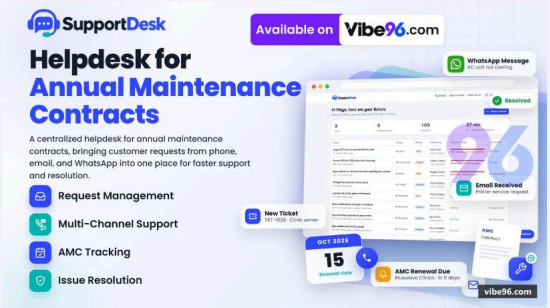


VIBE96 QUALITY REPORT

Supportdesk

Laravel helpdesk with live SLA clocks, three support levels and Claude AI assistant for IT support companies

Product ID	**B0006-64504**
Builder	**Build Nest**
Version reviewed	**1.0.0 · released 7 Oct 2026**
Stack	**Laravel 12 · PHP 8.2 · MySQL 8 / MariaDB 10.4**
Built with	**OpenAI Codex, Claude Code**
Review period	**7 Oct 2026 – 7 Oct 2026**

92 / 100

Passed with 3 warnings

Pass mark 75 and no failing check.

Scores

Security	93
Code structure	78
Docs & completeness	100
Dependency health	95
Build & deploy	92

✓ **AI code audit**
6 checks · 7 Oct 2026

✓ **Installed & run**
7 Oct 2026

✓ **Demo vs delivered**
7 Oct 2026

✓ **Final sign-off**
7 Oct 2026

At a glance

- ✓ Installed and run from the delivered code — 8 of 8 checks answered yes.
- ✓ Live demo compared with the delivered code — 7 of 7 checks answered yes.
- ✓ 15 of 15 promised items delivered (setup guide, example config and the rest).
- ✓ Security scored 93/100 with no failing check.
- ! 3 open warnings — explained in part 1.

Check this report is genuine. Scan the code or open vibe96.com/report/QR-26-00022. The online copy always shows the latest status.

PART 1

AI code audit

The full source archive was read by our AI auditor against each check. It reads the code — it does not run it; running it is part 2.

CHECK	WHAT WE FOUND	SCORE	RESULT
Secrets & credentials	No hardcoded API keys, database passwords, or private keys were found in the codebase. All sensitive values are correctly loaded from environment variables. However, the demo password generation in DemoAccounts.php uses a weak 14-character alphanumeric-only password when SUPPORTDESK_DEMO_PASSWORD is not set, which could be brute-forced in a production environment if demo mode is accidentally left enabled.	95	Warning
Dependency vulnerabilities	composer.lock pins all 77 production and dev dependencies to exact versions. All packages are stable releases from 2026, with no known critical vulnerabilities. The project correctly sets platform.php to 8.2.0 in composer.json to ensure compatibility. A few packages are 3-6 months old but still within their support windows.	95	Pass
Authorisation & access control	All mutating endpoints are properly guarded with authentication and policies. Admin routes require staff roles. Passwords use bcrypt. Minor gaps: API ticket endpoint lacks ownership check (any authenticated user can read any ticket by ID), and agent customer profile doesn't verify the customer belongs to an accessible company.	92	Warning
Database access rules	No SQL injection paths or unscoped deletes found. All queries use parameter binding or Eloquent. Schema is complete with proper foreign keys and cascades. A few foreign key columns lack indexes (e.g., tickets.company_id, ai_messages.conversation_id), which may cause slow joins on large tables.	92	Pass
Code structure & duplication	The codebase demonstrates solid architectural patterns with clear service layer separation and proper controller responsibilities. However, several utility classes are oversized, there is some duplicated validation logic across controllers, and a few hard-coded values should be configuration.	78	Warning
Build reproducibility	The project is fully reproducible from the shipped files. Composer.lock pins all dependencies, database schema and seed files are included, and Docker setup is complete. HowToSetup.md covers all paths but could be clearer about the order of .env configuration vs database creation, and the demo password generation step could be more explicit.	92	Pass

Open warnings

Problems that did not stop the listing. They stay on the product page until a later version fixes them.

Warning 1 **No real credentials found; weak demo password generation needs attention**

No hardcoded API keys, database passwords, or private keys were found in the codebase. All sensitive values are correctly loaded from environment variables. However, the demo password generation in DemoAccounts.php uses a weak 14-character alphanumeric-only password when SUPPORTDESK_DEMO_PASSWORD is not set, which could be brute-forced in a production environment if demo mode is accidentally left enabled.

Warning 2 **Strong authentication & authorization; minor ownership gaps on read endpoints**

All mutating endpoints are properly guarded with authentication and policies. Admin routes require staff roles. Passwords use bcrypt. Minor gaps: API ticket endpoint lacks ownership check (any authenticated user can read any ticket by ID), and agent customer profile doesn't verify the customer belongs to an accessible company.

Warning 3 **Good separation of concerns with some duplication and oversized utility classes**

The codebase demonstrates solid architectural patterns with clear service layer separation and proper controller responsibilities. However, several utility classes are oversized, there is some duplicated validation logic across controllers, and a few hard-coded values should be configuration.

Requirement list

What the builder agreed to deliver before uploading — 15 of 15 met.

✓	Complete source for every component	Met
✓	No real credentials in the archive	Met
✓	Builds from a clean machine	Met
✓	Database script or migrations	Met
✓	Authentication and roles on every mutating endpoint	Met
✓	Pinned dependencies without critical CVEs (nice)	Met
✓	Documentation set (nice)	Met
✓	Working live demo	Met
✓	README.md	Met
✓	HowToSetup.md	Met
✓	CLAUDE.md (or AGENTS.md) (nice)	Met
✓	CHANGELOG.md (nice)	Met
✓	.env.example	Met
✓	a project file	Met
✓	a project file (nice)	Met

PART 2

Human review

Reviewers from the Vibe96 team in Dubai worked through each question below; a final reviewer signed it off.

Stage 1 — Installed and run from the delivered code

Completed 7 Oct 2026

A reviewer installed the product on a clean machine, following only the guide that ships with it.

QUESTION	ANSWER	REVIEWER'S NOTE
Packages restored without errors	Yes	
Solution builds clean	Yes	
Database created from the shipped script or migrations	Yes	
First sign-in works with the documented steps	Yes	
Setup guide is accurate and complete	Yes	
Every module in the feature list opens and works	Yes	
No real secrets in the archive	Yes	
Branding and company details can be changed without code	Yes	

Stage 2 — Live demo compared with the delivered code

Completed 7 Oct 2026

A second reviewer checked that what the listing and demo show is what the buyer receives.

QUESTION	ANSWER	REVIEWER'S NOTE
Demo URL is reachable	Yes	
Demo credentials work	Yes	
Demo runs the same version as the archive	Yes	
All five differentiators are visible in the demo	Yes	
Screenshots match the demo	Yes	
Nothing in the demo is missing from the code	Yes	
Datasheet claims are accurate	Yes	

Changes asked for during review

None — approved on the first round.

Sign-off: approved for sale on 7 Oct 2026 with 3 warnings shown publicly.

What this report covers — and what it doesn't

- **It covers** version 1.0.0 exactly as the buyer downloads it: the source archive, the setup guide and the live demo on the dates above.

- **It is not** a penetration test, a performance or load test, or a legal review of third-party package licences.
- **Scores are a point in time.** Libraries age; a later version is audited again and gets its own report.
- **Your setup matters.** Hosting, configuration and changes made after purchase are outside this review.
- **How the score is made:** each AI check is scored 0–100 and weighted (security counts most). A listing needs 75 or more, no failing check, and the human review passed.
- **Always try the live demo** before buying, and ask the builder questions from the product page.