

CS306

Project Phase III

Project Title: **Implement a Real-Time Support Page with Firebase.**

Objective: Create a **real-time support page** for your website that allows users or guests to communicate with the admin through a **real-time cloud database (Firebase)**. This project will focus on direct integration with Firebase for real-time communication and efficient database management.

Assignment Details:

Core Requirements:

1. **Support Page for Users or Guests:**
 - The support page should allow users or guests to:
 - Enter their **name** (input field).
 - Choose the **subject of their issue** from a dropdown menu (e.g., "Defected Product," "Late Order," "Lost Product," "Suggestion").
 - Enter a **chat message**.
 - Display the **date and time** of the message.
2. **Admin Page:**
 - Create a separate page for the **admin** to view and respond to user or guest messages.
 - The admin page must display all messages from all users or guests in one place.
3. **User Privacy:**
 - Each user or guest should only see **their own messages**. Messages from other users or guests must not be visible.
 - The admin can view and respond to all messages.
4. **Real-Time Updates:**
 - Use **Firebase Realtime Database** or **Firestore** to enable real-time updates for chat messages between the admin and the user or guest.
5. **Firebase Integration:**
 - Directly connect your frontend to Firebase using Firebase's SDK.
 - Define **Firebase security rules** to:
 - Ensure that users or guests can only access their own messages.
 - Allow the admin to access all messages.

Report Submission Requirements:

- Submit a **PDF report** containing:
 - Screenshots of the **support page** (user/guest view) and the **admin page**.
 - A brief explanation of your implementation process.
- Only one member from each group should submit the assignment.
- The report must list all group members' names and student IDs.