

Blue Bison Ticketing System

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What is a Blue Bison?

Problem Statement:

Blue Bison is a technical support ticketing system which any business can install and use. This is essential so that businesses have a means of allowing their users to easily request support, for technicians to service the users, and potentially for other users to search for resolved issues. Without a ticketing system, it is difficult for companies to track technical support cases with their users.

Our Solution?

Blue Bison!



Functional Requirements

- Customers can create a ticket with a title and description.
- Users (customers and technicians) can sign in with an email and password.
- Customers can sign up with their first and last name, email, password, optionally phone number, and optionally time zone.
- Technicians can set a tickets status to New, In Progress, Closed, Awaiting Response.
- Technicians can set a tickets assigned technician to another technician.
- Customers can view their own tickets or tickets from other customers.
- Technicians can view all tickets.
- Users can search for tickets, filtering by title, description, and/or status, and sorting by date created.
- Users can post comments on a ticket.
- Users can edit their own comments on a ticket.
- Technicians can delete comments on a ticket.
- Technicians can set notes on the tickets.

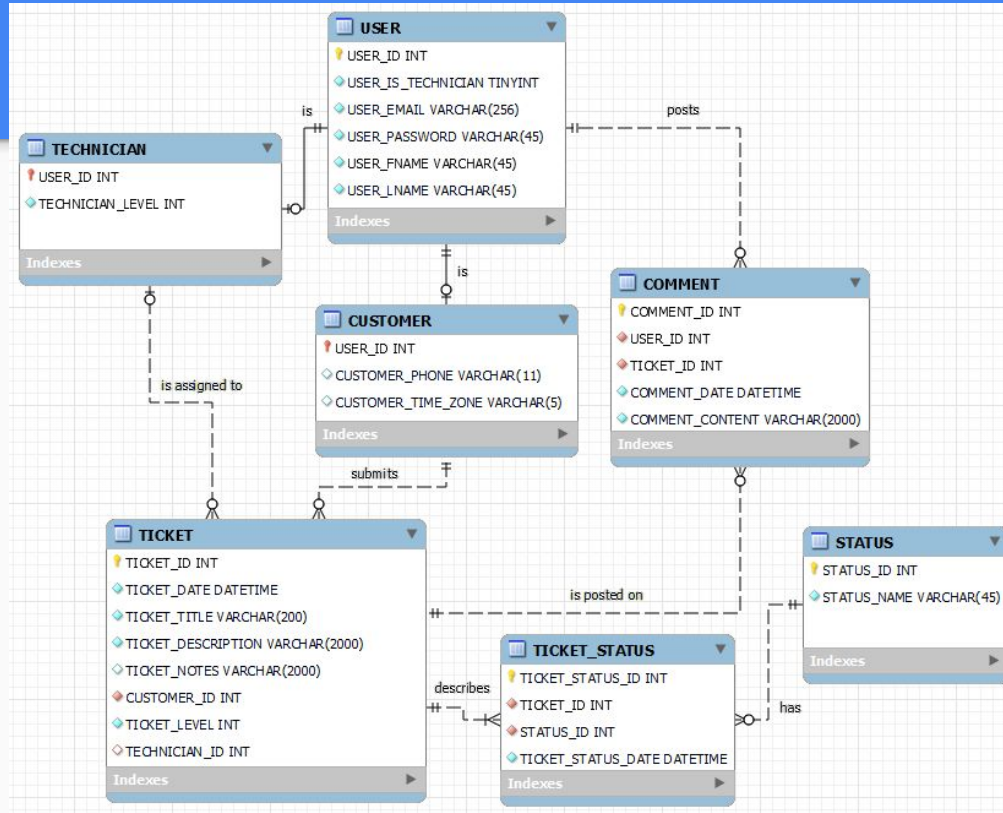


Languages/Tools

- Languages: HTML, CSS, JavaScript
- DBMS: MySQL
- DB Driver: mysql2 (on npm)
- Web Framework: Next.js
- IDE: Visual Studio Code



ER-Diagrams



GitHub

<https://github.com/GrantOakland/BlueBison>



DEMONSTRATION

