Customer Support Addon

Academy LMS

Developer Documentation

Source Code Structure:

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

▼ 📂 customer-support
　▼ 📂 controllers
　　▼ 📂 addons
　　　📄 Customer_support.php
　▶ 📁 helpers
　▼ 📂 models
　　▼ 📂 addons
　　　📄 Customer_support_model.php
　▼ 📂 sql
　　📄 updater.php
　▼ 📂 uploads
　　▶ 📁 support_files
　▼ 📂 views
　　▼ 📂 backend
　　　▼ 📂 admin
　　　　📄 add_support_category_form.php
　　　　📄 add_support_macro_form.php
　　　　📄 change_priority_form.php
　　　　📄 closed_tickets.php
　　　　📄 create_ticket.php
　　　　📄 edit_support_category_form.php
　　　　📄 opened_tickets.php
　　　　📄 support_categories.php
　　　　📄 support_macros.php
　　　　📄 tickets.php
　　　　📄 view_ticket.php
　　　▼ 📂 user
　　　　📄 create_ticket.php
　　　　📄 tickets.php
　　　　📄 view_ticket.php
　/* config.json
	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.