

## Repair Shop - Technician Portal

The purpose of the project is to create a website where employees of a computer repair shop can document and manage customer repair tickets. The website will collect customer and repair ticket data, and the primary user will be the repair shop technicians.

**Objectives:** The technician portal will allow employees to do the following:

- Create a new technician profile
- Look up existing technicians, edit an existing record
- Create new customer records
- Look up existing customers, edit an existing record
- Enter new repair tickets
- Look up exiting repair tickets, edit an existing record
- Close completed repair tickets
- Print a PDF report of completed repair tickets

**Requirements:**

- User interaction with at least three different types of form elements (text entry, select, radio, checkbox, etc)
- Use Web storage or Sessions
- Users can update existing records in the database in a friendly way (data is pre-filled from a drop-down)
- Users can add records to the database
- 50 lines of client-side JavaScript code
- Two local or external Web APIs, explaining where the Fetch calls are in the submission
- 50 CSS properties or Bootstrap
- Three database tables with at least 10 combined fields
- JavaScript and CSS in external files
- Nice, professional, and consistent design, free of typos

**Deliverables:**

- ☐ A final report
  - ☐ Title
  - ☐ Description
  - ☐ Task Distribution
  - ☐ Changes from Original Design
  - ☐ Database Schema
  - ☐ Screenshots of the finished product

- ☐ Upload of all files as a Zip file, including DB records exported in SQL format

**Tasks and Milestones:**

Database Design

Database Implimentation

**Primary User Pages:**

Completion of [Main Page and Technician Login](#) Module functionality

Completion of [Customer Management Module](#) functionality

Completion of [Ticket Management Module](#) functionality

Completion of Administrative Module functionality

Completion of Navigation, Header and Footer Modules

Team sign off on style guide

Integrate style to functioning site

QA Check - Periodic during each phase, final QA by each team member

**Organizational Environment:**

We will collaborate on Replit, where all code will reside:

<https://replit.com/join/aqfksninpo-germanshepherd>

Heroku is used for the database:

<http://lcpbq9az4jklobvq.cbetxkdyhwsb.us-east-1.rds.amazonaws.com/>

user: "gnfgzzid9inrpez5",

password: "u418rshfveix6k1g",

database: "qo3892akxcremf7q"

**Timeline and Schedule:**

Project Start: Wednesday, July 20

Project Due: Thursday, August 11

Scheduling conflicts:

Anna- Offline August 6,8,10
David Offline after August 4th

**Change Management:**

Changes from the original project description and task assignments will be tracked on the Task List spreadsheet.

**Support Documents:**

[Task List](#) - Delegation of tasks and change management resides here.

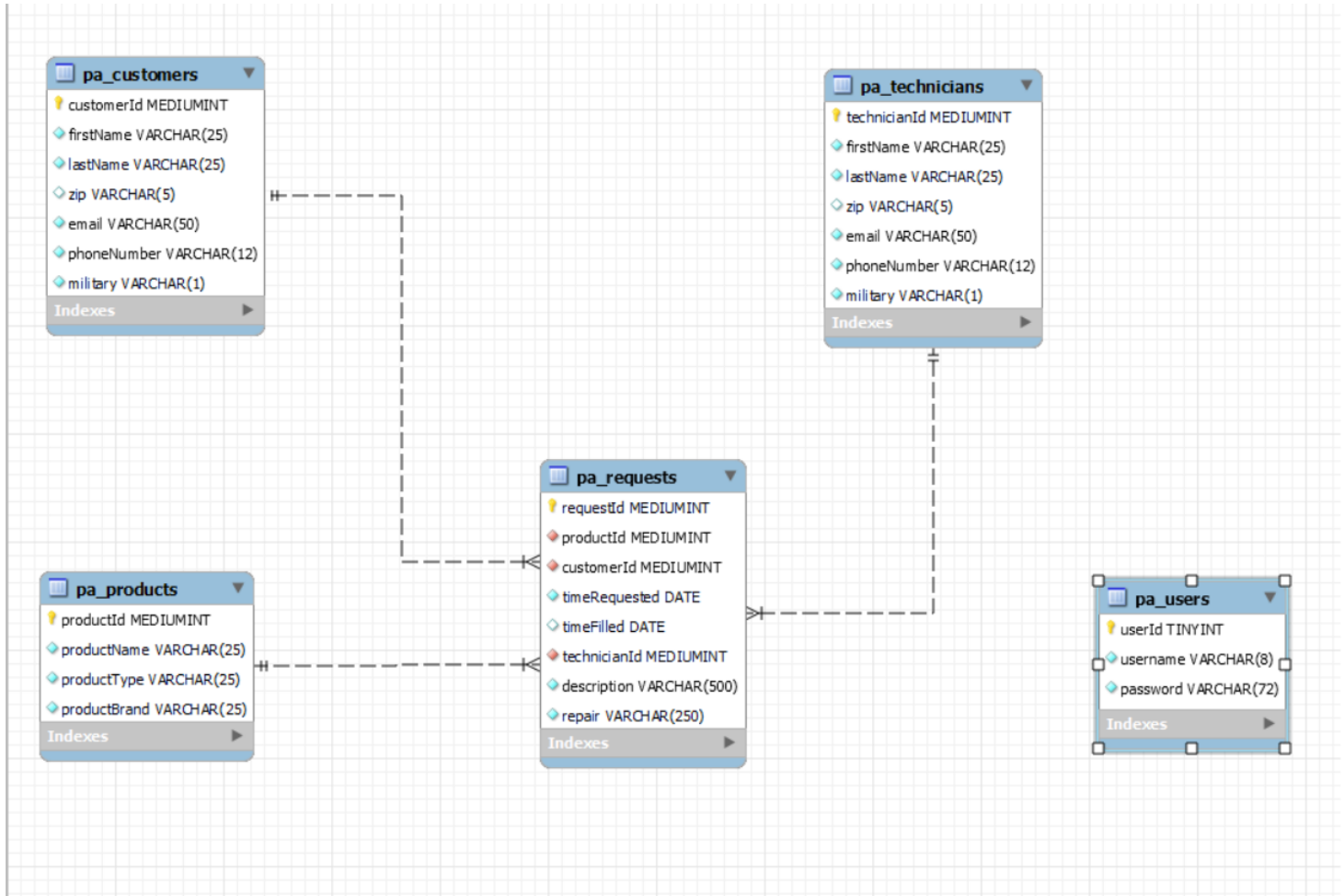
[General Flowchart](#) - The “plan of the plan” for project design.

**Changes From Our Original Plan:**

A printable PDF export of a completed repair ticket was originally planned. Formatting errors with the exported document lead us to omit it from the project, however the completed repair tickets can be printed to the screen and viewed.

A separate administrative portal had been discussed, but we determined it was not necessary, allowing existing technicians to log in and create new users instead. This is the only administrative task that could potentially require elevated privilege, so with a lack of additional administrative functions, we felt it was unnecessary to include a separate interface.

## Database Schema



## **API Usage and fetch location**

### **local web api:**

scriptTicketNew.js line 11

scriptTicketPrint.js line 13

### **external web api:**

unsplash

index.js line 32

## Routes

Pacific Analytic's Repair Shop

Technician Portal

Technician Login

Good Afternoon

Technicians log in to create and manage repair tickets. Please register if you do not have a login.


Pacific Analytics

Username

Password

Sign In

Sign Up



## Index

## Pacific Analytic's Repair Shop Technician Portal

Pacific Analytics

Register

**Register**



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[Find, Update and Add Customers](#)

[Logout](#)

Pacific Analytic's Repair Shop

Technician Portal

Technician Home

Find or Add Customer

Create a Ticket

View Open Tickets

Search for a Ticket

Print Closed Ticket

Add a new Technician

Search for a Technician

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## Technician Home

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Pacific Analytic's Repair Shop

Technician Portal

Print a Closed Ticket

--Select Closed Ticket--

--Select Closed Ticket please select an item in the list.


4 - iPadAir - Stephanie Webb - 2012-06-01 - 2022-08-07

2 - iPadMini - Melvin Floyd - 2022-07-26 - 2022-08-03

1 - iPadPro - Stephanie Webb - 2022-08-01 - 0000-00-00

6 - iPadMini - Salvador Gibbs - 2022-08-03 - 0000-00-00

19 - MacMini - Hugo Bennett - 2022-08-10 - 0000-00-00

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## Ticket Print

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## Pacific Analytic's Repair Shop

### Technician Portal

### Print a Closed Ticket

4 - iPadAir - Stephanie Webb - 2012-06-01 - 2022-08-07 View

Request ID: 4

Customer: Stephanie Webb

Zip: 93812

Email: kirsten98@gmail.com

Phone Number: 915-667-8124

Product: iPadAir

Type: tablet

Brand: Apple

Description: Not working

Repair: Repaired circuit board

Request Date: 2012-06-01

Completion Date: 2022-08-07

Technician: Jesse Pinkman

Email: cal38jr@cuedigy.com

Phone Number: 209-202-3916

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**Ticket Print After**

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## Pacific Analytic's Repair Shop

### Technician Portal

### Add a new Technician

First Name:

Last Name:

Zip:

Email:

Phone:

Military:

Yes

☐


No

☐

Add Technician

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Technician new

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## Pacific Analytic's Repair Shop

### Technician Portal

### Find and Update a Technician

--Select Technician Name--

--Select Technician Name--

Benton, Tiberius - nastyano@thecirchotelhollywood.com

Emrik, Waldemar - galawad@aenikaufa.com

Flowers, Joe - juju100gata@aenikaufa.com

Joash, Dominik - mariaa@buzzcol.com

Pinkman, Jesse - cal38jr@cuedigy.com

test, test - test@test.com

test, test - test@test.com

test, test - test@test.com

test2, test2 - test@test.com

White, Walter - 29sgkk0@asifboot.com

## Technician lookup

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## Pacific Analytic's Repair Shop


### Technician Portal

### Edit Existing Technician

First Name:	<input type="text" value="Tiberius"/>
Last Name:	<input type="text" value="Benton"/>
Zip:	<input type="text" value="06405"/>
Email:	<input type="text" value="nastyano@thecirchotelholly"/>
Phone:	<input type="text" value="209-210-3287"/>
Military:	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>
<input type="button" value="Update"/>	

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## Technician edit

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## Pacific Analytic's Repair Shop

### Technician Portal

### New Repair

Hugo Bennett

If customer is not listed, [add a customer](#) first.

test test

macStudio

Type: desktop  
Brand: Apple


Enter Customer Problem Statement

overheat

Create Ticket

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**Ticket new**

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## Pacific Analytic's Repair Shop


### Technician Portal

### Updating Ticket Data

Request ID:	1
Product ID:	ipadPro
Customer:	Stephanie Webb
Date Requested:	2022-08-01
Date Closed:	<input type="text" value="mm / dd / yyyy"/>
Technician Assigned:	<input type="text" value="Joe Flowers"/>
Problem Statement:	Cracked Screen
Add Repair Notes:	<input type="text"/>
<input type="button" value="Update"/>	

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Ticket edit requestId



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Currently Open Tickets							
Request ID	Product	Customer Name	Date Requested	Technician Assigned	Description	Update	
1	ipadPro	Stephanie Webb	2022-08-01	Joe Flowers	Cracked Screen	<a href="#">Update</a>	
8	imac	Hugo Bennett	2022-08-02	Dominik Joash	Water damage	<a href="#">Update</a>	
24	alienware	Salvador Gibbs	2022-08-10	Waldemar Emrik		<a href="#">Update</a>	
23	macPro	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
22	macPro	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
21	macPro	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
20	macPro	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
18	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
17	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
16	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
15	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
14	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
13	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
12	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
11	macMini	Hugo Bennett	2022-08-10	Dominik Joash		<a href="#">Update</a>	
10	alienware	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
9	alienware	santa guy	2022-08-10	Joe Flowers		<a href="#">Update</a>	
25	macStudio	Hugo Bennett	2022-08-11	test test	overheat	<a href="#">Update</a>	
3	iwatch	Hugo Bennett	2022-09-02	Walter White	Not Charging	<a href="#">Update</a>	

Ticket currentlyOpen

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## Pacific Analytic's Repair Shop

### Technician Portal

### Customer Records

#### Search

--Select Customer Name--

Search

--Select Customer ID--

Search

#### Create New

First Name: David

Last Name: De

Zip: 90210


Email: david@hotmail.com

Phone: 6127312176

Military:  
Yes ☐  
No ☒

Create

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## Customer lookup

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Pacific Analytic's Repair Shop

Technician Portal

Customer Information

Customer ID: 4

First Name: Hugo

Last Name: Bennett

Email: josianne.schaefer@yahoo.com

Phone Number: 901-330-9165

Military Discount: No

Zip:

Edit

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Customer printByLastName

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## Pacific Analytic's Repair Shop

### Technician Portal

### Customer Information

Customer ID: 1  
First Name: Stephanie  
Last Name: Webb  
Email: kirsten98@gmail.com  
Phone Number: 915-667-8124  
Military Discount: Yes  
Zip: 93812

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Customer printById

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## Pacific Analytic's Repair Shop


### Technician Portal

### Edit Existing Customer

First Name:	<input type="text" value="Stephanie"/>
Last Name:	<input type="text" value="Webb"/>
Zip:	<input type="text" value="93812"/>
Email:	<input type="text" value="kirsten98@gmail.com"/>
Phone:	<input type="text" value="915-667-8124"/>
Military Discount:	
Yes	<input checked="" type="radio"/>
No	<input type="radio"/>
<input type="button" value="Update"/>	

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Pacific Analytic's Repair Shop

Technician Portal

Customer Information

Customer ID: 22

First Name: juan

Last Name: doe

Email: juan@hotmail.com

Phone Number: 121321231

Military Discount: Yes


Zip:

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Customer PrintByNew