**Pseudocode for Assessment 2**

class Ticket:

def \_\_init\_\_(staffID, name, email, description):

set staffID

set name

set email

set description

set response to "Not Yet Provided"

set status to "Open"

def \_\_str\_\_():

return formatted string with ticket details

class HelpDesk:

static ticketNumber = 2000

static openTickets = 0

static closedTickets = 0

def \_\_init\_\_():

initialize empty list of tickets

def submitTicket(staffID, name, email, description):

create new Ticket object

append new Ticket to tickets list

set ticketNumber for new Ticket

increment ticketNumber

increment openTickets

if description contains " Requires Password Change":

set response for new Ticket

increment closedTickets

decrement openTickets

set status for new Ticket to "Closed"

return new Ticket

def respondToTicket(ticketNumber, response):

for each ticket in tickets:

if ticketNumber matches:

set response for ticket

increment closedTickets

decrement openTickets

set status for ticket to "Closed"

def reopenTicket(ticketNumber):

for each ticket in tickets:

if ticketNumber matches:

set status for ticket to "Reopened"

increment openTickets

decrement closedTickets

def displayTicket(ticketNumber):

for each ticket in tickets:

if ticketNumber matches:

print ticket details

def displayStatistics():

print number of tickets created

print number of open tickets

print number of closed tickets

def displayAllTickets():

for each ticket in tickets:

print ticket details

print newline

def main():

create HelpDesk object

submitTicket with details for Inna

submitTicket with details for Maria

submitTicket with details for John

displayStatistics

displayAllTickets

# respondToTicket with ticket number 2001 and response "The monitor has been replaced."

displayStatistics

displayAllTickets

call main function