Support Ticket System – Installation & Setup Guide

# 1. Requirements

- PHP 8.1 or higher  
- MySQL 5.7+ or MariaDB  
- Composer  
- Node.js and npm  
- Laravel 10+ (or Laravel 11 with required dependencies)

# 2. Laravel Project Installation

Run the following commands to set up a new Laravel project:  
  
git clone https://github.com/Muazzamkhan95/Support\_tickets.git

cp .env.example .env

composer install

npm install && npm run dev

php artisan key:generate

php artisan migrate

php artisan db:seed

php artisan serve

# 3. Database Setup

Create the following databases in MySQL:

- support\_main  
- support\_tech  
- support\_billing  
- support\_product  
- support\_general  
- support\_feedback

MySQL command to create databases:

CREATE DATABASE support\_main CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;  
CREATE DATABASE support\_tech CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;  
CREATE DATABASE support\_billing CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;  
CREATE DATABASE support\_product CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;  
CREATE DATABASE support\_general CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;  
CREATE DATABASE support\_feedback CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;

# 4. .env Configuration

Copy .env.example content to .env file

# 5. Ticket Table Structure

Use this SQL to create the `tickets` table in each database:

CREATE TABLE tickets (  
 id BIGINT UNSIGNED AUTO\_INCREMENT PRIMARY KEY,  
 tracking\_id CHAR(36) NOT NULL UNIQUE,  
 name VARCHAR(255) NOT NULL,  
 email VARCHAR(255) NOT NULL,  
 ticket\_type ENUM(  
 'Technical Issues',  
 'Account & Billing',  
 'Product & Service',  
 'General Inquiry',  
 'Feedback & Suggestions'  
 ) NOT NULL,  
 message TEXT NOT NULL,  
 note TEXT NULL,  
 status ENUM('Open', 'Noted') DEFAULT 'Open',  
 created\_at TIMESTAMP NULL DEFAULT CURRENT\_TIMESTAMP,  
 updated\_at TIMESTAMP NULL DEFAULT CURRENT\_TIMESTAMP ON UPDATE CURRENT\_TIMESTAMP  
);

# 6. Final Steps

- Run migrations for the main DB:  
 php artisan migrate

-Run  
 php artisan db:seed   
  
to create admin user  
  
username: [admin@example.com](mailto:admin@example.com)  
password: password  
  
  
- Start development server:  
 php artisan serve  
  
Access the app at <http://localhost:8000>

Access Login page : <http://localhost:8000/login>

Admin panel at /admin (after login)

Admin panel at /admin/tickets (after login)