiting verification. Admin can review documents and approve or reject applications.

- **Approved KYC**

Displays users who have successfully passed the KYC verification. These users are allowed to place orders without restrictions.

- **Rejected KYC**

List of users whose KYC has been rejected due to invalid or incomplete details. Admin can notify users to re-upload correct documents.

Master Data Tab

- **Regions** 🌐 – Define and manage region-specific package plans for better targeting.
- **Countries** 🚩 – Maintain country-wise plans to align with local regulations and offerings.
- **Packages** 📦 – Create and manage package plans, combining both region and country-level offerings for flexibility.
- **Currencies** 💵 – List of supported currencies to define how transactions are handled.

Order Management Tab

Order List View – Displays all orders with details such as order ID, customer name, date, amount, and payment method.

Order Status Tracking – Monitors the real-time status of each order, including:

- Completed – Order successfully fulfilled and closed.
- Successful – Payment and confirmation completed.
- Failed – Order or payment could not be processed.

ESims Tab

eSIM Purchase Tracking – Displays all user eSIM purchases with order details

- **Activation Status** – Shows whether the purchased eSIM is:
 - **Installed / Activated** – eSIM is successfully active and ready for use.
 - **Not Activated** – eSIM has not been installed or activated by the user.
- **Refund Management** – For **unactivated eSIMs**, refunds are automatically processed **by Airalo**.

Notifications Tab

The Notification Tab enables admins to manage and send custom notifications directly to users.

Key Features:

- **Flexible Targeting** – Send notifications to:
 - **All Users** – Broadcast important updates, offers, or alerts.
 - **Specific Users** – Target individual users based on their activity or needs.
- **Custom Content** – Each notification can include:
 - **Title** – The main heading of the notification.
 - **Description** – Detailed message content.
 - **Image (Optional)** – Visual support for promotions, offers, or alerts.

This feature ensures seamless communication between admins and users, improving transparency and engagement.

Support Center Tab

The Support System provides users with a reliable way to get assistance and resolve issues quickly.

Key Features:

- **Ticket Management** – Users can raise support tickets for any issues related to eSIM purchases, activation, refunds, or appusage.
 - Users can describe their issue and track the resolution status.
 - Admins can manage, respond to, and close tickets efficiently.
- **Dynamic FAQs** – Frequently Asked Questions (FAQs) related to eSIM are available directly in the Support Tab of eSIMTel App.
 - FAQs are dynamically reflected from the admin panel into the eSIMtel App, ensuring consistency.
 - Helps users quickly find answers without raising a ticket.
- **Faster Resolution** – Combination of ticketing + FAQs reduces repetitive queries and improves user satisfaction.

This feature ensures a smooth customer support experience while reducing admin workload.

Banner Management Tab

The Banner Management Tab allows admins to create, update, and manage promotional or informational banners that appear in the app.

Key Features:

- **Add & Manage Banners** – Upload new banner images which is visible on home screen of the EsimTel app
- **Custom Actions** – Attach actions to banners such as redirecting users to a specific plan, offer.
- **Scheduling** – Set start and end dates for banners to run automatically during campaigns.
- **Visibility Control** – Enable or disable banners anytime without deleting them.

This feature helps admins highlight promotions, guide users toward key actions, and improve overall engagement inside the app.

Custom Email Template Feature

Our system supports dynamic custom email templates for key user interactions such as:

- 🛒 Order Placement
- 🔑 OTP Verification
- ➡️ SIM Activation

🔑 Key Features

- Create and manage templates via admin panel
- Use dynamic placeholders (e.g., `{{user_name}}`, `{{order_id}}`)
- Supports rich HTML content
- Test and preview before sending
- Auto-triggered by events like order placement or SIM activation

General Settings

The General Settings tab allows administrators to manage key system-wide configurations, especially related to payments and pricing. It includes:

Payment Configuration

- All necessary API keys and credentials for integrated payment methods (e.g., Stripe, Razorpay, etc.).
- Easily switch between test and live environments.
- Control over transaction-related settings.

Commission Settings

- Configure a dynamic commission percentage that adjusts the selling price of products based on the Airalo base price.
- Admins can increase prices globally by setting the desired markup (e.g., 10%, 15%, etc.).
- Useful for managing profit margins flexibly without changing individual product pricing.

Master Settings

- Admin Can change the Website logo and favicon icons

Report Tab

The **Report Tab** provides a comprehensive view of sales performance and profitability through detailed and visual analytics. It includes:

Sales & Profit Overview

- Total **sales revenue**
- **Profit earned** based on commission settings
- Breakdown of **successful**, **cancelled**, and **completed** orders

- Data is displayed using intuitive **bar charts** and graphs

Page ManagementTab

Manage your privacy policy, terms and conditions from the page management sections

Contact Support

Delighted to serve and support you! Contact our support team. We're available Mon-Fri, 9:00 am - 6:00 pm IST (GMT +5.30),

India - Asia. Expect prompt responses within 24 hours via comments, forum, or email.

Reach Us

Unlock the potential of diploy, your go-to hub for top-notch Flutter app development and web applications. Reach out to us today for quality solutions and exciting freelance opportunities.

Visit us at diploy.in or drop an email to start@diploy.in

Thank you for considering us!

