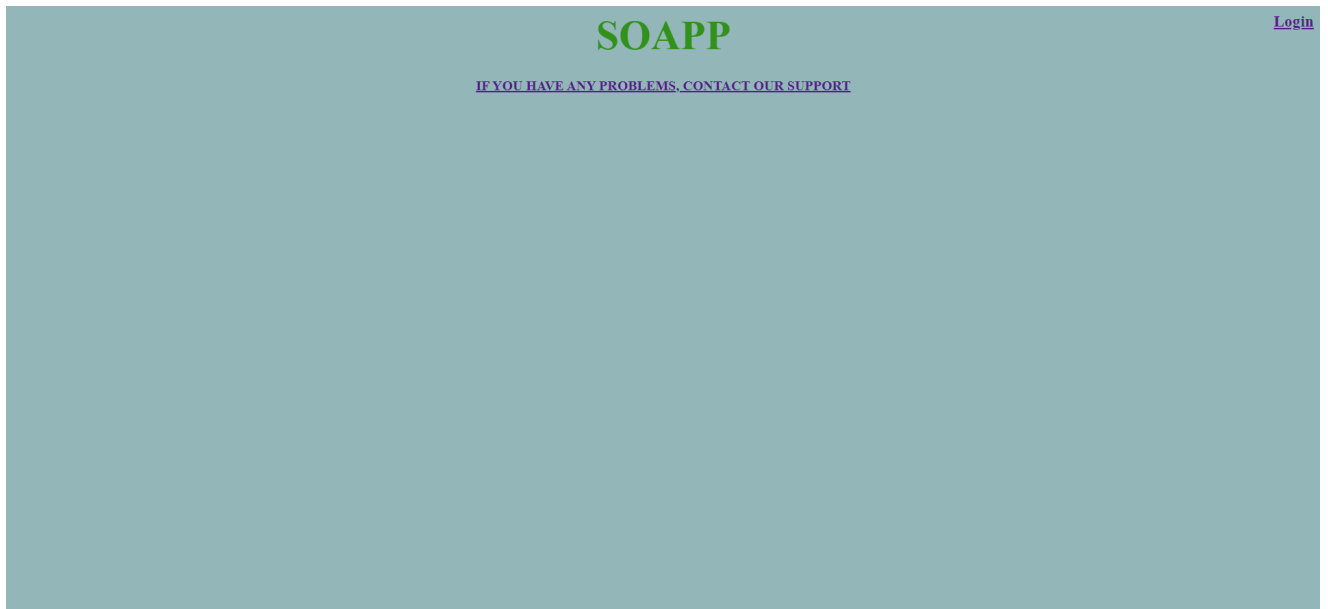**PROJECT STEP 4**

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If there is a conversation going on:

Below, you can find the support page made for soAPP. The admin panel can only be accessed by typing "http://localhost/soapp/adminPanel.php".

We created another page for regular users. "http://localhost/soapp/soapp.php". When users go to this page, they see the 'Login' button and 'Contact our support' button:
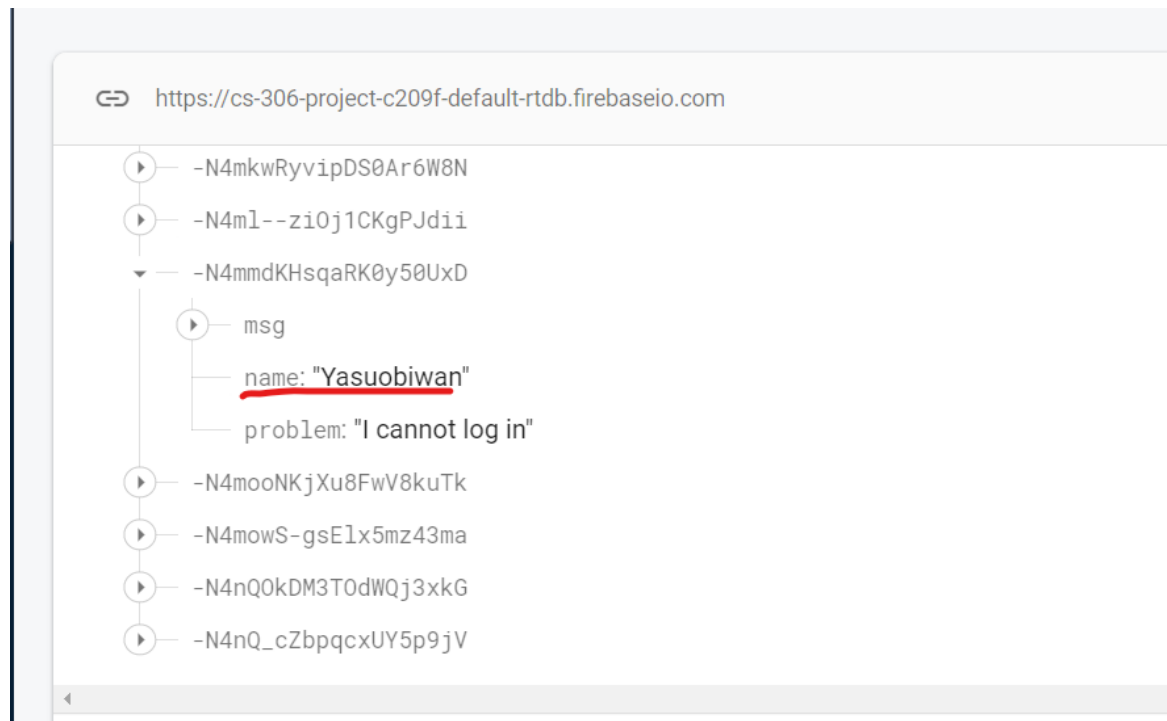

The 'Login' button redirects users to the same pages as explained in Project Step 3. 'Contact our support' button, however, redirects users to the support page. When this button is clicked, you are going to see the page:

SUPPORT PAGE

Please enter your name: [   ] Submit

Here, the user enters his/her name. If there is a conversation going on with that name, then the next page is going to be saying that 'Continue conversation'. For instance, let's submit 'Yasuobiwan'. In our Realtime Database, Yasuobiwan already exists:



```
GD  https://cs-306-project-c209f-default-rtdb.firebaseio.com

    -N4mkwRyvipDS0Ar6W8N
    -N4ml--ziOj1CKgPJdii
    -N4mmdKHsqaRK0y50UxD
        msg
        name: "Yasuobiwan"
        problem: "I cannot log in"
    -N4mooNKjXu8FwV8kuTk
    -N4mowS-gsElx5mz43ma
    -N4nQOkDM3TOdWQj3xkG
    -N4nQ_cZbpqcxUY5p9jV
```


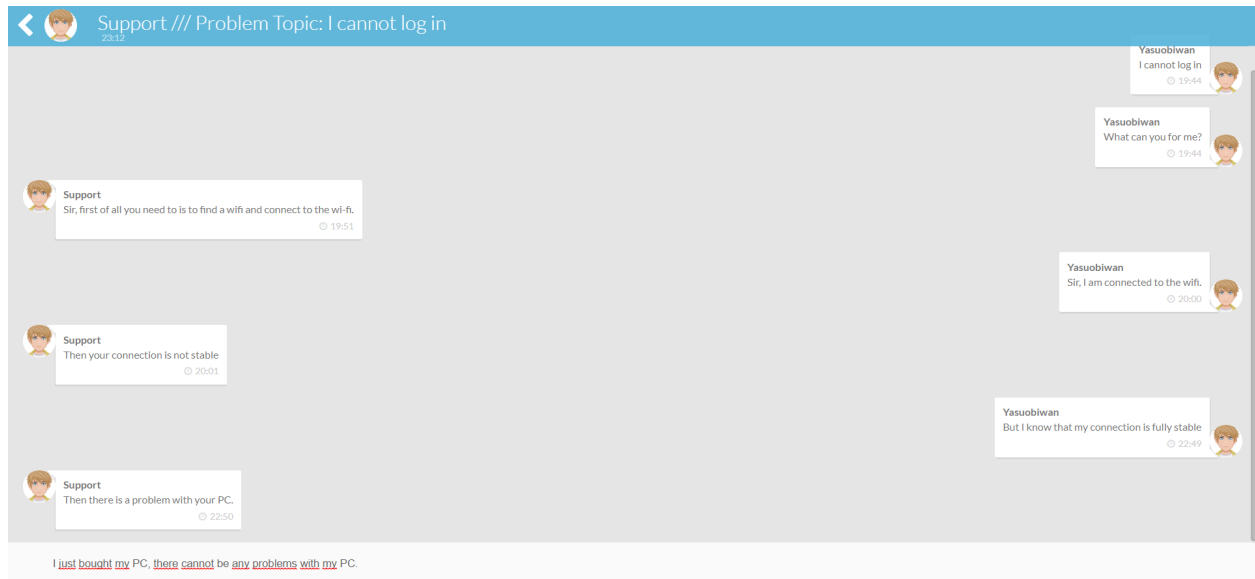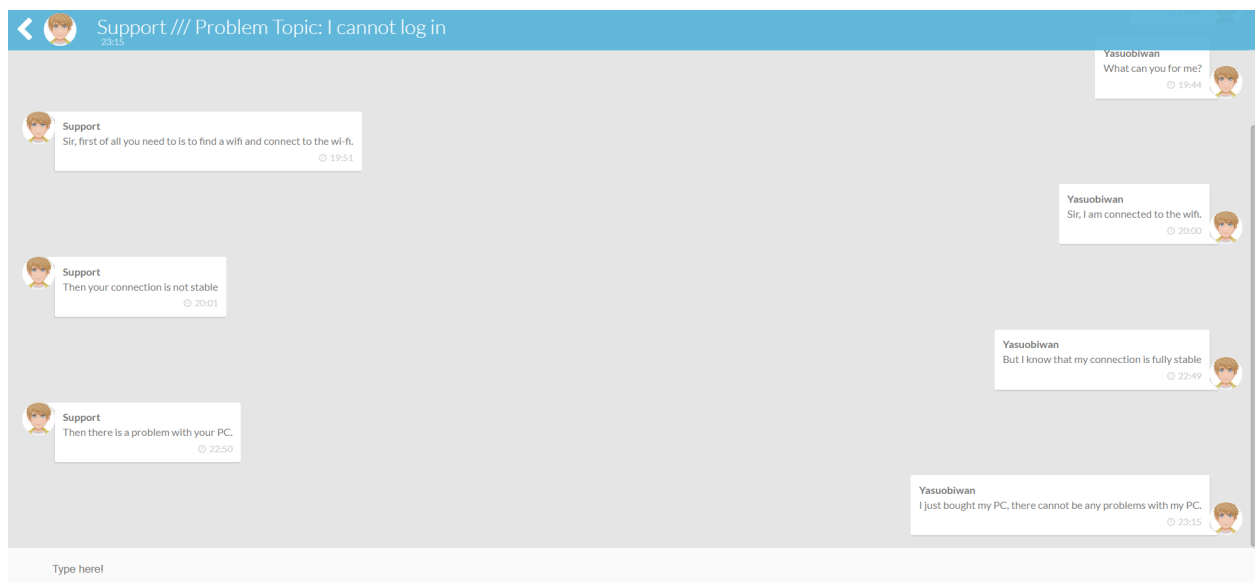Please enter your name: [Yasuobiwan] Submit

We go to the page:

As it can be seen, it says 'Continue conversation with support'. When we click on that button,

we can see the messages written by both the user and the Support:
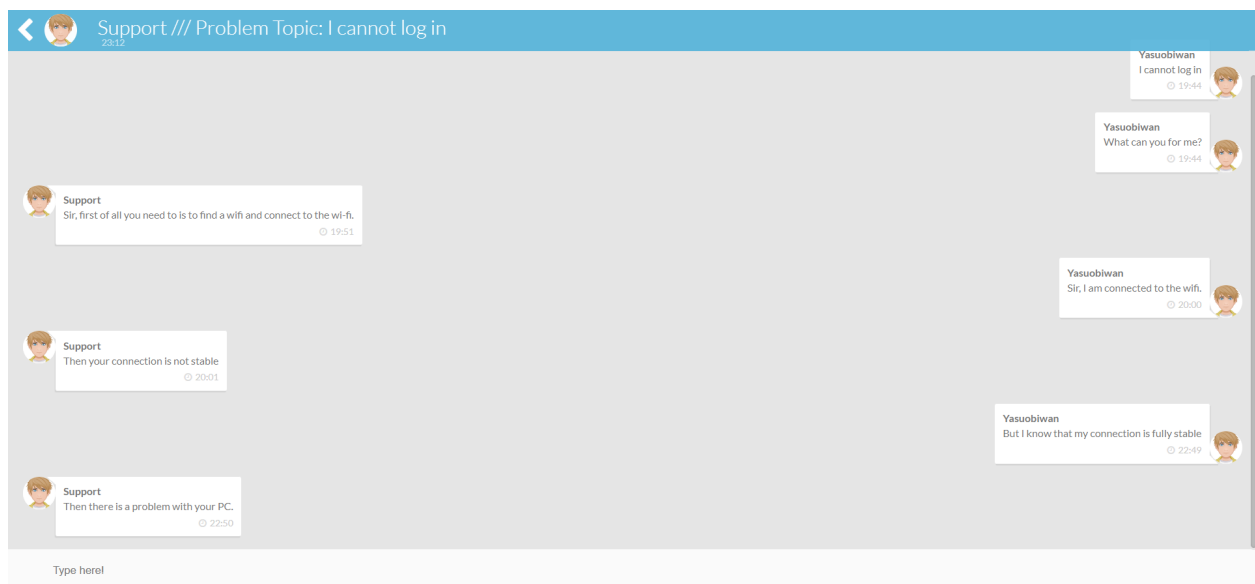
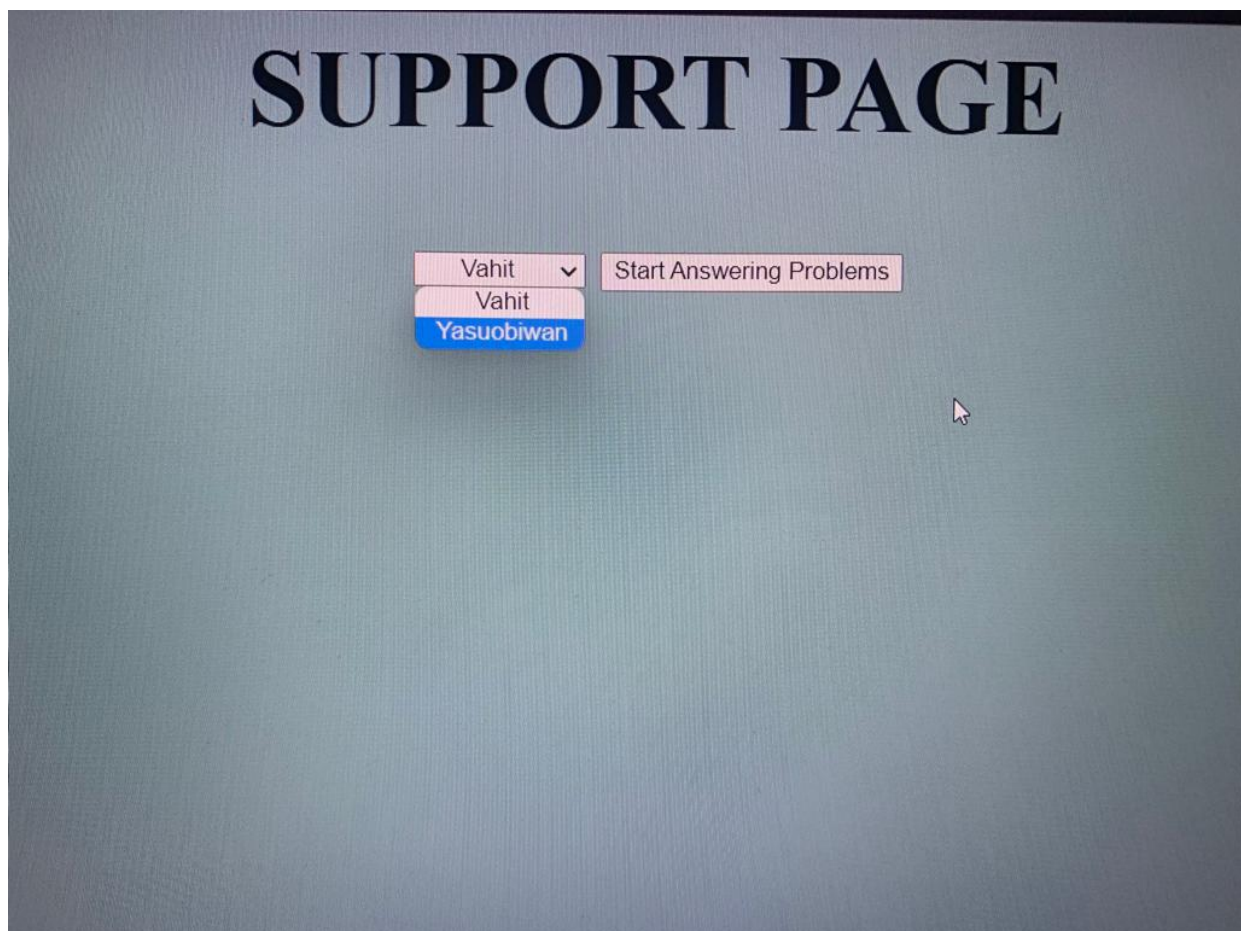Let's say that we just bought our PC:

Press enter:

As it can be seen, the message is sent. Now let's go to the Support side of this chat. To do that we need to go to "http://localhost/soapp/adminPanel.php".

All the operations can be seen here. And as can be noticed, there is a link called "Support Page" on the right upside of the screen:

SOAPP

ACCOUNT OPERATIONS

FREE ACCOUNT OPERATIONS

PREMIUM ACCOUNT OPERATIONS

ADMIN ACCOUNT OPERATIONS

APP OPERATIONS

OWNER OPERATIONS

ORGANISATION OPERATIONS

PROFIT ORGANISATION OPERATIONS

NON-PROFIT ORGANISATION OPERATIONS
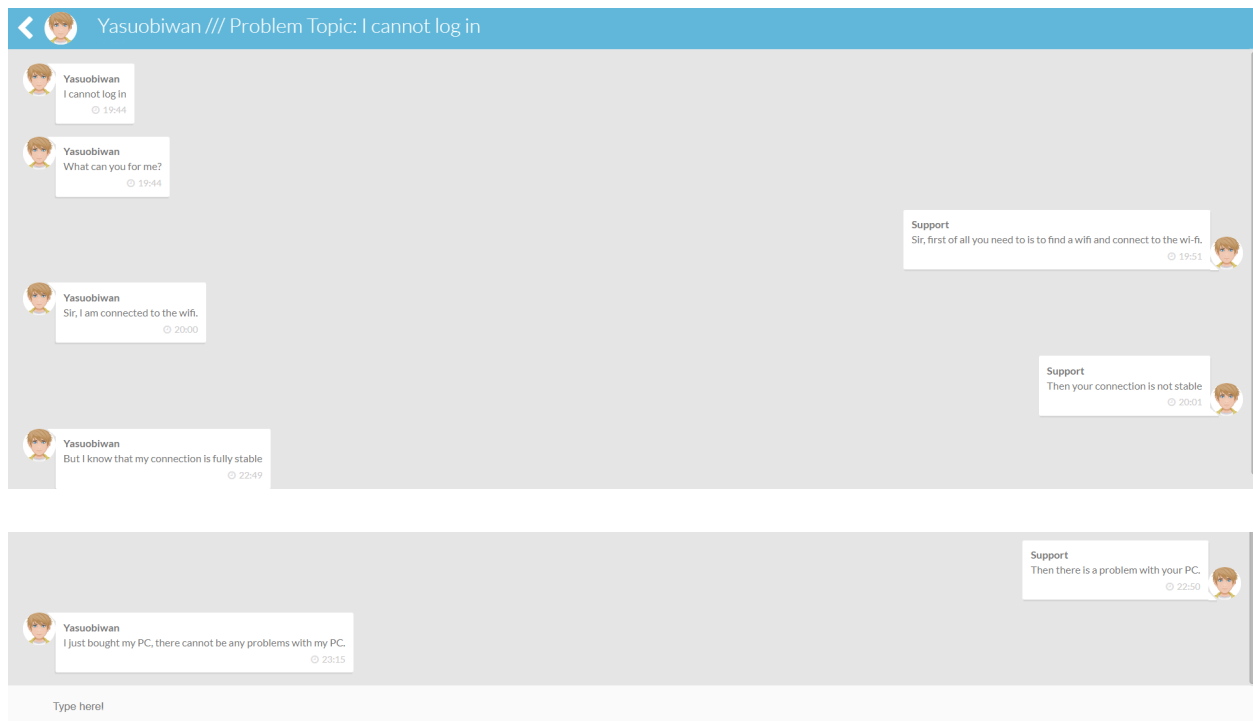
POST OPERATIONS

STORY OPERATIONS

PROFILE OPERATIONS

When Support Page is clicked:

Here, we can select a user for answering problems. Since we did say 'I just bought my PC, there cannot be any problems', let's choose 'Yasuobiwan':
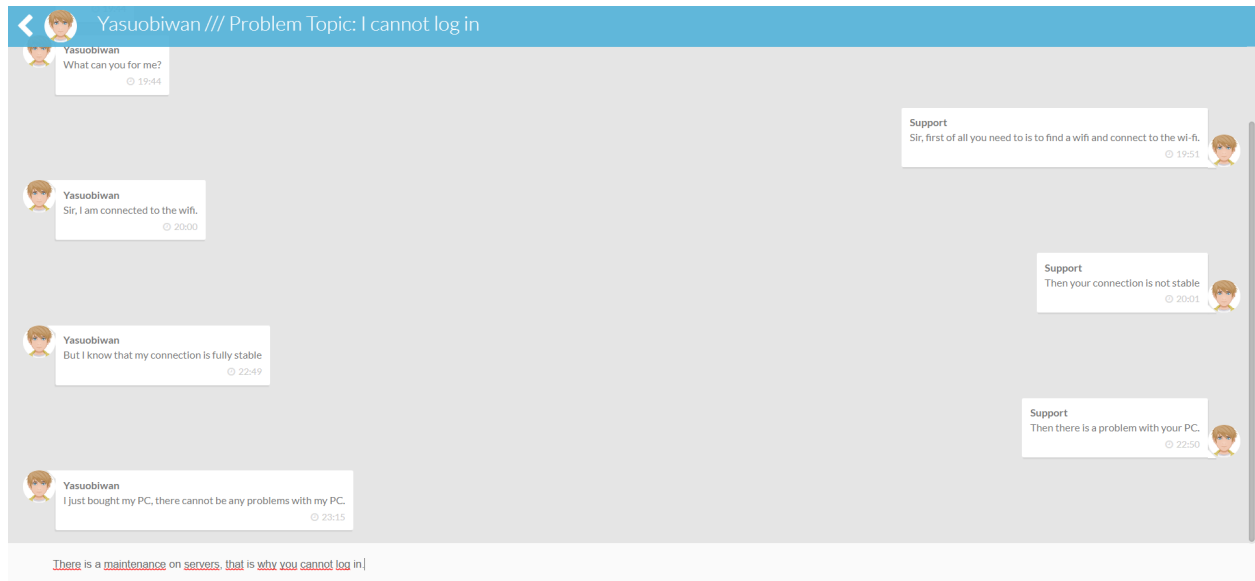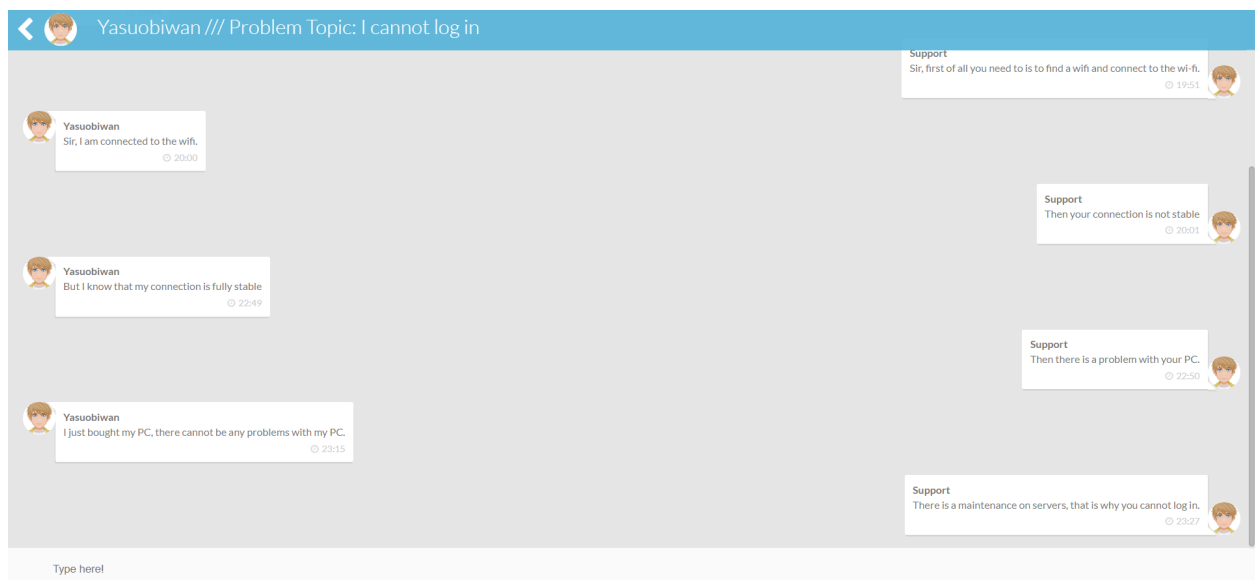

When the button is pressed:

All the messages can be seen from the admin page with Support (us) being on the right side (because we are on the admin side) and the user being on the left side.
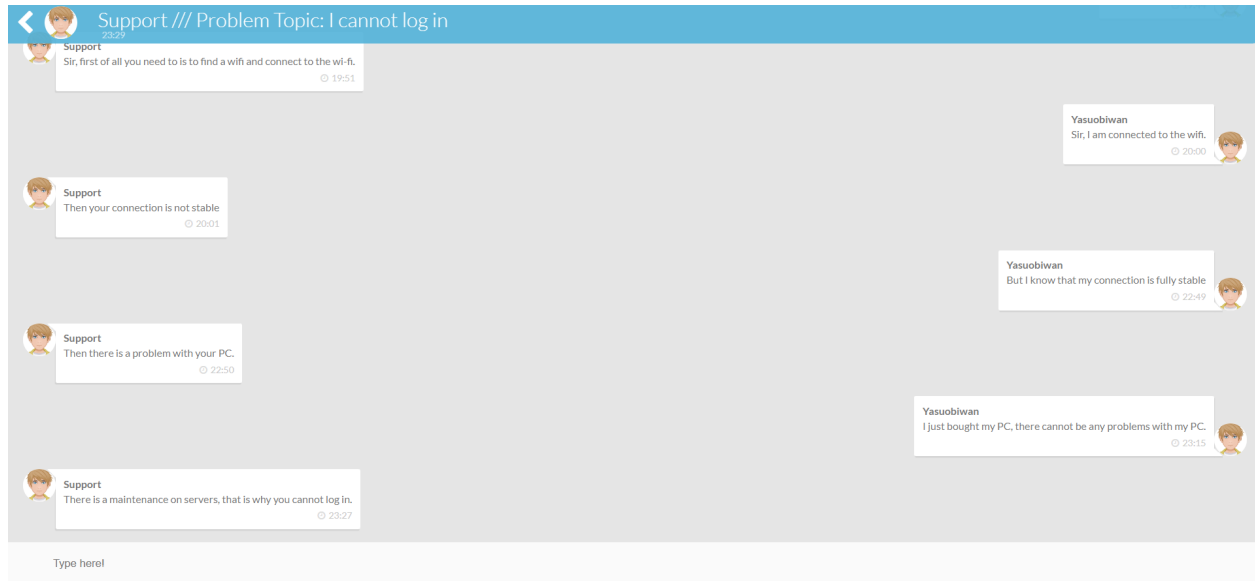
Let's say 'There is a maintenance on servers, that is why you cannot log in':

Press enter:

As it can be seen, the message is sent. Now let's go the soApp user support page and check if

the Support message can be seen from there:

Support
Sir, first of all you need to is to find a wifi and connect to the wi-fi.
🕓 19:51

Yasuobiwan
Sir, I am connected to the wifi.
🕓 20:00

Support
Then your connection is not stable
🕓 20:01

Yasuobiwan
But I know that my connection is fully stable
🕓 22:49

Support
Then there is a problem with your PC.
🕓 22:50

Yasuobiwan
I just bought my PC, there cannot be any problems with my PC.
🕓 23:15

Support
There is a maintenance on servers, that is why you cannot log in.
🕓 23:27

Type here!

The user got the message from Support.

Create new conversation:
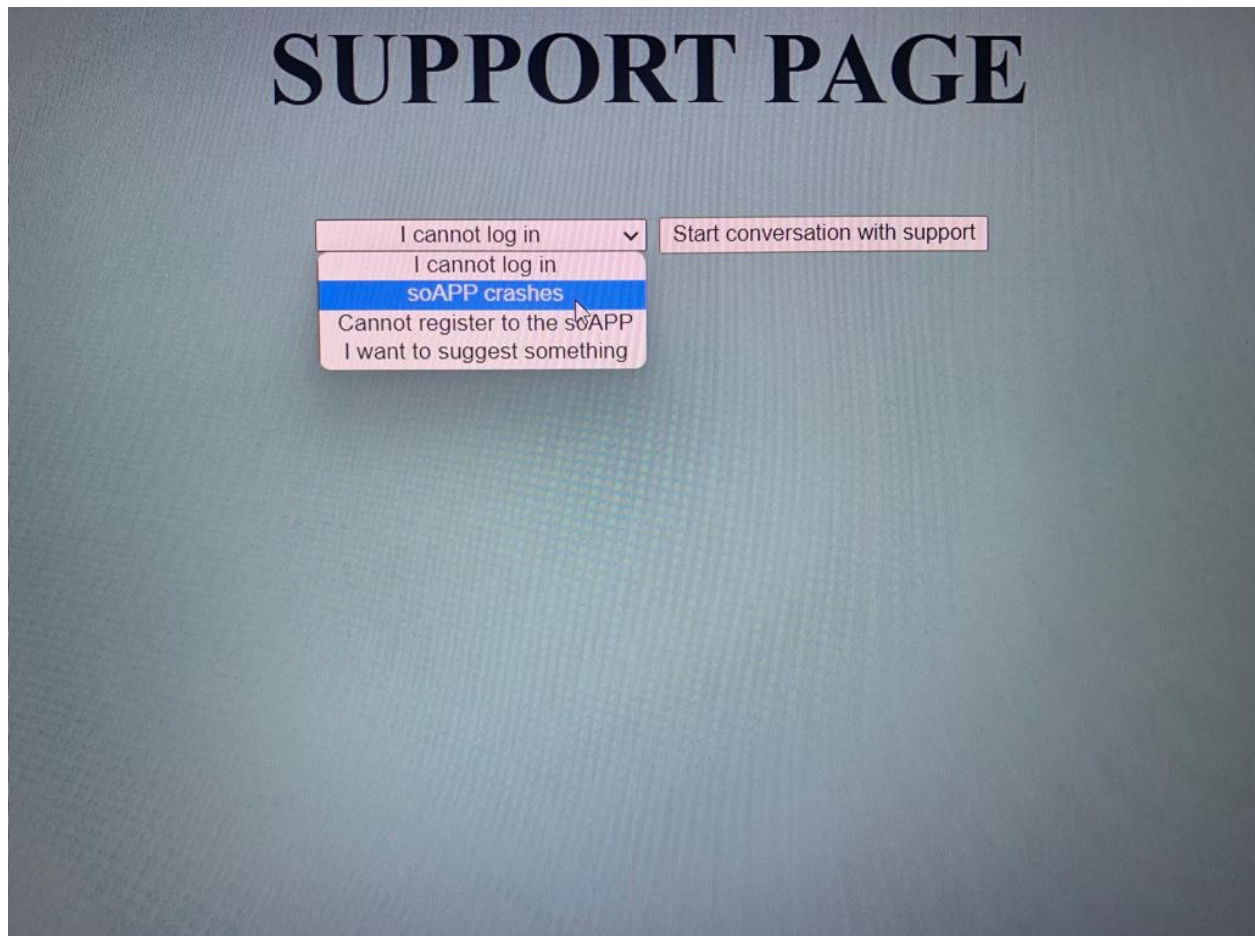
If there is no conversation going on by that name, we start a new chat with the support.

Since 'Salih' did not contact to Support before, let's submit Salih as a name and see what happens:

Press Submit:

Let's create a new chat with the problem 'soAPP crashes'.

When we click on 'Start conversation with support':
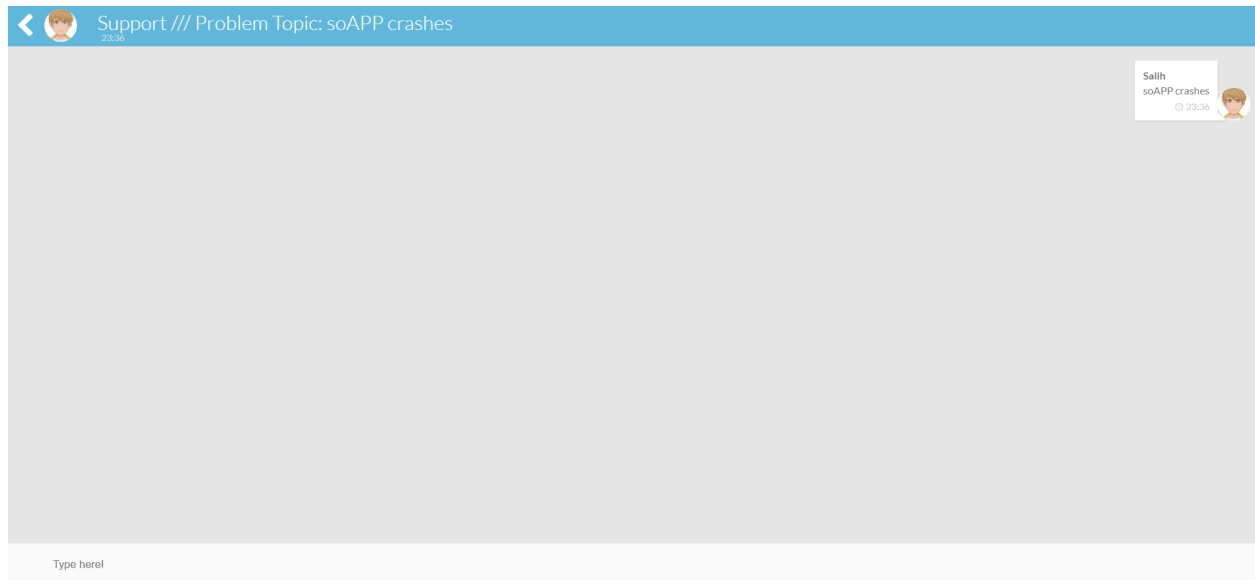
We see this page. The support is immediately informed of the problem by sending a message automatically with the problem name. Furthermore, the time of the messages is taken automatically by the server. Note that the server time is 1 hour behind the computer time.
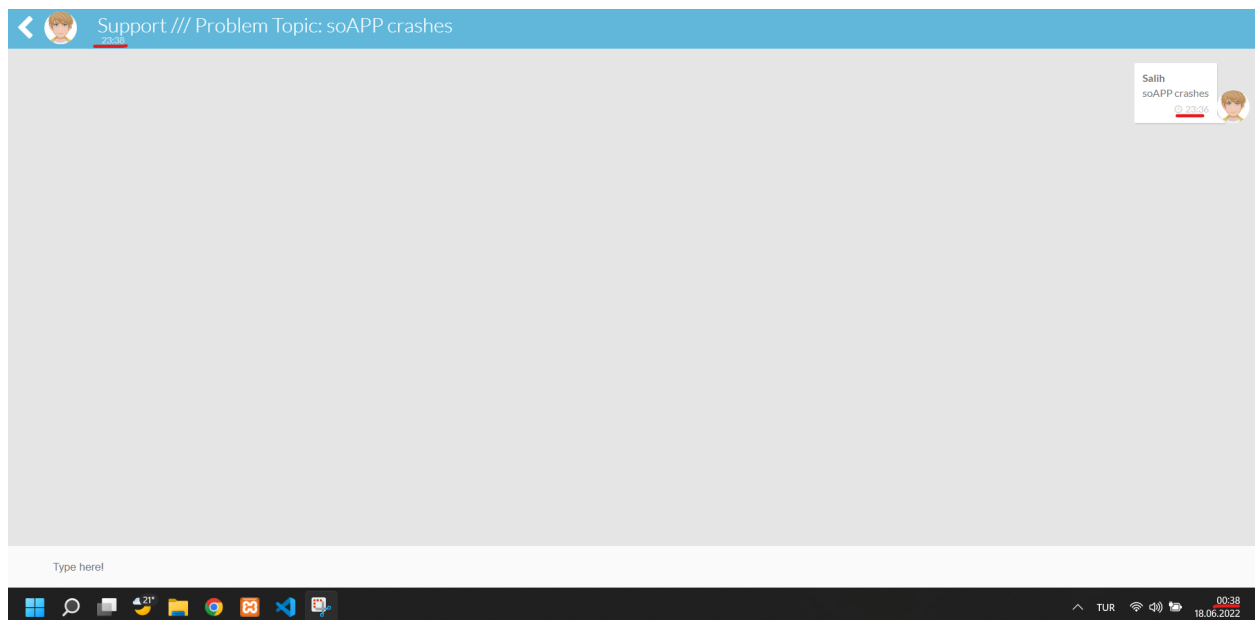
As you can see we can see the current time under Support and we can store the time values of the messages. In addition, you can see that "Problem Topic: soAPP crashes" on the top of the conversation. Now let's go to the admin support page to check if we really got the message:
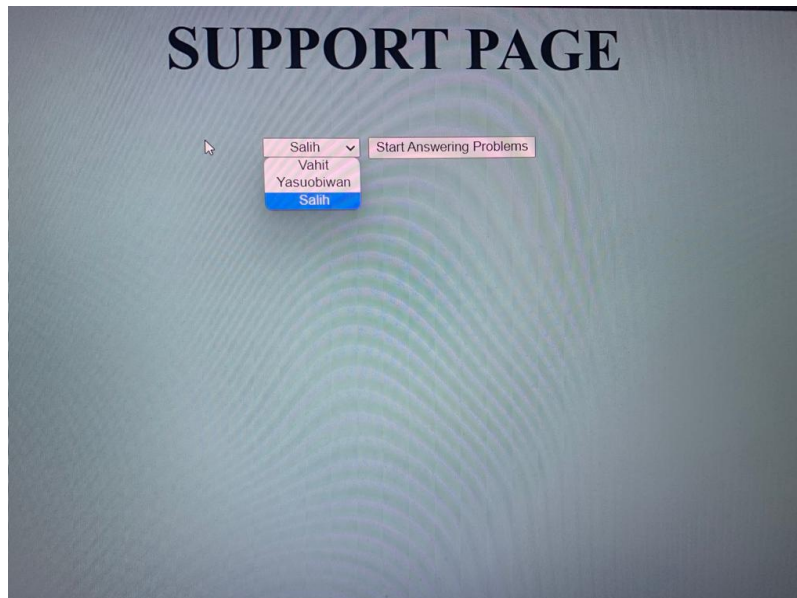
As you can see, Salih is now on the list. Let's click on the button:
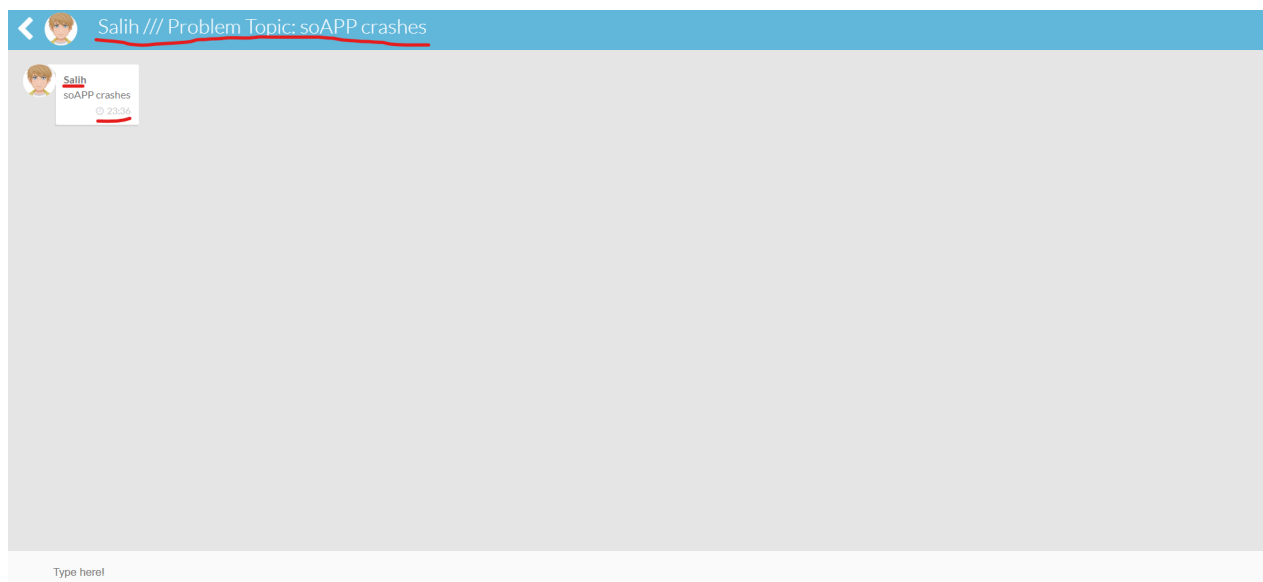
As it can be seen, a new chat page has been created.

Every user's chat page is different, users cannot see each other's messages.

Admin can see all the messages in separate chat pages.