CHAT CONNECT - A REAL TIME CHAT APP

INTRODUCTION

1.1 OVERVIEW:

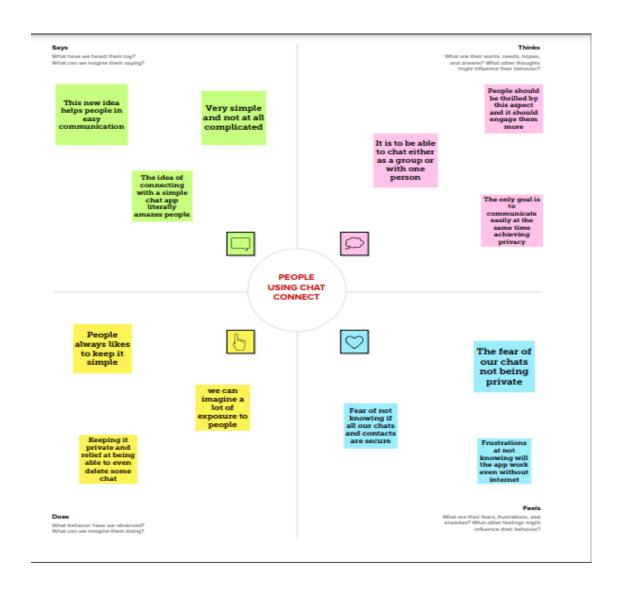
Communication is a mean for people to exchange messages. Messaging apps (a.k.a. social messaging or chat applications) are apps and platforms that enable instant messaging. According to the survey the group of users prefer WhatsApp and like to communicate using Emoji. 51% of the group uses the chat applications on an average of 1-2 hours a day. Messaging apps now have more global users than traditional social network which means they will play an increasingly important role in the distribution of digital journalism in the future.

1.2 PURPOSE:

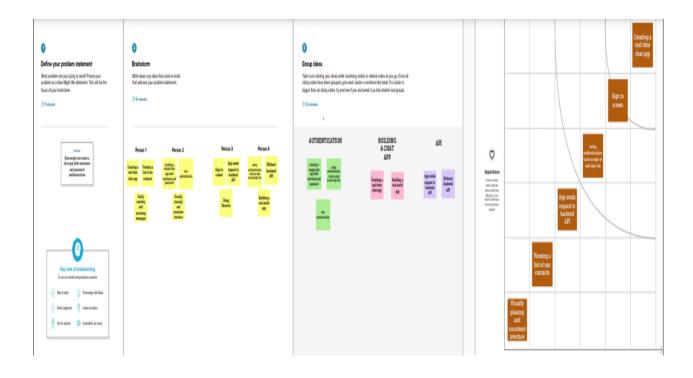
A chat application makes it easy to communicate with people anywhere in the world by sending and receiving messages in real time. With a web or mobile chat app, users are able to receive the same engaging and lively interactions through custom messaging features, just as they would in person. This also keeps users conversing on your platform instead of looking elsewhere for a messaging solution. Whether it's private chat, group chat, or large-scale chat, adding personalized chat features to your app can help ensure that your users have a memorable experience.

PROBLEM DEFINITION & DESIGN THINKING

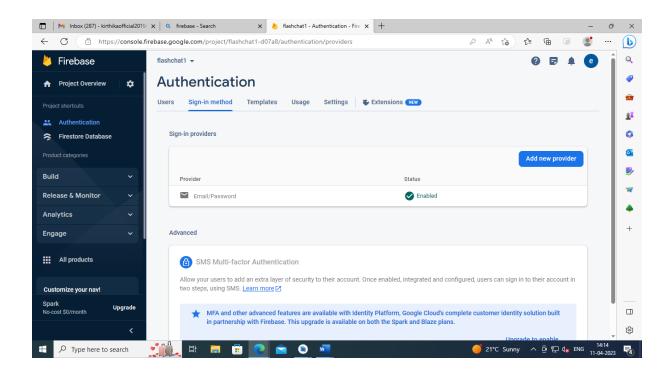
2.1 EMPATHY MAP:

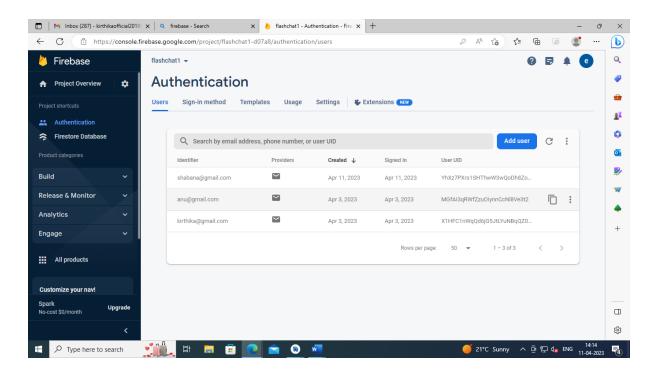


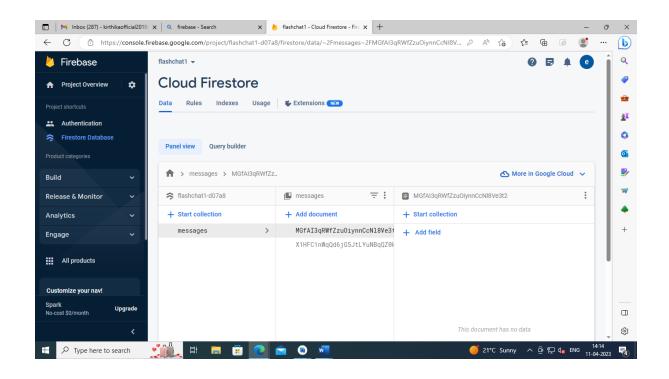
2.2 IDEATION & BRAINSTROMING MAP:

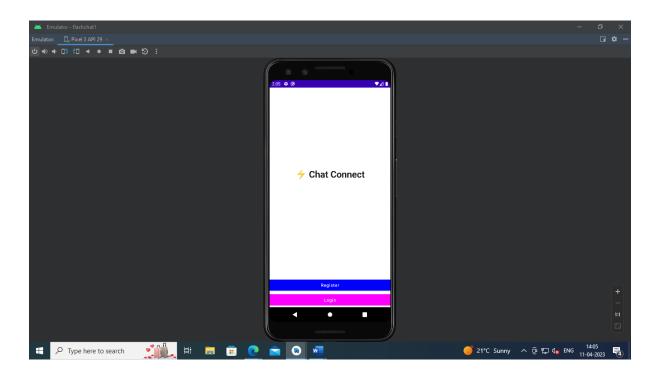


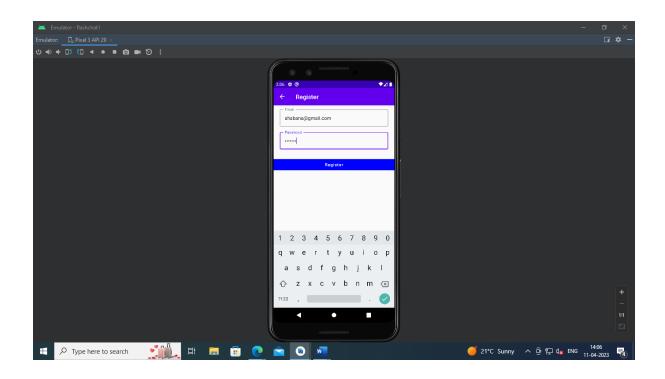
RESULT

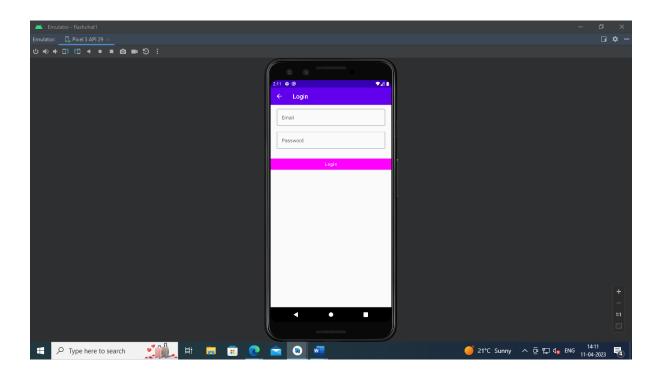


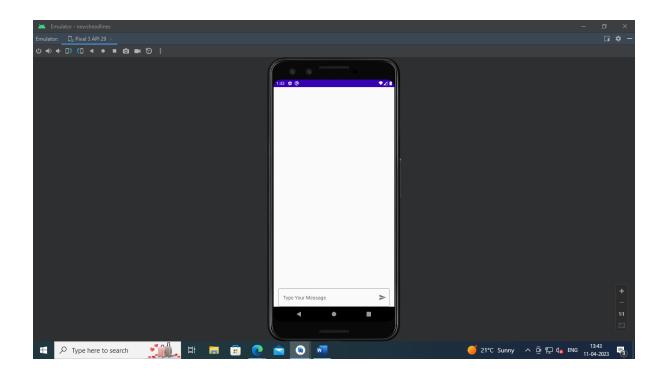












ADVANTAGES & DISDAVANTAGES

ADVANTAGES:

- 1. **FASTER SUPPORT:** Obviously chat is easy to reach for your customers, but what's more is that the average resolution time is significantly lower than with traditional service channels. It takes less than a minute to resolve a customer issue using live chat.
- **2. REAL-TIME TEXT PREVIEW:** One of the handy advantages of live chat is the option to see a real-time preview of what the customer is typing before she hits enter. It gives your chat agent the chance to think about a solution, research and impress users with prompt, customized answers.
- **3. INSTANT CUSTOMER FEEDBACK:** Feedback is easily collectable. Users can rate your chat service right after their interaction with you. This is a benefit for your service agents too because they get instant feedback on their performance. This makes it easy for them to connect the dots.
- 4. **NON-INTRUSIVE:** Customers can go about their day while being helped. Live chat allows users to continue browsing, posting and working your agent solves the case along the way. Over 51% of customers like live chat because it allows them to multitask.
- 5. INCREASED EFFICIENCY / REDUCED COST: Entertaining a live chat team is cheaper than the traditional call centre. A 2010 Forrester study suggests that a live chat session is about 20%-50% cheaper than a phone call. The minimized resolution time is a main reason for this cost reduction.

DISADVANTAGES:

- **1. TIME CONSUMING:** Various system includes time consuming process in their application.
- 2. RISKS: Invasion of privacy & bullying using digital technology.
- **3. TIME ZONE ISSUES:** Live chat agents are not available 24/7. In this case, when a website visitor arrives at your site, they might face time zone issues. When there is no response on an online website, there is a chance of customers leaving the website.
- **4. ONLINE TROLLS:** Because you can chat quite anonymously, internet trolls are a phenomenon. That's why User like offers features like blocking and ignoring. To protect the privacy of operators, it is possible to use operator aliases.
- **5. NO INSTANT RESPONSE FOR MULTIPLE VISITORS**: An e-commerce site owner will have multiple visitors. At times, there is no response from live chat agents since they are handling multiple customers. Hence, if you have integrated live chat on your website, then it reduces instant responses for customers.

APPLICATIONS

Real-time chat uses Mobile-based apps, which permit communication that is usually addressed directly but is anonymous among users in a multi-user environment.

Real-time can be applied in:

- > Personal
- ➤ Work settings
- Company settings

CONCLUSION

By working on this project, we came to know a lot about programming and knowledge about various languages which we have worked on.

Being students from programming background, we shad a huge challenge in front of us, but the technology helped us pave our way through it.

We learned how to apply logic at the correct point, at correct time. Where do we have to mainly focus and at what point we have to receive help of technology. Many concepts regarding programming and languages were cleared, and how does it apply while coding, could be known. With the help of our teachers, technology and our base of programming helped us to complete our project on time successfully.

In today's world, the person has to think deep, quick and be focused to the goal which is to be achieved. But it should also include the future result of its decision. Teamwork is important in each and every task which is to be completed, with the help of our team members. Thanks to all the members for their full cooperation during the project, till the end.

FUTURE SCOPE

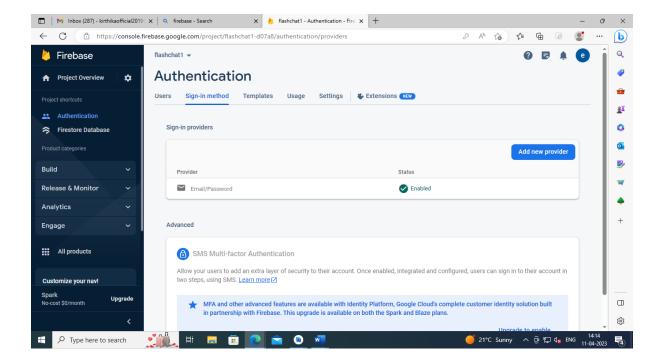
With the knowledge I have gained by developing this application, I am confident that in the future I can make the application more effectively by adding these services.

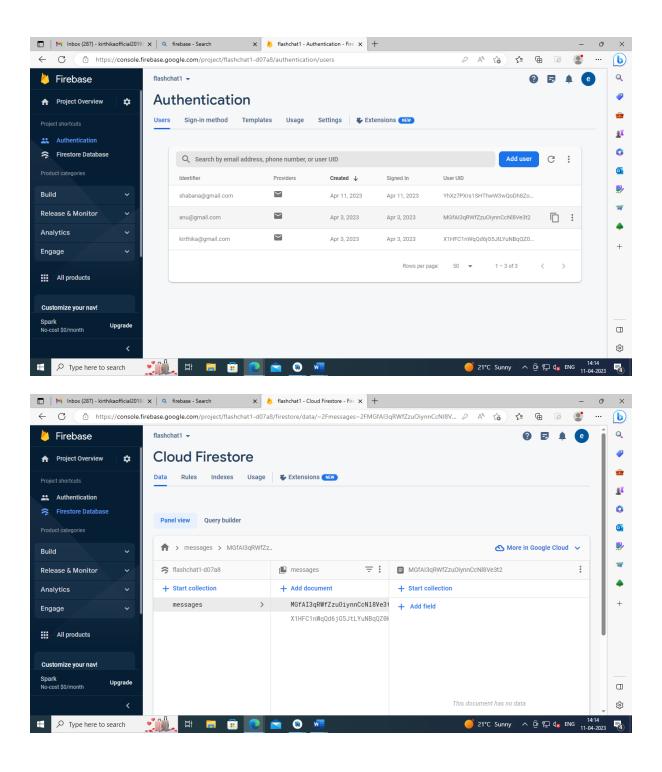
- Extending this application by providing Authorisation service.
- Creating Database and maintaining users.
- Increasing the effectiveness of the application by providing Voice Chat.
- Extending it to Web Support.

APPENDIX

SOURCE CODE

INTEGRATING FIREBASE:





GRADLE SCRIPTS:

```
plugins {
   id 'com.android.application'
   id 'org.jetbrains.kotlin.android'
   id 'com.google.gms.google-services'
```

```
android {
       applicationId "com.example.flashchat1"
```

```
buildFeatures {
```

```
implementation "androidx.navigation:navigation-compose:2.4.0-alpha06"

implementation platform('com.google.firebase:firebase-bom:28.3.0')

implementation 'com.google.firebase:firebase-analytics-ktx'

implementation 'com.google.firebase:firebase-auth-ktx'

implementation 'com.google.firebase:firebase-firestore-ktx'

implementation 'com.google.firebase:firebase-auth:21.0.3'

implementation 'com.google.firebase:firebase-firestore:24.1.1'

testImplementation 'junit:junit:4.13.2'

androidTestImplementation 'androidx.test.ext:junit:1.1.3'

androidTestImplementation 'androidx.test.expresso:espresso-core:3.4.0'

androidTestImplementation "androidx.compose.ui:ui-test-junit4:$compose_ui_version"

debugImplementation "androidx.compose.ui:ui-
tooling:$compose_ui_version"
}
```

MAINACTIVITY.Kt FILE:

```
<?xml version="1.0" encoding="utf-8"?>
<manifest xmlns:android="http://schemas.android.com/apk/res/android"
    xmlns:tools="http://schemas.android.com/tools">

    <application
        android:dataExtractionRules="@xml/data_extraction_rules"
        android:fullBackupContent="@xml/backup_rules"
        android:icon="@mipmap/ic_launcher"
        android:label="@string/app_name"
        android:theme="@style/Theme.OwlApplication"
        tools:targetApi="31">

        <activity
            android:name=".RegisterActivity"
            android:exported="false"
            android:label="@string/title_activity_register"
            android:theme="@style/Theme.OwlApplication" />
        <activity
            android:heme="@style/Theme.OwlApplication" />
            <activity_register</a>
```

```
<intent-filter>
</manifest>
```

CREATING NAVCOMPOSEAPP.Kt FILE:

```
import androidx.compose.runtime.Composable
import androidx.compose.runtime.remember
import androidx.navigation.compose.NavHost
import androidx.navigation.compose.composable
import androidx.navigation.compose.rememberNavController
import com.google.firebase.auth.FirebaseAuth
```

```
mport com.example.flashchat1.nav.Action
fun NavComposeApp() {
```

```
register = actions.register,
```

CREATING CONSTANTS OBJECTS:

```
package com.example.flashchat1

object Constants {const val TAG = "flash-chat"
```

```
const val MESSAGES = "messages"

const val MESSAGE = "message"

const val SENT_BY = "sent_by"

const val SENT_ON = "sent_on"

const val IS_CURRENT_USER = "is_current_user"
}
```

CREATING NAVIGATION.Kt IN NAV PACKAGE:

```
object Destination {
```

CREATING HOME PACKAGE:

```
package com.example.flashchat1.view.home
```

```
mport androidx.compose.foundation.background
fun HomeView(
```

```
contentPadding = PaddingValues(horizontal = 16.dp, vertical =
Boolean
                    message = message[Constants.MESSAGE].toString(),
```

```
OutlinedTextField(
       homeViewModel.updateMessage(it)
       .padding(horizontal = 15.dp, vertical = 1.dp)
```

HOME VIEW MODEL:

```
package com.example.flashchat1.view.home
```

```
val messages: LiveData<MutableList<Map<String, Any>>> = messages
    fun updateMessage(message: String) {
    fun addMessage() {
IllegalArgumentException("message empty")
       if (message.isNotEmpty()) {
Firebase.firestore.collection(Constants.MESSAGES).document().set(
```

```
private fun getMessages() {
               val list = emptyList<Map<String, Any>>().toMutableList()
                           Firebase.auth.currentUser?.uid.toString() ==
data[Constants.SENT BY].toString()
    private fun updateMessages(list: MutableList<Map<String, Any>>) {
```

```
_messages.value = list.asReversed()
}
```

CREATING LOGIN PACKAGE:

```
Composable
fun LoginView(
               onValueChange = { loginViewModel.updateEmail(it) },
```

```
keyboardType = KeyboardType.Email,
```

LOGIN VIEW MODEL:

```
import androidx.lifecycle.LiveData
import androidx.lifecycle.MutableLiveData
import androidx.lifecycle.ViewModel
import com.google.firebase.auth.FirebaseAuth
import com.google.firebase.auth.ktx.auth
import com.google.firebase.ktx.Firebase
import java.lang.IllegalArgumentException
```

```
fun updateEmail(newEmail: String) {
fun updatePassword(newPassword: String) {
fun loginUser(home: () -> Unit) {
```

```
__password.value ?: throw IllegalArgumentException("password
expected")

_loading.value = true

auth.signInWithEmailAndPassword(email, password)
.addOnCompleteListener {
        if (it.isSuccessful) {
            home()
        }
        _loading.value = false
    }
}
```

CREATING REGISTER PACKAGE:

```
import androidx.compose.foundation.layout.*
import androidx.compose.material.CircularProgressIndicator
import androidx.compose.runtime.Composable
import androidx.compose.runtime.getValue
import androidx.compose.runtime.livedata.observeAsState
import androidx.compose.ui.Alignment
import androidx.compose.ui.Modifier
import androidx.compose.ui.graphics.Color
import androidx.compose.ui.text.input.KeyboardType
import androidx.compose.ui.text.input.PasswordVisualTransformation
import androidx.compose.ui.text.input.VisualTransformation
```

```
mport androidx.compose.ui.unit.dp
fun RegisterView(
       modifier = Modifier.fillMaxSize()
```

```
modifier = Modifier.fillMaxSize(),
TextFormField(
   onValueChange = { registerViewModel.updateEmail(it) },
   keyboardType = KeyboardType.Password,
```

REGISTER VIEW MODEL:

```
package com.example.flashchat1.view.register
   fun updateEmail(newEmail: String) {
```

```
email.value = newEmail
    fun updatePassword(newPassword: String) {
    fun registerUser(home: () -> Unit) {
val email: String = _email.value ?: throw
IllegalArgumentException("email expected")
                       if (it.isSuccessful) {
                           home()
```