**Description**

ProjectA is an open source alternative that directly competes against ZenDesk. This software will be licensed under Apache License version 2.0. The software, ProjectA, will provide end-users with the ability to provide their clients with knowledgebase support, support tickets, live chat and intra-chat.

**Stack**

The software will be built on the following stack:

* Node.JS
* Express.JS
* Primus (for Chat Plugin)
* ElasticSearch
* Highlight.JS (Code Highlighting)
* Bootstrap

**Database**

Because data security would be critical for the users, utilizing a SQL database is preferred instead of NoSQL. NoSQL support can be added later on but for the first release version, support for SQL database needs to be done first. Knex.JS should be used to provide the necessary binding between the application and the SQL database.

**Code**

The key development in the design of the software is to keep modularity and expandability through the use of plugins.

Code Linter, ESLint should be used in terms of keeping up with the code styling.

**Live Text Searching**

For Knowledgebase plugin it is important that the application is able to provide live full text searching capabilities.

**Core**

The core code should be minimal with the various components added on as plugins. The core should include user management, interaction with the database, settings management.

**Initial Plugins**

* Support Tickets
* Live Chat
* Knowledgebase
* Internal Chat

**Admin Panel**

For creation of the admin panel would be CoreUI.

**Support for Future Apps**

It should be taken into consideration when building that code to allow support for apps that run on Android, Windows and iOS. While there are no current plans immediately to built such apps, they are planned later on in the future.