

Gugul Delevopers

IT Help Desk | Sprint #4

Completed Goals

- Complete redesign and overhaul of the UI
- Implementation of IT Help Desk member
- Finished report manager functionality
- Worked on using SMTP client

Challenges

- Developing a better visual design
- Being consistent while making many, many changes
- Working with challenges in the database
- Finding ways to set up SMTP for emails
 - SMTP causing application to crash

Redesign

Gugu!

New User?

Register

Login

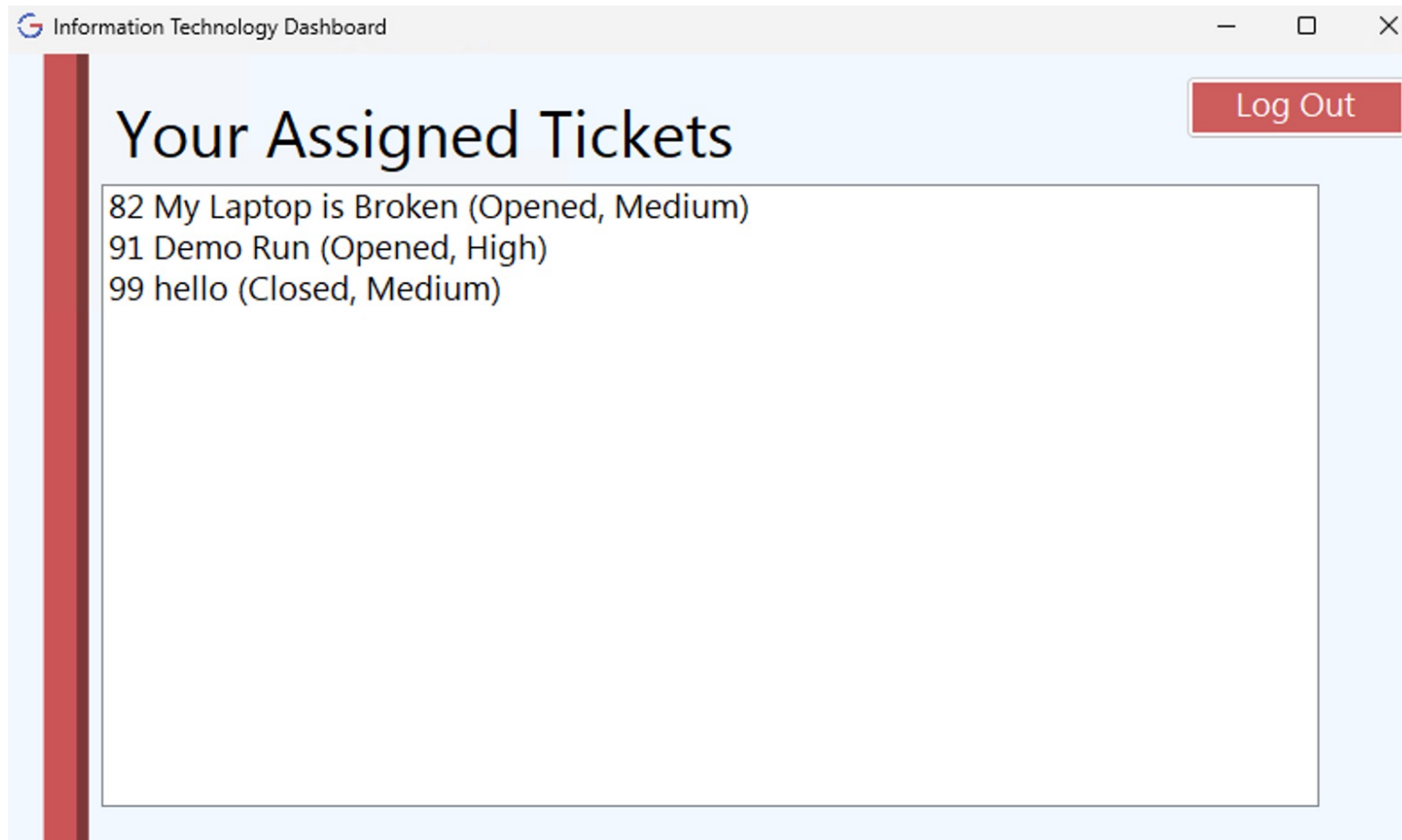
Username

Password

[Forgot Password?](#) [Forgot Username?](#)

Submit Clear

IT Help Design

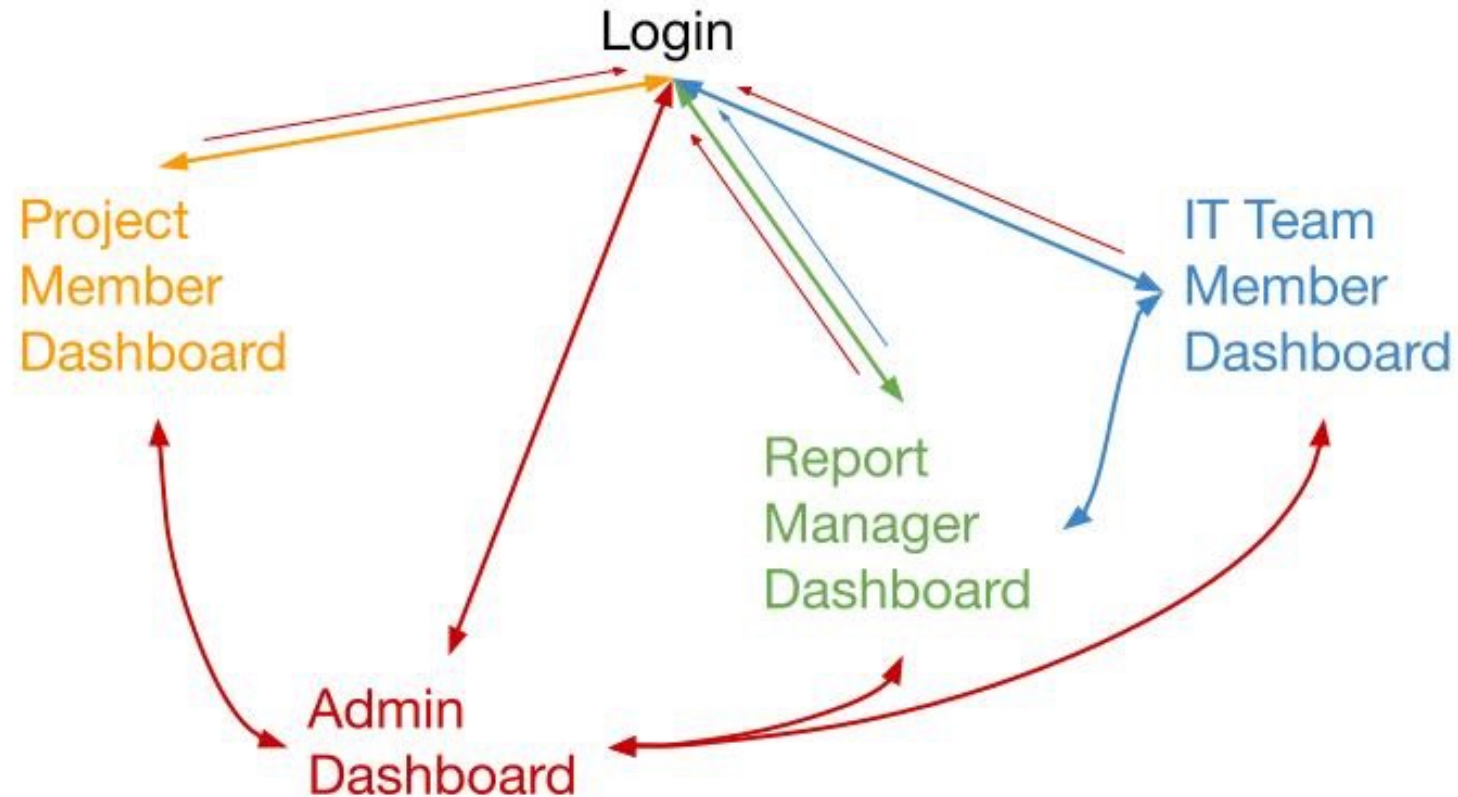


Database Changes

- Added a column to the "Ticket" table called "TicketResponse"
 - Enables an IT team members solution to a ticket to be stored long-term

Application Restructure

- Changed the flow of the application



Live Demo

Future Goals

- Finish SMTP registration
- Continue to clean up code
- Finish report manager capabilities
- Refine bugs and proper closing for windows forms

Questions?