

USER MATRIX

A guide for all users and respective responsibilities on Eunoia Platform.

USER MATRIX

		HQ Administrator	Brand Administrator	Store Administrator	Kitchen Manager
Brand	View Brands	YES	NO	NO	NO
	Edit Brands	YES	NO	NO	NO
Store	View Stores	YES	YES	NO	NO
	Edit Stores	YES	YES	NO	NO
Customer	Manage Customer Information	YES	YES	YES	NO
Transactions	View Order History	YES	YES	YES	YES
	Edit Order History	NO	YES	YES	YES
	View Reservations	YES	YES	YES	YES
	Edit Reservations	NO	NO	YES	YES
	View Reward Points Settings	YES	YES	YES	NO
	Edit Reward Points Settings	YES	YES	YES	NO
	Edit Banners	YES	YES	YES	NO
	Edit Promotions	YES	YES	YES	NO
Menu	View Categories	NO	YES	NO	YES
	Edit Categories	NO	YES	NO	NO
	View Products	NO	YES	NO	YES
	Edit Products	NO	YES	NO	NO
	View Modifier Groups	NO	YES	NO	YES
	Edit Modifier Groups	NO	YES	NO	NO
	Edit Tags	NO	YES	NO	NO
	Edit PLU Codes	NO	YES	NO	NO
Overrides	Product Overrides	NO	NO	YES	YES
	Modifier Overrides	NO	NO	YES	YES
	Store Overrides	NO	NO	YES	NO
Online Platform	Manage Webstore	NO	YES	YES	NO
	Manage Reservation Webpage	NO	YES	YES	NO
	Manage Payment Accounts	YES	YES	YES	NO
Report	View Sales and Performances	BRANDS AND STORES	STORES ONLY	SPECIFIC STORE	SPECIFIC STORE

DESCRIPTION OF RESPONSIBILITIES

HQ Administrator

HQ Administrators are authorized to view, create, and edit all segments of brands, stores/outlets, orders and payments, as well as track all order, marketing and reward point history. They will have a holistic view of activities carried out by the brands assigned to the specific HQ. Numerous HQ Administrators can be assigned to be in charge of different tasks if necessary.

Brand Administrator

Brand Administrators are authorized to view, create, and edit all segments of stores/outlets, orders and payments, as well as create and manage products to be sold within each store/outlet under their management. They will be able to keep track of all sales and transactions carried out by all store/outlet within their brand, but not ones assigned to other brands, regardless of partnerships. Numerous Brand Administrators can be assigned to be in charge of different tasks if necessary.

Store Administrator

Store Administrators are authorized to manage activities to be carried out within the domain of the store/outlet, including the overriding of menu and stores deemed necessary. They will be able to keep track of all sales and transactions carried out by each store/outlet within their brand, but not ones assigned to other brands, regardless of partnerships. Numerous Store Administrators can be assigned to be in charge of different tasks if necessary.

Kitchen Manager

Kitchen Manager will be in charge of managing in-store transactions and reservations. They may override products and modifiers, but are unauthorized to create and edit them. Numerous Kitchen Managers can be assigned to be in charge of different tasks if necessary.