DSA

Assignment01

(Outputs)

ONE-STOP Ticket

Management System

23K2001

M.Muzammil Siddiqui

BCS-3J

```
(CUSTOMERS)
        1. Add a ticket
        2. Remove a ticket
        3. Search a ticket
        4. Sort tickets
(AGENTS)
        5. Add an agent
        6. Assign a ticket to agent
        7. Check agent status
(SYSTEM)
        8. List open-tickets in system
        9. Display agents in system
        10. Display pending tickets queue
        11. Display ticket resolution history
        12. Close a ticket
0. EXIT
Input your choice:
```

```
Input Ticket ID#: 2001
Input Ticket Priority: 1
Input Name: Muzammil
Input Ticket Description: KHI

Ticket added succesfully!
Ticket#: 2001 under Name: Muzammil enqueued!

        Proccessed in 0.003 second.
```

```
Open tickets have been found!
(Decide how do you want to sort ?)

Prioritize Creation Time or Customer Name ? 1 (Time) : 0 (Name)
1
Tickets have been sorted!


        Proccessed in 0 second.
Displaying tickets after sorting:
Ticket#1
Ticket ID: 2001
Customer Name: Muzammil
Priority: 1
Description: KHI
Creation Time: 22-46-46 Close Time: XX-XX-XX
Status: Open


Ticket#2
Ticket ID: 2005
Customer Name: Ali
Priority: 3
Description: ISB
Creation Time: 22-47-29 Close Time: XX-XX-XX
Status: Open


Ticket#3
Ticket ID: 1037
Customer Name: Huzaifa
Priority: 2
Description: RWP
Creation Time: 22-47-57 Close Time: XX-XX-XX
Status: Open



        Proccessed in 0.018 second.
```

```
Input Agent ID#: 1087
Input Agent Name: Shafiq

Agent#: 1087 Shafiq added to the system!

          Proccessed in 0.002 second.
```

```
Agents:

Agent#:1 Name: Shafiq    ID: 1087
Assigned Tickets:

Ticket with ID#: 2001 assigned to Agent: Shafiq (ID#: 1087)
Dequeued Ticket#: 2001 under Name: Muzammil

          Proccessed in 0 second.
```

```
Agents:

Agent#:1 Name: Shafiq    ID: 1087
Assigned Tickets:  #2001

Agent#:2 Name: Ghazanfar        ID: 1289
Assigned Tickets:  #2001

Please enter an agent id# to check status: 1087
Agent#: 1087 Shafiq is Available for support!
```

```
Would you like to search by ID or Name ? 1 (ID) : 0 (Name)
0
Enter name to search: Muzammil
Ticket with Name: Muzammil is present.

        Proccessed in 0.002 second.
```

```
Ticket in queue:

Ticket ID: 1037
Customer Name: Huzaifa
Priority: 2
Description: RWP
Creation Time: 22-47-57 Close Time: XX-XX-XX
Status: Open

Ticket ID: 3045
Customer Name: Ahmed
Priority: 2
Description: QUT
Creation Time: 22-53-05 Close Time: XX-XX-XX
Status: Open

Ticket ID: 2344
Customer Name: Faisal
Priority: 1
Description: JHE
Creation Time: 22-53-26 Close Time: XX-XX-XX
Status: Open


        Proccessed in 0.014 second.
```

```
Tickets:
Ticket#1
Ticket ID: 2005
Customer Name: Ali
Priority: 3
Description: ISB
Creation Time: 22-47-29 Close Time: XX-XX-XX
Status: Open

Ticket#2
Ticket ID: 1037
Customer Name: Huzaifa
Priority: 2
Description: RWP
Creation Time: 22-47-57 Close Time: XX-XX-XX
Status: Open

Ticket#3
Ticket ID: 3045
Customer Name: Ahmed
Priority: 2
Description: QUT
Creation Time: 22-53-05 Close Time: XX-XX-XX
Status: Open

Please enter a ticket id#: 3045
Ticket with ID#: 3045 was closed.
Ticket#: 3045 under Name: Ahmed added to logs.
```

(Displaying recent logs first)

Ticket ID: 3045
Customer Name: Ahmed
Priority: 2
Description: QUT
Creation Time: 22-53-05 Close Time: 22-57-25
Status: Closed

Ticket ID: 2001
Customer Name: Muzammil
Priority: 1
Description: KHI
Creation Time: 22-46-46 Close Time: 22-56-01
Status: Closed

        Proccessed in 0.006 second.