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Assignment 9: Final Project

Project Idea: Helpdesk ticket system

My project is a helpdesk ticket system. The process is that a user enters their name, the device they have problems with, and a description of the problem. Once they submit their request, the user is redirected to the waitlist page. This shows the place in line, name, device, and status of the ticket.

The first page is an html form page with JavaScript validation. The form posts to a temporary page called process. This submits the ticket to the SQL server. The SQL server has 3 tables: tickets, names, and devices. The process page automatically redirects the user to the waitlist page. The waitlist page pulls the data from the SQL server as described earlier.

Lastly, I want to talk about some limitations. One major limitation was the webserver. Sometimes it would randomly freeze up and not use any new changes made. When designing the css for waitlist.php, it stopped getting updates. I had to move all the css into a new file and link it to the page. This seemed to work. I am unsure as to why that happened. Another issue I faced was the SQL server. Because process.php must submit 3 inserts, it frequently did not do some or all of the requests. I found a solution through some forums that worked. I made sure to learn how it works so that I am not being lazy.

Check out the workflow.pdf for the diagram.