

## Practical Task form WEBNS Technology Ltd.

**Project:** Customer Support Ticketing System with real-time chat.

### Requirements

1. **Authentication & Roles**
  - Registration, Login, Logout (token-based).
  - Roles: Admin & Customer.
2. **Tickets**
  - Create, View, Update, Delete tickets.
  - Fields: Subject, Description, Category, Priority, Attachment.
  - Customers see own tickets; Admins see all.
  - Ticket status: Open, In Progress, Resolved, Closed.
3. **Comments**
  - Both Admins and Customers can comment under tickets.
4. **Chat**
  - Real-time chat (WebSockets, Pusher, or polling).
  - Customer ↔ Admin chat linked to tickets.
5. **Frontend**
  - Use **React** (or any other frontend technology).
  - Clean, responsive UI with form validation.
6. **Backend**
  - Use **any technology** (Node.js, Laravel, Django, FastAPI, etc.).
  - REST API with authentication, security practices, and MySQL database.
7. **Version Control & Documentation**
  - Use Git with meaningful commits.
  - Provide README with setup instructions, API docs, and chat overview.
8. **Deployment**
  - The project **must be deployed online**.
  - Share the deployment link so the system can be accessed and tested directly.

**\*Please submit the project in a link**