Project:   
Original Idea: Help Desk Knowledge Base  
Revised Idea: Help Desk Ticketing System

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If you have ever called a help desk, you may have heard the term “ticket” used by the employee you were speaking to. In the simplest sense, a ticket is a record of an incident between three distinct individuals: The person the ticket is created for, the person who creates the ticket, and the person to whom the ticket is assigned to. Tickets are created by a customer or employee and created for either a customer or an employee to assist with an issue that they have; however, they can only be assigned to an employee. A ticket is resolved when the issue the customer has is completely resolved, and a ticket is open when the issue is not completely resolved. By this definition, you can define a ticketing system to be a system in which these tickets are created, updated, and stored in. My project intends to imitate this system on a basic level in a database application, where the tickets and user information are stored within a database file. With the application, a user can create tickets, view and edit them, and search for any ticket or user in the database.

My intent for this project is that the application could be used by a customer to submit tickets or to create, edit, and assign tickets. I will not implement varying read/write access permissions based on whether a user is an employee or not, mainly because it would add an unnecessary layer of complexity (I would have to design two different interfaces). Thus, this application will treat the user as though they have full unrestricted access to read and write values into the database, provided they meet the required parameters of course.