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				
======================================				
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 : userMay 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	Chanev Kinnev	1963	22288.09	SLOVENTA		

35035 CUSTOMER 42042 CUSTOMER 35049 CUSTOMER 44056 CUSTOMER 34063 CUSTOMER	Kane Lancaster Honorato Banks Dexter Martin Buck Odom Craig Mcknight Jeffrey Gills	1951 1999 1932 1990 1961 1989	77711.60 83024.91 40187.20 60494.16 91914.61 27746.17	LESOTHO BAHAMAS SRI LANKA	Keiko				
50070 AGENT	Wylie Pollard Continue >>		61384.65	ALBANIA	Lara	E*4*v*&*			
AGENT: Will Smi		(-1111-115)							
==========	==========		======						
1) Add a new ac 2) Modify an ex 3) Remove an ac 4) List account	Account Ticketing System - Agent Menu ====================================								
5) List new tic 6) List active 7) List closed 8) Add a new ti 9) Manage a tic	kets tickets tickets cket ket								
0) Logout									
Selection: 5									
50200020									
 Ticket Acct# Fu	11 Name St		_		Mess	 ages			
Ticket Acct# Fu 080599 30001 Si 040599 35049 Bu		TIVE No	power/does ver Issue		 1	 ages 1 1			
Ticket Acct# Fu	lly Sally AC	TIVE No	power/does ver Issue		 1	 1			
Ticket Acct# Fu 080599 30001 Si 040599 35049 Bu Enter the ticke 0 to return to AGENT: Will Smi ACCOUNT Ticketi	lly Sally AG ck Odom AG t number to view previous menu: G th (50008)	the mes	power/does ver Issue ssages or		 1	 1			
Ticket Acct# Fu	lly Sally AG ck Odom AG ct number to view previous menu: G th (50008) ng System - Ager count isting account	the mes	power/does ver Issue ssages or		 1	 1			
Ticket Acct# Fu	lly Sally AG ck Odom AG ck Odom AG ct number to view previous menu: G th (50008) mg System - Ager count count sting account count s: detailed view kets tickets tickets cket	the mes	power/does ver Issue ssages or		 1	 1			
Ticket Acct# Fu	lly Sally AG ck Odom AG ck Odom AG ct number to view previous menu: G th (50008) mg System - Ager count count sting account count s: detailed view kets tickets tickets cket	the mes	power/does ver Issue ssages or		 1	 1			

Ticket Acct# Full Name	5 5 1 3 5 7 2 1 1 5 7
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: 2 AGENT: Will Smith (50008)	5 1 3 5 7 2 1 5 7
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: 2 AGENT: Will Smith (50008)	5 1 3 5 7 2 1 5 7
080004 30020 Shrimpy Shrimp ACTIVE My head hurts! 080020 30020 Shrimpy Shrimp ACTIVE It's broken/does not work 030530 30004 Betty Boop ACTIVE Does not respond to command 17 080204 30001 Silly Sally ACTIVE It's very messy! 2040599 35049 Buck Odom ACTIVE Power Issue 1040001 40021 Kane Lancaster ACTIVE Connectivity Problem 5040530 40021 Kane Lancaster ACTIVE Not doing what it's told 17 040004 35049 Buck Odom ACTIVE Causes bodily harm! 3040204 50070 Wylie Pollard ACTIVE It's very messy! 22	1 3 5 7 2 1 5 7
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: 2 AGENT: Will Smith (50008) ==================================	3 5 7 2 1 5 7
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	5 7 2 1 5 7
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: 2 AGENT: Will Smith (50008)	7 2 1 5 7
2880204 30001 Silly Sally ACTIVE It's very messy! 2 2940599 35049 Buck Odom ACTIVE Power Issue 1 2940001 40021 Kane Lancaster ACTIVE Connectivity Problem 5 2940530 40021 Kane Lancaster ACTIVE Not doing what it's told 17 2940004 35049 Buck Odom ACTIVE Causes bodily harm! 3 2940204 50070 Wylie Pollard ACTIVE It's very messy! 2 2	2 1 5 7 3
AGENT: Will Smith (50008) AGENT: Will Smith (50008) ACCOUNT Ticketing System - Agent Menu ACCOUNT Ticketing System - Agent Menu 1) Add a new account 2) Modify an existing account 3) Remove an account	5 7 3
240530 40021 Kane Lancaster ACTIVE Not doing what it's told 17 2040004 35049 Buck Odom ACTIVE Causes bodily harm! 3 2040204 50070 Wylie Pollard ACTIVE It's very messy! 2 2040204 50070 Wylie Pollard ACTIVE It's very messy! 2 2040204 50070 Wylie Pollard ACTIVE It's very messy! 2 2040204 50070 Wylie Pollard ACTIVE It's very messy! 2 2040204 50070 Wylie Pollard ACTIVE It's very messy! 2 20502040 ACTIVE It's very messy! 2 20602040 ACTIVE It's very messy! 2 20602040 ACTIVE It's very messy! 2 20702040 ACT	7 3
ACTIVE Causes bodily harm! 040004 35049 Buck Odom ACTIVE It's very messy! 2 Enter the ticket number to view the messages or 0 to return to previous menu: AGENT: Will Smith (50008)	3
ACTIVE It's very messy! 2 Enter the ticket number to view the messages or 0 to return to previous menu: AGENT: Will Smith (50008)	
Enter the ticket number to view the messages or 0 to return to previous menu: 2 AGENT: Will Smith (50008)	
AGENT: Will Smith (50008) Account Ticketing System - Agent Menu Account and a new account 2) Modify an existing account 3) Remove an account	
Account Ticketing System - Agent Menu	
Account Ticketing System - Agent Menu	
) Add a new account) Modify an existing account) 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	
O) Logout	
Selection: 7	
Γicket Acct# Full Name Status Subject Messa	ages
270533 30004 Betty Boop CLOSED Nothing happens 1	
770533 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	_
44611 35049 Buck Odom CLOSED Unit is burning up 4	
nter the ticket number to view the messages or	
ERROR: Invalid ticket number.	
ERROR: Invalid ticket number.	
RROR: Invalid ticket number.	
O to return to previous menu: 60001 ERROR: Invalid ticket number. << ENTER key to Continue >> Ticket Acct# Full Name Status Subject Messa	ages

044611 35049 Buck Odom	CLOSED It gets hot and smokes CLOSED Unit is burning up	4 4
Enter the ticket number to vo 0 to return to previous menu	: <mark>70533</mark>	
070533 (CLOSED) Re: Nothing		
CUSTOMER (Betty Boop):	y yes' to the prompts - but nothin	
<< ENTER key to Continue	>>[ENTER]	
Ticket Acct# Full Name	Status Subject	Messages
070533 30004 Betty Boop 064611 30020 Shrimpy Shrimp 044611 35049 Buck Odom	CLOSED Nothing happens CLOSED It gets hot and smokes CLOSED Unit is burning up	1 4 4
Enter the ticket number to volume to return to previous menu		
AGENT: Will Smith (50008)		
Account Ticketing System - A	gent Menu	
1) Add a new account 2) Modify an existing account 3) Remove an account 4) List accounts: detailed v	t	
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 FU	LL, call ITS Support!	
<pre><< ENTER key to Continue</pre>	>>[ENTER]	
AGENT: Will Smith (50008)		
Account Ticketing System - A	gent Menu	
1) Add a new account 2) Modify an existing account 3) Remove an account 4) List accounts: detailed v	t	

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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
```

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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)
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_____
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#: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: !@#$%^&*
Enter the password (must be 8 chars in length): TT@@t888
SECURITY: Password must contain 2 of each:
         Digit: 0-9
         UPPERCASE character
         lowercase character
         symbol character: !@#$%^&*
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)
______
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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
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```
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
50599 AGENT Fred Flintstone 1972 2250400.22 AFRICA
                                                         AgentH
                                                                   3*r*#*R*
                                                                   y*b*#*@*
                                                         agent1
30004 CUSTOMER Betty Boop 1978 250800.74 INDIA
50008 AGENT Will Smith 1952 2350600.82 U.S.A.
50601 CUSTOMER Funny Phillis 2003 765432.11 SCOTLAND
34000 AGENT Xyla Yates 1991 61907.58 GREECE
50007 CUSTOMER Chaney Kinney 1963 22288.09 SLOVENIA
30014 AGENT Hanae Horn 1999 35403.36 SPAIN
                                                         agentJ
                                                                  T***2*t*
                                                         Cherokee
                                                                   E*1*d*&*
                                                         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
               Wylie Pollard
                               1990
                                                                   E*4*v*&*
50070 AGENT
                                      61384.65 ALBANIA
                                                         Lara
<< 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
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0) Logout		
Selection: 5		
Ticket Acet# Full Name	Status Subject	Magaaga
070533 30004 Betty Boop 040599 35049 Buck Odom	ACTIVE Nothing happens	1 1
Enter the ticket number to volume to return to previous menu AGENT: Will Smith (50008)		
Account Ticketing System - A		
 Add a new account Modify an existing account Remove an account List accounts: detailed v 		
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		Messages
060001 30004 Betty Boop	ACTIVE Frequent Disconnects ACTIVE Nothing happens	5
070533 30004 Betty Boop	ACTIVE Nothing happens	1
030530 30004 Betty Boop 040599 35049 Buck Odom	ACTIVE Does not respond to command ACTIVE Power Issue	
040001 40021 Kane Lancaster		1 5
	ACTIVE Not doing what it's told	17
040004 35049 Buck Odom		3
040204 50070 Wylie Pollard		2
Enter the ticket number to ν 0 to return to previous menu		
AGENT: Will Smith (50008)		
Account Ticketing System - A	gent Menu	
1) Add a new account 2) Modify an existing account 3) Remove an account 4) List accounts: detailed v	t	

```
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!
044611 35049 Buck Odom CLOSED Unit is burning up
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!
044611 35049 Buck Odom CLOSED Unit is burning up
.....
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	