Project Overview – Bizro Help & Support Platform

What are we building?
We are building Bizro Help & Support, a SaaS platform that allows companies to:

Create their own Help Documentation website
Manage Customer Support tickets and chat
Use AI to answer questions and assist support agents
Think of it as:

Zendesk + Help Center + AI assistant — combined.

Each company gets its own branded portal like:

docs.company.com
help.company.com
Why are we building this?
To help Bizro customers:

Find answers quickly through articles
Contact support when needed
Let AI handle simple questions
Help agents resolve issues faster
The System Has 3 Products

📄 **1. Bizro Docs (Documentation Portal)**
This is the help articles website.

Users can:

Browse categories
Read articles
Search answers
Admins can:

Create categories
Write articles
Publish content
Example:

"How to reset password"
"How billing works"

Goal: Reduce support tickets.

🎧 2. Bizro Support (Helpdesk)
This is the customer support system.

Customers can:

Submit tickets
View ticket status
Chat with agents
Agents can:

View tickets
Reply
Assign tickets
Close issues
Each ticket is a conversation between customer and agent.

🤖 3. Bizro AI
AI sits on top of Docs and Support.

It:

Answers customer questions using docs
Summarizes tickets for agents
Suggests replies
Helps create documentation from solved tickets
Important Concept: Tenant
Bizro is multi-company.

Each company is called a Tenant.

Every piece of data belongs to a Tenant:

Users
Articles
Tickets
Data must never mix between tenants.

Main Things You Will Build
As interns, you will work on backend APIs and database tables for:

Core
Tenant
Portal
User
Role
Docs
Categories
Articles

Search
Support
Tickets
Ticket messages
Agent replies
AI (basic)
Ticket summary

Docs-based question answering
Simple Flow
Customer opens Docs → reads article
If not solved → creates ticket
Agent replies
AI assists both sides

Your Goal
Build MVP features:

CRUD APIs
Database models
Ticket workflow
Docs portal
Basic AI endpoints
Not production scale.

Focus on learning:

REST APIs
Databases
Multi-tenant systems
Real SaaS workflows