User Manual for program file TicketingSystemPrototype.py

To execute the program load the file TicketingProgramPrototype.py into the PyCharm IDE (Integrated Development Environment) and click on run TicketingProgramPrototype.py.

Expand the run tool window tab vertically to the top of the screen. This will give more space for the program to display its updates.

In the run tool window tab a main menu will appear with 6 options, Create a ticket, View tickets, Respond to ticket, Reopen ticket, View statistics, and Exit program.

Selecting the ‘Create ticket’ option will take you to a ticket input function where you are asked to input your name as the ticket creator, the staff ID of the client, the client’s email address and a description of the issue.

The ticket status and the ticket response will be generated automatically for each new ticket. The initial ticket status will be Closed and the initial ticket response will read ‘Not Yet Available. The ‘Add a response’ option will allow you to update the response at which point the ticket’s status will be closed. Adding a response to a closed ticket will require the user to reopen the ticket before adding a response.

If a ticket has the words ‘password’ and ‘change’ inputted in the description field of a new password will appear as a response in the ticket response field made up of the first 2 numbers of the client’s staff ID followed by the first 3 letters of the creators name. The ticket will then be closed as the issue has been resolved.

Once a ticket has been created the ticket will be given a ticket number starting at 2001. For each subsequent ticket the ticket number will increase by 1.

To reopen a ticket select the ‘Reopen ticket’ option. This will allow the ticket to be responded to again. Once the ticket response has been updated the ticket status will again be automatically set as Closed

To View the ticket statistics select the ‘View statistics’ option. A console will appear that displays the number of tickets submitted, the number of tickets open for response, and the number of tickets resolved. These statistics are monitored and updated by the program automatically and do not require a user input.

To view all submitted tickets select the ‘View tickets’ option. The ticket(s) will appear with their ticket numbers in order starting at the first ticket created followed by all subsequent submitted tickets.

The last option is Exit program. If selected the program will end.