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-MS2: 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-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.

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

<< 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
------ ----- -------------- ------ ---------------------------- --------


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
------ ----- -------------- ------ ---------------------------- --------


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
------ ----- -------------- ------ ---------------------------- --------


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
------ ----- -------------- ------ ---------------------------- --------


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
------ ----- -------------- ------ ---------------------------- --------


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! (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: 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! (1 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

<< 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
------ ----- -------------- ------ ------------------------------ --------


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
------ ----- -------------- ------ ------------------------------ --------


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
------ ----- -------------- ------ ---------------------------- --------


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
------ ----- -------------- ------ ---------------------------- --------


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

### 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
===============================================
```