Timothy Kang

ITMD 411-01

Due Date: 5/2/17

Final Lab Project

Table of Contents

[Help Desk Trouble Ticket System 1](#_Toc481262809)

[Logging In 1](#_Toc481262810)

[Navigation 2](#_Toc481262811)

[Opening a Ticket 3](#_Toc481262812)

[Viewing Tickets or Specific Ticket 5](#_Toc481262813)

[Close Ticket 6](#_Toc481262814)

[Update a Ticket 7](#_Toc481262815)

[Delete a Ticket 9](#_Toc481262816)

[Analytics 11](#_Toc481262817)

[Log Out or Exit 11](#_Toc481262818)

[Database Tables 12](#_Toc481262819)

[EXTRA CREDIT 12](#_Toc481262820)

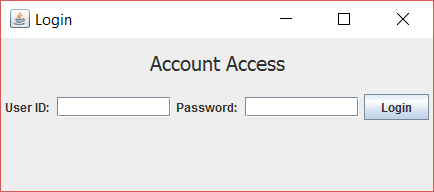
# Help Desk Trouble Ticket System

The objective of this program was to create a trouble ticket system using CRUD techniques. Three tables were created to hold data: one is for login data, one is for all the information that goes into a trouble ticket, and the last one is for duration a ticket has been open for. Before doing anything in this program, you must first login with the correct information. The username is not case sensitive but the password is. Once you are logged in, you can use the menu items to decide what to do. Unless you logged in with an account with admin privileges, some menu items will be disabled. By using screenshots, I will guide you one step at a time at how this program works…

# Logging In

**First thing that pops up when you run the program…**

**Login Screen**



The possible logins are in the csv file (I will also list it here to make it easier for the grader)

Possible Account #1🡪 username: tkang, password: hello1 (has admin privileges)

Possible Account #2🡪 username: 2ndcommand, password: howareyou2 (has admin privileges)

Possible Account #3🡪 username: worker1, password: good3 (no admin privileges)

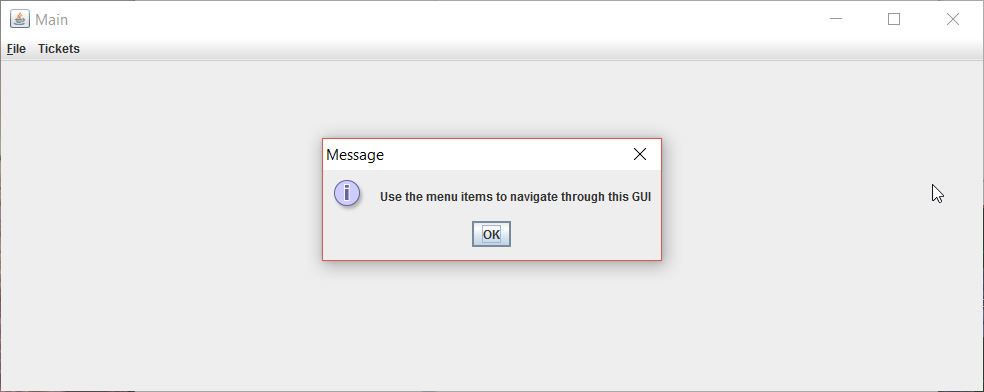
Possible Account #4🡪 username: worker2, password: bad4 (no admin privileges)

Possible Account #5🡪 username: worker3, password: soso5 (no admin privileges)

Possible Account #6🡪 username: randomperson, password: couldbebetter6 (no admin privileges)

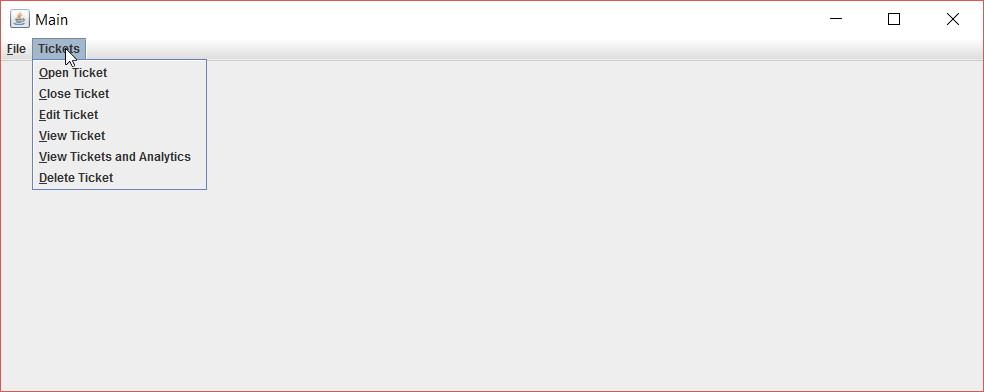
# Navigation

**Once you are logged in…**

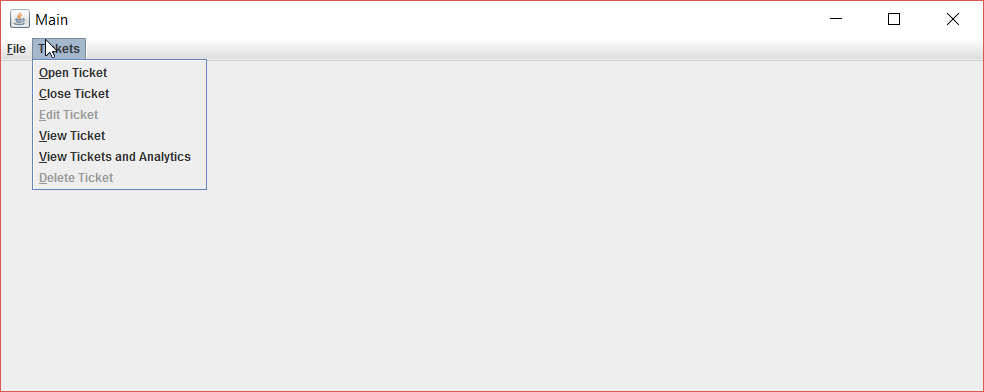


**Now you can use the menu items navigate through the GUI…**

**If you are logged in as an account with admin privileges…**



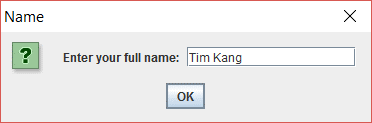
**If you are logged in as an account without admin privileges… (Edit and Delete are disabled)**



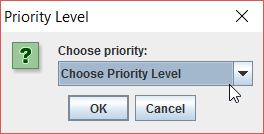
# Opening a Ticket

**Time to create a ticket…**

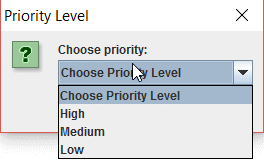
**First put name…**



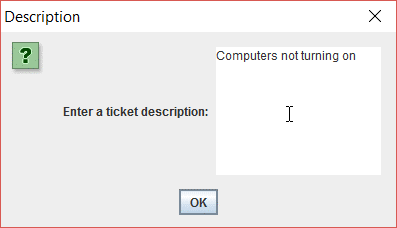
**Choose priority…**



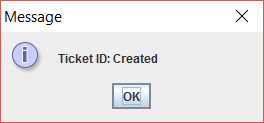
**The possible choices are…**



**Next enter ticket description…**

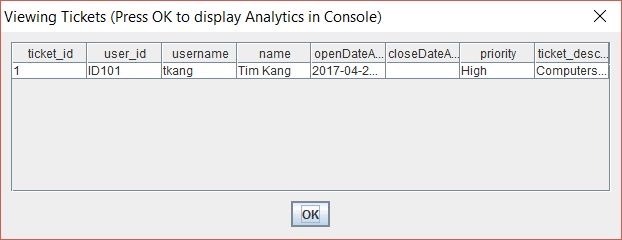


**If everything was inputted correctly (if nothing was left blank or user didn’t “x” out halfway through)…**

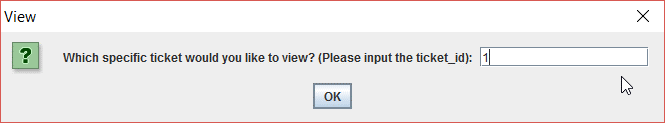


# Viewing Tickets or Specific Ticket

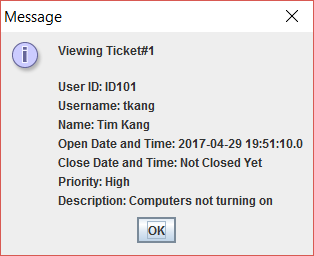
**Go to menu item View Tickets and Analytics to see new ticket… (Side note: depending on what account you are logged in as, the userID and username will change accordingly)**



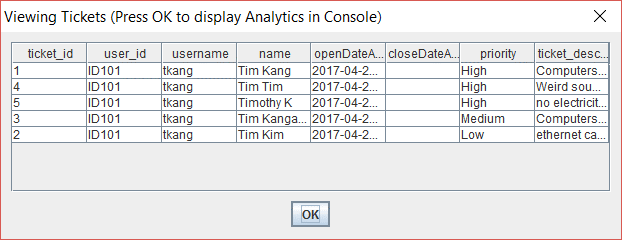
**If you wish to see a list of all data fields without it being covered, go to menu item View Ticket and enter ticket id #... (since data fields are pretty small)**



**This will pop up…**



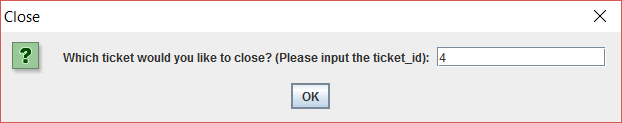
**Now I will create 4 more tickets and show what happens when you view all the tickets…**

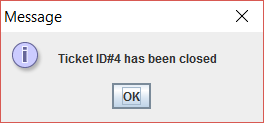


**As you can see, it is ordered by priority and all closeDateAndTimes are empty since these tickets are still all open.**

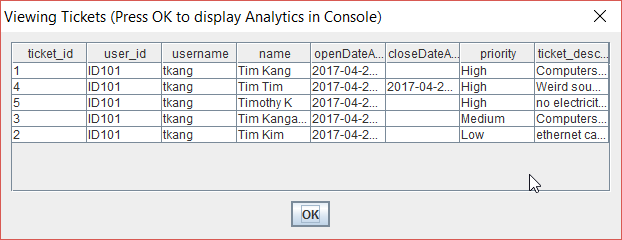
# Close Ticket

**Obviously, once a problem has been resolved, you must close a ticket. I will close ticket id 4…**





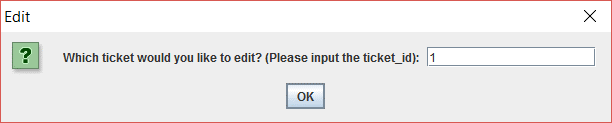
**Time to check whether or not it is truly closed…**



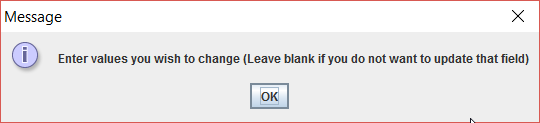
**(A date and time has been added to ticket id 4 since it is closed)**

# Update a Ticket

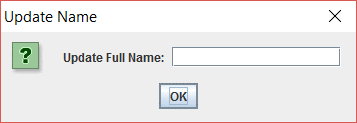
**Now the question is… what if the user wants to update/edit a trouble ticket? Simple, just click menu item Edit Ticket… I will update ticketID 1 this time and change only the ticket description…**



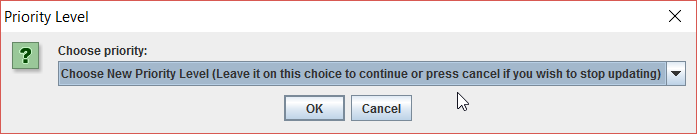
**This will pop up…**



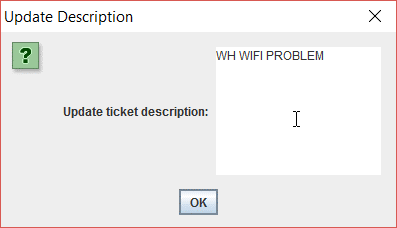
**Since I only need to change ticket description, I will leave this blank…**



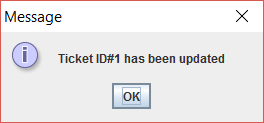
**Will also leave this as it is and press ok…**



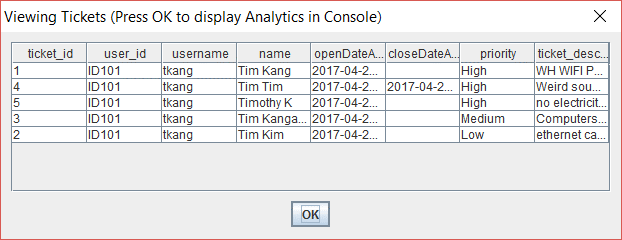
**Finally the description part…**



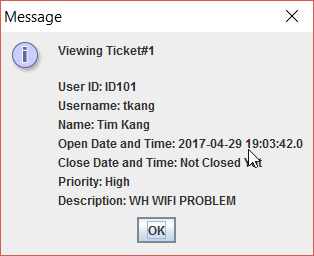
**This will come out…**



**Confirm using view tickets to make sure it has been updated…**

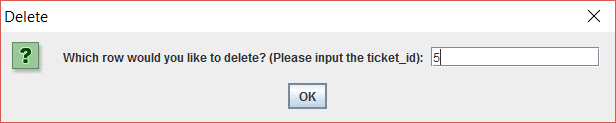


**Just to make sure, view as individual ticket…**

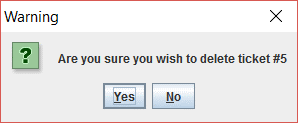


# Delete a Ticket

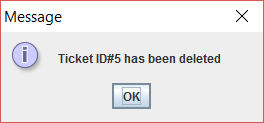
**Time to delete a ticket… I will delete ticket id 5…**



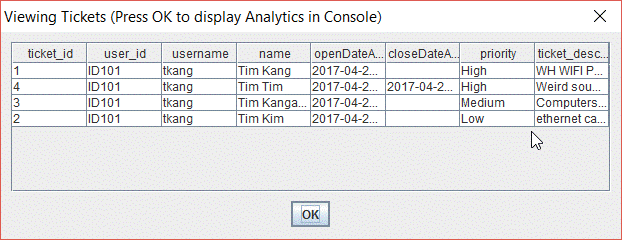
**You will receive this warning…**



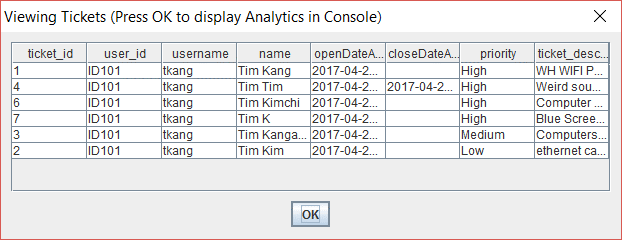
**If you press yes…**



**Check view tickets to make sure it is deleted…**



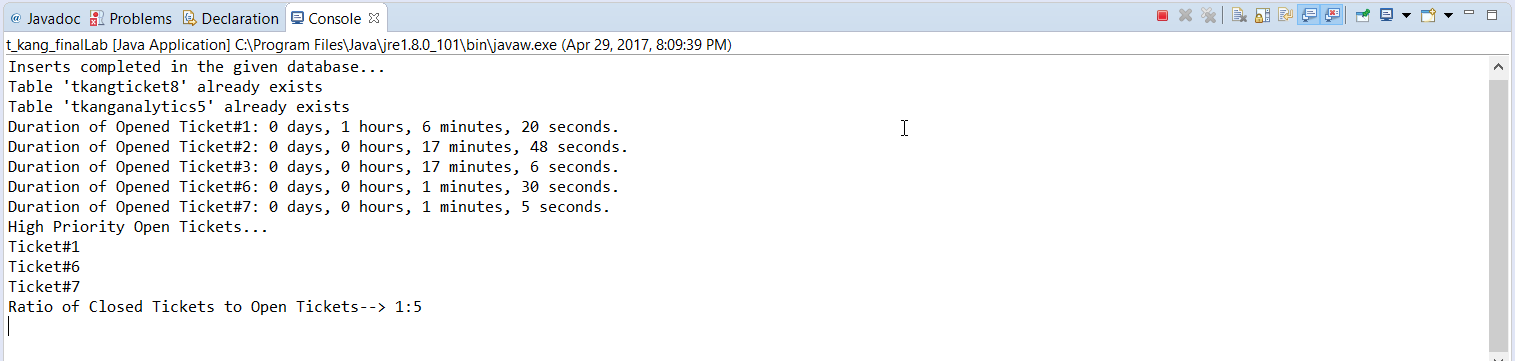
**I will now open 2 more high priority tickets since the table is pretty lacking and then show analytics…**



# Analytics

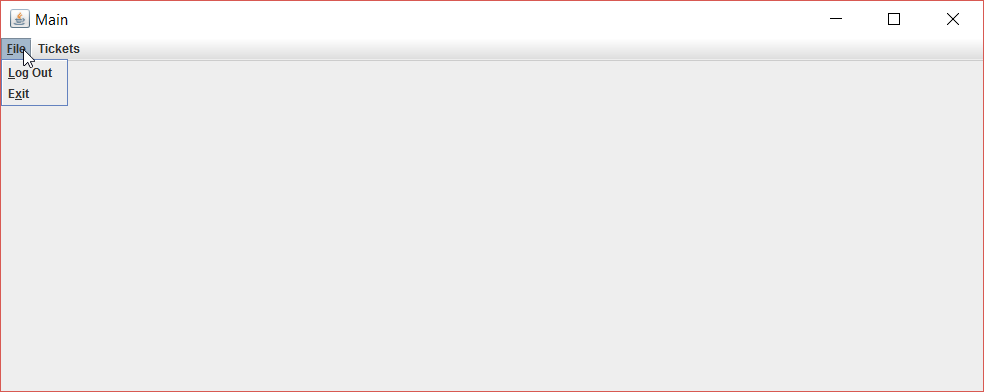
**If you press ok, a report of information will display on console…**

**It will display duration of all open tickets, ratio of closed tickets to open tickets, and tickets that are high priority and open…**



# Log Out or Exit

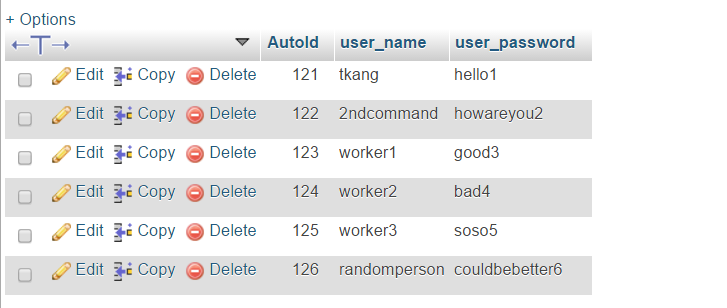
**If you want to log in as a different user or exit…**



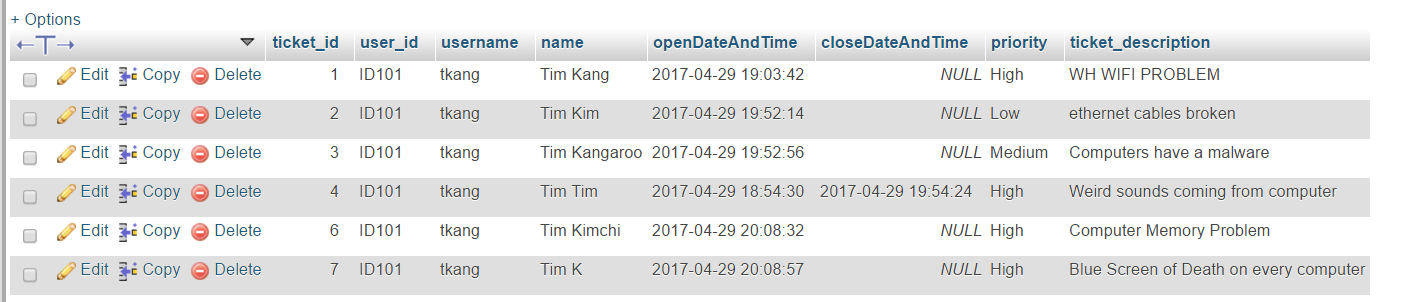
# Database Tables

**A few screenshots of database table…**

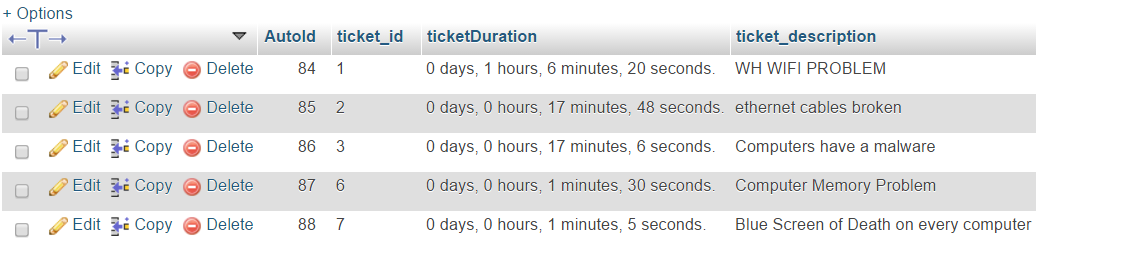
**Login Table…**



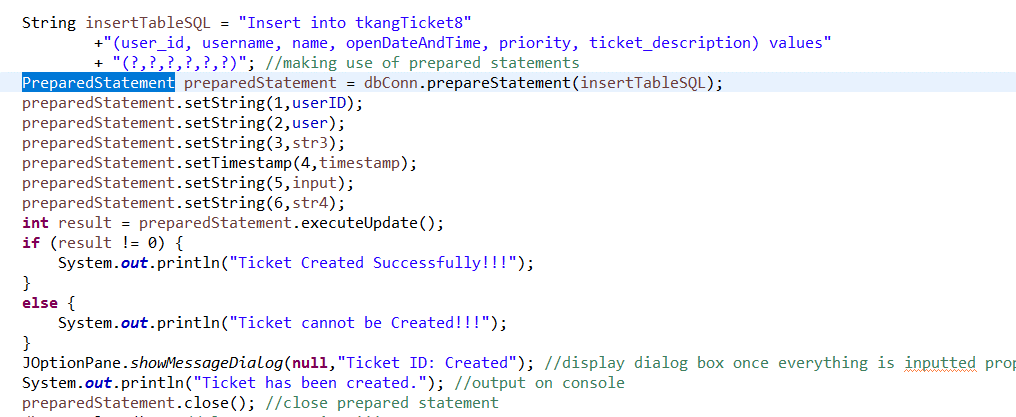
**Tickets Table…**



**Analytics Table…**



# EXTRA CREDIT

1. **Outstanding GUI**🡪 you can see throughout the screenshots above that I incorporated menus, jpanels with textfields, textareas, buttons, and even a drop down menu for priority.
2. **Relational Table Designs**🡪 if you look at the screenshot of ticket table and analytics table, you can see that the ticket\_id and ticket\_description are the same which allow me to easily compare between tables despite having other completely different fields.
3. **Prepared Statements**🡪 (2 times in this lab)  
   1.  
   2.  
   