

Overview:

The project involved developing a customer service portal. The client's customers use this as a one-stop solution to manage their queries accordingly and this helped the client to provide better services to its customers.

Client details:

Name: Confidential | **Industry:** Ecommerce | **Location:** USA

Technologies:

PHP, Laravel, MySQL (Amazon-RDS), Twilio, Telnyx, DataTables, AmdinLTE template, jQuery

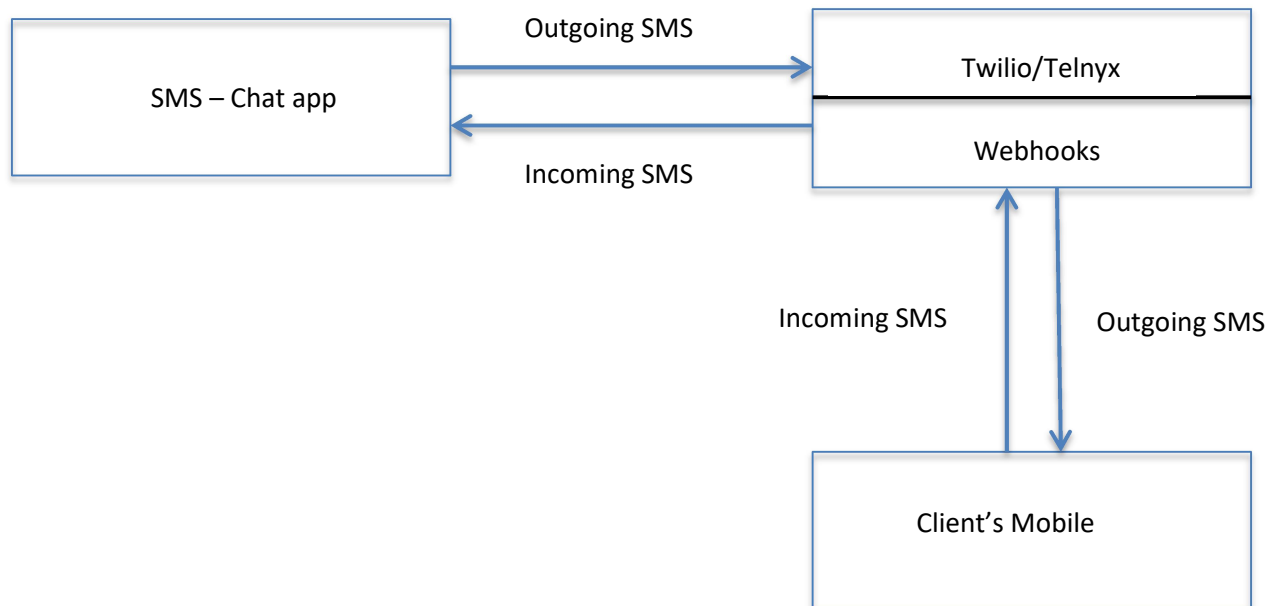
Project Description:

Some salient features of the application:

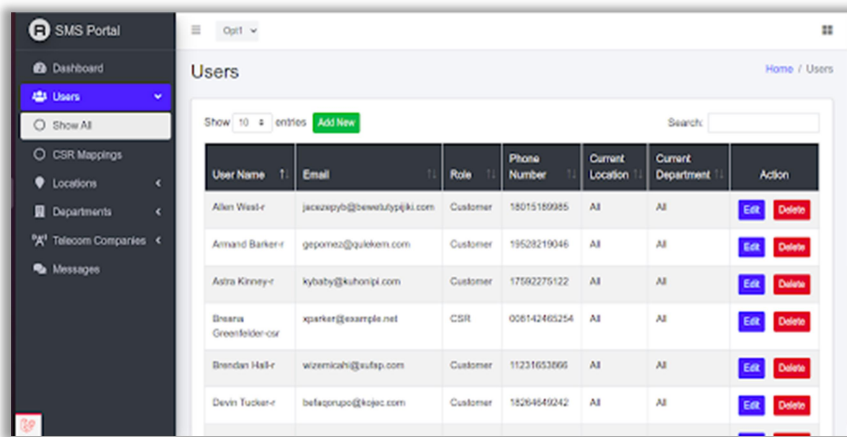
- The chat messages are delivered via Twilio/Telnyx platform.
- Each customer service representative and their client are assigned to a list of locations and departments. The client executives do not need to log in to the system and each executive, their customers are assigned with Twilio/Telnyx mobile numbers.
- They can chat with the help of mobile network and an active internet plan is not required.
- If the need for any query arises, the customers can send an SMS by describing the scenario in which they need help and send that SMS to their saved/assigned Twilio/Telnyx mobile number.

- There are Webhook URLs in the Twilio/Telnyx platforms' dashboard settings. Whenever a new incoming message comes to that Twilio/Telnyx mobile number, the same message is captured and sent to the SMS-chat system via those Webhook URLs.
- Once the SMS is in the SMS-chat application's flow, it is processed further and inserted into DB. Then it's populated on the screen of the customer service representatives. They can read that message and can reply with a solution
- The reply message is further processed, inserted into DB and sent to the client's registered mobile number by using his assigned Twilio/Telnyx mobile number.
- The admin of the SMS-chat system can easily manage various users (Customer Service Representative and their clients/customers). The admin can assign/change their assigned mobile number, location, department, etc.
- There is two drop-down options on the messages screen. One is for current location selection and another one is for department selection. By default, all users of the assigned locations and assigned departments are available for chatting with a customer service person. But if the Customer Service representative wants he can filter users by using both (current location, current department) given in the drop-down options.
- The admin-end of the application is built using the Laravel framework.

Architecture



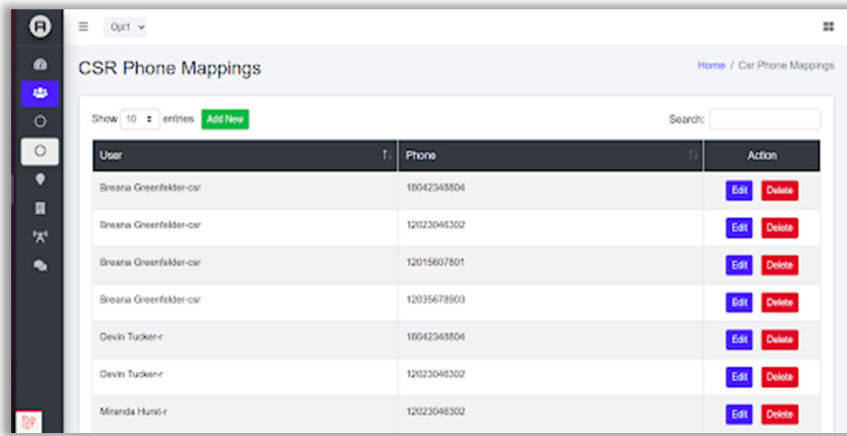
Screenshots



The screenshot shows the 'Users' page in the SMS Portal. The page displays a table of users with columns for User Name, Email, Role, Phone Number, Current Location, Current Department, and Action. The 'Action' column contains 'Edit' and 'Delete' buttons for each user.

User Name	Email	Role	Phone Number	Current Location	Current Department	Action
Allen Wiest	jackszpyb@benedictypki.com	Customer	18015189985	All	All	Edit Delete
Armand Barker	gespomez@quikem.com	Customer	19528219046	All	All	Edit Delete
Azra Kinney	kybathy@kuhonpi.com	Customer	17582275122	All	All	Edit Delete
Breana Greenfelder	xparker@example.net	CSIR	006142465254	All	All	Edit Delete
Brendan Hall	wizemkahi@eufap.com	Customer	11231653866	All	All	Edit Delete
Devin Tucker	befagunupo@kojec.com	Customer	18264649242	All	All	Edit Delete

Screenshot 1: User List

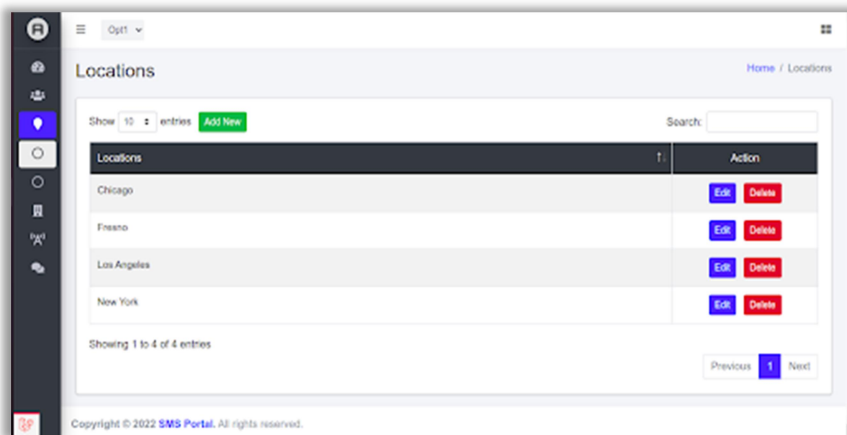


CSR Phone Mappings

Show 10 entries [Add New](#) Search:

User	Phone	Action
Breana Greenfelder-csr	16042345504	Edit Delete
Breana Greenfelder-csr	12023046302	Edit Delete
Breana Greenfelder-csr	12015607801	Edit Delete
Breana Greenfelder-csr	12035678903	Edit Delete
Devin Tucker-r	16042345504	Edit Delete
Devin Tucker-r	12023046302	Edit Delete
Miranda Hunt-r	12023046302	Edit Delete

Screenshot 2: CSR Phone Mappings



Locations

Show 10 entries [Add New](#) Search:

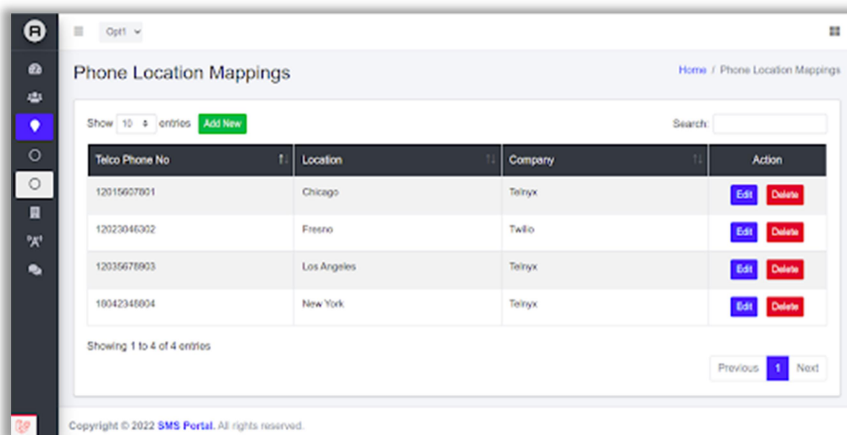
Locations	Action
Chicago	Edit Delete
Fresno	Edit Delete
Los Angeles	Edit Delete
New York	Edit Delete

Showing 1 to 4 of 4 entries

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Screenshot 3: Location



Phone Location Mappings

Show 10 entries [Add New](#) Search:

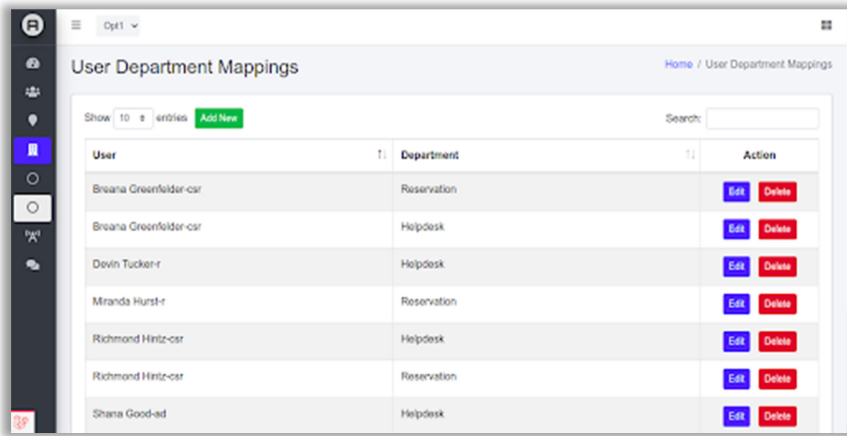
Telco Phone No	Location	Company	Action
12015607801	Chicago	Telnyx	Edit Delete
12023046302	Fresno	Twilio	Edit Delete
12035678903	Los Angeles	Telnyx	Edit Delete
16042345504	New York	Telnyx	Edit Delete

Showing 1 to 4 of 4 entries

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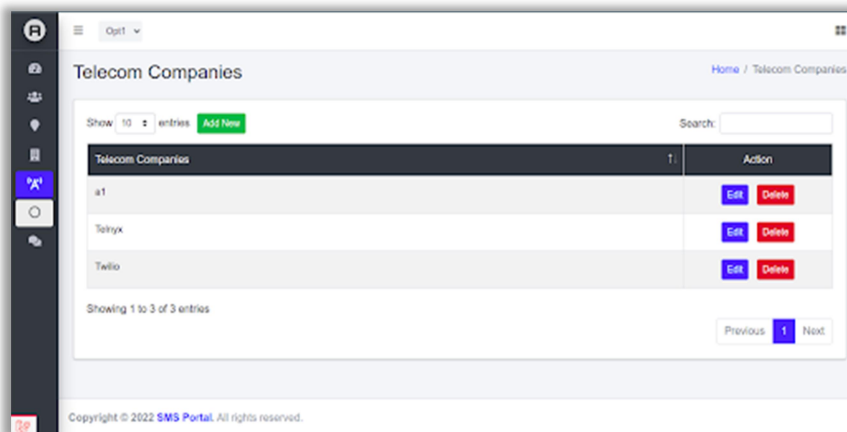
Screenshot 4: Phone Location Mapping



This screenshot shows the 'User Department Mappings' page. It features a table with columns for User, Department, and Action. The table lists several users and their assigned departments, with 'Edit' and 'Delete' buttons for each entry. A sidebar on the left contains navigation icons, and a top bar includes a search field and a breadcrumb trail.

User	Department	Action
Breana Greenfelder-csr	Reservation	Edit Delete
Breana Greenfelder-csr	Helpdesk	Edit Delete
Devlin Tucker-r	Helpdesk	Edit Delete
Miranda Hurst-r	Reservation	Edit Delete
Richmond Hintz-csr	Helpdesk	Edit Delete
Richmond Hintz-csr	Reservation	Edit Delete
Shana Good-ad	Helpdesk	Edit Delete

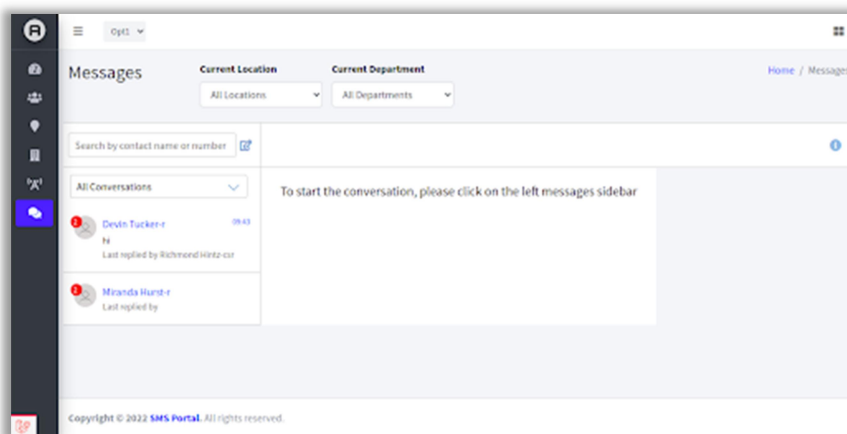
Screenshot 5: User Department Mappings



This screenshot shows the 'Telecom Companies' page. It displays a table with columns for Telecom Companies and Action. The table lists three companies: a1, Telnyx, and Twilio, each with 'Edit' and 'Delete' buttons. A sidebar on the left contains navigation icons, and a top bar includes a search field and a breadcrumb trail.

Telecom Companies	Action
a1	Edit Delete
Telnyx	Edit Delete
Twilio	Edit Delete

Screenshot 6: Telecom Companies



This screenshot shows the 'Messages' page. It features a sidebar on the left with a search bar and a list of conversations. The main area displays a message conversation. A sidebar on the left contains navigation icons, and a top bar includes a search field and a breadcrumb trail.

Messages
Search by contact name or number
All Conversations
Devlin Tucker-r Hi Last replied by Richmond Hintz-csr
Miranda Hurst-r Last replied by

Screenshot 7: Message List