

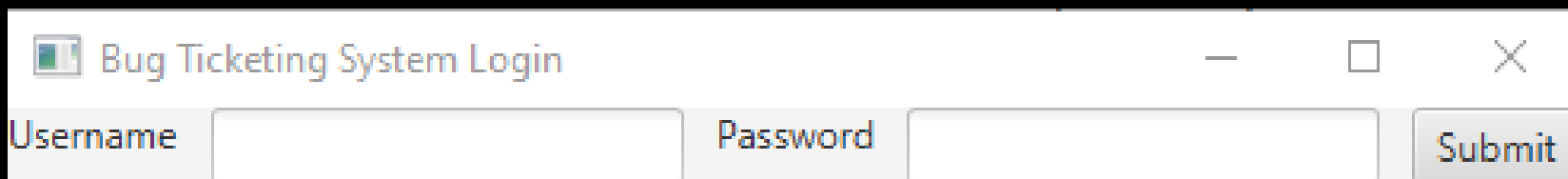


Bug Tracker System

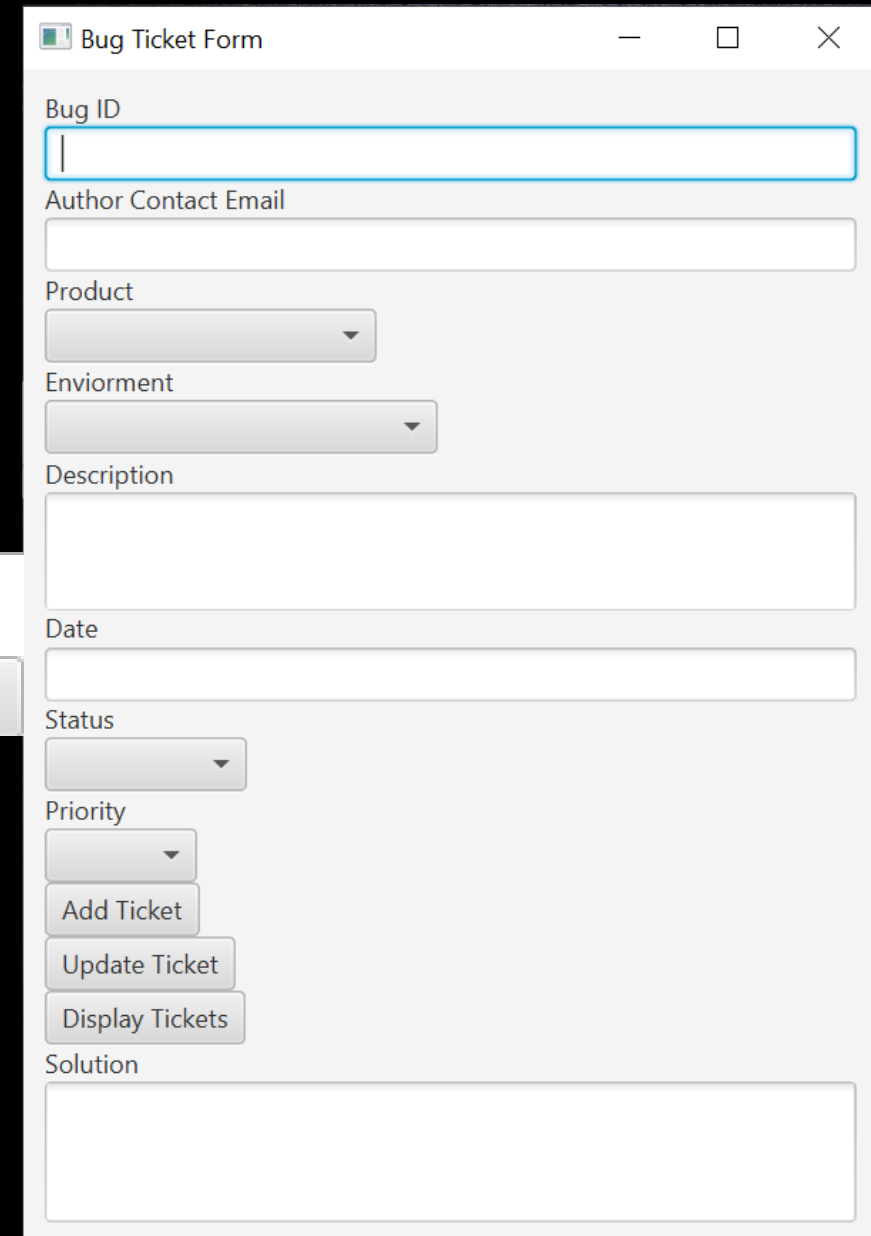
By: Tany Sanchez and Albert Huynh

The Product

- Bug ticketing system



A screenshot of a 'Bug Ticketing System Login' window. It features a title bar with a standard icon, the text 'Bug Ticketing System Login', and window control buttons (minimize, maximize, close). The main area contains two input fields: 'Username' and 'Password', each with a label to its left. To the right of the 'Password' field is a 'Submit' button.



A screenshot of a 'Bug Ticket Form' window. It has a title bar with a standard icon, the text 'Bug Ticket Form', and window control buttons (minimize, maximize, close). The form contains several fields and buttons:

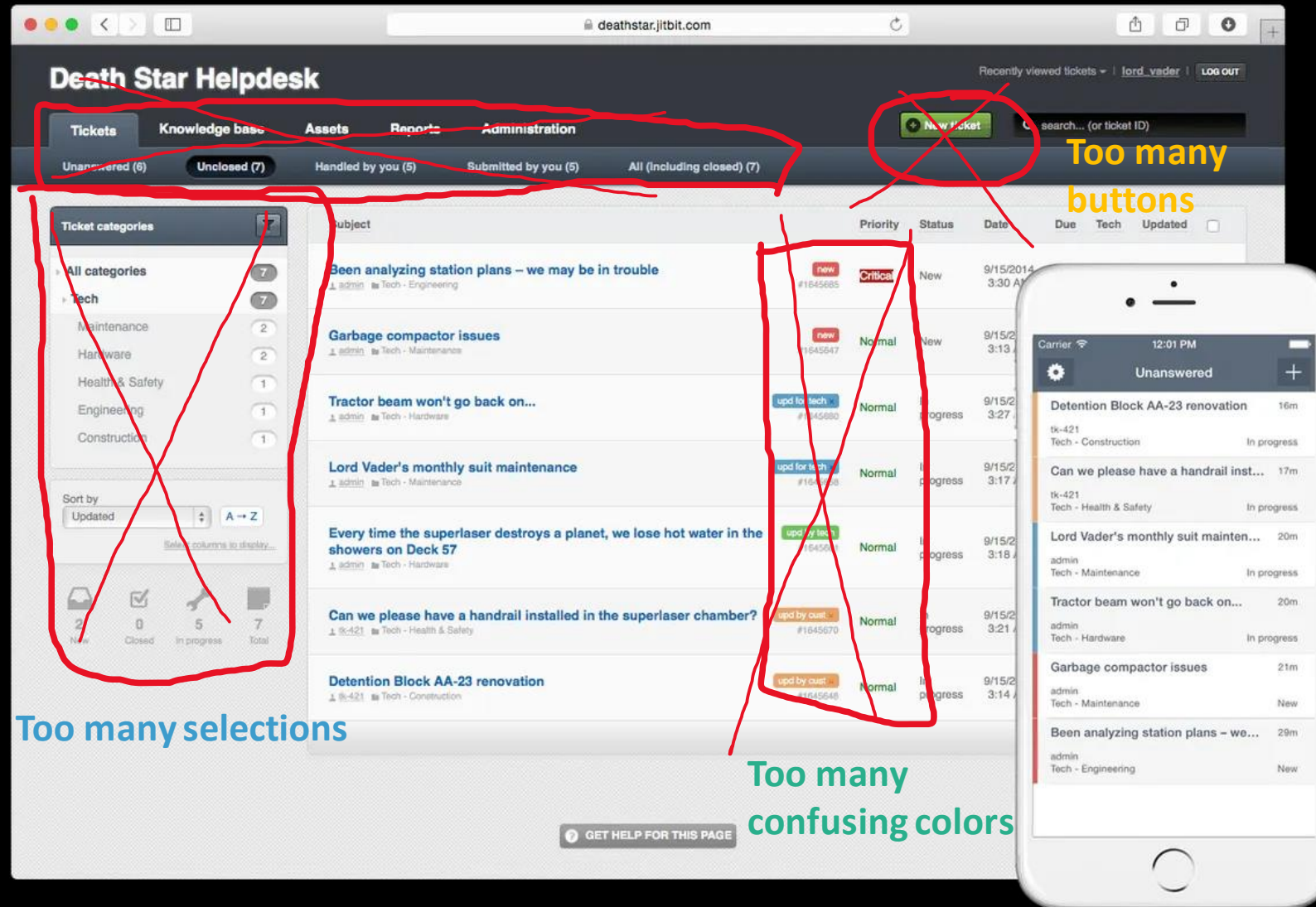
- Bug ID**: A text input field.
- Author Contact Email**: A text input field.
- Product**: A dropdown menu.
- Enviornment**: A dropdown menu (note the spelling).
- Description**: A large text input area.
- Date**: A text input field.
- Status**: A dropdown menu.
- Priority**: A dropdown menu.
- Add Ticket**: A button.
- Update Ticket**: A button.
- Display Tickets**: A button.
- Solution**: A large text input area.

Why?

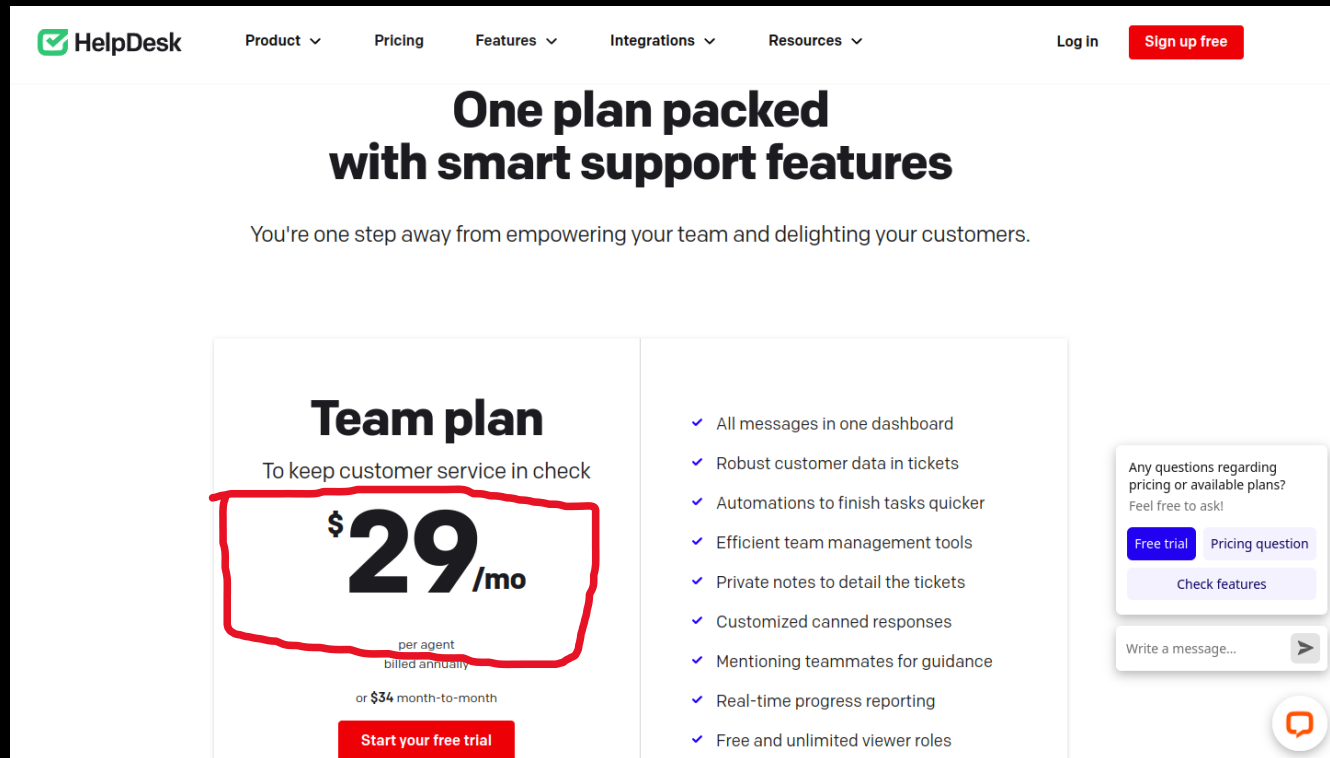
- Stuff has bugs, glitches, and other issues, so this application allows users to report them
- Allows the developers of the product to easily resolve the issues



Too Complicated



Alternatives Are Too Expensive



The screenshot shows the HelpDesk website's pricing page. The navigation bar includes links for Product, Pricing, Features, Integrations, and Resources, along with Log in and Sign up free buttons. The main heading is "One plan packed with smart support features". Below this, a subheading reads "You're one step away from empowering your team and delighting your customers." The "Team plan" is highlighted with a red box, showing a price of \$29/month per agent, billed annually, or \$34/month month-to-month. A list of features is provided, and a "Start your free trial" button is at the bottom. A chat widget is visible on the right side of the page.

HelpDesk

Product ▾ Pricing ▾ Features ▾ Integrations ▾ Resources ▾

Log in Sign up free

One plan packed with smart support features

You're one step away from empowering your team and delighting your customers.

Team plan

To keep customer service in check

\$29/mo

per agent
billed annually

or \$34 month-to-month

Start your free trial

- ✓ All messages in one dashboard
- ✓ Robust customer data in tickets
- ✓ Automations to finish tasks quicker
- ✓ Efficient team management tools
- ✓ Private notes to detail the tickets
- ✓ Customized canned responses
- ✓ Mentioning teammates for guidance
- ✓ Real-time progress reporting
- ✓ Free and unlimited viewer roles

Any questions regarding pricing or available plans? Feel free to ask!

Free trial Pricing question

Check features

Write a message...

~7 Among Us games/month

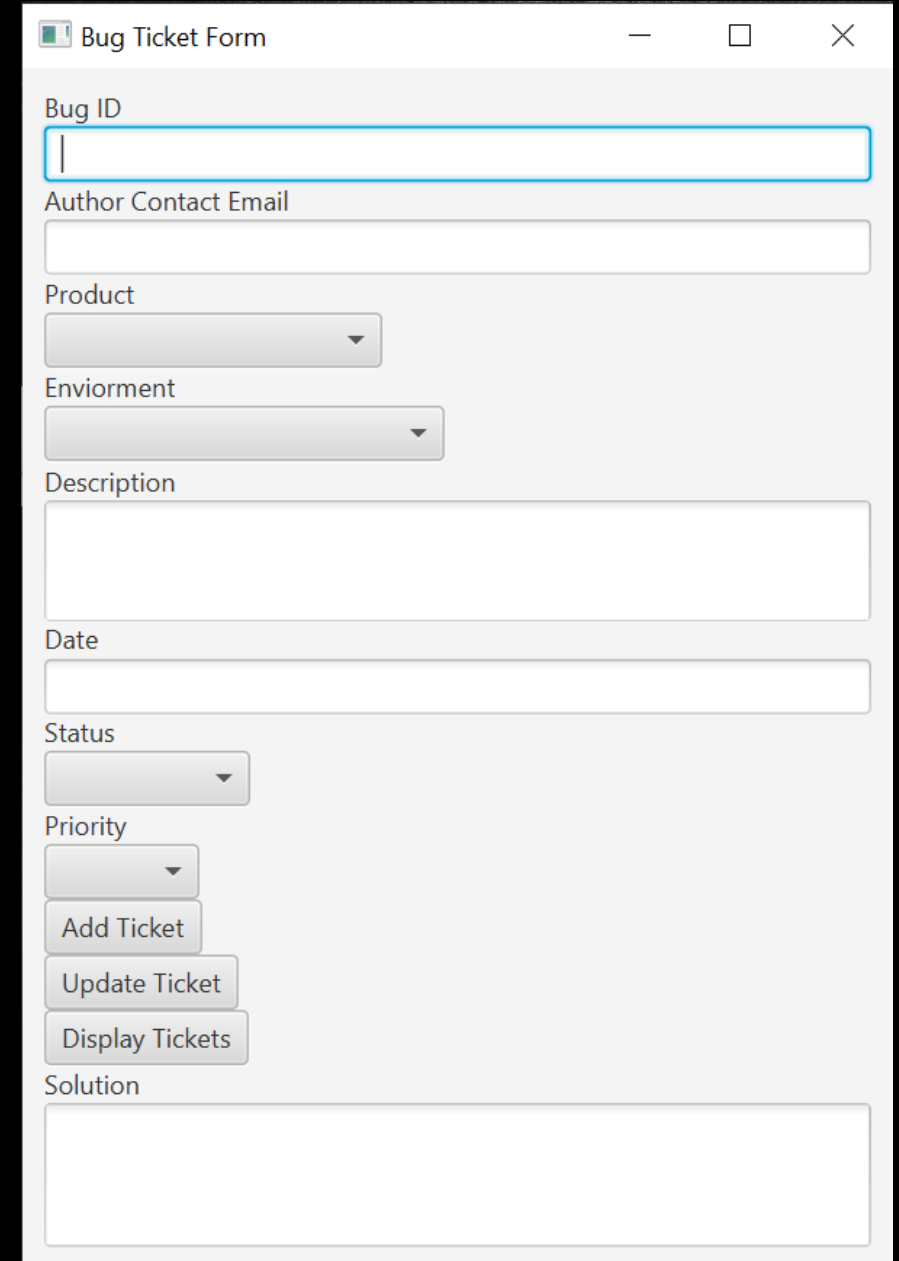
~18 Tennis balls/month

~10 Live chickens/month

~6 Costco chickens/month

Our Solution

- Better Bug Ticketing system
- Simple and straightforward
- Less confusing colors
- Free \$0/month

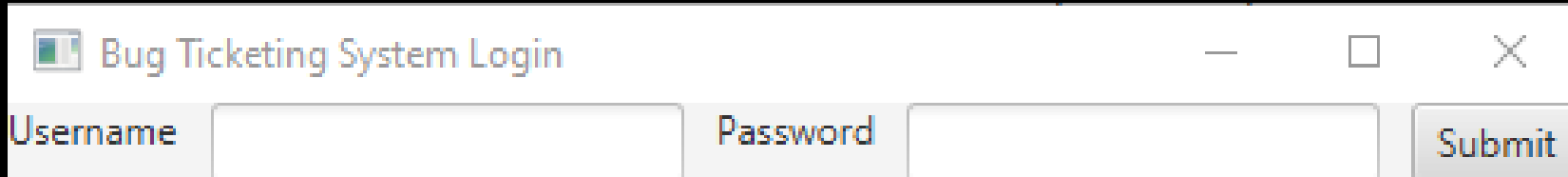


The image shows a web application window titled "Bug Ticket Form". The form contains the following fields and controls:

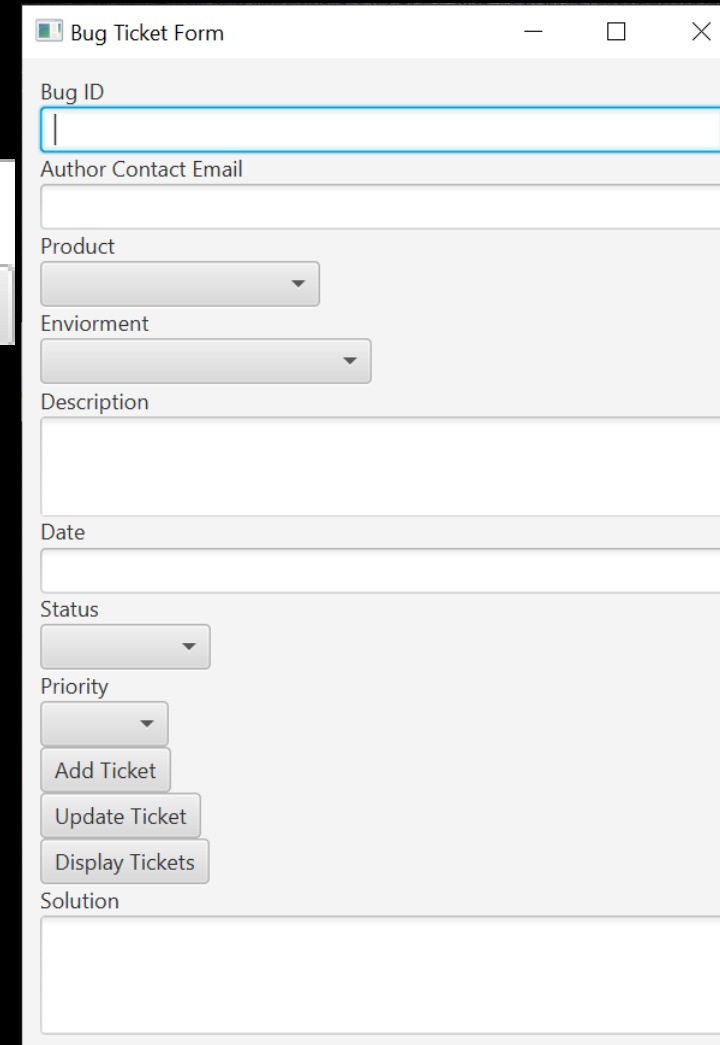
- Bug ID**: A text input field.
- Author Contact Email**: A text input field.
- Product**: A dropdown menu.
- Environment**: A dropdown menu.
- Description**: A large text area.
- Date**: A text input field.
- Status**: A dropdown menu.
- Priority**: A dropdown menu.
- Buttons**: Three buttons labeled "Add Ticket", "Update Ticket", and "Display Tickets" stacked vertically.
- Solution**: A large text area.

User Input

- How the application will get user input



A screenshot of a web application window titled "Bug Ticketing System Login". The window contains two input fields: "Username" and "Password", each followed by a text input box. To the right of the "Password" field is a "Submit" button.



A screenshot of a web application window titled "Bug Ticket Form". The window contains several input fields and buttons:

- Bug ID: A text input field.
- Author Contact Email: A text input field.
- Product: A dropdown menu.
- Enviornment: A dropdown menu.
- Description: A text input field.
- Date: A text input field.
- Status: A dropdown menu.
- Priority: A dropdown menu.
- Add Ticket: A button.
- Update Ticket: A button.
- Display Tickets: A button.
- Solution: A text input field.

Updating Data

- How the data in the table is updated

```
114 lblDescription = new Label("Description");
115 txtDescription = new TextArea();
116
117 lblDate = new Label("Date");
118 txtDate = new TextField();
119
120 lblStatus = new Label("Status");
121 cmbStatus = new ComboBox();
122 cmbStatus.getItems().addAll("New", "Open", "Assigned", "Resolved");
123
124 lblPriority = new Label("Priority");
125 cmbPriority = new ComboBox();
126 cmbPriority.getItems().addAll("Low", "Mid", "High");
127
128 lblSolution = new Label("Solution");
129 txtSolution = new TextArea();
130
131 btnAdd = new Button("Add Ticket");
132 btnAdd.setOnAction(btnAddEvent);
133
134 btnUpdate = new Button("Update Ticket");
135 btnUpdate.setOnAction(btnUpdateEvent);
136
137 btnDisplay = new Button("Display Tickets");
138 btnDisplay.setOnAction(btnDisplayEvent);
139
140 vbox.getChildren().addAll(lblBugID, txtBugID, lblAuthorContactEmail, txtAuthorContactEmail,
141 lblProduct, cmbProduct, lblEnviornment, cmbEnviornment, lblDescription, txtDescription,
142 lblDate, txtDate, lblStatus, cmbStatus, lblPriority, cmbPriority,
```

Bug Ticket Form

Bug ID

Author Contact Email

Product

Enviornment

Description

Date

Status

Priority

Add Ticket

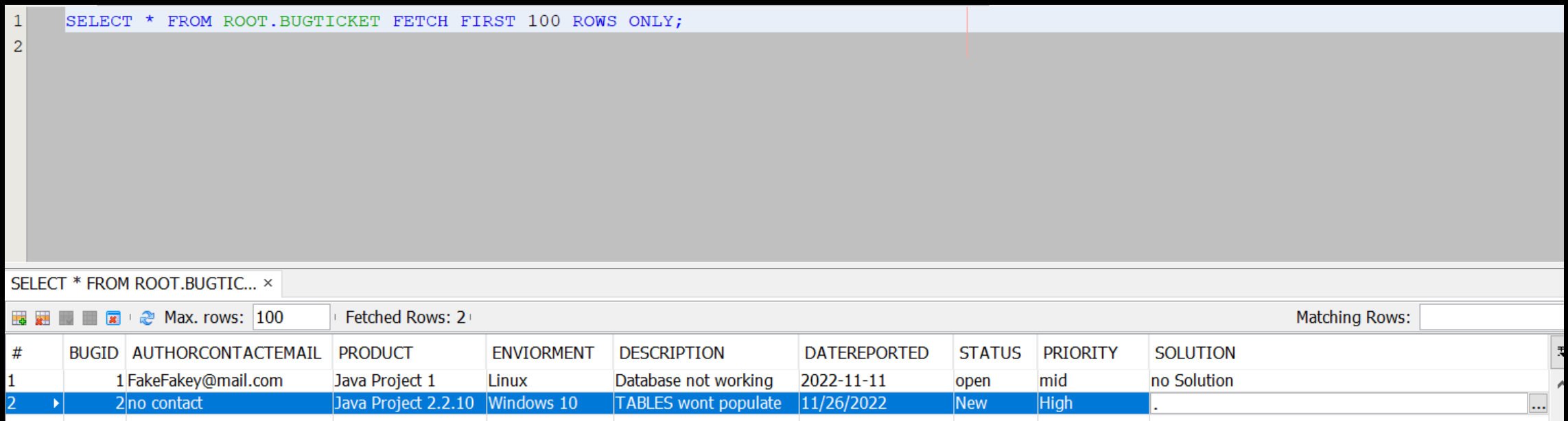
Update Ticket

Display Tickets

Solution

Tickets Table

- Tickets saved in Database
- Displayed in Table window when press Display button.
- https://docs.oracle.com/javafx/2/ui_controls/table-view.htm



The screenshot shows a JavaFX application window. At the top, there is a text area containing the SQL query: `SELECT * FROM ROOT.BUGTICKET FETCH FIRST 100 ROWS ONLY;`. Below the text area, there is a table displaying the results of the query. The table has 10 columns: #, BUGID, AUTHORCONTACTEMAIL, PRODUCT, ENVIORMENT, DESCRIPTION, DATEREPORTED, STATUS, PRIORITY, and SOLUTION. The first two rows of data are visible.

#	BUGID	AUTHORCONTACTEMAIL	PRODUCT	ENVIORMENT	DESCRIPTION	DATEREPORTED	STATUS	PRIORITY	SOLUTION
1	1	FakeFakey@mail.com	Java Project 1	Linux	Database not working	2022-11-11	open	mid	no Solution
2	2	no contact	Java Project 2.2.10	Windows 10	TABLES wont populate	11/26/2022	New	High	.

Improvements to be made

- Fix mistakes
- Populate table directly from database
- A search bar to search for all the past tickets
- Upgrade the appearance
- Link who logged in
- GitHub link
- Add editable feature to table