Fahad Wahid

ITMD 411

Final Project

Ticket APP

**Description:**

I focused primarily on the user aspect of the way the system worked. I thought of it as a real-life app that we could implement. I wanted it to be easy to use and navigate through. It’s a powerful app that allows a user to request, view, and edit tickets. The admin can do all of that as well as close a ticket along with getting analytic reports, exporting data, and purging data. It only takes a few clicks to get the desired outcome for both the user and the admin panel. The .jar file is located in the fixed-Final\_proj folder.

**ADMIN**

user: admin

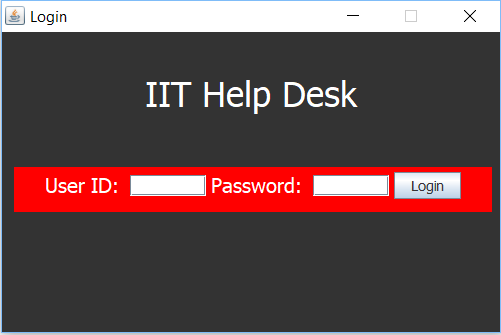
pass: admin

**USER**

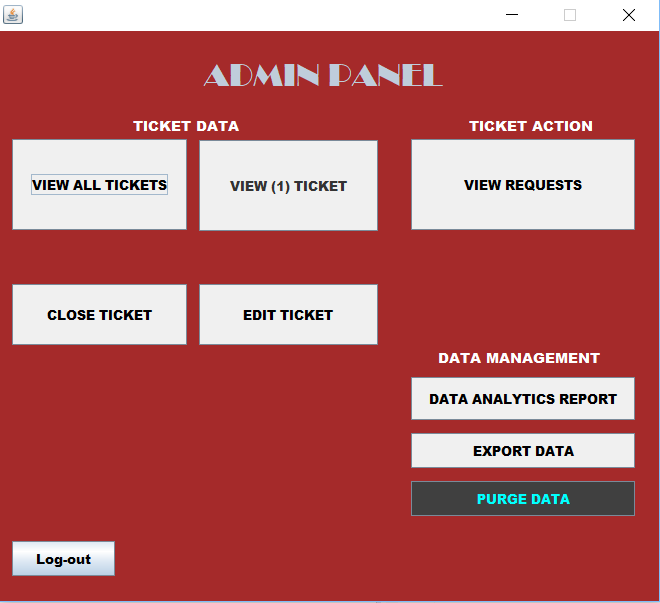
user: user

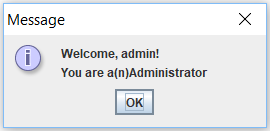
pass: user

**Main login screen**

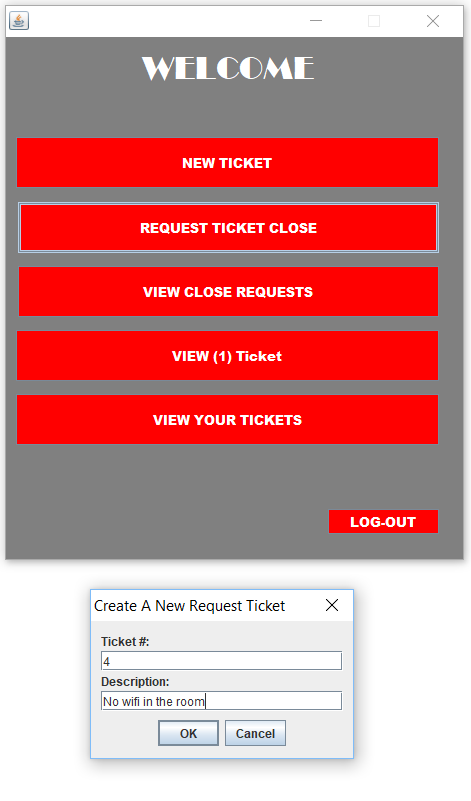
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**Admin Panel**

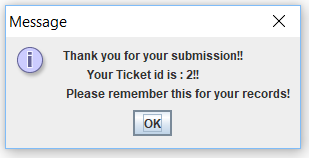
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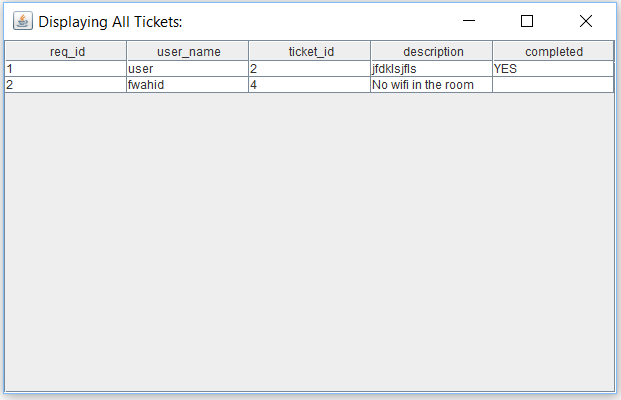
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**User screen**

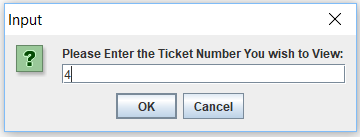
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**Created ticket**

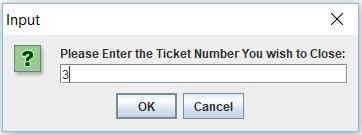
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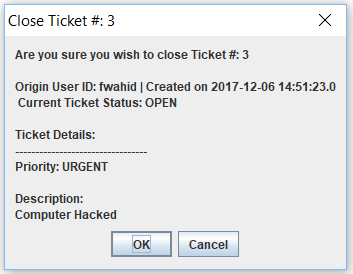
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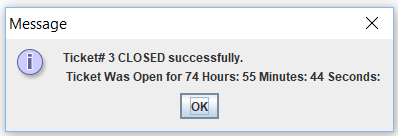
**Editing ticket**

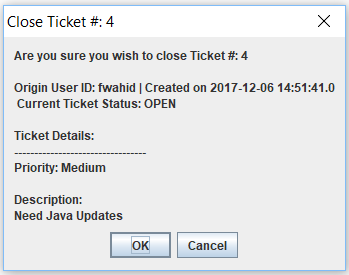
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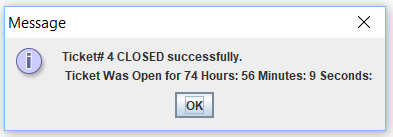
**Closing ticket**

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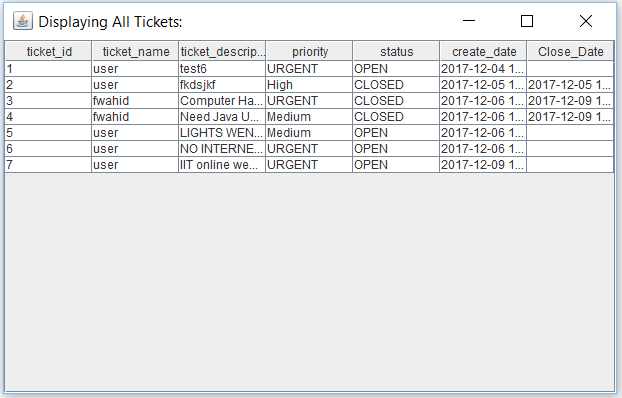
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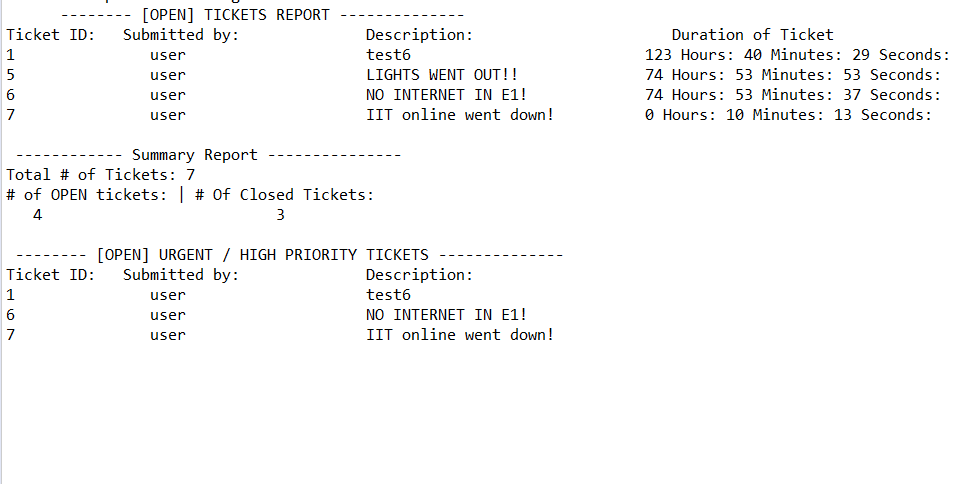
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**Displaying all tickets in admin panel**

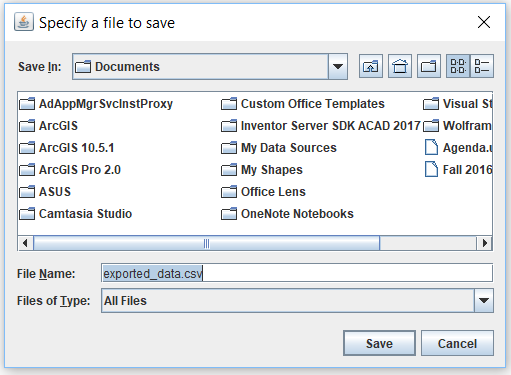
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**Data analytics report**

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**Extra Credit:**

**Exporting data**

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**Purging Data**

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