

Post : Senior Software Engineer - PHP

Applied By : Kasun Rajakaruna

System : Online Support Platform(E Support)

Introduction

This is a web application which helps service providers and sellers to provide after-sales support for their customers.

- ✓ Built with Laravel 8
- ✓ DBMS MySQL
- ✓ Require php 7.3 or higher

Installation

- git clone <https://github.com/kasunrajakaruna/onlinePlatform.git> to clone the repository or download as a zip file and unzip it in your folder.
- type cd onlinePlatform
- install composer
- create database online_support_platform using mysql
- update DB_USERNAME, DB_PASSWORD values in .env file
- import database using online_support_platform.sql file attached in email body or you can run laravel migrations and seeding to import database
- type php artisan passport:install to install laravel passport
- type php artisan migrate to migrate the user tables
- type php artisan db:seed to seed the dummy data
- using <http://localhost/onlinePlatform/public/> you can access the application in the browser
- use below credentials to login as a admin. Username= admin@email.com, Password=admin.
- use below credentials to login as a user. Username= kasun@email.com, Password=kasun.
- I used mailtrap (<https://mailtrap.io/>) to test emails, please create an account in mailtrap and replace MAIL_USERNAME, MAIL_PASSWORD and MAIL_FROM_ADDRESS in .env file

Features

- Login feature is implemented.
- Customer can create and search ticket.
- An acknowledgement email is sent to the customer's email address after successfully creating a ticket.
- Support Agent can view ticket list, ticket details and reply for tickets.
- Once support agent replied to a ticket an email with a reply message is sent to the customer.
- Admin can view ticket list, ticket details, support agents list and create support agents.

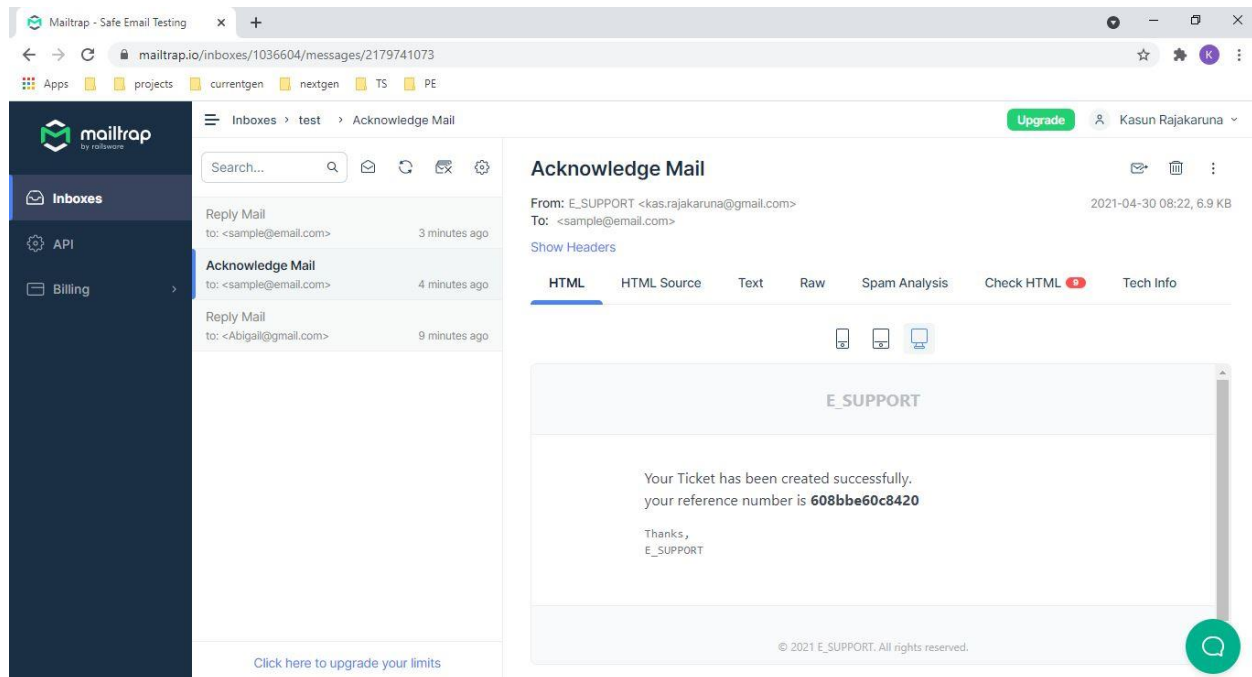
Customer - Open new Ticket

The screenshot shows the 'E SUPPORT' web application. The top navigation bar is dark purple with the 'E SUPPORT' logo on the left and a 'Login' button on the right. Below this, a sidebar on the left contains a 'Home' link. The main content area is titled 'Home' and features two sections: 'NEW TICKET' with an 'Open New Ticket' button, and 'SEARCH TICKET' with a 'Reference No' input field. A modal window titled 'Ticket Details' is open in the center, containing the following fields: 'Customer Name *', 'Problem Description *', 'Email *', and 'Phone No'. At the bottom of the modal are 'Close' and 'Submit' buttons. The footer of the page reads '2021 © E Support - KasunR'.

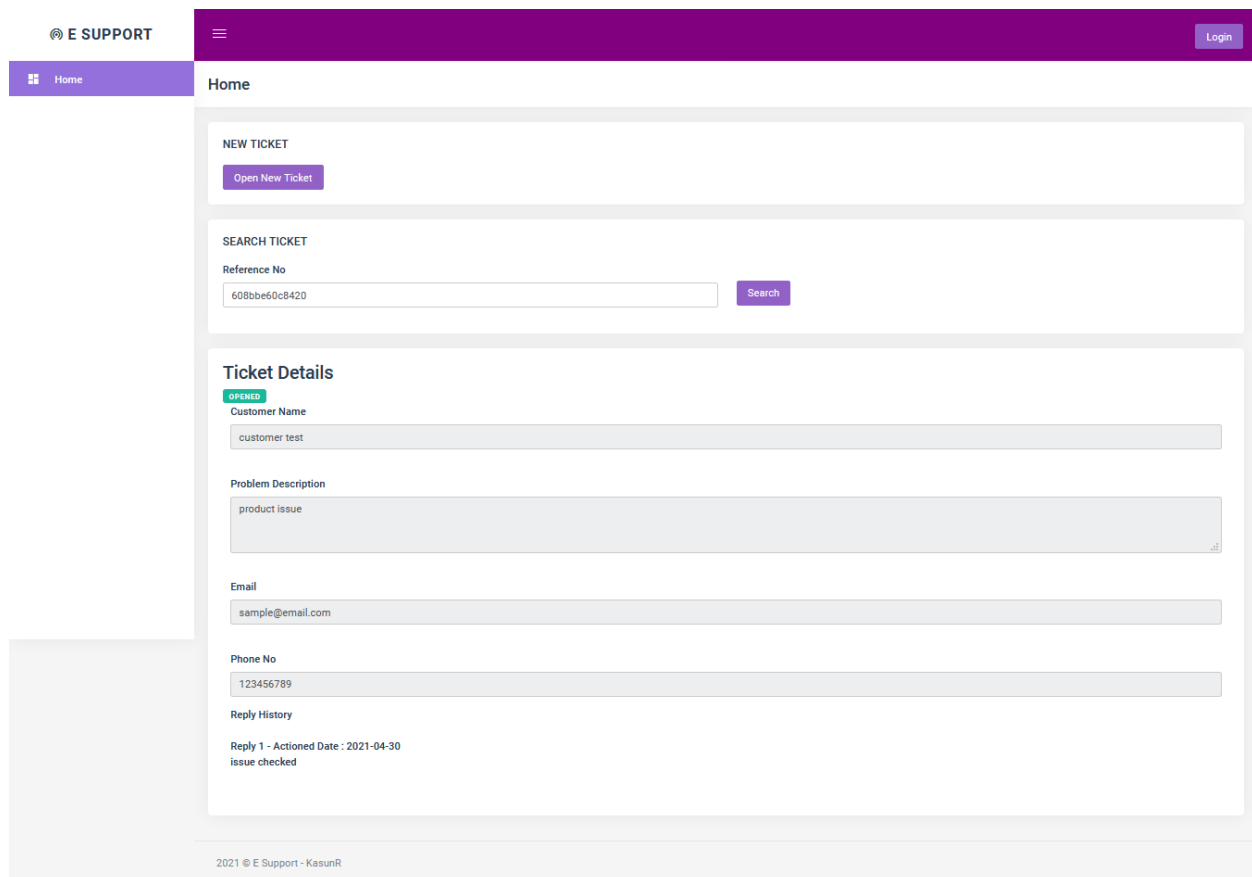
When ticket opened successfully Customer can see the reference no.

This screenshot shows the 'E SUPPORT' interface after a ticket has been successfully created. The layout is similar to the previous one, but the 'SEARCH TICKET' section now displays the message 'Your reference number is 608bd8209e11d'. The 'NEW TICKET' and 'Open New Ticket' buttons remain visible. The footer still shows '2021 © E Support - KasunR'.

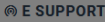
Acknowledgement email is sent to the customer



Customer can search ticket by Ref. No



Login

 E SUPPORT

Home

Home

NEW TICKET

Open New Ticket

SEARCH TICKET

Reference No

Search

Email


Password

Close


Login

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Support Agent View

 E SUPPORT

Ticket Manager

Hi Kasun 

SEARCH TICKET

Reference No

Customer Name

Search

TICKET LIST

#	Ref. No	Customer Name	Problem Description	Email	Phone No	Status	Action
1	5fc933ab89154	Vanessa	nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea	Vanessa@gmail.com	123456789	PENDING	Open Ticket
2	608bbe60c8420	customer test	product issue	sample@email.com	123456789	OPENED	Reply Ticket
3	608acff7ba999	Olivia	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor	Olivia@gmail.com		OPENED	Reply Ticket

<

1

2

>

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Support Agent – Reply Ticket View

Ticket Manager

SEARCH TICKET

Reference No

TICKET LIST

#	Ref. No	Customer Name
1	5fc933ab89154	Vanessa
2	608bbe60c8420	customer test
3	608acff7ba999	Olivia

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2

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Ticket Details

Reference No

608bbe60c8420

Customer Name

customer test

Problem Description

product issue

Email

sample@email.com

Phone No

123456789

Reply *

Reply History

Reply 1 - Actioned Date : 2021-04-30
issue checked

Close

Submit

Hi Kasun

Email	Phone No	Status	Action
Vanessa@gmail.com	123456789	PENDING	Open Ticket
sample@email.com	123456789	OPENED	Reply Ticket
Olivia@gmail.com		OPENED	Reply Ticket

Reply message sent to the customer.

Mailtrap - Safe Email Testing

mailtrap.io/inboxes/1036604/messages/2179742009

Apps projects currentgen nextgen TS PE

mailtrap by hubspot

Inboxes

API

Billing

Inboxes > test > Reply Mail

Search...

Reply Mail

to: <sample@email.com>

5 minutes ago

Acknowledge Mail

to: <sample@email.com>

6 minutes ago

Reply Mail

to: <Abigail@gmail.com>

10 minutes ago

Click here to upgrade your limits

Upgrade

Kasun Rajakaruna

Reply Mail

From: E_SUPPORT <kas.rajakaruna@gmail.com>

To: <sample@email.com>

2021-04-30 08:23, 6.9 KB

Show Headers

HTML

HTML Source

Text

Raw

Spam Analysis

Check HTML

Tech Info

E_SUPPORT

E Support Agent Replied to your ticket Ref. no 608bbe60c8420

"issue checked"


Thanks,

E_SUPPORT

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Admin View

Admin can manage support agents and ticket list

 E SUPPORT

Ticket Manager

Support Agents Manager

SEARCH TICKET

Reference No

Customer Name

Search

TICKET LIST

#	Ref. No	Customer Name	Problem Description	Email	Phone No	Status	Action
1	608af0a5b497e	Abigail	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor	Abigail@gmail.com	123456789	PENDING	Open Ticket
2	608af09db5cbd	Alexandra	nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat	Alexandra@gmail.com	1234567	PENDING	Open Ticket
3	608af08c0495e	Alison	Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium	Alison@gmail.com	123456789	PENDING	Open Ticket
4	608af000b8273	Katherine	adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et	Katherine@gmail.com	21312424214	PENDING	Open Ticket
5	608aef88a5f6f	Megan	nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea	Megan@gmail.com	21312424214	PENDING	Open Ticket
6	608ade5e77951	Molly	Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium	Mollydade@gmail.com	13242423	PENDING	Open Ticket
7	608acffc46b28	Pippa	nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea	Pippa@gmail.com		PENDING	Open Ticket
8	608ac482a306e	Penelope	adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et	Penelope@gmail.com	123444444	PENDING	Open Ticket
9	5fc98aa4b277f	Rachel	At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque	Rachel@gmail.com	123456789	PENDING	Open Ticket
10	5fc935b71c257	Sally	nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat	Sally@gmail.com	123456789	PENDING	Open Ticket

<

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Add New Agent

#	Support Agent	Email
1	Kasun	kasun@email.com
2	User 1	user1@email.com
3	User 2	user2@email.com