First step: should set up data base in order to use sign in and live chat

**Sign in:**

store session cookies, user able to access account info page, and edit username, and password, and update the mongoDB

**Sign up:**

Sign up with new email, and insert this data to mongoDB

**Live chat:**

Graphical user interface

Description automatically generated with medium confidenceshould login with admin account first (this will bring agent to a specific page that only handles message from users) and click the live chat button, system detect first connection to be the admin.

Graphical user interface, application

Description automatically generated

To establish connection, user must click the live Chat button, in order to disconnect, user can close the tab or click the close button to disconnect the chat.

Only two connections is accept at a time (this include the admin and 1 user)

Graphical user interface

Description automatically generated with medium confidence

If other users connect, will be send to waitlist (waitlist message will be display), until the current chatting user left (close connection)

Wait list users cannot see messages that the agent and current user sent, and cannot send any message until wait list user is connect with the agent.