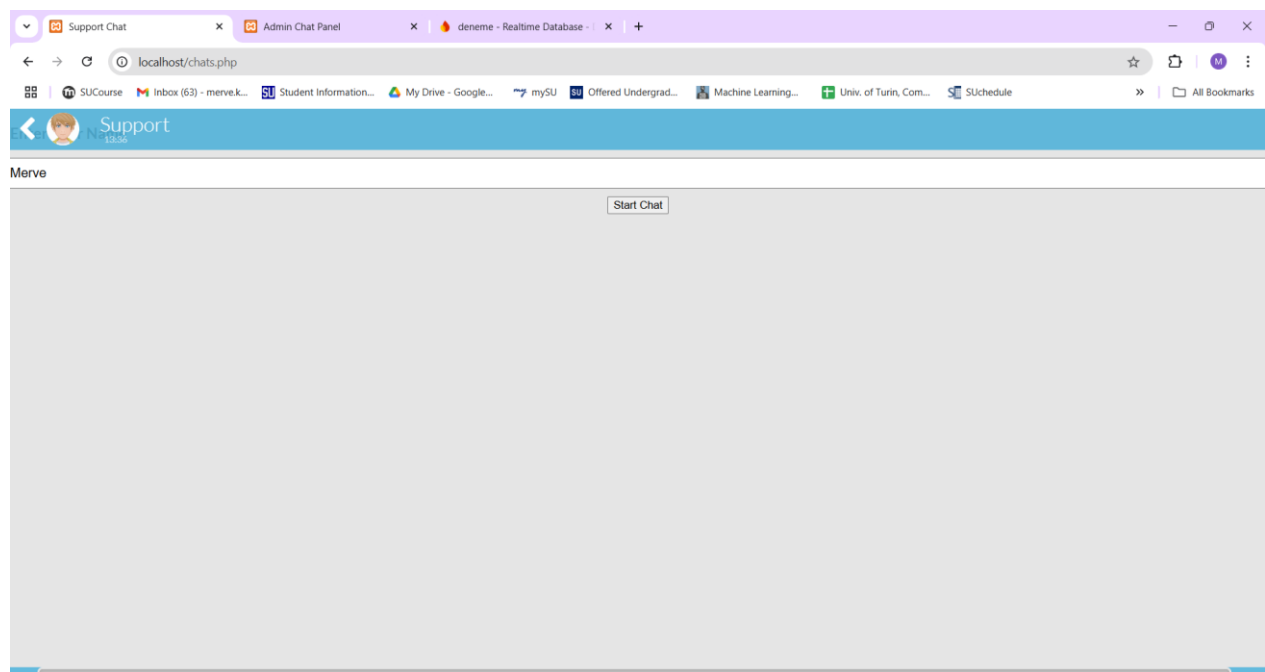


Merve Karacaoğlu – 32282

Real-Time Support Page with Firebase.

The Chat Support System is designed to facilitate real-time communication between users and admins. The system allows users to submit messages while ensuring privacy. The implementation was done using one user and one admin php file. Real-time updates are made in Firebase using a Real-time database. Every users name, the subject of their issue, chat message, date, and time are stored and updated in the real-time database. Firebase rules are adjusted so that users can only see their messages, and admins can view and respond to all messages.

The initial support page for users, ask users to input their names to continue with the chat page.



When users enter their name and click Start Chat, the next page opens so users can select the subject of their issue and write a chat message. Users can also go back to the previous page by clicking Reset Chat.

Support Chat

Admin Chat Panel

deneme - Realtime Database

localhost/chats.php

SUCourse

Inbox (63) - merve.k...

Student Information...

My Drive - Google...

mySU

Offered Undergrad...

Machine Learning...

Univ. of Turin, Com...

SUchedule

All Bookmarks

Support 14:25

No messages yet. Start chatting!

Defected Product

Defected Product

Late Order

Lost Product

Suggestion

Reset Chat

Support Chat

Admin Chat Panel

deneme - Realtime Database

localhost/chats.php

SUCourse

Inbox (63) - merve.k...

Student Information...

My Drive - Google...

mySU

Offered Undergrad...

Machine Learning...

Univ. of Turin, Com...

SUchedule

All Bookmarks

Support 13:38

No messages yet. Start chatting!

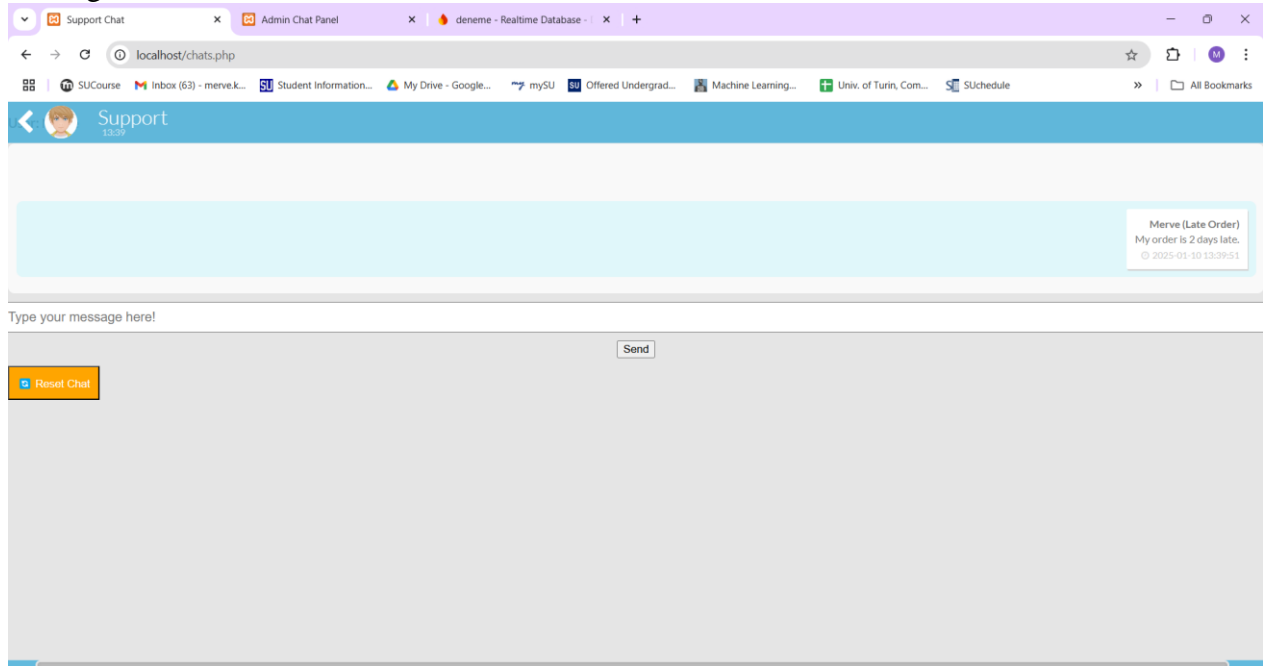
Late Order

My order is 2 days late.

Send

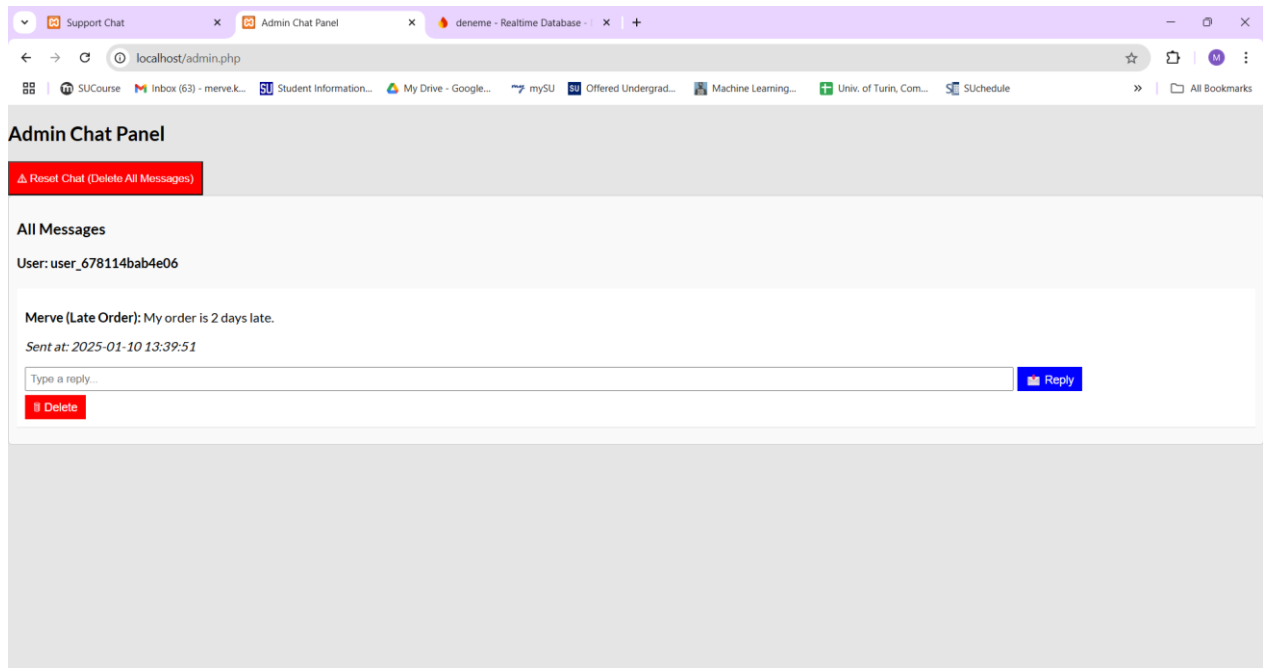
Reset Chat

The chat has been sent to admin. The dropdown menu has been removed. The user can send more messages to admin.



The Admin Page:

Admin can reply to the user or delete their message from the page.



Chat between user and admin:

The screenshot shows a web browser with three tabs: 'Support Chat', 'Admin Chat Panel', and 'deneme - Realtime Database'. The address bar shows 'localhost/admin.php'. The page title is 'Admin Chat Panel'. Below the title is a red button labeled 'Reset Chat (Delete All Messages)'. The main content area is titled 'All Messages' and shows a message from 'User: user_678114bab4e06'. The message text is 'Merve (Late Order): My order is 2 days late.' with a timestamp 'Sent at: 2025-01-10 13:39:51'. Below the message is a text input field containing 'Hello, can I get your order ID please?' and a blue 'Reply' button. A red 'Delete' button is also visible.

The screenshot shows a web browser with three tabs: 'Support Chat', 'Admin Chat Panel', and 'deneme - Realtime Database'. The address bar shows 'localhost/chats.php'. The page title is 'Support'. The chat interface shows a message from 'Merve (Late Order)' with the text 'My order is 2 days late.' and a timestamp '© 2025-01-10 13:39:51'. Below this is a message from 'Admin (Admin Response)' with the text 'Hello, can I get your order ID please?' and a timestamp '© 2025-01-10 13:41:38'. At the bottom, there is a text input field with the placeholder 'Type your message here!' and a 'Send' button. A red 'Reset Chat' button is also visible.

Support ChatAdmin Chat Paneldeneme - Realtime Database

localhost/chats.php

SUCourseInbox (63) - merve.k...Student Information...My Drive - Google...mySUOffered Undergrad...Machine Learning...Univ. of Turin, Com...SücheduleAll Bookmarks

Support13:42

Merve (Late Order)
My order is 2 days late.
© 2025-01-10 13:39:51

Admin (Admin Response)
Hello, can I get your order ID please?
© 2025-01-10 13:41:38

Merve (Late Order)
Of course. It is 12323
© 2025-01-10 13:42:49

Type your message here!

Send

Reset Chat

Support ChatAdmin Chat Paneldeneme - Realtime Database

localhost/admin.php

SUCourseInbox (63) - merve.k...Student Information...My Drive - Google...mySUOffered Undergrad...Machine Learning...Univ. of Turin, Com...SücheduleAll Bookmarks

Admin Chat Panel

⚠ Reset Chat (Delete All Messages)

All Messages

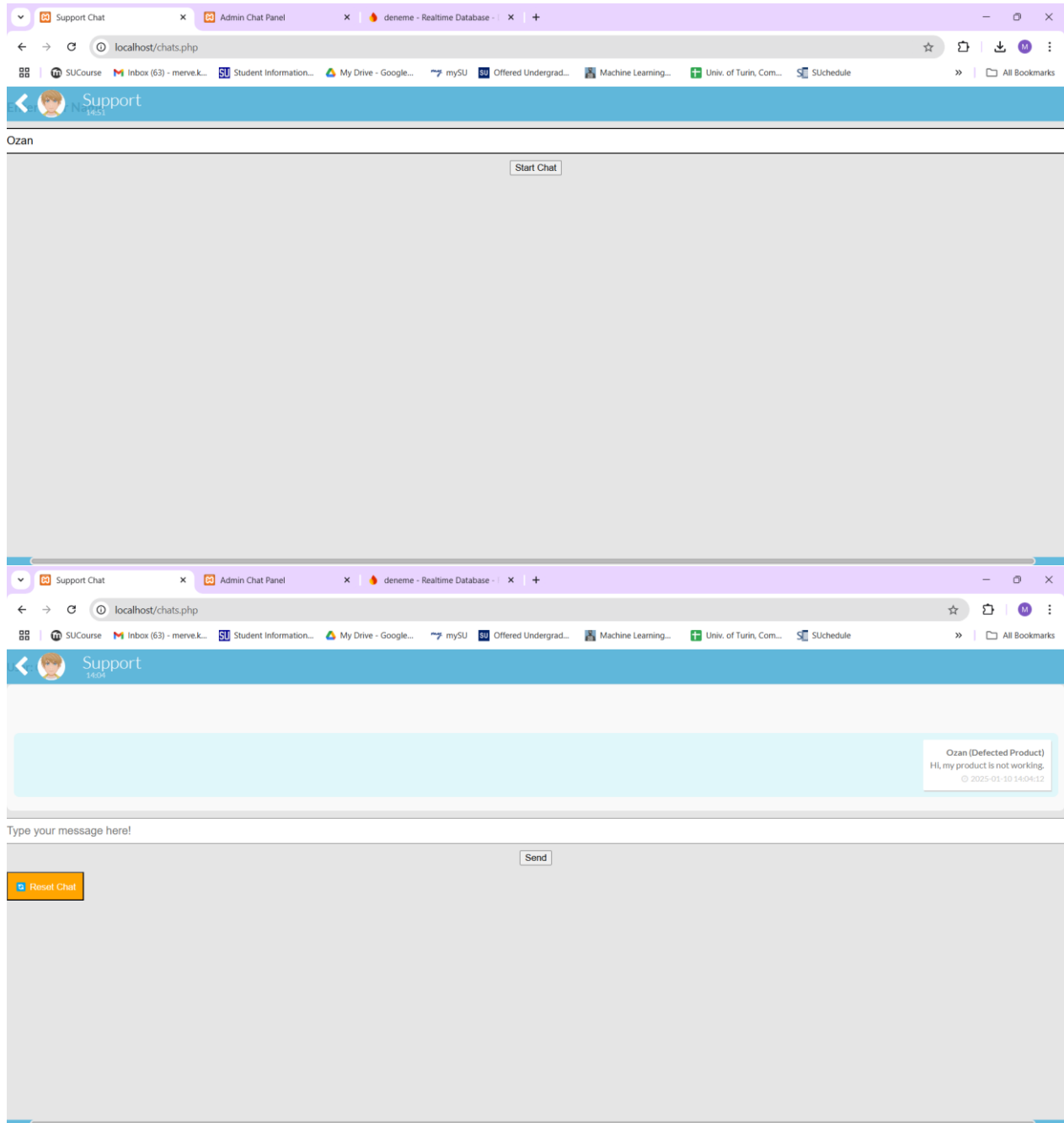
User: user_678114bab4e06

Merve (Late Order): My order is 2 days late.
Sent at: 2025-01-10 13:39:51
Type a reply...
DeleteReply

Merve (Late Order): Of course. It is 12323
Sent at: 2025-01-10 13:42:49
Type a reply...
DeleteReply

Each user can only see their messages and the messages the admin sent to them.

When a new user logs in, they can't see the other users' messages.



Admins can see all users, their messages and reply to them on the admin page.

