

Ticket System

Freddie Beasley
@fwbeasley3 on GitHub

Description

A ticket system for a help desk technicians to add and track tickets from end users . Editing is also possible from the ticket list or inside the view to correct or add information.



Features

- User Login
- Create/Edit Tickets
- Add Categories, Priority, Status, Method of Contact



Planning - User Stories

Technicians can create/edit a ticket with required fields of requester, subject, description

Each ticket is tracked by ID number through persistent data



Planning - Database

The ticket entity has many to one relationship with the following entities (Priority, Status, Method, Category)

The Priority, Status, Method, and Category all have a one to many relationship with the Ticket entity.

Priority, Status, Method, and Category all have @JoinColumn with an array list of Tickets



Technology Stack

- Java 8
- Spring Boot
- Thymeleaf
- MySQL
- Bootstrap, JavaScript



Demo



What I Learned

- Using the Boot Strap Library with JQuery and Java Script
- Passing multiple models in a controller via @RequestParam
- Formatting page views via CSS
- Learning how to plan out a project via wireframes and user stories
- Learning how one to many and many to one relationships work and their respect to column naming schemes



What's Next

- Implement Spring Security with delegated roles of USER and ADMIN
- Creating a more interactive interface like using tools tips or active navigation bars
- Learn about API's and sorting data via paging and sorting

