

Layout Plan – Car Technical Support Web Application

Layout Plan

Car Technical Support Web Application (WordPress)

1. Overall Site Structure (Sitemap)

- Home
- About Us
- Services
- Client Application
- Login / Register
- Client Dashboard
 - Request Support
 - My Support Tickets
 - GPS Location Share
 - Profile & Vehicles
- Technician Dashboard
 - Assigned Calls
 - Map & GPS View
 - Update Ticket Status
- Admin Dashboard
 - All Tickets
 - Clients & Vehicles
 - Technicians
 - Reports
 - System Settings
- Contact Us

2. Page-by-Page Layout Plan

2.1 Home Page Layout

Purpose: Introduce the service and guide users to request support quickly

Sections:

- **Header**
 - **Logo**
 - **Navigation Menu**
 - **Login / Register Button**
 - **Hero Section**
 - **Headline: “24/7 Car Technical Support”**
 - **Call-to-Action Buttons: “Request Support” | “Apply as Client”**
 - **How It Works (3–4 Steps)**
 - **Services Offered**
 - **Emergency Support Banner**
 - **Footer**
 - **Contact Details**
 - **Social Media Links**
 - **Privacy Policy**
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2.2 Client Application Page

Purpose: Register new clients and their vehicles

Layout:

- **Page Title: Client Application Form**
 - **Multi-Step Form Layout**
 - **Step 1: Personal Information**
 - **Step 2: Vehicle Information**
 - **Step 3: Supporting Documents Upload**
 - **Step 4: Confirmation & Submit**
 - **Submit Button**
 - **Success Message & Email Confirmation**
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2.3 Login & Registration Page

Purpose: Secure user access

Layout:

- **Split Screen Layout**

- **Left: Login Form**
 - **Right: Registration Form**
 - **Password Reset Option**
 - **Security Notice**
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2.4 Client Dashboard Layout

Purpose: Allow clients to manage support requests

Main Layout:

- **Top Bar**
 - **User Name**
 - **Notifications**
 - **Logout**
 - **Left Sidebar Menu**
 - **Dashboard Overview**
 - **Request Support**
 - **My Tickets**
 - **GPS Location**
 - **Profile Settings**
 - **Main Content Area**
 - **Summary Cards (Open Tickets, Resolved, Pending)**
 - **Recent Support Requests**
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2.5 Request Support Page

Purpose: Log a new technical support call

Layout:

- **Support Request Form**
 - **Issue Category Dropdown**
 - **Priority Level Selector**
 - **Description Text Area**
 - **Upload Images**
 - **Capture GPS Location Button**

- **Map Preview (Live Location)**
 - **Submit Request Button**
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2.6 My Support Tickets Page

Purpose: Track all logged calls

Layout:

- **Ticket Table View**
 - **Ticket Number**
 - **Vehicle**
 - **Issue Type**
 - **Status**
 - **Last Updated**
 - **Filter & Search Options**
 - **Click Ticket → View Details Page**
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2.7 GPS Location Page

Purpose: Share and confirm client location

Layout:

- **Location Permission Prompt**
 - **Interactive Map**
 - **Pin Drop / Auto GPS Capture**
 - **Confirm Location Button**
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2.8 Technician Dashboard Layout

Purpose: Manage assigned support calls

Layout:

- **Dashboard Overview Cards**
 - **Assigned Calls**
 - **On Route**
 - **Completed**
- **Call List Panel**

- **Map View Panel (GPS Locations)**
 - **Ticket Update Section**
 - **Status Update**
 - **Notes**
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2.9 Admin Dashboard Layout

Purpose: Full system management

Layout:

- **Sidebar Menu**
 - **Tickets Management**
 - **Clients**
 - **Vehicles**
 - **Technicians**
 - **Reports**
 - **Settings**
 - **Main Dashboard Widgets**
 - **Total Calls**
 - **Active Calls**
 - **Resolved Calls**
 - **Data Tables & Filters**
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3. Navigation & UX Guidelines

- **Mobile-first responsive design**
 - **Clear call-to-action buttons**
 - **Simple form validation messages**
 - **Fast access to emergency support**
 - **Minimal clicks to request support**
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4. WordPress Implementation Notes

- **Use a responsive theme**
- **Page Builder: Elementor / Gutenberg**

- **Custom Dashboards via plugins or custom templates**
- **Role-based menu visibility**
- **Google Maps / OpenStreetMap integration**

Document Type: Layout Plan / Wireframe Guide Platform: WordPress Project: Car Technical Support Web Application