Henry Post & Jessica Soto

Final Lab

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Description of the Code:

The project is about creating a help desk trouble ticket system. In the project, we create a Trouble ticket system helps you get a full control over any given trouble tickets. The admin/user can monitor trouble tickets effectively and improve the IT services you provide. These tickets are in displayed by GUIs, where is going to be navigate the ticket system. Operators or staff receiving a call or query from a user would fill out a small card with the user's details and a brief summary of the request and place it into a position in a column of pending slots for an appropriate engineer, so determining the staff member who would deal with the query and the priority of the request. With the trouble ticket is an implementation in used to track, detect, report and resolve any problem in the ticketing. With the GUI’s asks the admin (like yourself) which will intend of getting a ticket to resolve it. Which each ticket is identified by each ticket It, which will allow the admin/ user to add, delete or view the ticket. With all of this is connected to the server on Pappademas.

For Henry, he was the one who made the basis in the project and was the one who implemented the SQL basis to the code. His skills created a new implementations in the code and made them more complex along the way with the code. With his code and with his GUIs he created a good basis and a good organization to the code. With his code, he made things in the project more organized and with that it made the code he made the structure of the code to be smoother, for example with the SQLC. Java, he put the things on order. For Jessica’s contribution in the group keeping the communications going for our final and keeping all in the group together for the team. Is to keep things in order in the group and communicate with the group. She coded more in the login aspect and in the Trouble Ticket GUI, she implemented it and coded it. Overall, we both collaborated our ideas together in the group to keep the ticketing system. With this collaboration, we helped one another in the code and tried to make complex with the code so that it can be easier with the user to use.

Source Code: