

## CSC-207 Project Proposal

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### **Title**

Ticket Management Service

### **Project Description**

Our goal was to create a customer management service that facilitated sales between B2B companies by sending personalized emails to clients accounting for their personal preference. Because of a lack of experience developing a full stack program compatible with Microsoft Outlook and web functionality, we decided to settle for less.

We are creating a localized Ticket Management Service that facilitates effective communication amongst team members. This program will have two localized databases on the system it operates on. The first database will store every user (a team member) including their respective User IDs and Passwords. This will help create a secure login page to prevent users lacking credentials from logging on. Furthermore, it will allow users who do not have access to create their own User ID and password to login. Once securely logged in, our program will allow users to view all pending tickets submitted by group members. This information is sourced from the second database that stores all the ticket data. Users can open tickets from this section to read descriptions. If the ticket has been addressed, users can solve a ticket, and the ticket will be removed. Furthermore, users can login and submit new tickets to be addressed by all the users. Once the ticket has been submitted, the data is stored in the localized database.

This program will be interreacted with through a GUI. The GUI will be implemented using the Java Abstract Window Toolkit. Furthermore, we plan to use Window Builder on the Eclipse IDE to make front-end programming more seamless. The GUI will incorporate basic Java GUI components such as J-Frames and J-Lists.

The implications of pursuing this project are endless in educational and entrepreneurial realms. This project will introduce us to basic software programming principles. The exposure will allow us to confidently pursue a web-based platform similar to the software discussed in the first paragraph.

### **Timeline**

Week 1

- Design the User and Ticket Class

Week 2

- Install WindowBuilder and become familiarized with the software
- Create Database methods to read and write files

Week 3

- Create GUI and respective functionality

Week 4

- Testing and finishing touches