Kindly follow the steps to run the application (**in Windows 10**):

1. Please install OTP/Erlang from <https://www.erlang.org/downloads>

Version: Erlang/OTP 25.0.3

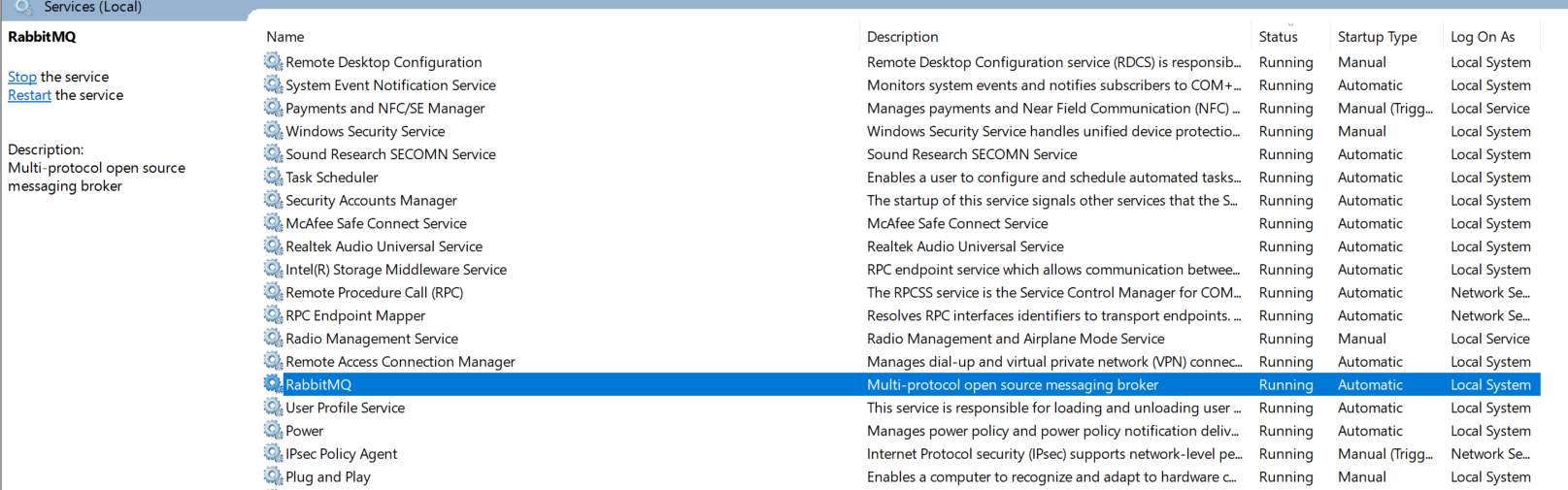
1. Then install Rabbit MQ from [https://objects.githubusercontent.com/github-production-release-asset-2e65be/924551](https://objects.githubusercontent.com/github-production-release-asset-2e65be/924551/a92dc401-0134-4859-b780-4fd266a7ceda?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAIWNJYAX4CSVEH53A%2F20220729%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20220729T095350Z&X-Amz-Expires=300&X-Amz-Signature=e1fa92735d708031669ca5c0244e11f6a47e8946116522a82afe2ee1abfc4897&X-Amz-SignedHeaders=host&actor_id=0&key_id=0&repo_id=924551&response-content-disposition=attachment%3B%20filename%3Drabbitmq-server-3.10.6.exe&response-content-type=application%2Foctet-stream)

Version: rabbitmq\_server-3.10.6

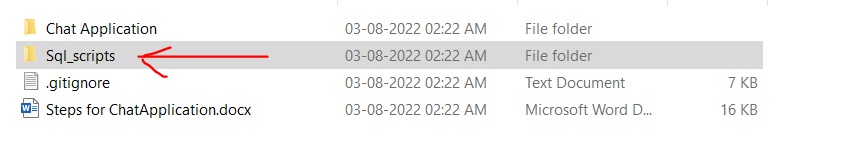
1. Then download the zipped folder for code and SQL server scripts from my GitHub account for which link is given here:

<https://github.com/155shubham/ChatApplication.git>

1. After installation of the above, go to services.msc in windows 10 and find RabbitMQ service. First stop this service and then restart the service.



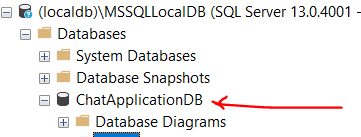
1. Extract the folder and then open the Sql\_scripts folder.



Then open the SQL files in SQL management Studio and execute them in the order they have been numbered from 1 till 6.

Please make sure the following things in your server (I have used MSlocalDB):

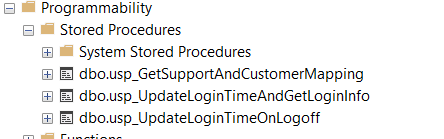
1. New database “ChatApplicationDB” got created in your server.



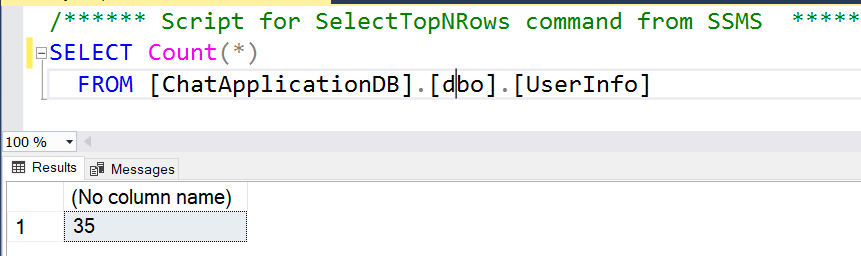
1. Two tables “UserInfo” and “SupportAndCustomerMapping” as in the snapshot shown below:



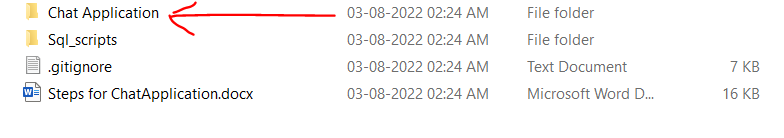
1. Three stored procedures



1. Tables UserInfo has 35 row count:



1. After then open the “Chat Application” folder in your extracted folder.



1. Then open the solution file “ChatApplication.sln” in visual studio (I have used 2019 community version).

Check the web config file for the connection string:

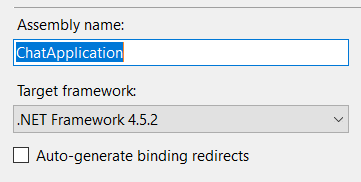
**<connectionStrings>**

**<add name="mycon" connectionString="Data Source=(localdb)\MSSQLLocalDB;Initial Catalog=ChatApplicationDB;Integrated Security=True;Connect Timeout=30;Encrypt=False;TrustServerCertificate=False;ApplicationIntent=ReadWrite;MultiSubnetFailover=False"/>**

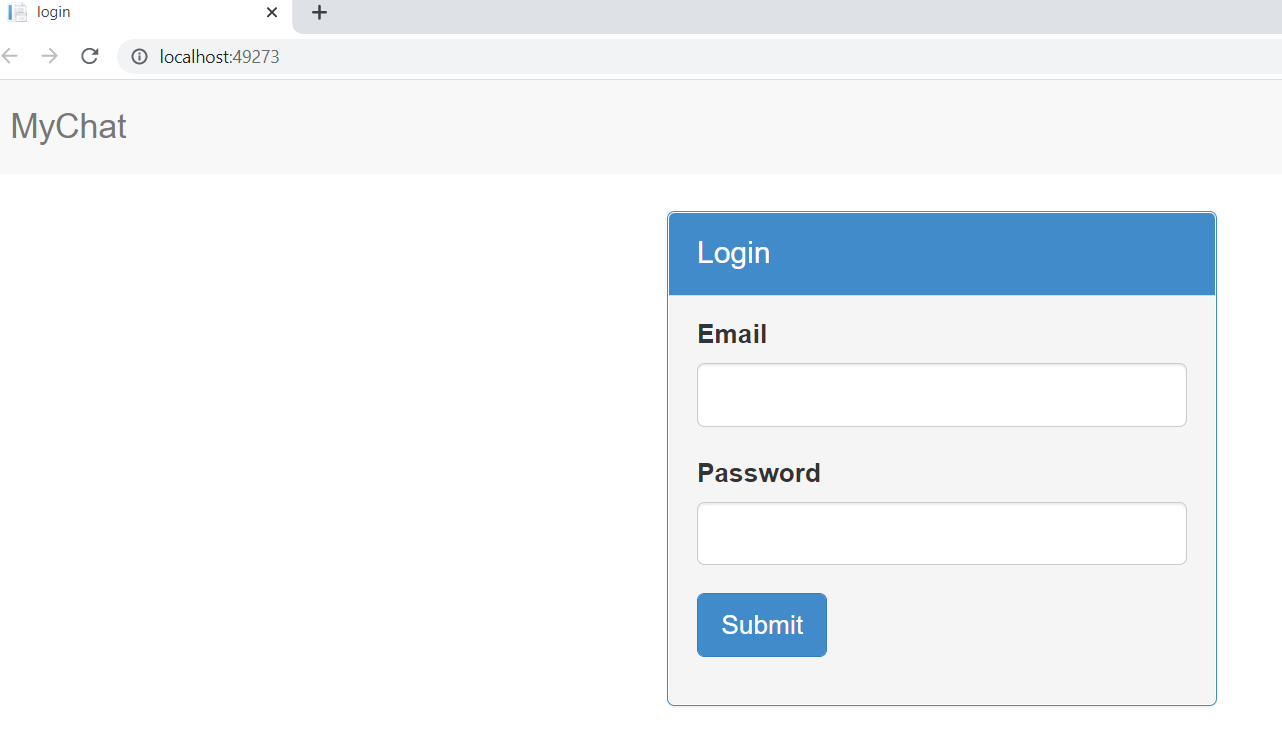
**</connectionStrings>**

Change the Data Source as your server’s name.

Also, I have used dotnet framework and MVC architecture for your information:

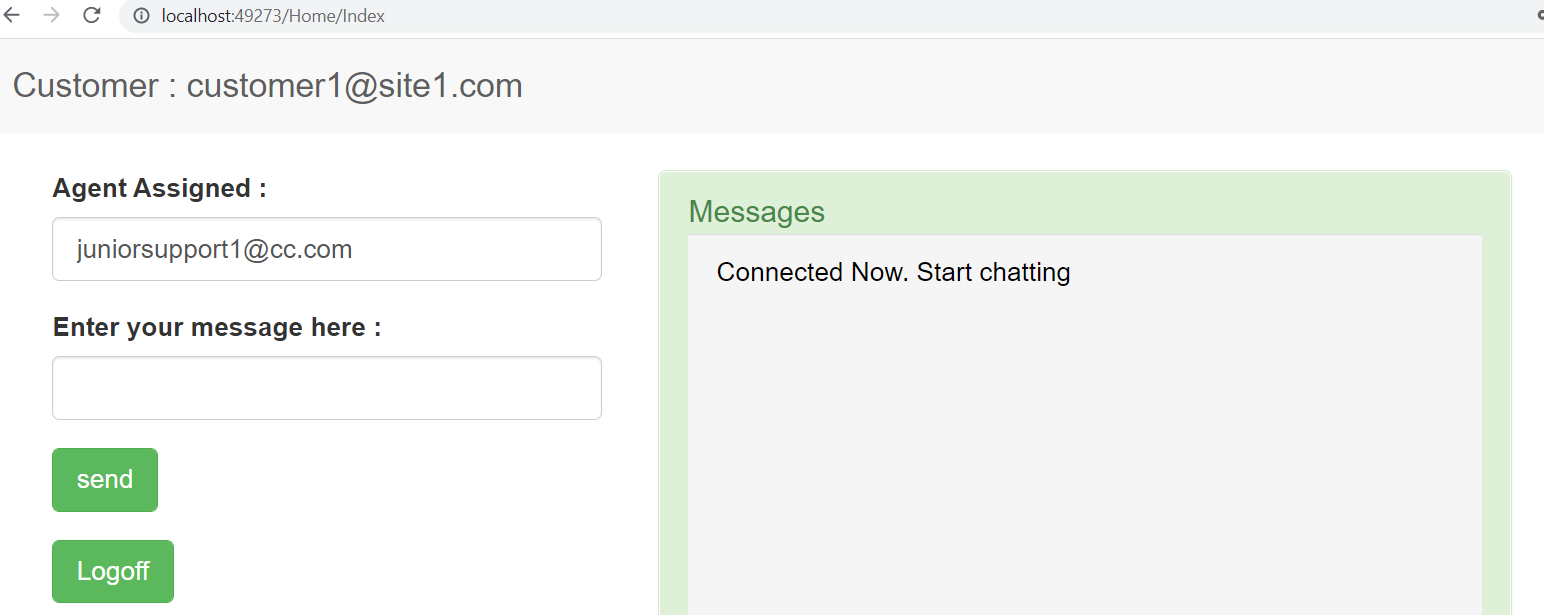


1. Finally run the application from Visual Studio. You will get login screen like below:

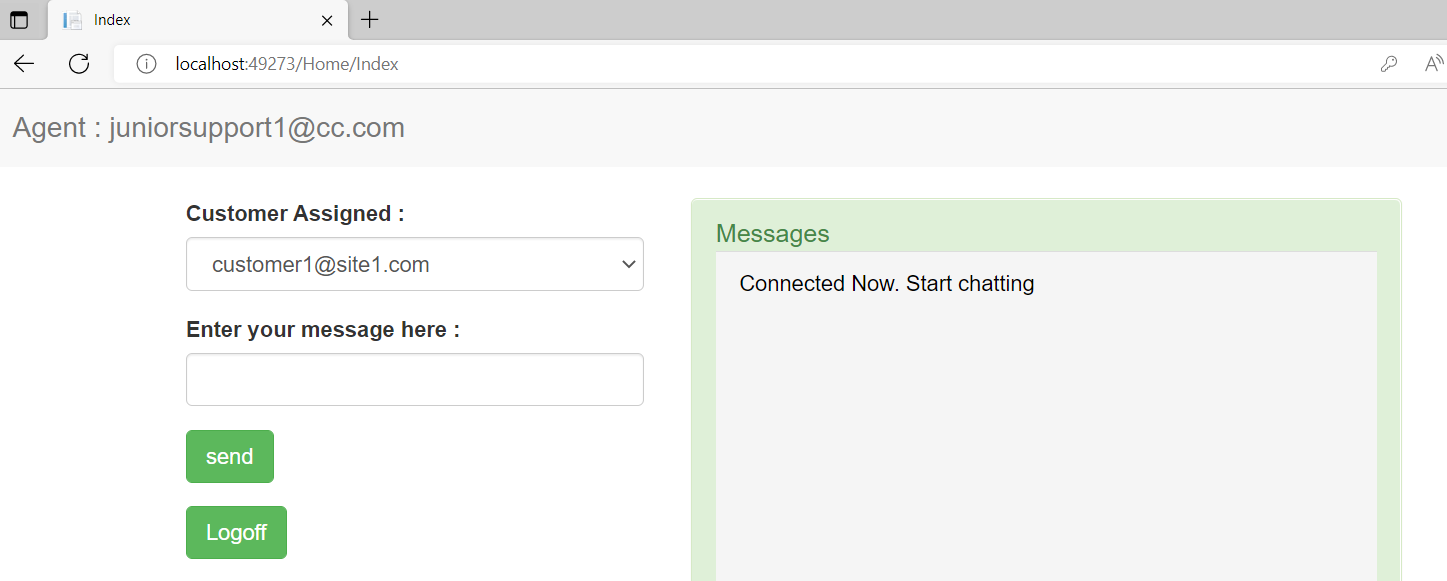


**NOTE**: If you are getting any error, please stop the application, clean the solution and build the application and then run the same.

1. Then you login as [customer1@site1.com](mailto:customer1@site1.com) and password is test for every user (customer or agent). There are other customers as well which you can find in “UserInfo” table where “IsEmployee” will be 0 for customers and 1 for agents (support guys). You will see following screen after logging successfully:



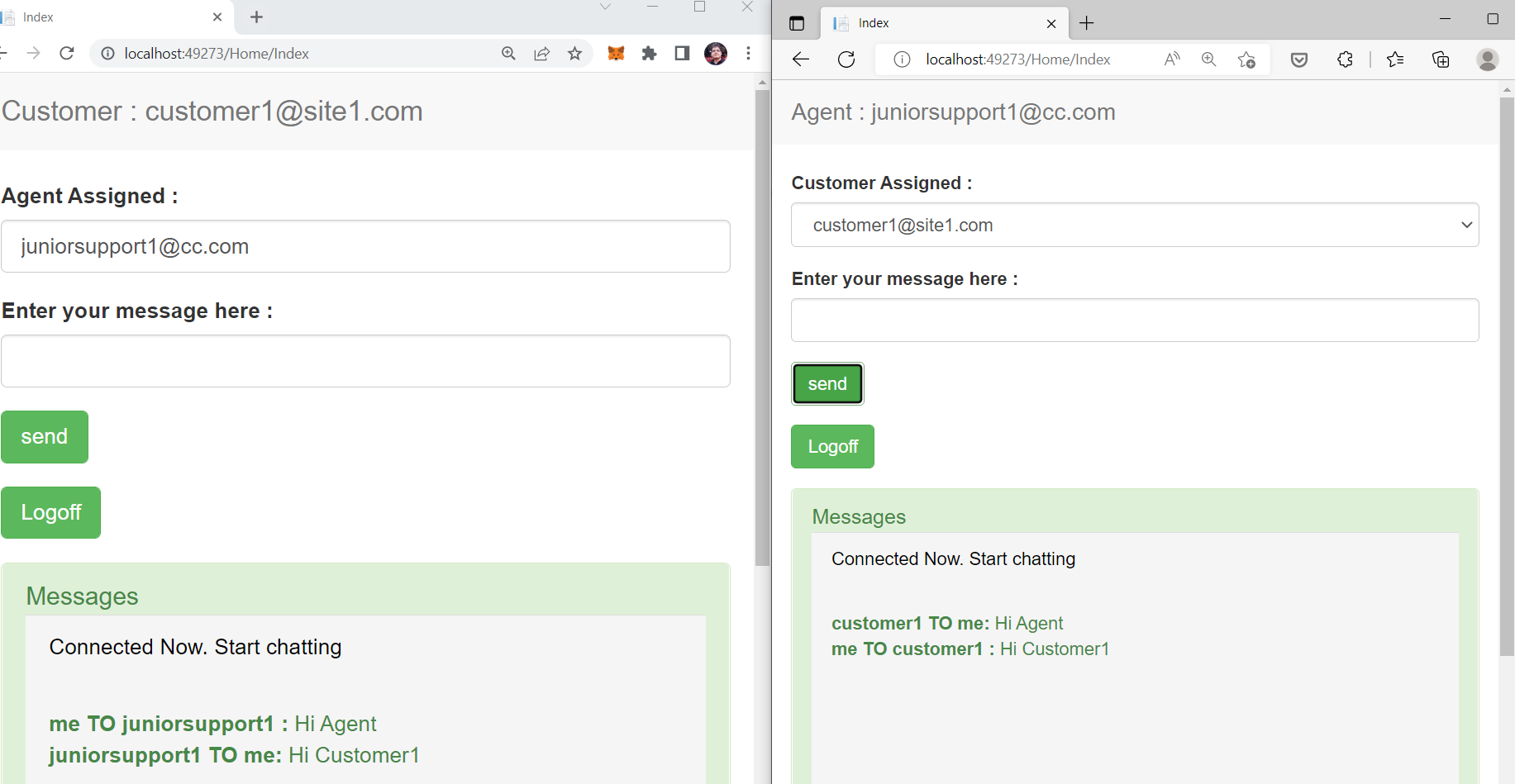
1. After you logged in, copy the URL and open the same URL in other browser and this tile log in as agent [juniorsupport1@cc.com](mailto:juniorsupport1@cc.com) for which also password is test. I have the following snapshot to verify:



1. Now you can refresh the browser window where c[ustomer1@site1.com](mailto:ustomer1@site1.com) is logged in to get agents and then you can refresh the browser window where [juniorsupport1@cc.com](mailto:juniorsupport1@cc.com) is logged in to get customer. This is required only first time. After this you can login with other customers.
2. Now you can start a request by customer1. Start writing messages and then use send button to send messages to agent assigned ([juniorsupport1@cc.com](mailto:juniorsupport1@cc.com)).

In other Browser when you have logged in as agent ([juniorsupport1@cc.com](mailto:juniorsupport1@cc.com)), you will observer that you are receiving the messages sent from [customer1@site1.com](mailto:customer1@site1.com) .

Same thing you can do from the agent window by sending the messages to customer and you will receive the message in customer window. Please see the following snapshot of two browsers and chats:



**NOTE: Multiple customers can talk to agent in his/her capacity. Browse in different browser and then logged in as different customer and start chatting to the agent assigned.**

**Assumption:**

1. **Office hour between 8 AM and 10 PM every day.**
2. **Nightshift starts by 6 PM every day.**
3. If you are not getting messages, you can stop and start the RabbitMQ service. Next thing is that you can enable RabbitMQ management plugin from the RabbitMQ command window using the following command and you can see the connections.

cd C:\Program Files\RabbitMQ Server\rabbitmq\_server-3.8.7\sbin

rabbitmq-plugins enable rabbitmq\_management

net stop RabbitMQ

net start RabbitMQ

After enabling above, open the URL <http://localhost:15672/> . The default credentials are**guest/guest**.

**NOTE: If any problem persists, I can share my screen and show the demo in case if required as I have everything ready in my system.**