

CStar Client Portal - Revised Support Ticket and Conversation

Create a ticket once, then continue all client and EStar communication through separate conversation rows.

Assigned Developer	Mr. Lavish Chauhan	Task ID	CSTAR-DAY3-R1-20260803
Portal	CStar Client Portal	Deadline	Today - 03 August 2026
Phase	Revised Day 3	Priority	High

IMPORTANT CORRECTION: Ticket assignment will save the selected group ID inside the ticket table. The ticket is created only once. Every message sent after ticket creation must be inserted as a new row in a separate ticket_conversations table. Do not use old_remark, latest_remark, chat JSON, or overwrite previous messages.

Corrected Overall Flow

- CStar submits one new support ticket with title and description.
- The new support_tickets row starts with assigned_group_id=NULL and status=Pending.
- AStar later assigns the ticket to an EStar group by saving that group ID in the ticket row.
- After assignment, the ticket-owning CStar and authorized assigned EStar group members communicate through ticket_conversations.
- Every CStar reply creates a new row with sender_type=CSTAR and sender_id from the CStar session.
- The client can see the complete chronological conversation and final Completed status.

Today's Work

- Create Raise Support Ticket form with required title and description.
- Insert the ticket once into support_tickets; do not create chat JSON and do not create old_remark.
- Create My Tickets list showing ticket ID, title, status, assigned group when available and created date/time.
- Create Ticket Detail page/modal with original title/description followed by ordered conversation messages.
- Create Reply form with optional title and required description for assigned active tickets.
- Insert each client reply into ticket_conversations as a new CSTAR row.
- Show sender name/type, title, description, date and time for every conversation message.

Mandatory Database Structure

Table	Required Fields / Rule
cstar / client table	Use the existing CStar account table and session cstar_id. The client ID is stored as support_tickets.cstar_id.
support_tickets	ticket_id PK, cstar_id FK, title, description, assigned_group_id NULL FK, assigned_by_astar_id NULL, status, created_at, assigned_at NULL, updated_at, completed_at NULL, completed_by_estar_id NULL. On assignment, save the selected group ID in assigned_group_id.
ticket_conversations	conversation_id PK, ticket_id FK, sender_type, sender_id, title NULL, description, date, time, created_at. Each reply is a separate row. Add indexes on ticket_id and created_at. Do not add old_remark or JSON chat history.
estar_groups	Read assigned group name only after support_tickets.assigned_group_id is available. CStar cannot select or change the group.

Conversation Storage Rule

- The original ticket title and description remain in support_tickets and are never replaced by later chat.
- Every new reply creates one new ticket_conversations row linked through ticket_id.
- sender_type identifies the portal: ESTAR, CSTAR or ASTAR when admin messaging is added.
- sender_id must come only from the active server session, never from a hidden input supplied by the browser.
- Store each message title and description separately. Do not combine all messages into one JSON column.
- Conversation must be shown in chronological order using created_at ASC or conversation_id ASC.
- Old conversation rows must never be updated or deleted during a normal reply action.

Example Conversation Rows

conversation_id	ticket_id	sender_type	sender_id	title	description	date	time
1	25	ESTAR	2	Gateway details	Which payment gateway is required?	03-08-2026	12:05 PM
2	25	CSTAR	7	Gateway reply	Cashfree gateway is required.	03-08-2026	12:11 PM
3	25	ESTAR	1	Work started	Integration work has been started.	03-08-2026	12:20 PM

Required API / AJAX Endpoints

Method	Suggested Endpoint	Purpose
POST	api/cstar/create-ticket.php	Create one Pending ticket with cstar_id, title, description and timestamps.
POST	api/cstar/my-tickets.php	Load only tickets created by the logged-in CStar.
POST	api/cstar/ticket-detail.php	Return original ticket, assigned group summary and ordered conversation rows.
POST	api/cstar/send-ticket-reply.php	Insert a new CSTAR conversation row for the owned assigned ticket.

Backend and Security Rules

- Validate only \$_SESSION["cstar_id"] on every CStar endpoint.
- On ticket creation, set cstar_id from session, assigned_group_id=NULL and status=Pending on the server.
- Before viewing or replying, verify support_tickets.cstar_id equals the active CStar session ID.
- Set sender_type=CSTAR and sender_id=session cstar_id on the server; do not trust POST sender values.
- CStar cannot select a group, reassign a ticket or complete a ticket.
- Use prepared statements, JSON responses and the existing CStar popup without page reload.

JSON Response Standard

```
{
  "status": true,
  "message": "Ticket reply sent successfully.",
  "data": { "conversation_id": 32, "ticket_id": 25, "sender_type": "CSTAR", "sender_id": 7 }
}
```

Acceptance Checklist

- Client can create one ticket with title and description through AJAX.
- New ticket saves as Pending with assigned_group_id NULL.
- Client sees only tickets belonging to the active CStar session.
- Ticket detail shows original ticket separately from later conversation.
- Every client reply creates a separate ticket_conversations row with correct ticket_id and CStar ID.
- Conversation shows all EStar and CStar messages in chronological order.
- No old_remark, latest_remark or JSON conversation column is used.

Developer Remark (Only Editable Area)

Complete the assigned work, type your final remark below, save this PDF and send it back. Only this remark box is fillable; all task content remains fixed.