Assignment #2
Worth: 10% of final grade

Account Ticketing System

Milestone	Worth	Due Date	Submission Required
1	*10%*	*(Suggested Target: November 16th)*	*NO*
2	**40%**	**November 19th by 23:59 EST (end of Week 10)**	**YES**
3	*10%*	*(Suggested Target: November 26th)*	*NO*
4	**40%**	**December 3rd by 23:59 EST (end of Week 12)**	**YES**

A2-MS4: Sample Output (LONG)

The LONG submission option will qualify you to **potentially earn a maximum of 100% (A+)**.

Also available, is a text file "***a2ms2_4-long-inputs.txt***" which contains only the user inputs and can be used to help automate testing your work by copying and pasting it into your command window.

```
################################################################
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


==========================================
Account Ticketing System - Login
==========================================
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            : 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  Chaney Kinney    1963     22288.09 SLOVENIA
```

```
30014 AGENT      Hanae Horn       1999     35403.36 SPAIN       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
50070 AGENT      Wylie Pollard    1990     61384.65 ALBANIA     Lara      E*4*v*&*


<< 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: 5

------ ----- -------------- ------ ----------------------------- --------
Ticket Acct# Full Name      Status Subject                       Messages
------ ----- -------------- ------ ----------------------------- --------
080599 30001 Silly Sally    ACTIVE No power/does not turn on         1
040599 35049 Buck Odom      ACTIVE Power Issue                       1
------ ----- -------------- ------ ----------------------------- --------


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: 6
```

```
------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name       Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
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: 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: 7

------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name       Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
070533 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
------ ----- -------------- ------ ------------------------------ --------


Enter the ticket number to view the messages or
0 to return to previous menu: 60001

ERROR: Invalid ticket number.

<< ENTER key to Continue... >>[ENTER]


------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name       Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
070533 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
------ ----- -------------- ------ ----------------------------- --------

Enter the ticket number to view the messages or
0 to return to previous menu: 70533


===============================================================================
070533 (CLOSED) Re: Nothing happens...
===============================================================================
CUSTOMER (Betty Boop):
   Instructions state to 'say yes' to the prompts - but nothing happens.

<< ENTER key to Continue... >>[ENTER]


------ ----- -------------- ------ ----------------------------- --------
Ticket Acct# Full Name       Status Subject                      Messages
------ ----- -------------- ------ ----------------------------- --------
070533 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
------ ----- -------------- ------ ----------------------------- --------

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: 1

ERROR: Account listing is FULL, call ITS Support!

<< 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#: 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
```

```
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)
```

```
================================================
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)
=============================================
```

```
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
```

```
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     AgentH     3*r*#*R*
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*
50601 CUSTOMER  Funny Phillis   2003   765432.11 SCOTLAND
34000 AGENT     Xyla Yates      1991    61907.58 GREECE     Cherokee   E*1*d*&*
50007 CUSTOMER  Chaney Kinney   1963    22288.09 SLOVENIA
30014 AGENT     Hanae Horn      1999    35403.36 SPAIN      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
50070 AGENT     Wylie Pollard   1990    61384.65 ALBANIA    Lara       E*4*v*&*

<< 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: 5

------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name       Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
070533 30004 Betty Boop      ACTIVE Nothing happens...             1
040599 35049 Buck Odom       ACTIVE Power Issue                    1
------ ----- -------------- ------ ------------------------------ --------


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: 6

------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name       Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
060001 30004 Betty Boop      ACTIVE Frequent Disconnects           5
070533 30004 Betty Boop      ACTIVE Nothing happens...             1
030530 30004 Betty Boop      ACTIVE Does not respond to command... 17
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: 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: 7


------ ----- -------------- ------ ------------------------------ --------
Ticket Acct# Full Name      Status Subject                        Messages
------ ----- -------------- ------ ------------------------------ --------
070534 50601 Funny Phillis  CLOSED Empty Bottle!                     3
044611 35049 Buck Odom      CLOSED Unit is burning up                4
------ ----- -------------- ------ ------------------------------ --------


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!                     3
044611 35049 Buck Odom      CLOSED Unit is burning up                4
------ ----- -------------- ------ ------------------------------ --------


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
============================================
```