

## IT Ticketing System

1.)

Ticket #	→ Automatic generated
User ID	→ user input.
User Name	→ user input.
User last name	→ user input.
User Email	→ user input.
problem,	→ user input.
Ticket status	→ default "Open"
It response	→ default "Not yet resolved".



Put into a loop and pass it ~~into~~ into list.

\* Create a list to store ticket details.

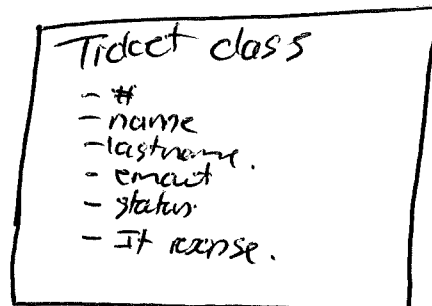
\* Create a menu for the user to choose from.

- 1.) New ticket
- 2.) Show all tickets
- 3.) Close a ticket + respond.
- 4.) Ticket stats (how many open/closed)
- 5.) Open a ticket that was closed + ~~give~~ respond.
- 6.) Search for a specific ticket
- 7.) EXIT.

menu

- if (1) New ticket.
- capture user input in variables + a couple of default values.
  - pass this info to a list.
- if (2) - Loop through the list/dict and print values
- if (3) - User input, ticket # into a variable.  
Then loop through the list/dict. if the key == ticket number → print the ticket.
- if (4) - Repeat (3) and update the values of status and response.
- if (5) - Repeat (3)
- if (6) - Loop through the list/dict and add 1 to a variable each time ticket status == "open" or "close"

- menu function.
- 7 selections.



methods. — new ticket  
 functions — search  
               — display  
               — password change.  
               — ticket status

- create ticket object.
- create empty list

- ① use the class object to create a new ticket object. and add it to the list.
- ② loop through the list and print all the objects.
- ③ Search and display a specific ticket number.
- ④ Search a specific ticket and change some values.
- ⑤ loop through ticket list. Every time status = open / closed. at to a variable.
- ⑥ Search for a specific ticket and update some of the values.
- ⑦ Exit.

Ticket  
class

