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| RAZDA Co. | | |
| **Filename: [customer\_support.py]** | | |
| **Summary***:*  This file serves as a centralized tool for sub-admins to manage support tickets, helping them respond efficiently to customer inquiries. It organizes tickets by status and facilitates communication between sub-admins and users to enhance support quality. | | |
| ***Processes*** | | |
| * **Database Connection Setup:** | **Establishes a connection to the Razda Market database using secure environment variables.** | |
| * **Support Ticket Management:** | **Provides tools for creating, responding to, and viewing customer support tickets.** | |
| **Files it Gets Information From:** | | **Files it Sends too:** |
| * **Database**: Inserts, updates, and retrieves support tickets to maintain an organized support log. | * **Notification Manager**: Sends notifications to sub-admins and customers when a new ticket is created or responded to. | |
| **Expected input into file:** | | **Expected output from file:** |
| * **User ID**: Identifies the customer who raised a support ticket. * **Ticket ID and Sub-admin ID**: Used to locate specific tickets and log responses. | | * **Ticket Response**: Sub-admin responses to customer inquiries are sent through notifications and stored in the database. * **Ticket Status**: Updated status of tickets based on sub-admin actions |
| **Things that need to be taking place:** | | |
| |  | | --- | | **- Database Connection Setup (connect\_db): Establishes secure access to the database and logs any errors encountered.** |  |  | | --- | | **- Ticket Management: Sub-admins can create, respond to, and view open tickets, enhancing support quality and speed.** |  |  | | --- | | **- create\_support\_ticket(user\_id, subject, message): Logs new customer tickets with subject and message fields, notifies the support team.** |  |  | | --- | | **- respond\_to\_ticket(subadmin\_id, ticket\_id, response): Allows sub-admins to close a ticket with a response message, notifying the customer and updating the database.** |  |  | | --- | | **- view\_open\_tickets(): Retrieves all open tickets, displaying essential details for sub-admins to address. The results are sorted by creation date.** |  |  | | --- | |  | | | |
| Edit log (update each time you make changes to doc or file). | | |
| * Oliver Smith (Razda Admin) Nov 8, 2024: | | |