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.
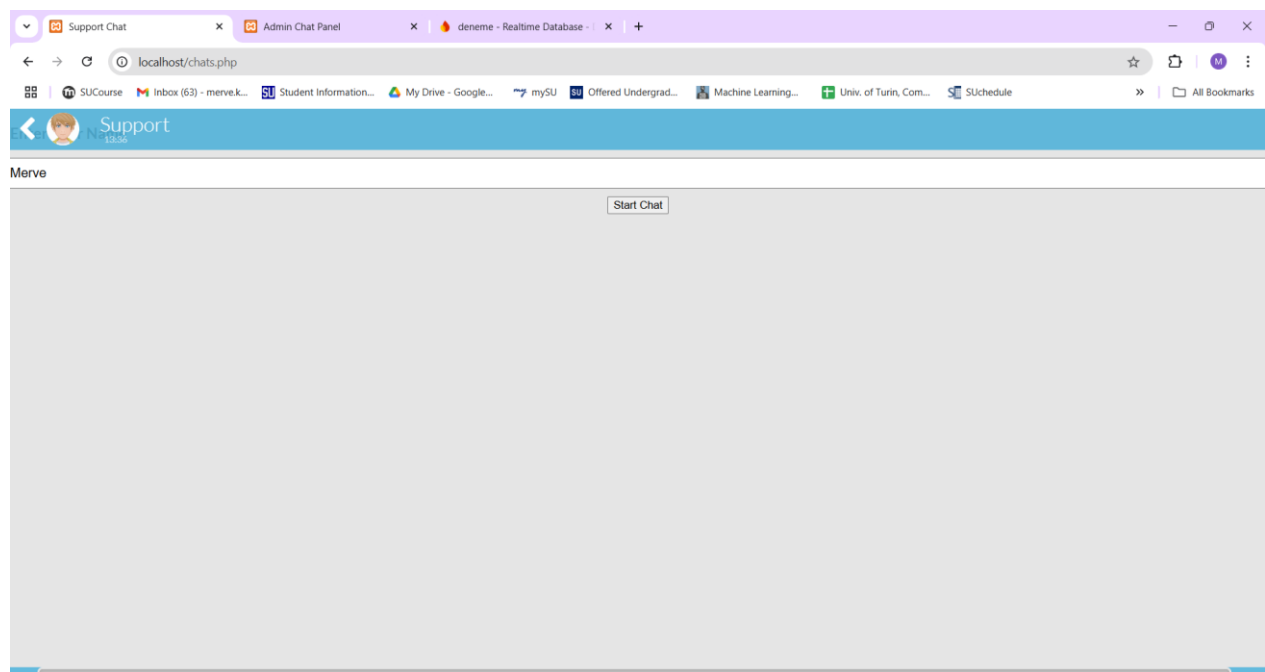
When users enter their name and click Start Chat, the next page opens so users can select the subject of their issue and write a chat message. Users can also go back to the previous page by clicking Reset Chat.
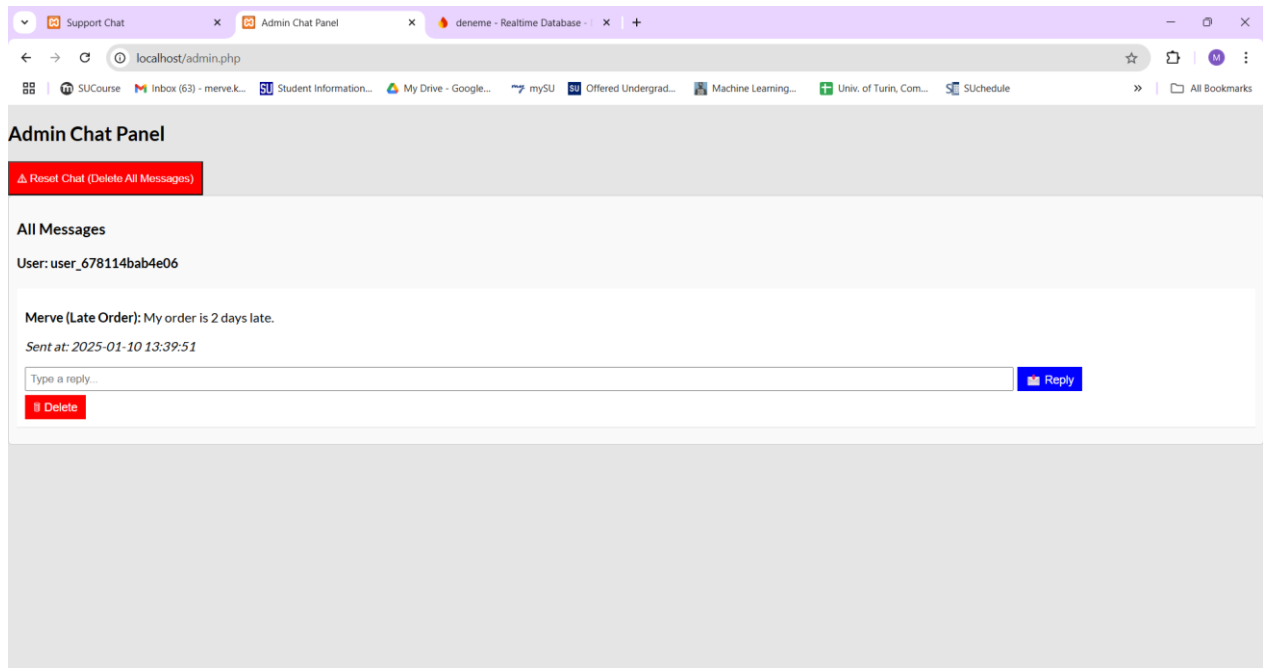
The chat has been sent to admin. The dropdown menu has been removed. The user can send more messages to admin.
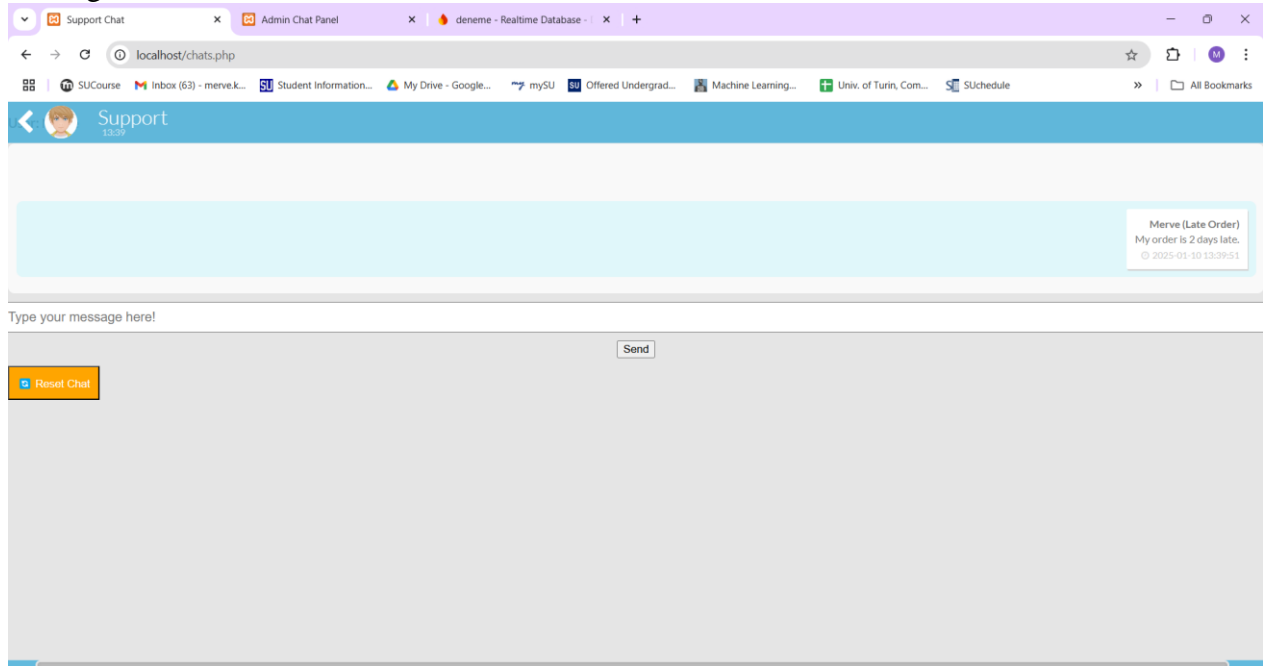
The Admin Page:

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

Chat between user and admin:

Support 13:42

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

# 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... 📩 Reply

🗑 Delete

Merve (Late Order): Of course. It is 12323

Sent at: 2025-01-10 13:42:49

Type a reply... 📩 Reply

🗑 Delete

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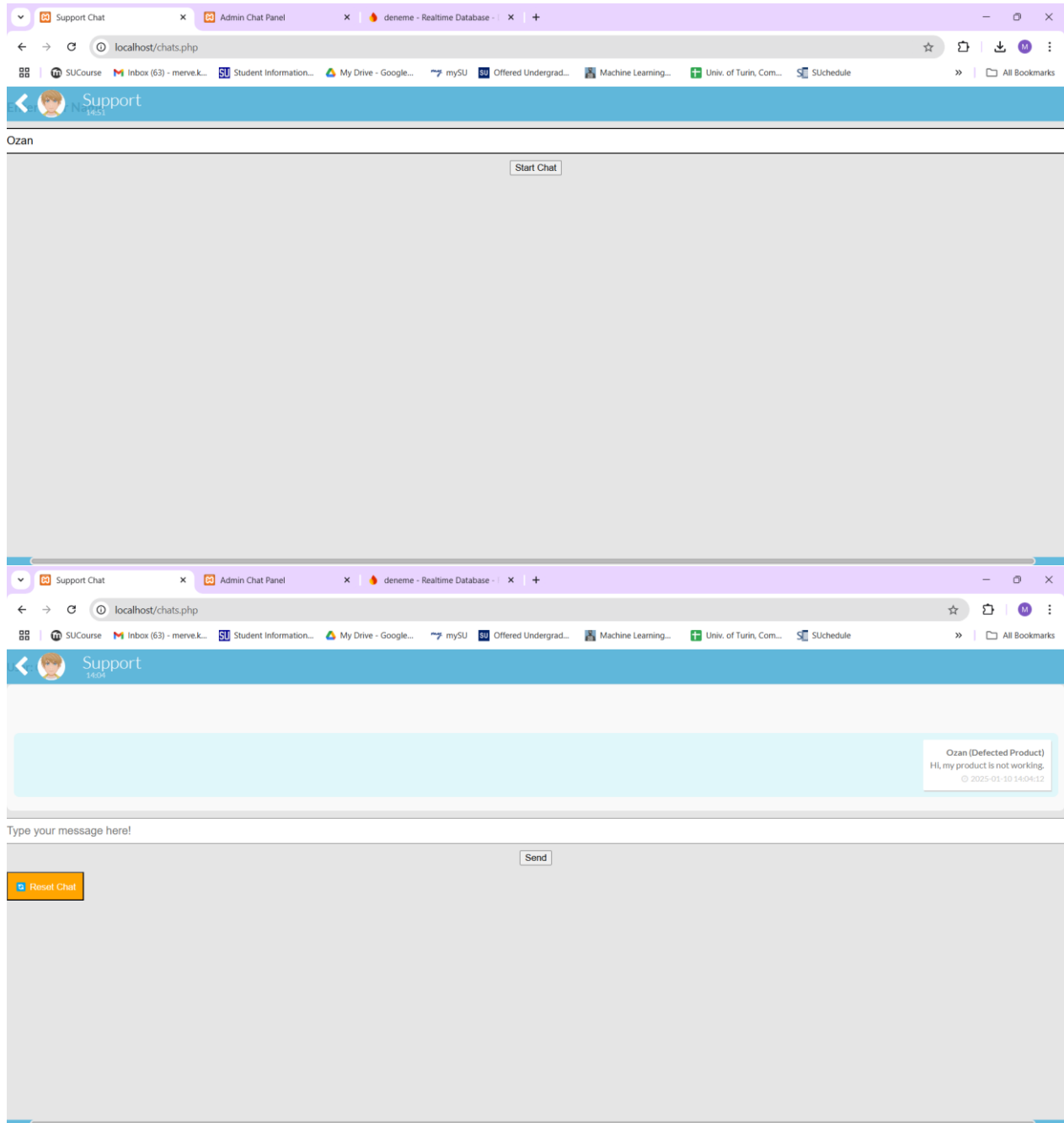
Admins can see all users, their messages and reply to them on the admin page.