Help Desk

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Description

This application provides the ability to create help tickets. It is access controlled by three different user types: Client, Technician, and Administrator. The Client has the ability to rank the ticket according to importance. I developed this application in response to multiple phone calls throughout the day regarding technology issues. Most of which could wait until I was finished with what I was actively working on, but it would interrupt my activity.

Features

- Create Tickets
- Ability to view tickets is based on User Roles:
  - Administrator-Views all tickets
  - Technician-Views only their tickets or Unassigned tickets
  - User-Views only their tickets
- Login: Users create their login and an Administrator can upgrade them to Technician or Administrator.

Planning - User Stories

As a User, I need to be able to login using my credentials so I can create a ticket.

As a Technician, I need to be able to see unassigned tickets so I can assign myself to them.

Planning - Database

User(stores username and password hash for the user) to UserProfile(stores information about the user) would be One to One relationship. User to tickets would be used for tickets that are created by the User as a One to Many relationship. Another One to Many relationship would be User to techTickets for tickets that are assigned to a tech user.

Technology Stack

- Java
- Spring Boot
- Hibernate
- mySQL
- Thymeleaf Templates

Demo

What I Learned

- I learned how to have a users securely log in and have the application keep track of which views the user can have access to depending on their role assigned to them.

What's Next

- Ability to Sort Tickets
  - When there are a lot of tickets, it would be nice to sort them by severity.
- Ability to Edit Tickets
  - It would be nice to be able to edit tickets or add to them if there is more information that is needed.