

## Project Contribution Report

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### Project Title

Customer Support

### Component Name

Customer Support Module

### Description of Component

The Admin Management Module is a core component of the system, designed to handle the creation, management, and monitoring of administrative users. It provides secure and efficient tools for registering new admins, viewing their details and activity logs, updating permissions, and removing accounts as needed, ensuring robust administrative oversight.

### Available CRUD Operations

#### Description

Manages administrative users and their privileges, allowing creation and management of admin accounts.

#### CRUD Operations

- Create: Register a new admin account in admins.txt.
- Read: View a list of all admins and their activity logs.
- Update: Modify admin details, such as permissions or contact info.
- Delete: Remove admin accounts from the system.

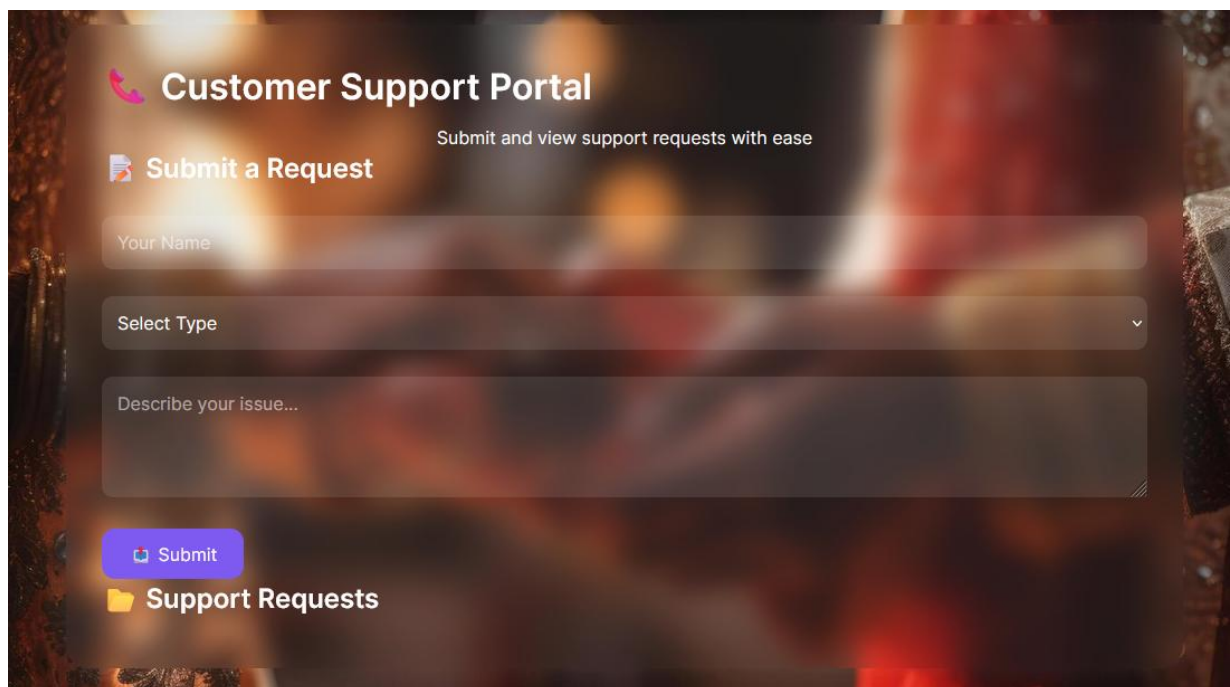
#### UI Components

- Admin Management Panel: A panel for viewing, editing, and deleting admin accounts.

#### OOP Concepts Applied

- Encapsulation: Secure admin data in an Admin class, protecting sensitive information like permissions and contact details.
- Inheritance: Admin inherits from User, reusing common user attributes while adding admin-specific functionality.
- Abstraction: Admin-only methods, such as privilege management, are abstracted from regular users to ensure restricted access.

## Screenshots of Created User Interface.



The screenshot displays a web interface for a 'Customer Support Portal'. The background is a dark, blurred image of a fireplace. The interface elements include:

- Header:** A pink telephone icon followed by the text 'Customer Support Portal'.
- Sub-header:** The text 'Submit and view support requests with ease'.
- Section Header:** A document icon followed by 'Submit a Request'.
- Form Fields:**
  - A text input field labeled 'Your Name'.
  - A dropdown menu labeled 'Select Type' with a downward arrow.
  - A large text area labeled 'Describe your issue...'.
- Submit Button:** A purple button with a document icon and the text 'Submit'.
- Footer:** A yellow folder icon followed by the text 'Support Requests'.