Contact Form use case

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# ارسال رسالة للموقع:

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| **اسم الوظيفة**  **Use Case** | Send message |
| **المستخدمين**  **Actors** | أي شخصسواء كان زائر أو باحث عن عمل او شركة يريد التواصل مع الموقع او عند القيام ب reportلإعلان معين |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوتواصل المستخدمين مع ادارة الموقع |
| **الشروط المسبقة**  **Pre-conditions** | الدخول الى الواجهة من زر contact form / الحالة الطبيعية |
| **الشاشات**  **Screen Snapshots** | Figure1 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. الدخول الى واجهة ال contact لتظهر الصورة 1 2. ادخال المعلومات 3. الضغط على زر ارسال   **تدفق العمليات البديل:**  **ملاحظات**:   * في حال المستخدم مسجل في الموقع يتم سحب معلومات الاسم و الايميل ونوع الحساب (شركة / باحث عن عمل) واضافتها الى معلومات الرسالة**دون ان تظهر في الواجهة**. * في حال غير مسجل في الموقع يظهر حقل الايميل ليقوم المستخدم بإدخاله , وحقل نوع الحساب يؤخذ من الواجهة التي كان يتصفحها, ولا داعي هنا للاسم. * في جميع الأحوال يتم سحب لغة تصفح الموقع. * حقل التصنيف الفرعي يظهر فقط في حال وجود تصنيف فرعي للتصنيف الأساسي. |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** | في حال كان احد الحقول الإلزامية فارغ تظهر رسالة required |

# استعراض الرسائل الواردة الى الموقع من قبل الادمن الفرعي:

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| **اسم الوظيفة**  **Use Case** | Browse messages |
| **المستخدمين**  **Actors** | الادمن الفرعي في الموقع (له صلاحيات محدودة) |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوالرد على الرسائل التي يمكنه الرد عليها , او توجيهها الي الادمن الأساسي في الموقع. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure 1-1    Figure2 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. من side bar الظاهر في الصورة 1-1 يتم الضغط على contact management ثم نختار messages 2. تظهر واجهة إدارة / استعراض الرسائل الواردة للموقع 3. الضغط على زر new والذهاب للصورة 3   بعد الرد على الرسالة يتحول اسمزر الرد إلى replied,  **ملاحظة:**   * يجب تمييز الرسالة التي تم فتحها من الرسالة التي لم يتم فتحها * ممكن ان يتم فتح الرسالة دون ان يتم الرد / غالبا في هذه الحالة يجب توجيه الرسالة للادمن الأساسي. * أيقونة التعليقات تظهر فقط بحالة وجود تعليقات مرتبطة بالرسالة * يمكن اجراء عمليات الفلترة والبحث على جميع الحقول   ( - ActionID – Date – Main Cat – Sub Cat –Reply Date(   * يمكن اجراء عمليات الترتيب على جميع الحقول ( تصاعدي تنازي ) يتم ذلك من خلال النقر على سم الحقل ، فيظهر سهم صغير بجانب اسم الحقل يشير ألى ان ترتيب الحقول بناء على الحقل المحدد / تصاعدى او تنازلي بحسب اتجاه السهم كما في الشكل التالي.      * تفاصيل محتوى أيقونة **info** موجودة في : [log info](#_Log_info) * اسم الشركة او المستخدم المسجل هو رابط لبروفايلاتن على الموقع. |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

## كتابة رسالة الردReply

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| **اسم الوظيفة**  **Use Case** | Reply |
| **المستخدمين**  **Actors** | الادمن الفرعي أو الاساسي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوالرد على الرسائل |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | C:\Users\user\Desktop\Creative Solution\واجهات\Contact\1. reply.png  Figure3 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الأساسي:**   1. الدخول الى الواجهة السابقة كما في الصورة 2 2. الضغط على زر new 3. تظهر النافذة كما في الصور 3 4. لدينا احتمالين :    1. البحث في حقل template title عن قالب معرف سابقا , اذا تم ايجاده يتم أخذ حقل ال email title والنص (الرد) من القالب.    2. ادخال حقل email title والنص (الرد) مع إمكانية الضغط على زر save as template 5. الضغط على زر send 6. يتحول زر new في الواجهة 2 الى replied   **ملاحظة:**   * يجب تمييز الرسالة التي تم فتحها من الرسالة التي لم يتم فتحها بلون الخلفية مثلا. * ممكن ان يتم فتح الرسالة دون ان يتم الرد / غالبا في هذه الحالة يجب توجيه الرسالة للادمن الأساسي. * عند إرسال الرد يتم تخزين نص الاجابة / مع اسم الادمن الذي قام بالرد  كما يتم تخزين اسم وتاريخ ووقت الاجراء والتعليقات على الرسائل * الزر الأخضر (save as template) يتم من خلاله إضافة رد محفوظ ( سيتم الشرح لاحقا) * ممكن ارسال اكثر من رد للمستخدم, وبعد انتهاء المراسلات يضغط الادمن على زر done (دلالة انتهاء المراسلات) فيتحول اسم الزر في شاشة الاستعراض الى done |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

## اسناد لشخص آخر Assign

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| **اسم الوظيفة**  **Use Case** | إعادة توجيه الرسالة من الادمن الفرعي الى الادمن الاساسي |
| **المستخدمين**  **Actors** | الادمن الفرعي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوتوجيه الرساله للادمن الأساسي في حال كان الادمن الفرعي لا يملك معلومات الرد. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure4 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. الدخول الى واجهة الرد السابقة كما في الصورة 3 2. الضغط على زرassign الظاهر في اعلى الواجهة. 3. تظهر pop up كما في الصورة 4 4. يتم النقر على القائمة فتظهر قائمة تحوي اسماء الادمن الرئيسيين على الموقع ، يختار واحد منهم ثم ينقر على زر ارسال.   **تدفق العمليات البديل:**  إضافة log او ايقونة info بجانب كل سطر مراسلة نرى من خلاله الإجراءات التي تمت على الرسالة: (فتح /رد/ تعليق /تاريخ / وقت / اسم الادمن/ اسناد / حذف ..)  ممكن اجراء اكثر من assign للرسالة. يظهر للادمن الرئيسي ايقونة تدل على ان هذه الرسالة تم توجيهها له. |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

## اضافة تعليق Comment

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| **اسم الوظيفة**  **Use Case** | إضافة تعليق او ملاحظة على الرسالة |
| **المستخدمين**  **Actors** | الادمن الفرعي او الاساسي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوإضافة تعليق على الرسالة. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure5  C:\Users\user\Desktop\Creative Solution\واجهات\Contact\1. reply.png  Figure6 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. الدخول الى واجهة الرد السابقة كما في الصورة 3 2. الضغط على خيار comment 3. يظهر pop up كما في الصورة 5 4. كتابة نص التعليق 5. الضغط على حفظ 6. تظهر التعليقات كما موضح بنهاية الصورة 6   ملاحظة:  عند اضافة تعليق يظهر اسم الادمن الذي اضافه / نص التعليق / تاريخ التعليق كما في الصورة 6 بنفس مكان المستطيل الأزرق في الصورة 5 |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

# استعراض الرسائل من قبل الآدمن الرئيسي

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| **اسم الوظيفة**  **Use Case** | استعراض الادمن الرئيسيللرسائل الواردة منالمستخدمين |
| **المستخدمين**  **Actors** | الادمن الاساسي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هو استعراض والرد على الرسائل. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure7 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. الدخول الى الواجهة السابقة كما في الصورة 2 2. استعراض الرسائل 3. الضغط على زر reply نعود لحالة كتابة رسالة الرد   **تدفق العمليات البديل:**   1. الدخول الى الواجهة السابقة كما في الصورة 2 لاستعراض الرسائل 2. الضغط على ايقونة التعليقات لاستعراض التعليقات المرتبطة بالرسالة.   **تدفق العمليات البديل2:**   1. الدخول الى الواجهة السابقة كما في الصورة 2 لاستعراض الرسائل 2. تحديد رسالة او اكثر 3. الضغط على زر حذف 4. تنتقل الرسائل الى [أرشيف الرسائل المحذوفة](#_أرشيف_الرسائل_المحذوفة)   ملاحظة:  \* يتيح النظام للأدمن الرئيسي إمكانية حذف الرسائل التي تم اجراء الرد عليها من خلال ظهور أيقونة تحديد بجانب كل مراسلة مع أيقونة تحديد الكل ..  يتم اجراء التحديد ثم النقر على زر حذف.  تنتقل المراسلات المحذوفة إلى جدول آخر هو ارشيف المراسلات.  يمكن حذفة من قبل قاعدة البيانات بعد أخذ تصدير كامل للجدول.  عمود assigned from يحمل ثلاثة قيم: اسم الادمن الذي قام بال assign اوnull في حال لم يتم عليها عملية assign |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** | بحال تم الضغط على زر حذف دون تحديد رسائل تظهر رسالة:  Please select message/messages to delete |

# إضافة قالب مراسلات / message template

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| **اسم الوظيفة**  **Use Case** |  |
| **المستخدمين**  **Actors** | الادمن الأساسي او الفرعي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوتجهيز ردود وحفظهاكقوالب من اجل إعادة استخدامها كردود لمستخدمين اخرين |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | C:\Users\user\Desktop\Creative Solution\واجهات\Contact\Add message Template.png  Figure8 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. الدخول الى واجهة إدارة الرسائل من الشاشة الموضحة في الصورة 9 2. الضغط على الزر الأخضر (add template) 3. تظهر الشاشة كما موضح في الصورة 8 4. ادخال المعلومات المطلوبة 5. الضغط على زر حفظ   **تدفق العمليات البديل:**   1. الدخول الى واجهة الرد على الرسائل كما في الصورة 3 2. البحث في العناوين المخزنة دون إيجاد عنوان مناسب 3. ادخال عنوان القالب 4. كتابة الرد المناسب 5. تفعيل زر "save as template" 6. الضغط علية ليتم حفظ الرد كقالب.   ملاحظة:  لكل ادمن رسائل معرفة خاصة فيه |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** | في حال كان احد الحقول فارغ تظهر رسالة required |

# إدارةقوالب المراسلات

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| **اسم الوظيفة**  **Use Case** | إدارة قوالب الرسائل المخزنة في الموقع |
| **المستخدمين**  **Actors** | الادمن الاساسي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوإدارة الرسائل و اجراء بعض العمليات عليها. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure9 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. من side barالظاهر في الصورة 1-1 يتم الضغط على contact management ثم نختار Message Templates management 2. الدخول الى إدارةالرسائل الظاهرة في الصورة 9 3. استعرض الرسائل 4. اجراء عملية التعديل لنعود للواجهه 8 او اجراء عملية الحذف ويجب ظهور رسالة تأكيد الحذف.   **تدفق العمليات البديل:** |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

# أرشيف الرسائل المحذوفة

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| **اسم الوظيفة**  **Use Case** | استعراض الرسائل المحذوفة |
| **المستخدمين**  **Actors** | الادمن الاساسي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هواستعادة او حذف الرسائل بشكل نهائي من النظام. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure10 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. من side barفي الصورة 1-1 نختار message archive 2. تظهر الواجهة كما في الصورة 10 3. تحديد رسالة أو أكثر 4. الضغط على زر الحذف النهائي او الاستعادة   **ملاحظة**:   * اجراء الحذف النهائي يحذف الرسالة من النظام بشكل نهائي * اجراء الاستعادة يعيد الرسالة الى قائمة المراسلات مع الموقع * حتى تتم عملية الحذف النهائي يجب أن تكون الرسالة بحالة **Done**   **تدفق العمليات البديل:** |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** | في حال تم اختيار أحد الإجراءات دون تحديد رسالة او اكثر تظهر رسالة:  Please select message/ messages |

# Log info

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| **اسم الوظيفة**  **Use Case** | استعراض العمليات التي تمت على مراسلة |
| **المستخدمين**  **Actors** | الادمن الاساسي أو الفرعي |
| **شرح مختصر**  **Brief Description** | الهدف من هذه الوظيفة هوعرض تفاصيل العمليات والاوقات والأشخاص الذين تعاملوا مع مراسلة ما. |
| **الشروط المسبقة**  **Pre-conditions** |  |
| **الشاشات**  **Screen Snapshots** | Figure11 |
| **تدفق العمليات**  **Workflow** | **تدفق العمليات الاساسي:**   1. من الصورة 2 يتم الضغط على أيقونة info 2. تظهر pop up تحوي تفاصيل كما موضح في الصورة 11   **تدفق العمليات البديل:**  ملاحظة:   * عمود date / time هو زمن حدوث ال action . * عمود action time هو الزمن الفاصل بين 2 action , مثلا الزمن الفاصل بين ال received وال assign يوضع بعمود action time بسطر ال assign |
| **الشروط اللاحقة**  **Post-conditions** |  |
| **الاستثناءات**  **Exception** |  |

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التصنيف الأساسي والفرعي:

1. account
   1. hacked
   2. need to activated
   3. how to deactivated
   4. Privacy
   5. cannot log in
   6. control visibility
   7. how to delete my account
   8. other
2. complain
   1. Option 1
   2. Option 2
   3. Option 3
3. recommendation/ request
   1. Option 4
   2. Option 5
   3. Option 6

**الروابط المطلوبة**

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| **جلب بيانات واجهة**  Send message | http://127.0.0.1:8000/get\_data\_for\_send\_message | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {  "data": [  {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ],  "contact\_sub\_category": [  {  "id": 1,  "name": "hacked ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  {  "id": 3,  "name": "how to deactivated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 9,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 2,  "name": "كيفية التعطيل"  },  {  "id": 10,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 1,  "name": "how to deactivated"  }  ]  },  {  "id": 4,  "name": "Privacy ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 7,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 2,  "name": "خصوصية"  },  {  "id": 8,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 1,  "name": "Privacy "  }  ]  },  {  "id": 5,  "name": "cannot log in ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 1,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 2,  "name": "لا يمكن تسجيل الدخول"  },  {  "id": 2,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 1,  "name": "cannot log in "  }  ]  },  {  "id": 6,  "name": "control visibility ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 3,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 2,  "name": "لايمكن التحكم بالمظهر"  },  {  "id": 4,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 1,  "name": "control visibility "  }  ]  },  {  "id": 7,  "name": "how to delete my account",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 5,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 2,  "name": "كيفية حذف حسابي"  },  {  "id": 6,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 1,  "name": "how to delete my account"  }  ]  },  {  "id": 8,  "name": "other",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 2,  "name": "complain",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 3,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 2,  "name": "شكوى"  },  {  "id": 4,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 1,  "name": "complain"  }  ],  "contact\_sub\_category": [  {  "id": 9,  "name": " complain Option 1",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 10,  "name": " complain Option 2",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 3,  "name": "recommendation/ request",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 5,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 2,  "name": "توصية / طلب"  },  {  "id": 6,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 1,  "name": "recommendation/ request"  }  ],  "contact\_sub\_category": [  {  "id": 11,  "name": " recommendation/ request 1",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 12,  "name": " recommendation/ request 2",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  }  ]  } | response |

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| **حفظ بيانات واجهة**  Send message | http://127.0.0.1:8000/save\_message | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  **في حال كان المستخدم زائر يجب ارسال الايميل**  {  "**contact\_main\_catagory\_id**" : 1 ,  "**contact\_sub\_category\_id**" :2 ,  "email" : "sss@gmail.com",  "message" : "problem in …..",  "site\_lang":1  } | Request |
| {  "success": "true",  "email": {  "user\_id": 1,  "contact\_main\_catagory\_id": 1,  "contact\_sub\_category\_id": 2,  "email": "sss@gmail.com",  "message": "problem in …..",  "translated\_languages\_id": 1,  "updated\_at": "2019-11-06 07:36:27",  "created\_at": "2019-11-06 07:36:27",  "id": 2  }  } | response |

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| **جلب** بيانات واجهة  Browse messages  في حال كان ادمن اساسي يوجد زر حذف | http://127.0.0.1:8000/**get\_data\_for\_browse\_messages** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {  "messages": [  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "contact\_sub\_category\_id": 2,  "delete\_by\_admin\_user\_id": null,  "last\_admin\_comment\_id": null,  "last\_admin\_done\_email\_log\_id": null,  "last\_admin\_open\_log\_id": null,  "last\_admin\_replied\_email\_id": null,  "last\_admin\_restore\_email\_log\_id": null,  "translated\_languages\_id": 1,  "user\_id": 1,  "message": "problem in …..",  "email": "sss@gmail.com",  "is\_deleted": 0,  "deleted\_at": "2019-11-06 09:36:27",  "created\_at": "2019-11-06 07:36:27",  "updated\_at": "2019-11-06 07:36:27",  "contact\_sub\_category": {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  "contact\_main\_catagory": {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ]  },  "translated\_languages": {  "id": 1,  "name": "English"  },  "admin\_comment": [  {  "id": 3,  "comment": "yes it problem",  "recieved\_email\_id": 2,  "user\_id": 2,  "created\_at": null,  "updated\_at": null  }  ],  "admin\_replied\_email": [],  "user": {  "id": 1,  "name": "11111",  "email": "11111@gg.com",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-11 17:53:00",  "updated\_at": "2019-10-11 17:53:00",  "avatar": null  }  }  ],  "filters": [  {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ],  "contact\_sub\_category": [  {  "id": 1,  "name": "hacked ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  {  "id": 3,  "name": "how to deactivated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 9,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 2,  "name": "كيفية التعطيل"  },  {  "id": 10,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 1,  "name": "how to deactivated"  }  ]  },  {  "id": 4,  "name": "Privacy ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 7,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 2,  "name": "خصوصية"  },  {  "id": 8,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 1,  "name": "Privacy "  }  ]  },  {  "id": 5,  "name": "cannot log in ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 1,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 2,  "name": "لا يمكن تسجيل الدخول"  },  {  "id": 2,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 1,  "name": "cannot log in "  }  ]  },  {  "id": 6,  "name": "control visibility ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 3,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 2,  "name": "لايمكن التحكم بالمظهر"  },  {  "id": 4,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 1,  "name": "control visibility "  }  ]  },  {  "id": 7,  "name": "how to delete my account",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 5,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 2,  "name": "كيفية حذف حسابي"  },  {  "id": 6,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 1,  "name": "how to delete my account"  }  ]  },  {  "id": 8,  "name": "other",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 2,  "name": "complain",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 3,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 2,  "name": "شكوى"  },  {  "id": 4,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 1,  "name": "complain"  }  ],  "contact\_sub\_category": [  {  "id": 9,  "name": " complain Option 1",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 10,  "name": " complain Option 2",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 3,  "name": "recommendation/ request",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 5,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 2,  "name": "توصية / طلب"  },  {  "id": 6,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 1,  "name": "recommendation/ request"  }  ],  "contact\_sub\_category": [  {  "id": 11,  "name": " recommendation/ request 1",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 12,  "name": " recommendation/ request 2",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  }  ]  } | response |

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| **حذف** رسالة من واجهة اظهار بيانات واجهة  Browse messages  في حال كان ادمن اساسي يوجد زر حذف | |
| **Delete**  http://127.0.0.1:8000/**delete\_recieved\_message/{recieved\_email\_id}**  http://127.0.0.1:8000/delete\_recieved\_message/1 | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {  "messages": [  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "contact\_sub\_category\_id": 2,  "delete\_by\_admin\_user\_id": null,  "last\_admin\_comment\_id": null,  "last\_admin\_done\_email\_log\_id": null,  "last\_admin\_open\_log\_id": null,  "last\_admin\_replied\_email\_id": null,  "last\_admin\_restore\_email\_log\_id": null,  "translated\_languages\_id": 1,  "user\_id": 1,  "message": "problem in …..",  "email": "sss@gmail.com",  "is\_deleted": 0,  "deleted\_at": "2019-11-06 09:36:27",  "created\_at": "2019-11-06 07:36:27",  "updated\_at": "2019-11-06 07:36:27",  "contact\_sub\_category": {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  "contact\_main\_catagory": {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ]  },  "translated\_languages": {  "id": 1,  "name": "English"  },  "admin\_comment": [  {  "id": 3,  "comment": "yes it problem",  "recieved\_email\_id": 2,  "user\_id": 2,  "created\_at": null,  "updated\_at": null  }  ],  "admin\_replied\_email": [],  "user": {  "id": 1,  "name": "11111",  "email": "11111@gg.com",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-11 17:53:00",  "updated\_at": "2019-10-11 17:53:00",  "avatar": null  }  }  ],  "filters": [  {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ],  "contact\_sub\_category": [  {  "id": 1,  "name": "hacked ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  {  "id": 3,  "name": "how to deactivated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 9,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 2,  "name": "كيفية التعطيل"  },  {  "id": 10,  "contact\_sub\_category\_id": 3,  "translated\_languages\_id": 1,  "name": "how to deactivated"  }  ]  },  {  "id": 4,  "name": "Privacy ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 7,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 2,  "name": "خصوصية"  },  {  "id": 8,  "contact\_sub\_category\_id": 4,  "translated\_languages\_id": 1,  "name": "Privacy "  }  ]  },  {  "id": 5,  "name": "cannot log in ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 1,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 2,  "name": "لا يمكن تسجيل الدخول"  },  {  "id": 2,  "contact\_sub\_category\_id": 5,  "translated\_languages\_id": 1,  "name": "cannot log in "  }  ]  },  {  "id": 6,  "name": "control visibility ",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 3,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 2,  "name": "لايمكن التحكم بالمظهر"  },  {  "id": 4,  "contact\_sub\_category\_id": 6,  "translated\_languages\_id": 1,  "name": "control visibility "  }  ]  },  {  "id": 7,  "name": "how to delete my account",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 5,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 2,  "name": "كيفية حذف حسابي"  },  {  "id": 6,  "contact\_sub\_category\_id": 7,  "translated\_languages\_id": 1,  "name": "how to delete my account"  }  ]  },  {  "id": 8,  "name": "other",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 2,  "name": "complain",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 3,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 2,  "name": "شكوى"  },  {  "id": 4,  "contact\_main\_catagory\_id": 2,  "translated\_languages\_id": 1,  "name": "complain"  }  ],  "contact\_sub\_category": [  {  "id": 9,  "name": " complain Option 1",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 10,  "name": " complain Option 2",  "contact\_main\_catagory\_id": 2,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  },  {  "id": 3,  "name": "recommendation/ request",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 5,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 2,  "name": "توصية / طلب"  },  {  "id": 6,  "contact\_main\_catagory\_id": 3,  "translated\_languages\_id": 1,  "name": "recommendation/ request"  }  ],  "contact\_sub\_category": [  {  "id": 11,  "name": " recommendation/ request 1",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  },  {  "id": 12,  "name": " recommendation/ request 2",  "contact\_main\_catagory\_id": 3,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": []  }  ]  }  ]  } | response |

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| **جلب** بيانات واجهة كتابة رسالة الردReply | http://127.0.0.1:8000/ get\_data\_for\_one\_message/recieved\_email\_id | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {  "data": {  "id": 2,  "contact\_main\_catagory\_id": 1,  "contact\_sub\_category\_id": 2,  "delete\_by\_admin\_user\_id": null,  "last\_admin\_comment\_id": null,  "last\_admin\_done\_email\_log\_id": null,  "last\_admin\_open\_log\_id": 5,  "last\_admin\_replied\_email\_id": null,  "last\_admin\_restore\_email\_log\_id": null,  "translated\_languages\_id": 1,  "user\_id": 1,  "message": "problem in …..",  "email": "sss@gmail.com",  "is\_deleted": 0,  "deleted\_at": "2019-11-06 09:36:27",  "created\_at": "2019-11-06 07:36:27",  "updated\_at": "2019-11-10 15:59:41",  "contact\_sub\_category": {  "id": 2,  "name": "need to activated",  "contact\_main\_catagory\_id": 1,  "created\_at": null,  "updated\_at": null,  "c\_s\_c\_translation": [  {  "id": 11,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 2,  "name": "نحتاج الى التفعيل"  },  {  "id": 12,  "contact\_sub\_category\_id": 2,  "translated\_languages\_id": 1,  "name": "need to activated"  }  ]  },  "contact\_main\_catagory": {  "id": 1,  "name": "account",  "created\_at": null,  "updated\_at": null,  "c\_m\_c\_translation": [  {  "id": 1,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 2,  "name": "حساب"  },  {  "id": 2,  "contact\_main\_catagory\_id": 1,  "translated\_languages\_id": 1,  "name": "account"  }  ]  },  "translated\_languages": {  "id": 1,  "name": "English"  },  "admin\_comment": [  {  "id": 1,  "comment": "this is not problem >>>",  "recieved\_email\_id": 2,  "user\_id": 1,  "created\_at": null,  "updated\_at": null,  "user": {  "id": 1,  "name": "11111",  "email": "11111@gg.com",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-11 17:53:00",  "updated\_at": "2019-10-11 17:53:00",  "avatar": null  }  },  {  "id": 2,  "comment": "pleas wait",  "recieved\_email\_id": 2,  "user\_id": 2,  "created\_at": "-0001-11-30 00:00:00",  "updated\_at": null,  "user": {  "id": 2,  "name": "yaser",  "email": "yaser@yaser.yas",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-15 17:52:31",  "updated\_at": "2019-10-15 17:52:31",  "avatar": null  }  },  {  "id": 3,  "comment": "yes it problem",  "recieved\_email\_id": 2,  "user\_id": 2,  "created\_at": null,  "updated\_at": null,  "user": {  "id": 2,  "name": "yaser",  "email": "yaser@yaser.yas",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-15 17:52:31",  "updated\_at": "2019-10-15 17:52:31",  "avatar": null  }  }  ],  "admin\_replied\_email": [],  "user": {  "id": 1,  "name": "11111",  "email": "11111@gg.com",  "email\_verified\_at": null,  "verified": "0",  "verification\_token": null,  "created\_at": "2019-10-11 17:53:00",  "updated\_at": "2019-10-11 17:53:00",  "avatar": null  }  }  } | response |

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| **حفظ** بيانات واجهة رسالة الردReply | *Post*  http://127.0.0.1:8000/save\_replay\_message | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  **{**  **"recieved\_email\_Id": 1,**  **"replyed\_email\_title":"xxxx",**  **"replyed\_email\_body":"xxxx",**  **"cc":"xxxx@yy.zz"**  **}** | Request |
| {      "success": "true",      "data": {          "user\_id": 1,          "cc": "xxxx@yy.zz",          "replyed\_email\_title": "xxxx",          "replyed\_email\_body": "xxxx",          "recieved\_email\_Id": 2,          "updated\_at": "2019-11-12 07:09:19",          "created\_at": "2019-11-12 07:09:19",          "id": 7      }  } | response |

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| **جلب** بيانات واجهة اسناد رد لشخص آخر Assign | *get*  http://127.0.0.1:8000/**get\_data\_for\_assign\_view** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  {    } | Request |
| {      "success": "true",      "data": [          {              "id": 1,              "name": "admin",              "email": "yasedradddmidendw2121@ee.com",              "email\_verified\_at": null,              "verified": "0",              "verification\_token": null,              "created\_at": null,              "updated\_at": null,              "avatar": null,              "role\_id": 1,              "user\_id": 26,              "description": "main admin"          },          {              "id": 1,              "name": "admin",              "email": "yaser\_admin@ee.com",              "email\_verified\_at": null,              "verified": "0",              "verification\_token": null,              "created\_at": null,              "updated\_at": null,              "avatar": null,              "role\_id": 1,              "user\_id": 28,              "description": "main admin"          },          {              "id": 1,              "name": "admin",              "email": "yaser111@yaser.yas",              "email\_verified\_at": null,              "verified": "0",              "verification\_token": null,              "created\_at": null,              "updated\_at": null,              "avatar": null,              "role\_id": 1,              "user\_id": 29,              "description": "main admin"          },          {              "id": 1,              "name": "admin",              "email": "yaser11551@yaser.yas",              "email\_verified\_at": null,              "verified": "0",              "verification\_token": null,              "created\_at": null,              "updated\_at": null,              "avatar": null,              "role\_id": 1,              "user\_id": 30,              "description": "main admin"          }      ]  } | response |

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| **حفظ**  بيانات واجهة اسنا رد لشخص آخر Assign | *Post*  http://127.0.0.1:8000/**assign\_to** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  {  "**recieved\_email\_id**":1,  "to\_assigned\_admin\_user\_id":1  } | Request |
| {      "success": "true",      "admins": {          "user\_id": 30,          "recieved\_email\_id": 2,          "to\_assigned\_admin\_user\_id": 1,          "updated\_at": "2019-11-14 12:40:40",          "created\_at": "2019-11-14 12:40:40",          "id": 3      }  } | response |

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| **حفظ**  بيانات واجهة اضافة تعليق Comment | http://127.0.0.1:8000/save\_comment | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  {  "**recieved\_email\_id**":1,  "comment":"xxx"  } | Request |
| {      "success": "true",      "email": {          "user\_id": 31,          "recieved\_email\_id": 2,          "comment": "xxx",          "updated\_at": "2019-11-16 11:51:01",          "created\_at": "2019-11-16 11:51:01",          "id": 4      }  } | response |

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| **جلب** بيانات واجهة إضافة قالب مراسلات / message template **C:\Users\user\Desktop\Creative Solution\واجهات\Contact\Add message Template.png** | **Get**  http://127.0.0.1:8000/get\_data\_for\_add\_new\_template\_message\_view | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {      "success": "true",      "data": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 1,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 2,                      "name": "حساب"                  },                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 11,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 2,                              "name": "نحتاج الى التفعيل"                          },                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 9,                              "contact\_sub\_category\_id": 3,                              "translated\_languages\_id": 2,                              "name": "كيفية التعطيل"                          },                          {                              "id": 10,                              "contact\_sub\_category\_id": 3,                              "translated\_languages\_id": 1,                              "name": "how to deactivated"                          }                      ]                  },                  {                      "id": 4,                      "name": "Privacy ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 7,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 2,                              "name": "خصوصية"                          },                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 1,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 2,                              "name": "لا يمكن تسجيل الدخول"                          },                          {                              "id": 2,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 1,                              "name": "cannot log in "                          }                      ]                  },                  {                      "id": 6,                      "name": "control visibility ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 3,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 2,                              "name": "لايمكن التحكم بالمظهر"                          },                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 5,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 2,                              "name": "كيفية حذف حسابي"                          },                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 3,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 2,                      "name": "شكوى"                  },                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 5,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 2,                      "name": "توصية / طلب"                  },                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  }  } | response |

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| **حفظ**  بيانات واجهة إضافة قالب مراسلات / message template **C:\Users\user\Desktop\Creative Solution\واجهات\Contact\Add message Template.png** | http://127.0.0.1:8000/save\_template\_message | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  {  "contact\_main\_catagory\_id" : 1 ,  "contact\_sub\_category\_id" :2 ,  "template\_title" : "xxxxxx",  "email\_title" : "xxxxxx",  "message" : "xxxxxx.."  } | Request |
| {  "contact\_main\_catagory\_id" : 1 ,  "contact\_sub\_category\_id" :2 ,  "template\_title" : "xxxxxx",  "email\_title" : "xxxxxx",  "message" : "xxxxxx.."  } | response |

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| **جلب**  بيانات واجهة إدارة قوالب المراسلات | http://127.0.0.1:8000/show\_all\_templates | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {      "success": "true",      "data": [          {              "id": 5,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "user\_id": 31,              "message": "xxxxxx..",              "email\_title": "xxxxxx",              "created\_at": "2019-11-16 13:34:40",              "updated\_at": "2019-11-16 13:34:40",              "template\_title": "xxxxxx",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              }          },          {              "id": 6,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "user\_id": 31,              "message": "xxxxxx..",              "email\_title": "xxxxxxx",              "created\_at": "2019-11-16 13:35:47",              "updated\_at": "2019-11-16 13:35:47",              "template\_title": "xxxxxxx",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              }          }      ],      "filters": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 1,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 2,                      "name": "حساب"                  },                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 11,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 2,                              "name": "نحتاج الى التفعيل"                          },                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,  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                        {                              "id": 7,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 2,                              "name": "خصوصية"                          },                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 1,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 2,                              "name": "لا يمكن تسجيل الدخول"                          },                          {                              "id": 2,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 1,                              "name": "cannot log in "                          }                      ]                  },                  {                      "id": 6,                      "name": "control visibility ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 3,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 2,                              "name": "لايمكن التحكم بالمظهر"                          },                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 5,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 2,                              "name": "كيفية حذف حسابي"                          },                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 3,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 2,                      "name": "شكوى"                  },                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 5,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 2,                      "name": "توصية / طلب"                  },                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  } | response |

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| --- | --- |
| **حذف احد القوالب من**  واجهة **إدارة قوالب المراسلات** | |
| <http://127.0.0.1:8000/delete_template/55>  **delete\_template/{template\_id}** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر**  {    } | Request |
| {      "deleted": "true",      "data": [          {              "id": 6,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "user\_id": 31,              "message": "xxxxxx..",              "email\_title": "xxxxxxx",              "created\_at": "2019-11-16 13:35:47",              "updated\_at": "2019-11-16 13:35:47",              "template\_title": "xxxxxxx",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              }          },          {              "id": 9,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "user\_id": 31,              "message": "xxxxxx..",              "email\_title": "xxsxdxxx",              "created\_at": "2019-11-21 05:53:59",              "updated\_at": "2019-11-21 05:53:59",              "template\_title": "xxrxrxxx",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              }          }      ],      "filters": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 1,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 2,                      "name": "حساب"                  },                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 11,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 2,                              "name": "نحتاج الى التفعيل"                          },                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,  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                        {                              "id": 7,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 2,                              "name": "خصوصية"                          },                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 1,                              "contact\_sub\_category\_id": 5,  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                        },                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 5,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 2,                              "name": "كيفية حذف حسابي"                          },                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 3,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 2,                      "name": "شكوى"                  },                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 5,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 2,                      "name": "توصية / طلب"                  },                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  } | response |

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| **تعديل احد القوالب من**  واجهة إدارة قوالب المراسلات **والانتقال الى واجهة**  **C:\Users\user\Desktop\Creative Solution\واجهات\Contact\Add message Template.png** | |
| get  http://127.0.0.1:8000/get\_data\_for\_update\_template\_message\_view/6 | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {      "success": "true",      "data": {          "id": 6,          "contact\_main\_catagory\_id": 1,          "contact\_sub\_category\_id": 2,          "user\_id": 31,          "message": "xxxxxx..",          "email\_title": "xxxxxxx",          "created\_at": "2019-11-16 13:35:47",          "updated\_at": "2019-11-16 13:35:47",          "template\_title": "xxxxxxx",          "contact\_sub\_category": {              "id": 2,              "name": "need to activated",              "contact\_main\_catagory\_id": 1,              "created\_at": null,              "updated\_at": null,              "c\_s\_c\_translation": [                  {                      "id": 12,                      "contact\_sub\_category\_id": 2,                      "translated\_languages\_id": 1,                      "name": "need to activated"                  }              ]          },          "contact\_main\_catagory": {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ]          }      },      "filters": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 10,                              "contact\_sub\_category\_id": 3,                              "translated\_languages\_id": 1,                              "name": "how to deactivated"                          }                      ]                  },                  {                      "id": 4,                      "name": "Privacy ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 2,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 1,                              "name": "cannot log in "                          }                      ]                  },                  {                      "id": 6,                      "name": "control visibility ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  } | response |

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| **جلب**  بيانات واجهة أرشيف الرسائل المحذوفة | |
| <http://127.0.0.1:8000/get_all_deleted_message_in_archive>  **GET** | URI |
| **يتم جلب معلومات المستخدم** من التوكن في الهدر | Request |
| {      "success": "true",      "messages": [          {              "id": 2,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "delete\_by\_admin\_user\_id": null,              "last\_admin\_comment\_id": null,              "last\_admin\_done\_email\_log\_id": null,              "last\_admin\_open\_log\_id": 5,              "last\_admin\_replied\_email\_id": 7,              "last\_admin\_restore\_email\_log\_id": null,              "translated\_languages\_id": 1,              "user\_id": 1,              "message": "problem in …..",              "email": 0,              "is\_deleted": 1,              "deleted\_at": "2019-11-20 08:31:50",              "created\_at": "2019-11-06 07:36:27",              "updated\_at": "2019-11-20 06:31:50",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 11,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 2,                          "name": "نحتاج الى التفعيل"                      },                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 1,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 2,                          "name": "حساب"                      },                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              },              "translated\_languages": {                  "id": 1,                  "name": "English"              },              "admin\_comment": [                  {                      "id": 5,                      "comment": "xxx",                      "recieved\_email\_id": 2,                      "user\_id": 31,                      "created\_at": "2019-11-16 11:51:55",                      "updated\_at": "2019-11-16 11:51:55"                  }              ],              "admin\_replied\_email": [                  {                      "id": 7,                      "replyed\_email\_body": "xxxx",                      "replyed\_email\_title": "xxxx",                      "cc": "xxxx@yy.zz",                      "recieved\_email\_id": 2,                      "user\_id": 1,                      "created\_at": "2019-11-12 07:09:19",                      "updated\_at": "2019-11-12 07:09:19"                  }              ],              "user": {                  "id": 1,                  "name": "11111",                  "email": "11111@gg.com",                  "email\_verified\_at": null,                  "verified": "0",                  "verification\_token": null,                  "created\_at": "2019-10-11 17:53:00",                  "updated\_at": "2019-10-11 17:53:00",                  "avatar": null              }          }      ],      "filters": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 1,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 2,                      "name": "حساب"                  },                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 11,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 2,                              "name": "نحتاج الى التفعيل"                          },                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 9,                              "contact\_sub\_category\_id": 3,                              "translated\_languages\_id": 2,                              "name": "كيفية التعطيل"                          },                          {                              "id": 10,                              "contact\_sub\_category\_id": 3,                              "translated\_languages\_id": 1,                              "name": "how to deactivated"                          }                      ]                  },                  {                      "id": 4,                      "name": "Privacy ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 7,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 2,                              "name": "خصوصية"                          },                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 1,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 2,                              "name": "لا يمكن تسجيل الدخول"                          },                          {                              "id": 2,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 1,                              "name": "cannot log in "                          }                      ]                  },                  {                      "id": 6,                      "name": "control visibility ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 3,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 2,                              "name": "لايمكن التحكم بالمظهر"                          },                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 5,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 2,                              "name": "كيفية حذف حسابي"                          },                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 3,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 2,                      "name": "شكوى"                  },                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 5,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 2,                      "name": "توصية / طلب"                  },                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  } | response |

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| **استعادة احد الرسائل** من واجهة أرشيف الرسائل المحذوفة | |
| *put*  <http://127.0.0.1:8000/restore_deleted_message_from_archive/2>  **restore\_deleted\_message\_from\_archive/{recieved\_email\_id}** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {      "restore success": "true",      "remind message in archive ": [          {              "id": 2,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "delete\_by\_admin\_user\_id": null,              "last\_admin\_comment\_id": null,              "last\_admin\_done\_email\_log\_id": null,              "last\_admin\_open\_log\_id": 5,              "last\_admin\_replied\_email\_id": 7,              "last\_admin\_restore\_email\_log\_id": null,              "translated\_languages\_id": 1,              "user\_id": 1,              "message": "problem in …..",              "email": 0,              "is\_deleted": 1,              "deleted\_at": "2019-11-21 08:21:32",              "created\_at": "2019-11-06 07:36:27",              "updated\_at": "2019-11-21 06:21:32",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 11,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 2,                          "name": "نحتاج الى التفعيل"                      },                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 1,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 2,                          "name": "حساب"                      },                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              },              "translated\_languages": {                  "id": 1,                  "name": "English"              },              "admin\_comment": [                  {                      "id": 5,                      "comment": "xxx",                      "recieved\_email\_id": 2,                      "user\_id": 31,                      "created\_at": "2019-11-16 11:51:55",                      "updated\_at": "2019-11-16 11:51:55"                  }              ],              "admin\_replied\_email": [                  {                      "id": 7,                      "replyed\_email\_body": "xxxx",                      "replyed\_email\_title": "xxxx",                      "cc": "xxxx@yy.zz",                      "recieved\_email\_id": 2,                      "user\_id": 1,                      "created\_at": "2019-11-12 07:09:19",                      "updated\_at": "2019-11-12 07:09:19"                  }              ],              "user": {                  "id": 1,                  "name": "11111",                  "email": "11111@gg.com",                  "email\_verified\_at": null,                  "verified": "0",                  "verification\_token": null,                  "created\_at": "2019-10-11 17:53:00",                  "updated\_at": "2019-10-11 17:53:00",                  "avatar": null              }          },          {              "id": 6,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "delete\_by\_admin\_user\_id": null,              "last\_admin\_comment\_id": null,              "last\_admin\_done\_email\_log\_id": null,              "last\_admin\_open\_log\_id": null,              "last\_admin\_replied\_email\_id": null,              "last\_admin\_restore\_email\_log\_id": null,              "translated\_languages\_id": 1,              "user\_id": 30,              "message": "problem in …..",              "email": null,              "is\_deleted": 1,              "deleted\_at": "2019-11-21 08:21:44",              "created\_at": "2019-11-14 10:30:39",              "updated\_at": "2019-11-21 06:21:44",              "contact\_sub\_category": {                  "id": 2,                  "name": "need to activated",                  "contact\_main\_catagory\_id": 1,                  "created\_at": null,                  "updated\_at": null,                  "c\_s\_c\_translation": [                      {                          "id": 11,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 2,                          "name": "نحتاج الى التفعيل"                      },                      {                          "id": 12,                          "contact\_sub\_category\_id": 2,                          "translated\_languages\_id": 1,                          "name": "need to activated"                      }                  ]              },              "contact\_main\_catagory": {                  "id": 1,                  "name": "account",                  "created\_at": null,                  "updated\_at": null,                  "c\_m\_c\_translation": [                      {                          "id": 1,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 2,                          "name": "حساب"                      },                      {                          "id": 2,                          "contact\_main\_catagory\_id": 1,                          "translated\_languages\_id": 1,                          "name": "account"                      }                  ]              },              "translated\_languages": {                  "id": 1,                  "name": "English"              },              "admin\_comment": [],              "admin\_replied\_email": [],              "user": {                  "id": 30,                  "name": "yaser111",                  "email": "yaser11551@yaser.yas",                  "email\_verified\_at": null,                  "verified": "0",                  "verification\_token": null,                  "created\_at": "2019-11-13 09:09:03",                  "updated\_at": "2019-11-13 09:09:03",                  "avatar": null              }          }      ],      "filters": [          {              "id": 1,              "name": "account",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 1,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 2,                      "name": "حساب"                  },                  {                      "id": 2,                      "contact\_main\_catagory\_id": 1,                      "translated\_languages\_id": 1,                      "name": "account"                  }              ],              "contact\_sub\_category": [                  {                      "id": 1,                      "name": "hacked ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 2,                      "name": "need to activated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 11,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 2,                              "name": "نحتاج الى التفعيل"                          },                          {                              "id": 12,                              "contact\_sub\_category\_id": 2,                              "translated\_languages\_id": 1,                              "name": "need to activated"                          }                      ]                  },                  {                      "id": 3,                      "name": "how to deactivated",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 9,  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                            "name": "خصوصية"                          },                          {                              "id": 8,                              "contact\_sub\_category\_id": 4,                              "translated\_languages\_id": 1,                              "name": "Privacy "                          }                      ]                  },                  {                      "id": 5,                      "name": "cannot log in ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 1,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 2,                              "name": "لا يمكن تسجيل الدخول"                          },                          {                              "id": 2,                              "contact\_sub\_category\_id": 5,                              "translated\_languages\_id": 1,                              "name": "cannot log in "                          }                      ]                  },                  {                      "id": 6,                      "name": "control visibility ",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 3,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 2,                              "name": "لايمكن التحكم بالمظهر"                          },                          {                              "id": 4,                              "contact\_sub\_category\_id": 6,                              "translated\_languages\_id": 1,                              "name": "control visibility "                          }                      ]                  },                  {                      "id": 7,                      "name": "how to delete my account",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": [                          {                              "id": 5,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 2,                              "name": "كيفية حذف حسابي"                          },                          {                              "id": 6,                              "contact\_sub\_category\_id": 7,                              "translated\_languages\_id": 1,                              "name": "how to delete my account"                          }                      ]                  },                  {                      "id": 8,                      "name": "other",                      "contact\_main\_catagory\_id": 1,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 2,              "name": "complain",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 3,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 2,                      "name": "شكوى"                  },                  {                      "id": 4,                      "contact\_main\_catagory\_id": 2,                      "translated\_languages\_id": 1,                      "name": "complain"                  }              ],              "contact\_sub\_category": [                  {                      "id": 9,                      "name": " complain  Option 1",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 10,                      "name": " complain  Option 2",                      "contact\_main\_catagory\_id": 2,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          },          {              "id": 3,              "name": "recommendation/ request",              "created\_at": null,              "updated\_at": null,              "c\_m\_c\_translation": [                  {                      "id": 5,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 2,                      "name": "توصية / طلب"                  },                  {                      "id": 6,                      "contact\_main\_catagory\_id": 3,                      "translated\_languages\_id": 1,                      "name": "recommendation/ request"                  }              ],              "contact\_sub\_category": [                  {                      "id": 11,                      "name": " recommendation/ request 1",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  },                  {                      "id": 12,                      "name": " recommendation/ request 2",                      "contact\_main\_catagory\_id": 3,                      "created\_at": null,                      "updated\_at": null,                      "c\_s\_c\_translation": []                  }              ]          }      ]  } | response |

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| **حذف احد الرسائل بشكل نهائي** من واجهة أرشيف الرسائل المحذوفة | |
| *delete*  <http://127.0.0.1:8000/permanent_delete_for_deleted_message_from_archive/2>  **permanent\_delete\_for\_deleted\_message\_from\_archive** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| {      "permanent delete  success": "true",      "**message that deleted**": [          {              "id": 7,              "contact\_main\_catagory\_id": 1,              "contact\_sub\_category\_id": 2,              "delete\_by\_admin\_user\_id": null,              "last\_admin\_comment\_id": null,              "last\_admin\_done\_email\_log\_id": null,              "last\_admin\_open\_log\_id": null,              "last\_admin\_replied\_email\_id": null,              "last\_admin\_restore\_email\_log\_id": null,              "translated\_languages\_id": 1,              "user\_id": 30,              "message": "problem in …..",              "email": null,              "is\_deleted": 0,              "deleted\_at": "2019-11-14 12:32:49",              "created\_at": "2019-11-14 10:32:49",              "updated\_at": "2019-11-14 10:32:49"          }      ]  } | response |

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| **جلب**  بيانات واجهة  استعراض العمليات التي تمت على مراسلة | |
| <http://127.0.0.1:8000/recieved_email_activity_log/13> **get** | URI |
| **يتم جلب معلومات المستخدم من التوكن في الهدر** | Request |
| [  {  "id": 4,  "action\_id": 2,  "action": "Assigned",  "admin": "y454",  "admin\_id": "31",  "details": " assign to admin 1",  "created\_at": "2019-11-23 09:39:37",  "updated\_at": "2019-11-23 09:39:37"  },  {  "id": 5,  "action\_id": 3,  "action": "Assigned",  "admin": "y454",  "admin\_id": "31",  "details": " assign to admin 2",  "created\_at": "2019-11-23 09:39:45",  "updated\_at": "2019-11-23 09:39:45"  },  {  "id": 3,  "action\_id": 2,  "action": "replay",  "admin": "y454",  "admin\_id": "31",  "details": "xxxx xxxx",  "created\_at": "2019-11-23 09:44:56",  "updated\_at": "2019-11-23 09:44:56"  },  {  "id": 1,  "action\_id": 3,  "action": "Comment",  "admin": "y454",  "admin\_id": "31",  "details": "comment xxx",  "created\_at": "2019-11-25 08:23:18",  "updated\_at": "2019-11-25 08:23:18"  },  {  "id": 2,  "action\_id": 4,  "action": "Comment",  "admin": "y454",  "admin\_id": "31",  "details": "comment xxx5",  "created\_at": "2019-11-25 08:23:24",  "updated\_at": "2019-11-25 08:23:24"  }  ] | response |