Customer Support Chat System

Introduction:

Customer support chat system is a chat like system that mainly focus to help User(Customer,Agent and Admin) to intract in a way to get and provide help. Project provides the users an environment to communicate to each other. Document topics are given bellow.

1. Common features
2. Customer features
3. Agent features
4. Admin features
5. Extra Feature

Common features:

Signin:

- ➢ User account to login He will provide his email and password.
- ➢ If credentials match any users table record then login will be successful and user be directed to home page.
- ➢ If login fails error message will display on the top.
- ➢ Validation message will also after each input.

Sign in with

Or

Enter your email address

Email address

Enter password

Password

Login

Don't have an account? Register

Signup:

- ➢ If user user don't have account he can create one using signup.
- ➢ Validation message will also after each input.
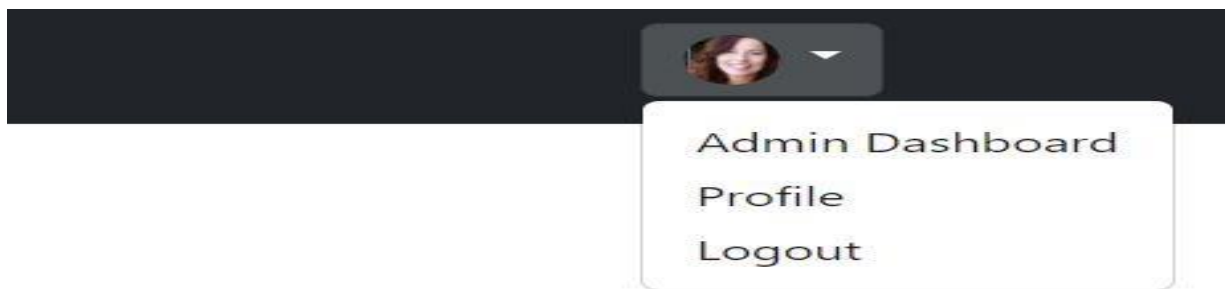- ➢ Validation messages for some input field are live that help user to create account.

Create an account.

Name

Email

Username

Password

Password (repeat)

Sign Up

You already have an account? Login here.

Profile page:

➢ After login and signup user will be directed to the home page.

➢ User will find dropdown on the right top corner where he can go to profile page dashboard(only agents and admins) and logout option.

➢ In the profile page user can complete his profile.

➢ User can upload his profile image that will be used anywhere in the site.

Admin Dashboard
Profile
Logout

alex

alex@gmail.com * can't be changed

alex003

Choose File | Jim-Fahad-Digital-team-member-2.jpg

abc

Update

Customer features:

- Start can message and button will only be displayed to customer
- Customer can start chat by sending message.
- Chat box is a livewire component that display send and received messages immediately.
- Customer can hide caht box a continue brwosing webite while chat will remain in the chat box untill chat is ended by agent or admin
- If one chat is ended user can start another chat
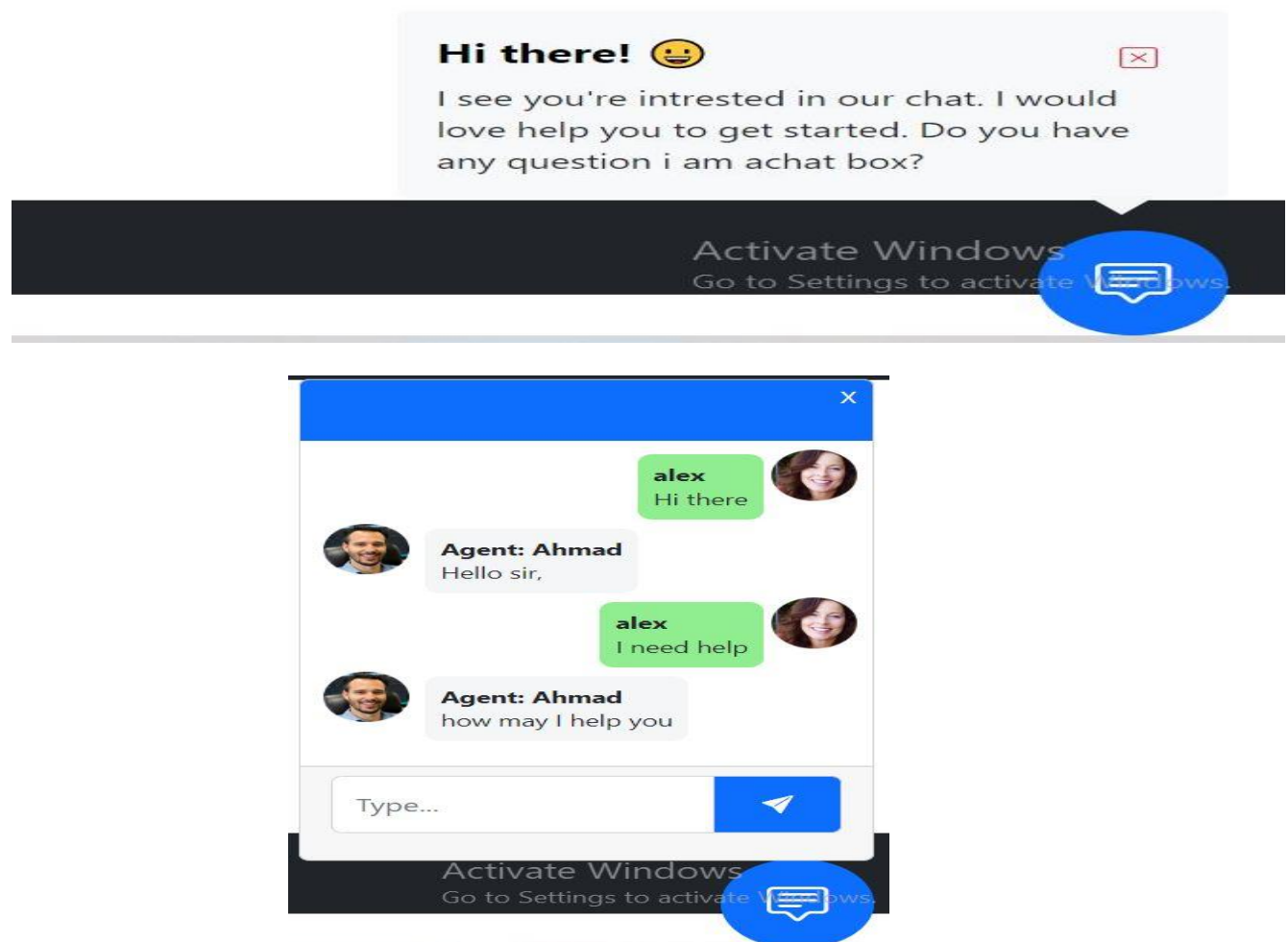
Agent features:

➢ Agent can go to the agent dashboard from dropdown link.

➢ Only chats that are repied by that agent and chats that are new or not replied by any agent will be displayed in the dashboard

➢ Agent can replye to any chat.

➢ Agent can move to other chat and reply in that chat.

➢ Agent can add other agents in the chat.

➢ Once the chat is complete agent can deactivate chat and chat will be disappear from the table.

All the active chats with customer

Chat Id	Customer Name	Customer Email	Message	Action
1	roy	roy@gmail.com	help me	↩ ⊖
2	alex	alex@gmail.com	Hi there	↩ ⊖

Customer Suport   Invite agents   ✕

Customer: alex
Hi there

ahmad
Hello sir,

Customer: alex
I need help

ahmad
how may I help you

Type...

Invite agents

Ahmad

John

Ali

ts with customer

Are you sure?

You won't be able to revert this!

Yes, Deactivate!   Cancel
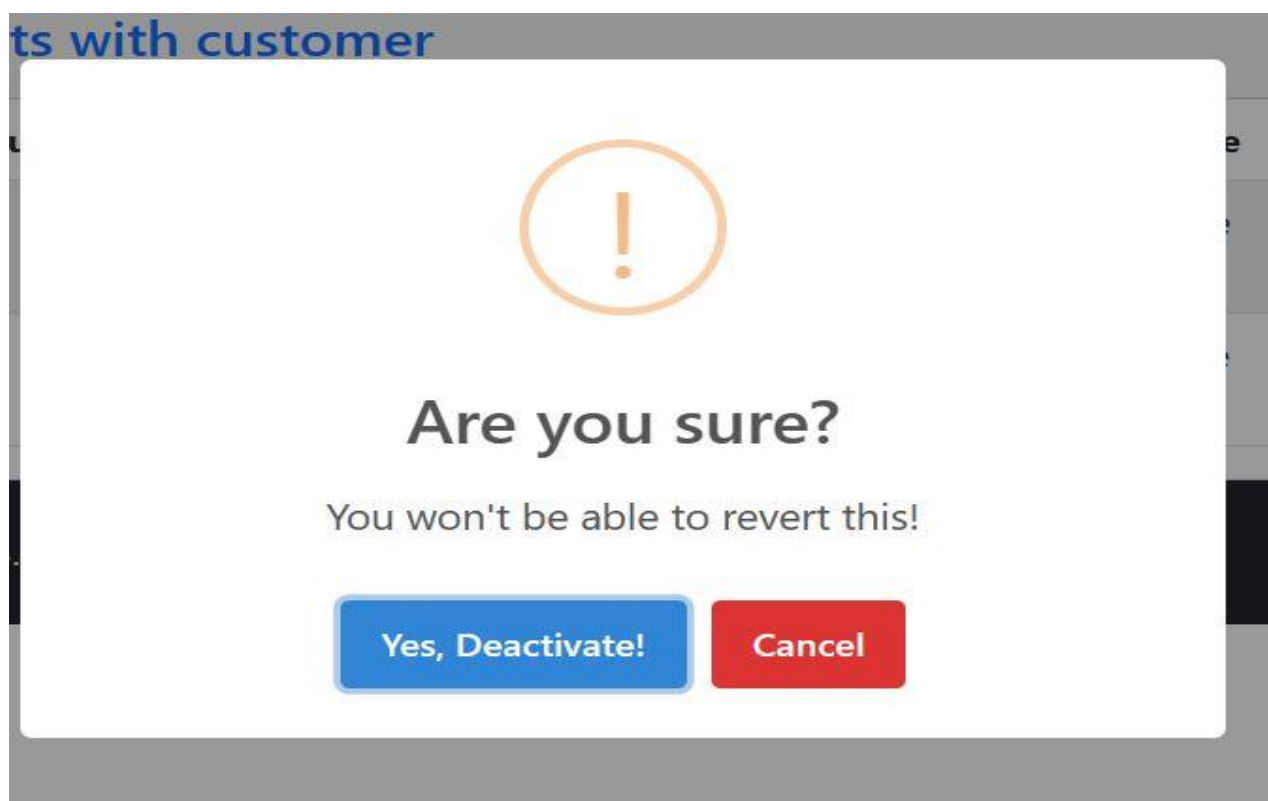
Admin features:

 ➢ Agent can go to the admin dashboard from dropdown link.

- ➢ All the active and deactivated chats will be displayed in the dashboard
- ➢ Admin can replye to any active chat.
- ➢ Admin messages will only be displayed to the agent of that chat.
- ➢ Admin can move to other chat and reply in that chat.
- ➢ Once the chat is complete admin can deactivate chat.
- ➢ Admin can delete chat and chat will be disappear from the table.
- ➢ Admin can go to the "manage Accounts" page where can can chage the role of any user.

All active and deactivated chats between users

Manage Accounts

Chat Id	Customer Name	Customer Email	Message	Action
1	roy	roy@gmail.com	help me	↩ ⊖ 🗑
2	alex	alex@gmail.com	Hi there	↩ ⊖ 🗑

Chat

X

Agent: ahmad
Hello sir,

Customer: alex
I need help

Agent: ahmad
how may I help you

ahsan
hay agent help dear customer

Type...

d c

ner l

roy

alex

Are you sure?

You won't be able to revert this!

Yes, delete it!   Cancel

023.

All users and their status

<div align="right">Dashboard</div>

Id	Name	Email	Role	Switch roles
1	ahsan	ahsan@gmail.com	Admin	User | Agent
2	ahmad	ahmad@gmail.com	Agent	User | Admin
3	alex	alex@gmail.com	User	Agent | Admin
4	roy	roy@gmail.com	User	Agent | Admin
5	john	jhon@gmail	Agent	User | Admin
6	ali	ali@gmail	Agent	User | Admin

Extra features:

➢ Project is develped using livewire so it is live. There is no need to refresh the page at any action.

➢ For login I have used Google oauth and Github oauth. User can login to account using there google and github account(tried to use Facebook and Twitter login but Facebook do not support localhost and Twitter developers account application is pendding).

➢ Sweet alert are used for alert messages.

➢ Middleware are used for customer, agent and admin routes seperately.

Sign in with Google

Sign in

to continue to sheikhChat

Email or phone

|

Forgot email?

To continue, Google will share your name, email address, language preference and profile picture with sheikhChat.

Create account   **Next**

Sign in to **GitHub**
to continue to **chat-system**

Username or email address

|

Password   Forgot password?

Sign in