IT Help Desk Database

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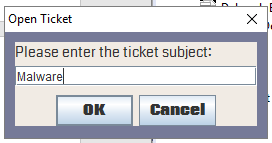
Description

This java program creates a database for the Geekbit IT Help Desk trouble ticket system. It allows you to login, create, view, update, delete, and view all tickets. It also contains the contact information of the users and the login information of each user.

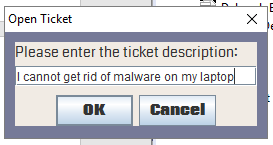
Snapshots

Create a ticket:

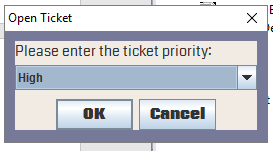
Ticket Subject



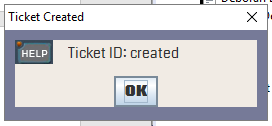
Ticket Description



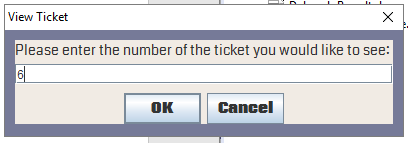
Ticket Priority



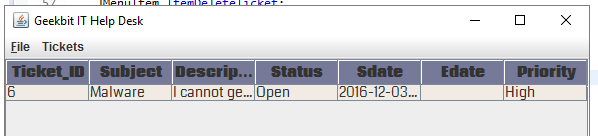
Ticket Created Confirmation

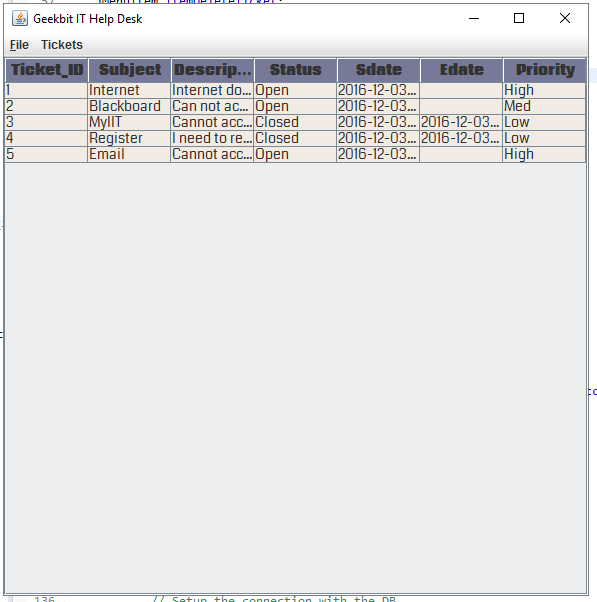


View the ticket that was created

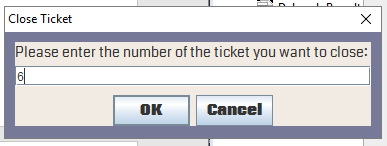


View of the ticket that was created

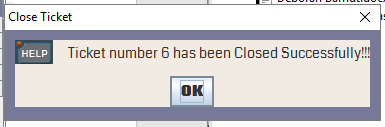


View of all 5 trouble tickets created

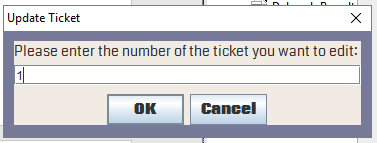
Closing a ticket



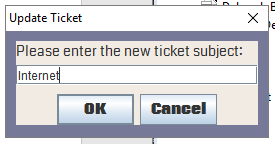
Message that a trouble ticket was closed



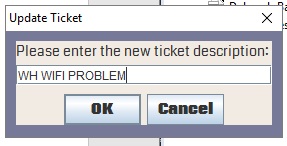
Update a ticket



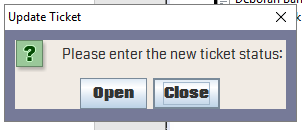
Entering the updated ticket subject



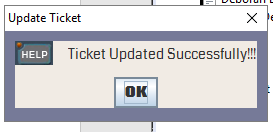
Entering the updated ticket description



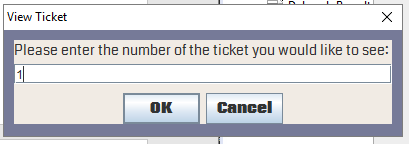
Choosing the new ticket status of the updated ticket



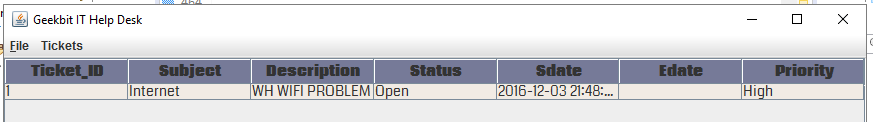
Ticket updated confirmation



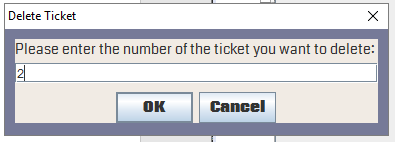
Choosing the ticket to view that was updated



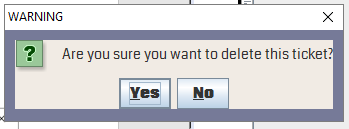
View of the updated ticket



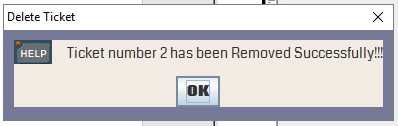
Deleting a trouble ticket



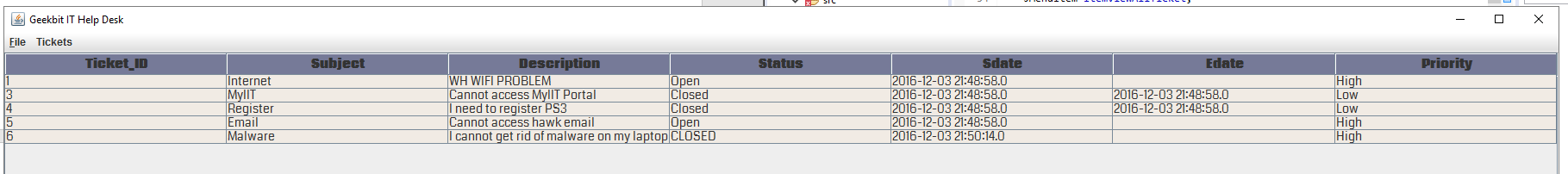
Confirming with the user that they want to delete the ticket



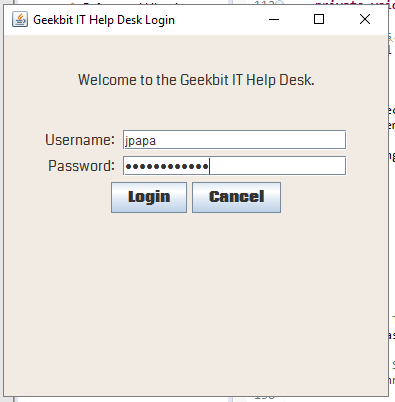
Confirmation that the ticket was deleted



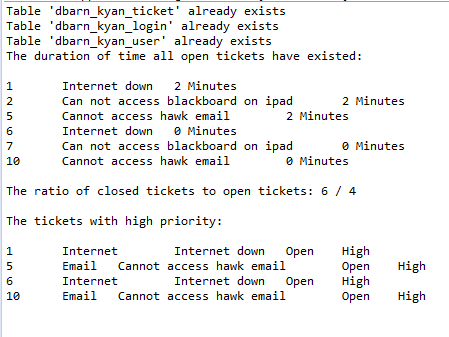
View of all the trouble ticket records presented in a JTable



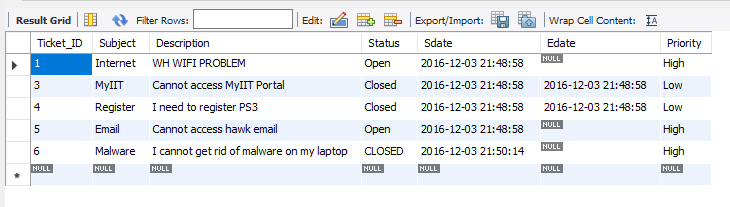
Login screenshot of the Geekbit IT Help Desk Login



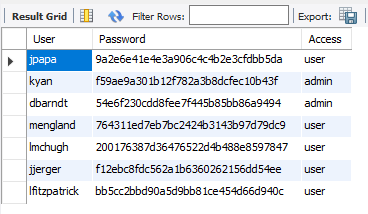
The console report of the duration of time all open tickets have existed, the ratio of closed to open tickets



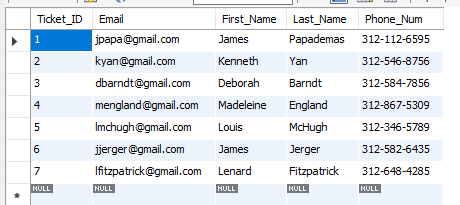
Tickets Table in the database



Login Table in the database with password hashing



User Table in the database with user information



Conclusion

With the completion of this java program. Geekbit IT will now efficiently be able to login, and be able to keep track of all trouble tickets that are made by the users by using the Geekbit IT Help Desk that was created by Deborah Barndt and Kenneth Yan on December 3, 2016.