Support Ticket Life Cycle

Planning, The support ticket system needed to be able to: make tickets, being able to open, close, add a response or delete a ticket, being able to view current tickets, and automatic password changes.

Design, For the Design stage I figured out how I wanted to map out the menus, and how the systems would work together.

Development, In total I spent about 6-9 hours on the Development on the system, I stated with the Ticket Class and worked on each function until I finished the main loop.

Testing, The Testing phase I used during the Development Stage to make sure it all worked as I was coding it up.