Boundary Classes

Login View (not logged in)

-username: TextField
-password: TextField

+login()
+loadLoginForm()

Default View (main-page)

-user: User
-database: Database

+writeHeader()
+writeFooter()
+viewTicket()
+loadNav()
+loadUserView(user);

Technician Default View

-user: User
-database: Database

+viewTicket(trackingID)
+assignTicketToSelf()
+loadQueue()

Create/Edit Ticket View

-user: User
-database: Database

+loadCreateForm(): Form
+loadTicketInfo(trackingID): Ticket
+submitTicket()

Search Ticket View

-user: User
-database: Database

+loadSearchForm(): Ticket
+searchTicket(): Queue

My Tickets View (default patron view)

-user: User
-database: Database

+loadMyQueue()
+editTicket()

Admin Default View

-user: User
-database: Database

+deleteTicket(trackingID): boolean
+viewTicket()
+assignTicket()
+loadUsers()
+loadQueue

Ticket View (admin and technician)

-user: User
-ticket: Ticket

+reply();
+closeTicket();
+assignPriority();
+goBack();

Admin Manage View

-user: User
-database: Database

+deleteUser(name):boolean
+loadUsers()