

Sample Output

```
#####
Starting Account Ticketing System...
  Loading account data... (15 accounts loaded)
  Loading ticket data... (14 tickets loaded)
#####

=====
Account Ticketing System - Login
=====
1) Login to the system
0) Exit application
-----

Selection: 2
ERROR: Value must be between 0 and 1 inclusive: 0

Are you sure you want to exit? ([Y]es|[N]o): n

=====
Account Ticketing System - Login
=====
1) Login to the system
0) Exit application
-----

Selection: 1

Enter the account#: 30004
User Login       : agentJ
```

Password : TT*&21tt
INVALID user login/password combination! [attempts remaining:2]

Enter the account#: 50008
User Login : userMayEnterAVeryLongLogonName
Password : TT*&21tt
INVALID user login/password combination! [attempts remaining:1]

Enter the account#: 50008
User Login : agentJ
Password : userMayEnterAVeryLongPasswordValue
INVALID user login/password combination! [attempts remaining:0]

ERROR: Access Denied.

<< ENTER key to Continue... >>[ENTER]

=====
Account Ticketing System - Login
=====

- 1) Login to the system
- 0) Exit application

Selection: 1

Enter the account#: 50008
User Login : agentJ
Password : TT*&21tt

AGENT: Will Smith (50008)

=====
Account Ticketing System - Agent Menu
=====

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

-
- 5) List new tickets
 - 6) List active tickets
 - 7) List closed tickets
 - 8) Add a new ticket
 - 9) Manage a ticket

0) Logout

Selection: 4

Acct#	Acct.Type	Full Name	Birth	Income	Country	Login	Password
----	-----	-----	-----	-----	-----	-----	-----
30001	CUSTOMER	Silly Sally	1990	150000.10	CANADA		
50599	AGENT	Fred Flintstone	1972	2250400.22	AFRICA	agent1	y*b*##@*
30004	CUSTOMER	Betty Boop	1978	250800.74	INDIA		
50008	AGENT	Will Smith	1952	2350600.82	U.S.A.	agentJ	T***2*t*
30020	CUSTOMER	Shrimpy Shrimp	2000	350500.35	KOREA		
34000	AGENT	Xyla Yates	1991	61907.58	GREECE	Cherokee	E*1*d*&*
50007	CUSTOMER	Chaney Kinney	1963	22288.09	SLOVENIA		

30014	AGENT	Hanae Horn	1999	35403.36	SPAIN	Keiko	R*5*r*&*
40021	CUSTOMER	Kane Lancaster	1951	77711.60	PORTUGAL		
35035	CUSTOMER	Honorato Banks	1999	83024.91	HONDURAS		
42042	CUSTOMER	Dexter Martin	1932	40187.20	GUAM		
35049	CUSTOMER	Buck Odom	1990	60494.16	LESOTHO		
44056	CUSTOMER	Craig Mcknight	1961	91914.61	BAHAMAS		
34063	CUSTOMER	Jeffrey Gills	1989	27746.17	SRI LANKA		
50070	AGENT	Wylie Pollard	1990	61384.65	ALBANIA	Lara	E*4*v*&*

<< ENTER key to Continue... >> **[ENTER]**

AGENT: Will Smith (50008)

=====

Account Ticketing System - Agent Menu

=====

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 5) List new tickets
- 6) List active tickets
- 7) List closed tickets
- 8) Add a new ticket
- 9) Manage a ticket

0) Logout

Selection: **5**

Ticket	Acct#	Full Name	Status	Subject	Messages
080599	30001	Silly Sally	ACTIVE	No power/does not turn on	1
040599	35049	Buck Odom	ACTIVE	Power Issue	1

Enter the ticket number to view the messages or
0 to return to previous menu: **0**

AGENT: Will Smith (50008)

=====

Account Ticketing System - Agent Menu

=====

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 5) List new tickets
- 6) List active tickets
- 7) List closed tickets
- 8) Add a new ticket
- 9) Manage a ticket

0) Logout

Selection: **6**

Ticket	Acct#	Full Name	Status	Subject	Messages
060001	30004	Betty Boop	ACTIVE	Frequent Disconnects	5
080599	30001	Silly Sally	ACTIVE	No power/does not turn on	1
080004	30020	Shrimpy Shrimp	ACTIVE	My head hurts!	3
080020	30020	Shrimpy Shrimp	ACTIVE	It's broken/does not work	5
030530	30004	Betty Boop	ACTIVE	Does not respond to command...	17
080204	30001	Silly Sally	ACTIVE	It's very messy!	2
040599	35049	Buck Odom	ACTIVE	Power Issue	1
040001	40021	Kane Lancaster	ACTIVE	Connectivity Problem	5
040530	40021	Kane Lancaster	ACTIVE	Not doing what it's told...	17
040004	35049	Buck Odom	ACTIVE	Causes bodily harm!	3
040204	50070	Wylie Pollard	ACTIVE	It's very messy!	2

Enter the ticket number to view the messages or
0 to return to previous menu: 0

AGENT: Will Smith (50008)

Account Ticketing System - Agent Menu

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 5) List new tickets
- 6) List active tickets
- 7) List closed tickets
- 8) Add a new ticket
- 9) Manage a ticket

0) Logout

Selection: 7

Ticket	Acct#	Full Name	Status	Subject	Messages
070533	30004	Betty Boop	CLOSED	Nothing happens...	1
064611	30020	Shrimpy Shrimp	CLOSED	It gets hot and smokes	4
044611	35049	Buck Odom	CLOSED	Unit is burning up	4

Enter the ticket number to view the messages or
0 to return to previous menu: 60001

ERROR: Invalid ticket number.

<< ENTER key to Continue... >> [ENTER]

Ticket	Acct#	Full Name	Status	Subject	Messages
070533	30004	Betty Boop	CLOSED	Nothing happens...	1

```
064611 30020 Shrimpy Shrimp  CLOSED It gets hot and smokes      4
044611 35049 Buck Odom      CLOSED Unit is burning up      4
-----
```

Enter the ticket number to view the messages or
0 to return to previous menu: **70533**

```
=====
070533 (CLOSED) Re: Nothing happens...
=====
```

CUSTOMER (Betty Boop):

Instructions state to 'say yes' to the prompts - but nothing happens.

<< ENTER key to Continue... >> **[ENTER]**

```
-----
Ticket Acct# Full Name      Status Subject              Messages
-----
070533 30004 Betty Boop      CLOSED Nothing happens...      1
064611 30020 Shrimpy Shrimp  CLOSED It gets hot and smokes  4
044611 35049 Buck Odom      CLOSED Unit is burning up    4
-----
```

Enter the ticket number to view the messages or
0 to return to previous menu: **0**

AGENT: Will Smith (50008)

```
=====
Account Ticketing System - Agent Menu
=====
```

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- ```

```
- 5) List new tickets
  - 6) List active tickets
  - 7) List closed tickets
  - 8) Add a new ticket
  - 9) Manage a ticket
- ```
-----
```

0) Logout

Selection: **1**

ERROR: Account listing is FULL, call ITS Support!

<< ENTER key to Continue... >> **[ENTER]**

AGENT: Will Smith (50008)

```
=====
Account Ticketing System - Agent Menu
=====
```

- 1) Add a new account
 - 2) Modify an existing account
 - 3) Remove an account
 - 4) List accounts: detailed view
- ```

```

```
5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 3

Enter the account#: 50008

ERROR: You can't remove your own account!

<< ENTER key to Continue... >>[ENTER]

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 3

Enter the account#: 30020

Acct# Acct.Type Full Name Birth Income Country Login Password

30020 CUSTOMER Shrimpy Shrimp 2000 350500.35 KOREA

Are you sure you want to remove this record? ([Y]es|[N]o): Y

*** Account Removed! (3 ticket(s) removed) ***

<< ENTER key to Continue... >>[ENTER]

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
```

```
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 3

Enter the account#: 30001

Acct# Acct.Type Full Name Birth Income Country Login Password

30001 CUSTOMER Silly Sally 1990 150000.10 CANADA

Are you sure you want to remove this record? ([Y]es|[N]o): Y

*** Account Removed! (2 ticket(s) removed) ***

<< ENTER key to Continue... >> [ENTER]

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 1

New Account Data (Account#:50600)

Enter the account type (A=Agent | C=Customer): C

Person Data Input

Enter the person's full name (30 chars max): Happy Henry
Enter birth year (current age must be between 18 and 110): 1910
ERROR: Value must be between 1911 and 2003 inclusive: 2004
ERROR: Value must be between 1911 and 2003 inclusive: 1911
Enter the household Income: $0
ERROR: Value must be a positive double floating-point number: 123456.77
Enter the country (30 chars max.): Africa

*** New account added! ***

<< ENTER key to Continue... >> [ENTER]

AGENT: Will Smith (50008)
```

```
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
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4) List accounts: detailed view

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9) Manage a ticket

0) Logout

Selection: 1

New Account Data (Account#:50601)

Enter the account type (A=Agent | C=Customer): A

Person Data Input

Enter the person's full name (30 chars max): Funny Phillis
Enter birth year (current age must be between 18 and 110): 2003
Enter the household Income: $765432.11
Enter the country (30 chars max.): Scotland

User Login Data Input

Enter user login (10 chars max): agent Z
ERROR: The user login must NOT contain whitespace characters.
Enter user login (10 chars max): agentZ
Enter the password (must be 8 chars in length): cat
ERROR: String length must be exactly 8 chars: alligator
ERROR: String length must be exactly 8 chars: TT@tt8t
SECURITY: Password must contain 2 of each:
 Digit: 0-9
 UPPERCASE character
 lowercase character
 symbol character: !@#$$%^&*
Enter the password (must be 8 chars in length): T@tt888
SECURITY: Password must contain 2 of each:
 Digit: 0-9
 UPPERCASE character
 lowercase character
 symbol character: !@#$$%^&*
Enter the password (must be 8 chars in length): TT@tt888
SECURITY: Password must contain 2 of each:
 Digit: 0-9
 UPPERCASE character
 lowercase character
 symbol character: !@#$$%^&*
Enter the password (must be 8 chars in length): TT@tt888
SECURITY: Password must contain 2 of each:
 Digit: 0-9
 UPPERCASE character
```



```
 lowercase character
 symbol character: !@#$$%^&*
Enter the password (must be 8 chars in length): TT-/tt88
SECURITY: Password must contain 2 of each:
 Digit: 0-9
 UPPERCASE character
 lowercase character
 symbol character: !@#$$%^&*
Enter the password (must be 8 chars in length): TT@tt88

*** New account added! ***

<< ENTER key to Continue... >>[ENTER]

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 2

Enter the account#: 50600

Update Account: 50600 (Happy Henry)

1) Update account type (current value: C)
2) Person
3) Login
0) Done
Selection: 1

Enter the account type (A=Agent | C=Customer): A

Agent type accounts require a user login. Please enter this information now:

User Login Data Input

Enter user login (10 chars max): AgentH
Enter the password (must be 8 chars in length): 44rr##RR

Update Account: 50600 (Happy Henry)

1) Update account type (current value: A)
2) Person
3) Login
0) Done
```

Selection: 2

Person Update Options

-----

- 1) Full name (current value: Happy Henry)
- 2) Household Income (current value: \$123456.77)
- 3) Country (current value: AFRICA)
- 0) Done

Selection: 1

Enter the person's full name (30 chars max): Happy Hillary

Person Update Options

-----

- 1) Full name (current value: Happy Hillary)
- 2) Household Income (current value: \$123456.77)
- 3) Country (current value: AFRICA)
- 0) Done

Selection: 2

Enter the household Income: \$665544.33

Person Update Options

-----

- 1) Full name (current value: Happy Hillary)
- 2) Household Income (current value: \$665544.33)
- 3) Country (current value: AFRICA)
- 0) Done

Selection: 3

Enter the country (30 chars max.): Brazil

Person Update Options

-----

- 1) Full name (current value: Happy Hillary)
- 2) Household Income (current value: \$665544.33)
- 3) Country (current value: BRAZIL)
- 0) Done

Selection: 0

Update Account: 50600 (Happy Hillary)

-----

- 1) Update account type (current value: A)
- 2) Person
- 3) Login
- 0) Done

Selection: 3

User Login: AgentH - Update Options

-----

- 1) Password
- 0) Done

Selection: 1

Enter the password (must be 8 chars in length): 33rr##RR

User Login: AgentH - Update Options

-----

```
1) Password
0) Done
Selection: 0

Update Account: 50600 (Happy Hillary)

1) Update account type (current value: A)
2) Person
3) Login
0) Done
Selection: 0

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 2

Enter the account#: 50601

Update Account: 50601 (Funny Phillis)

1) Update account type (current value: A)
2) Person
3) Login
0) Done
Selection: 1

Enter the account type (A=Agent | C=Customer): C

Update Account: 50601 (Funny Phillis)

1) Update account type (current value: C)
2) Person
3) Login
0) Done
Selection: 0

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
```

```
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 8

Enter the account#: 50008

ERROR: Agent accounts can't have tickets!

<< ENTER key to Continue... >>[ENTER]

AGENT: Will Smith (50008)
=====
Account Ticketing System - Agent Menu
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 8

Enter the account#: 50601

Acct# Acct.Type Full Name Birth Income Country Login Password

50601 CUSTOMER Funny Phillis 2003 765432.11 SCOTLAND

Add a new ticket for this customer? ([Y]es|[N]o): Y

New Ticket (Ticket#:070534)

Enter the ticket SUBJECT (30 chars. maximum): Empty Bottle!

Enter the ticket message details (150 chars. maximum). Press the ENTER key to submit:
Scotch bottle arrived empty!

*** New ticket created! ***

<< ENTER key to Continue... >>[ENTER]

AGENT: Will Smith (50008)
=====
```

**Account Ticketing System - Agent Menu**

- ```
=====
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view
-----
```

- ```
5) List new tickets
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

```

```
0) Logout
```

Selection: **9**

Enter ticket number: **70534**

```

Ticket 070534 - Update Options

```

```
Status : ACTIVE
Subject : Empty Bottle!
Acct# : 50601
Customer: Funny Phillis

```

- ```
1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
```

Selection: **2**

Enter the ticket message details (150 chars. maximum). Press the ENTER key to submit:

We will resend with a full bottle.

```
-----
Ticket 070534 - Update Options
-----
```

```
Status  : ACTIVE
Subject : Empty Bottle!
Acct#   : 50601
Customer: Funny Phillis
-----
```

- ```
1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
```

Selection: **1**

Enter the ticket message details (150 chars. maximum). Press the ENTER key to submit:

**Thanks!**

```

Ticket 070534 - Update Options

```

```
Status : ACTIVE
Subject : Empty Bottle!
Acct# : 50601
Customer: Funny Phillis
```

```

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
Selection: 4
```

ERROR: Ticket is already active!

```

Ticket 070534 - Update Options

```

```
Status : ACTIVE
Subject : Empty Bottle!
Acct# : 50601
Customer: Funny Phillis
```

```

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
Selection: 3
```

Are you sure you CLOSE this ticket? ([Y]es|[N]o): Y

\*\*\* Ticket closed! \*\*\*

```

Ticket 070534 - Update Options

```

```
Status : CLOSED
Subject : Empty Bottle!
Acct# : 50601
Customer: Funny Phillis
```

```

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
Selection: 0
```

AGENT: Will Smith (50008)

```
=====
Account Ticketing System - Agent Menu
=====
```

```
1) Add a new account
2) Modify an existing account
3) Remove an account
4) List accounts: detailed view

5) List new tickets
```

```
6) List active tickets
7) List closed tickets
8) Add a new ticket
9) Manage a ticket

0) Logout

Selection: 9

Enter ticket number: 70533

Ticket 070533 - Update Options

Status : CLOSED
Subject : Nothing happens...
Acct# : 30004
Customer: Betty Boop

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
Selection: 3

ERROR: Ticket is already closed!

Ticket 070533 - Update Options

Status : CLOSED
Subject : Nothing happens...
Acct# : 30004
Customer: Betty Boop

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
4) Re-activate ticket
0) Done
Selection: 4

Are you sure you want to RE-ACTIVATE this closed ticket? ([Y]es|[N]o): Y

*** Ticket re-activated! ***

Ticket 070533 - Update Options

Status : ACTIVE
Subject : Nothing happens...
Acct# : 30004
Customer: Betty Boop

1) Add CUSTOMER message
2) Add AGENT message
3) Close ticket
```

4) Re-activate ticket

0) Done

Selection: 0

AGENT: Will Smith (50008)

Account Ticketing System - Agent Menu

1) Add a new account

2) Modify an existing account

3) Remove an account

4) List accounts: detailed view

5) List new tickets

6) List active tickets

7) List closed tickets

8) Add a new ticket

9) Manage a ticket

0) Logout

Selection: 4

| Acct# | Acct.Type | Full Name       | Birth | Income     | Country   | Login    | Password |
|-------|-----------|-----------------|-------|------------|-----------|----------|----------|
| 50600 | AGENT     | Happy Hillary   | 1911  | 665544.33  | BRAZIL    | AgentH   | 3*r**R*  |
| 50599 | AGENT     | Fred Flintstone | 1972  | 2250400.22 | AFRICA    | agent1   | y*b**@*  |
| 30004 | CUSTOMER  | Betty Boop      | 1978  | 250800.74  | INDIA     |          |          |
| 50008 | AGENT     | Will Smith      | 1952  | 2350600.82 | U.S.A.    | agentJ   | T***2*t* |
| 50601 | CUSTOMER  | Funny Phillis   | 2003  | 765432.11  | SCOTLAND  |          |          |
| 34000 | AGENT     | Xyla Yates      | 1991  | 61907.58   | GREECE    | Cherokee | E*1*d*&* |
| 50007 | CUSTOMER  | Chaney Kinney   | 1963  | 22288.09   | SLOVENIA  |          |          |
| 30014 | AGENT     | Hanae Horn      | 1999  | 35403.36   | SPAIN     | Keiko    | R*5*r*&* |
| 40021 | CUSTOMER  | Kane Lancaster  | 1951  | 77711.60   | PORTUGAL  |          |          |
| 35035 | CUSTOMER  | Honorato Banks  | 1999  | 83024.91   | HONDURAS  |          |          |
| 42042 | CUSTOMER  | Dexter Martin   | 1932  | 40187.20   | GUAM      |          |          |
| 35049 | CUSTOMER  | Buck Odom       | 1990  | 60494.16   | LESOTHO   |          |          |
| 44056 | CUSTOMER  | Craig Mcknight  | 1961  | 91914.61   | BAHAMAS   |          |          |
| 34063 | CUSTOMER  | Jeffrey Gills   | 1989  | 27746.17   | SRI LANKA |          |          |
| 50070 | AGENT     | Wylie Pollard   | 1990  | 61384.65   | ALBANIA   | Lara     | E*4*v*&* |

<< ENTER key to Continue... >> [ENTER]

AGENT: Will Smith (50008)

Account Ticketing System - Agent Menu

1) Add a new account

2) Modify an existing account

3) Remove an account

4) List accounts: detailed view

5) List new tickets

6) List active tickets

7) List closed tickets

8) Add a new ticket

9) Manage a ticket



## 0) Logout

Selection: 5

| Ticket | Acct# | Full Name  | Status | Subject            | Messages |
|--------|-------|------------|--------|--------------------|----------|
| 070533 | 30004 | Betty Boop | ACTIVE | Nothing happens... | 1        |
| 040599 | 35049 | Buck Odom  | ACTIVE | Power Issue        | 1        |

Enter the ticket number to view the messages or  
0 to return to previous menu: 0

AGENT: Will Smith (50008)

## Account Ticketing System - Agent Menu

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 5) List new tickets
- 6) List active tickets
- 7) List closed tickets
- 8) Add a new ticket
- 9) Manage a ticket

## 0) Logout

Selection: 6

| Ticket | Acct# | Full Name      | Status | Subject                        | Messages |
|--------|-------|----------------|--------|--------------------------------|----------|
| 060001 | 30004 | Betty Boop     | ACTIVE | Frequent Disconnects           | 5        |
| 070533 | 30004 | Betty Boop     | ACTIVE | Nothing happens...             | 1        |
| 030530 | 30004 | Betty Boop     | ACTIVE | Does not respond to command... | 17       |
| 040599 | 35049 | Buck Odom      | ACTIVE | Power Issue                    | 1        |
| 040001 | 40021 | Kane Lancaster | ACTIVE | Connectivity Problem           | 5        |
| 040530 | 40021 | Kane Lancaster | ACTIVE | Not doing what it's told...    | 17       |
| 040004 | 35049 | Buck Odom      | ACTIVE | Causes bodily harm!            | 3        |
| 040204 | 50070 | Wylie Pollard  | ACTIVE | It's very messy!               | 2        |

Enter the ticket number to view the messages or  
0 to return to previous menu: 0

AGENT: Will Smith (50008)

## Account Ticketing System - Agent Menu

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 5) List new tickets
- 6) List active tickets
- 7) List closed tickets
- 8) Add a new ticket
- 9) Manage a ticket

-----

0) Logout

Selection: **7**

| Ticket | Acct# | Full Name     | Status | Subject            | Messages |
|--------|-------|---------------|--------|--------------------|----------|
| 070534 | 50601 | Funny Phillis | CLOSED | Empty Bottle!      | 3        |
| 044611 | 35049 | Buck Odom     | CLOSED | Unit is burning up | 4        |

Enter the ticket number to view the messages or  
0 to return to previous menu: **70534**

=====

070534 (CLOSED) Re: Empty Bottle!

=====

CUSTOMER (Funny Phillis):  
Scotch bottle arrived empty!

AGENT (Will Smith):  
We will resend with a full bottle.

CUSTOMER (Funny Phillis):  
Thanks!

<< ENTER key to Continue... >> **[ENTER]**

| Ticket | Acct# | Full Name     | Status | Subject            | Messages |
|--------|-------|---------------|--------|--------------------|----------|
| 070534 | 50601 | Funny Phillis | CLOSED | Empty Bottle!      | 3        |
| 044611 | 35049 | Buck Odom     | CLOSED | Unit is burning up | 4        |

Enter the ticket number to view the messages or  
0 to return to previous menu: **0**

AGENT: Will Smith (50008)

=====

Account Ticketing System - Agent Menu

=====

- 1) Add a new account
- 2) Modify an existing account
- 3) Remove an account
- 4) List accounts: detailed view

- 
- 5) List new tickets
  - 6) List active tickets
  - 7) List closed tickets
  - 8) Add a new ticket
  - 9) Manage a ticket

-----  
0) Logout

Selection: 0

Saving session modifications...

15 account(s) saved.

10 ticket(s) saved.

### LOGGED OUT ###

=====  
Account Ticketing System - Login

=====  
1) Login to the system

0) Exit application  
-----

Selection: 0

Are you sure you want to exit? ([Y]es|[N]o): Y

=====  
Account Ticketing System - Terminated  
=====