## **Class Diagrams**

## **Team Members:**

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Control Classes

## **Database**

- host : String

- username : String

- password : String

+ Database(host : String, username : String, password : String) : void

+ connect(): boolean

+ close(): boolean

child

child UserControl

TicketControl

+ TicketControl(host : String, username : String, password : String) : void

+ searchByDate(date\_begin : Date, date\_end : Date) : Ticket[]

+ searchByName(firstname : String, lastname : String) : Ticket[]

+ searchByEmail(email : Email) : Ticket[]

+ searchByTrakingID(trackingID : String) : Ticket[]

+ searchBySubject(subject : String) : Ticket[]

+ searchByDepartment(department : String) : Ticket[]

+ searchByAssigned(username : Email) : Ticket[]

+ addTicket(ticket : Ticket) : boolean

 $+\ \mathsf{addReply}(\mathsf{user}:\mathsf{User},\mathsf{trakingID}:\mathsf{String},\mathsf{message}:\mathsf{String}):\mathsf{boolean}$ 

+ addNote(user : User, trackingID : String, note : string) : boolean

+ getTicketHistory(trackingID : string) : TicketHistory

+ getTicketNotes(trackingID : string) : TicketNote[]

+ getTicketReplies(trackingID : string) TicketReply[]

+ deleteTicket(trakingID : string) boolean

+ UserControl (host: String, username: String, password: String): void

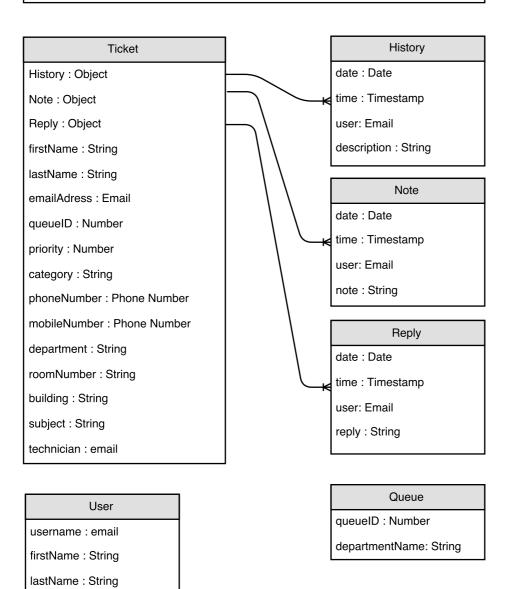
+ searchByName(firstname : String, lastname : String) : User[]

+ searchByRole(role : UserRole) : User[]

+ searchByUsername(username: Email) : User[]

+ addUser(user : User) : boolean

## Entity Classes (Domains)



queueID: Number

