

SIMPLE CUSTOMER SUPPORT MANAGEMENT SYSTEM

Background

Today, Many businesses beside having a call center, they have a sort of online customer support platform which their customers can reach them when needed.

Aim

You are supposed to write a web application in which a small business can see their customers messages and respond to them.

Task

The standard users should be able to:

- Create a support ticket
- Upload a file if needed.
- See Ticket statuses and add new messages.
- Re-Enter the ticket page

The Employee of the company should be able to:

- View, Update, and Close the tickets
- Respond to the tickets
- Upload files if needed
- Filter the tickets with status (E.g. See tickets with status: Open)
- Search inside the tickets by customer name and subject

Technologies

Back-End Programming Languages:

PHP, Nodejs or Golang

Notes:

- Using any MVC framework is allowed, but the followings are recommended
PHP: CakePHP 3.7, Codeigniter 3.1 or Yii2
Nodejs: Express
Golang: Revel
- Using sessions and authentication is not necessary. All pages can be made public.

Database:

Any database management system is allowed. MongoDB is recommended if Nodejs is used.

Frontend Requirements:

Bootstrap 4

jQuery

Notes:

- Although using any JavaScript MVC framework (Angular, Vue.js, React etc.) is not necessary, We highly recommend you to use one.
- Using CSS pre-processors like SASS is recommended.
- The design should be minimalist and mobile-friendly
- Using flexbox is a plus.

Deployment

The project should be pushed to one of the GIT platforms. (GitHub and GitLab are recommended) and the code should be made public.

The repository should contain all the codes and a backup of database alongside with a README.md file containing a small documentation with the steps should be taken in order to deploy.