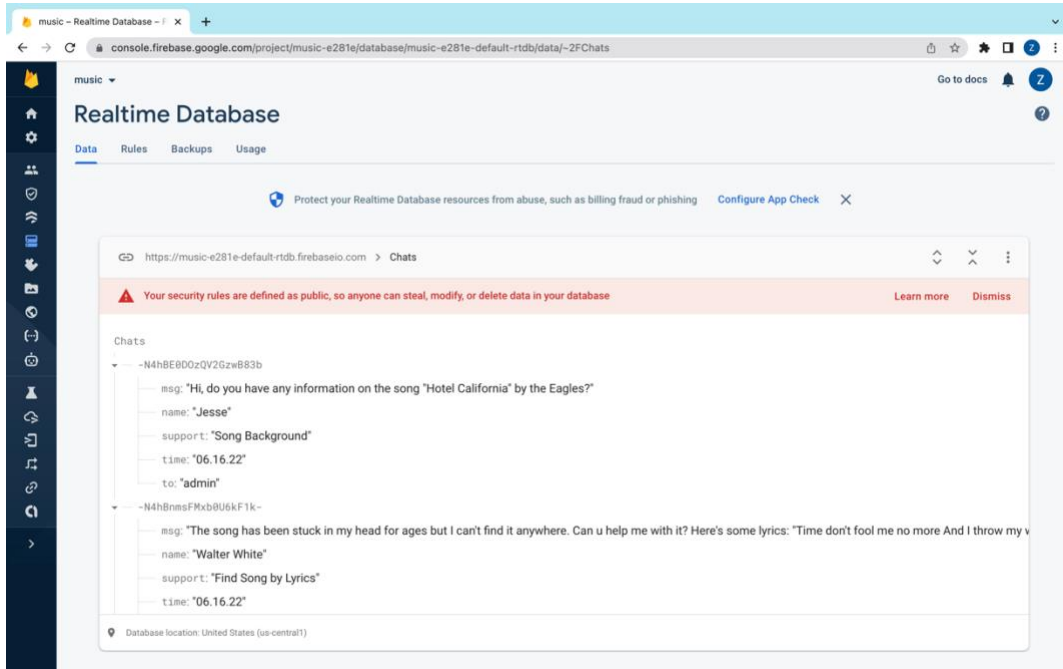


Zeynep Türkmen 29541
Şevval Karadeniz 28181
Nazlı Bıyıklı 29456

SUPPORT PAGE FOR THE MUSIC DATABASE

We first created a firebase cloud system to store all the data as below:



For the support pages, we first created an interface that greets the user. He can either type his name to reach to his own unique conversation with the admin or if he never opened a ticket, he can create a new one.

music - Realtime Database - F x localhost/support/ localhost/support/support.php x +

localhost/support/


~~~ Welcome to our support page ! ~~~

Write your name if you requested support before, otherwise open a new ticket

Name:

Saul Goodman

Submit



Open a new ticket below :)

Username:

Saul Goodman

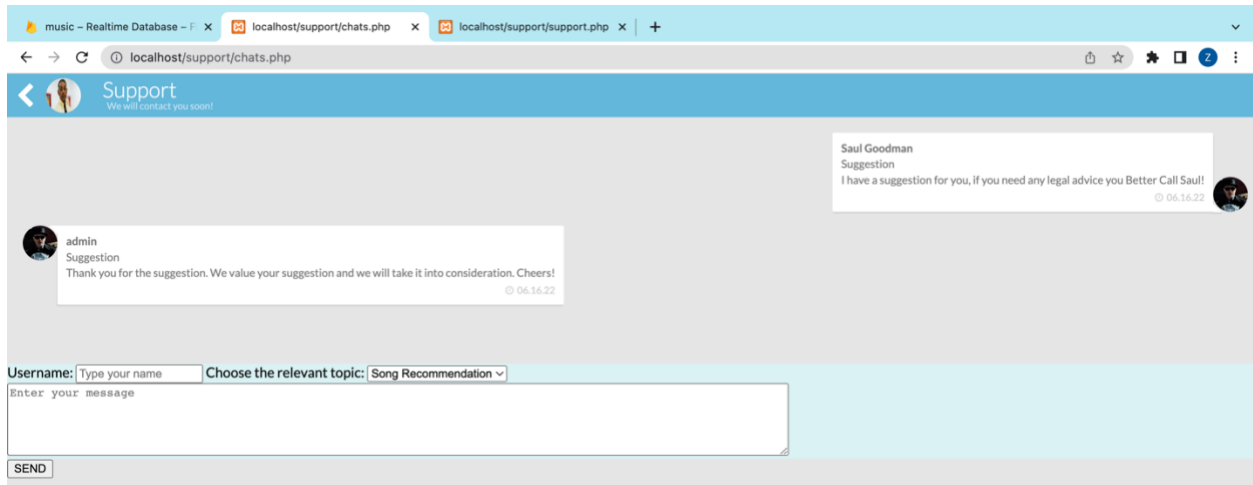
Choose the relevant topic:

Suggestion

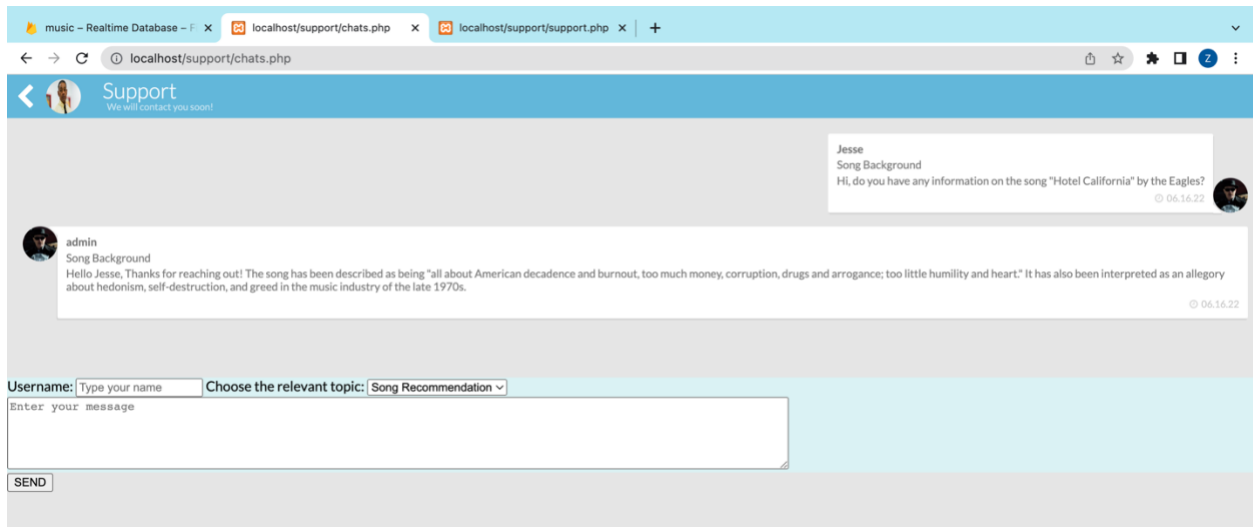
I have a suggestion for you, if you need any legal advice you Better Call Saul!

SEND

**If the user selects to type his name only, the website directs him to his own conversation with the admin as below:**



**From this page, the user can also send new messages and answer the admin.**



**If he selects to open a new ticket, it again leads to the same page.**

## Admin Panel

For the admins there is a unique link `localhost/support/support.php` where they can see the messages from all the users.

The screenshot shows a web browser window with the URL `localhost/support/support.php`. The page has a blue header with a back arrow, a user profile icon, and the text "Admin Panel" and "Answer the users!". The main content area displays a list of user messages in a chat-like format, each with a user profile icon, name, topic, message text, and a timestamp. The messages are:

- Jesse** (Song Background): "Hi, do you have any information on the song 'Hotel California' by the Eagles?" (06.16.22)
- Walter White** (Find Song by Lyrics): "The song has been stuck in my head for ages but I can't find it anywhere. Can u help me with it? Here's some lyrics: 'Time don't fool me no more And I throw my watch to the floor. It's so lazy...'" (06.16.22)
- Mike Ehrmantraut** (Song Recommendation): "Hello, I'm making a road trip playlist. Can you recommend me some songs?" (06.16.22)
- Saul Goodman** (Suggestion): "I have a suggestion for you, if you need any legal advice you Better Call Saul!" (06.16.22)

Below these messages, there are four admin responses, each starting with "admin" and a timestamp of "06.16.22":

- admin** (Song Background): "Hello Jesse, Thanks for reaching out! The song has been described as being 'all about American decadence and burnout, too much money, corruption, drugs and arrogance; too little humility and heart.' It has also been interpreted as an allegory about hedonism, self-destruction, and greed in the music industry of the late 1970s."
- admin** (Find Song by Lyrics): "Hello Walter, that song is called 'Out of time man' by Mick Harvey. It was playing in the final scene of the first episode of Breaking Bad."
- admin** (Song Recommendation): "Hello Mike, I would suggest you add 'Beat the Devils Tattoo' by the Black Rebel Motorcycle Club. You can also add some song from The Black Keys."
- admin** (Suggestion): "Thank you for the suggestion. We value your suggestion and we will take it into consideration. Cheers!"

At the bottom of the page, there is a form for replying to a message. It includes a dropdown menu for "As an answer to:" with the selected option "Who r u responding to", and another dropdown menu for "Choose the relevant topic:" with the selected option "Song Recommendation". Below these is a text input field labeled "Enter your message" and a "SEND" button.

From this page, admins can select which user they are answering to. With this no other users see the messages intended for others.