* **Ticket Submission:**
  + Talk about all fields need to be valid on submit
  + Before entry into DB, check if customer exists
    - With email as unique identifier

1. Fill out with a P3 ticket and ‘kairstullich@gmaill.com’
   1. Show the email
   2. Show the SMS
2. Fill out with P1 and ‘*nanda’* temp email
   1. Show phone call
   2. Show email
   3. Show SMS

* **Admin Login:**
  + Show 401 error, if not logged in (access denied)

1. Show hashed password in DB
2. If username/password do not match (ERROR!)
3. Show ability to edit tickets
4. Logout to show /admin route protected again

* **API Check:**
  + Show API route *`/api/tickets*`
  + Start process of checking tickets (`*python3 api\_check.py*`)
  + Show incoming phone call
* **Chat:**
  + Used for department analysts to communicate
  + Web sockets
  + Show login to chat
  + Open another window to show another user logging into chat
* **Ticket Status:**
  + Show if wrong ticket number/email entered (ERROR!)
  + Pulls tickets from `comments` table
  + New comment submission is sent via AJAX