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:  
  
composer create-project laravel/laravel support-ticket-system  
cd support-ticket-system  
composer require laravel/breeze:^1.21  
php artisan breeze:install  
npm install && npm run dev  
php artisan migrate

# 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

Add the following to your `.env` file:

DB\_CONNECTION=mysql  
DB\_DATABASE=support\_main  
  
DB\_SUPPORT\_TECH\_DATABASE=support\_tech  
DB\_SUPPORT\_BILLING\_DATABASE=support\_billing  
DB\_SUPPORT\_PRODUCT\_DATABASE=support\_product  
DB\_SUPPORT\_GENERAL\_DATABASE=support\_general  
DB\_SUPPORT\_FEEDBACK\_DATABASE=support\_feedback

# 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 migrations for other DBs:  
 php artisan migrate --database=support\_tech  
 php artisan migrate --database=support\_billing  
 ... (repeat for each)  
  
- Start development server:  
 php artisan serve  
  
Access the app at http://localhost:8000/ticket  
Admin panel at /admin/tickets (after login)