Customer Support Addon

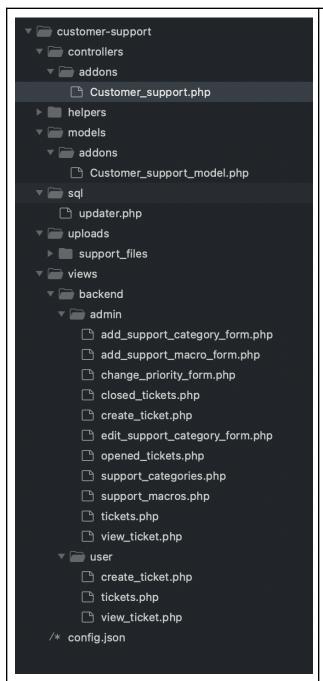
<u>Academy LMS</u>

Developer Documentation

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Source Code Structure:

We followed standard MVC structure within the powerful Php Codeigniter framework to develop Customer Support Addon.



Structure of Customer Support addon:

Controllers

Customer_support.php: Api folder
 This is the controller we used for
 this addon. As the name
 suggested, it controls all the
 functions.

Models

- Customer_support_model.php: All the functionalities related to the database are done here.

SQL:

 updater.php: If an addon requires modifications on the existing database this file comes to play the role.

Views:

- add_support_category_form.php
- add_support_macro_form.php
- change_priority_form.php
- closed_tickets.php
- create_tickets.php
- edit_support_category_form.php
- opened_tickets.php
- support_categories.php
- support_macros.php
- tickets.php
- view_tickets.php
 - : These are the view files we used for this addon.

Config.json: - This is the skeleton of an addon. It contains the core data. It also describes all the actions made during installation. So do not
change anything here.