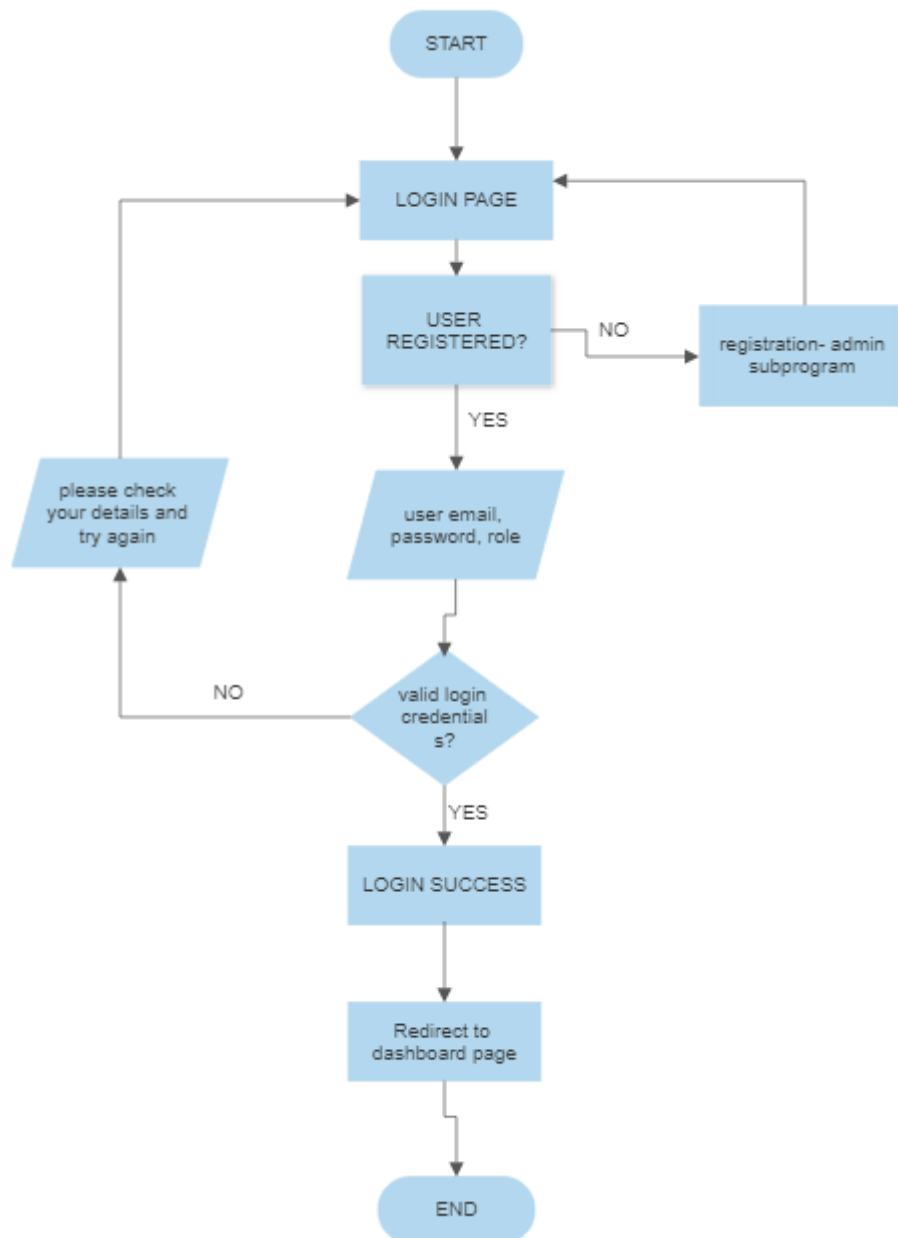


FLOW CHARTS AND SEQUENCE DIAGRAMS

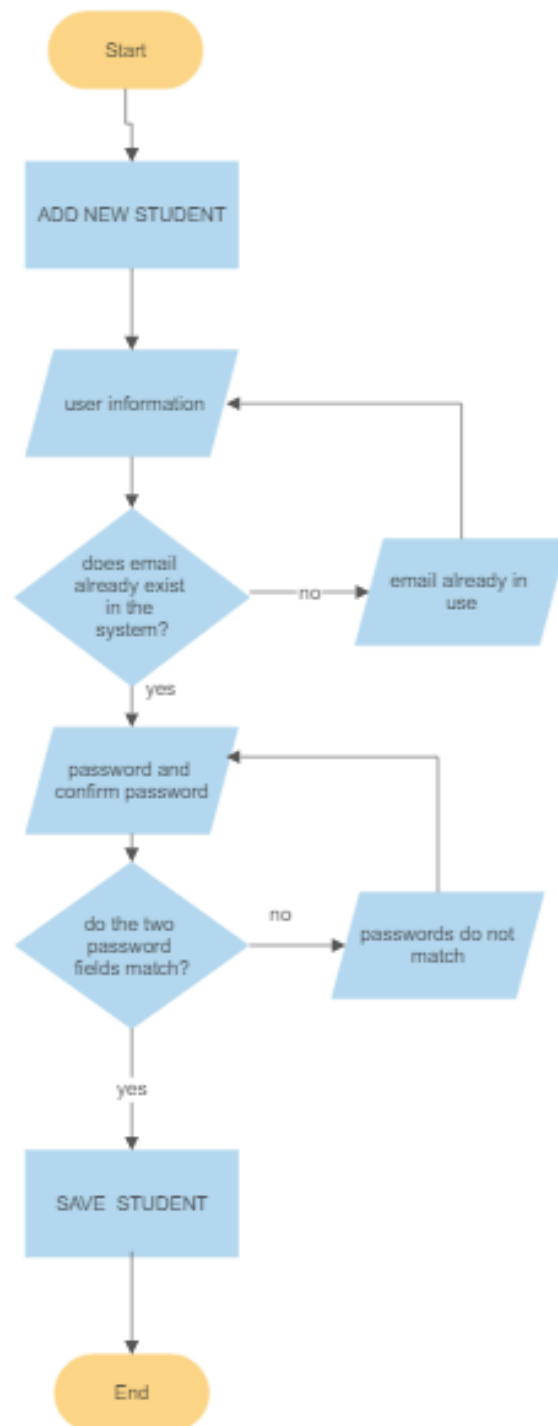
TUKSTMS

SYSTEM FLOWCHARTS

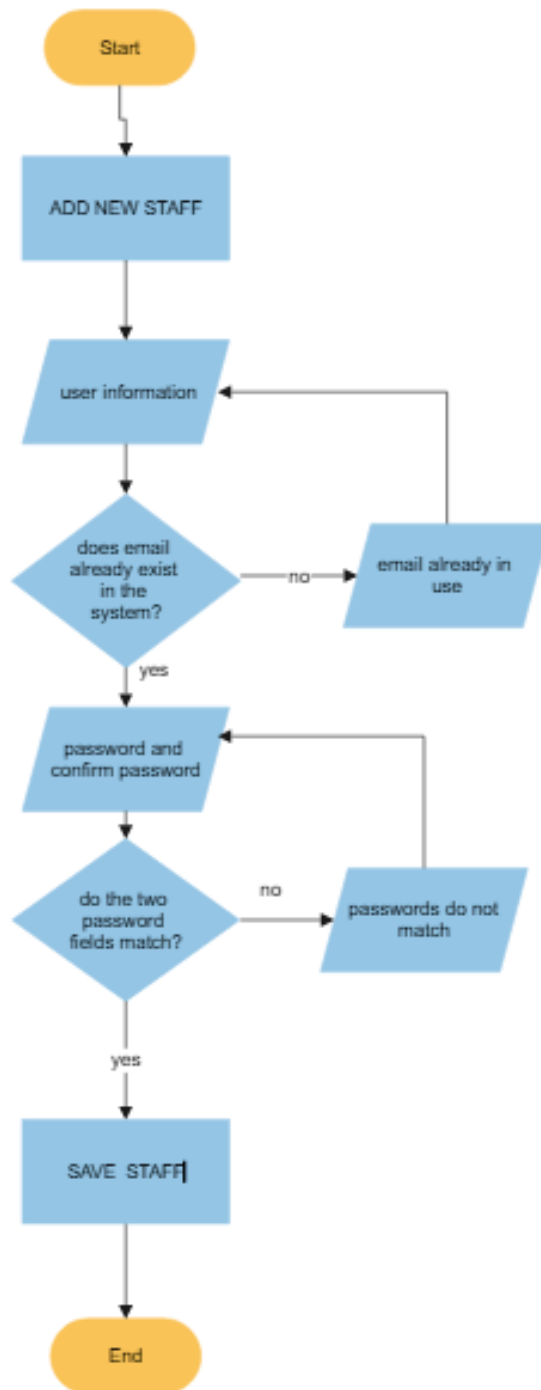
LOGIN FLOWCHART



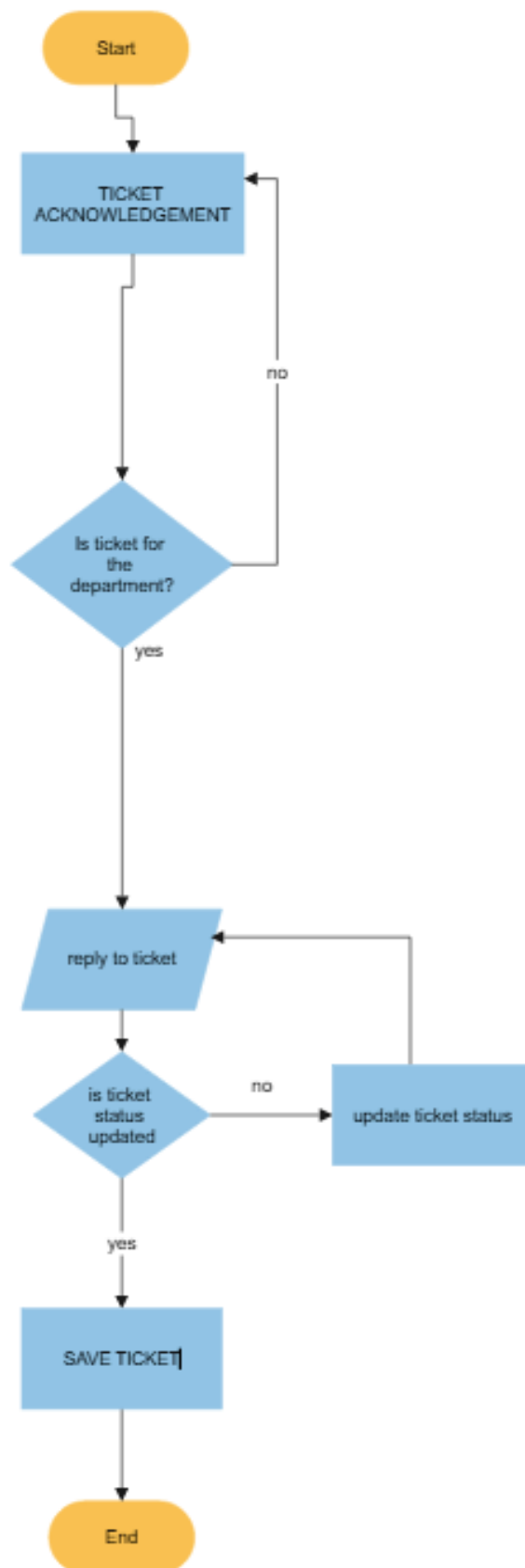
ADD NEW STUDENT (ADMIN)



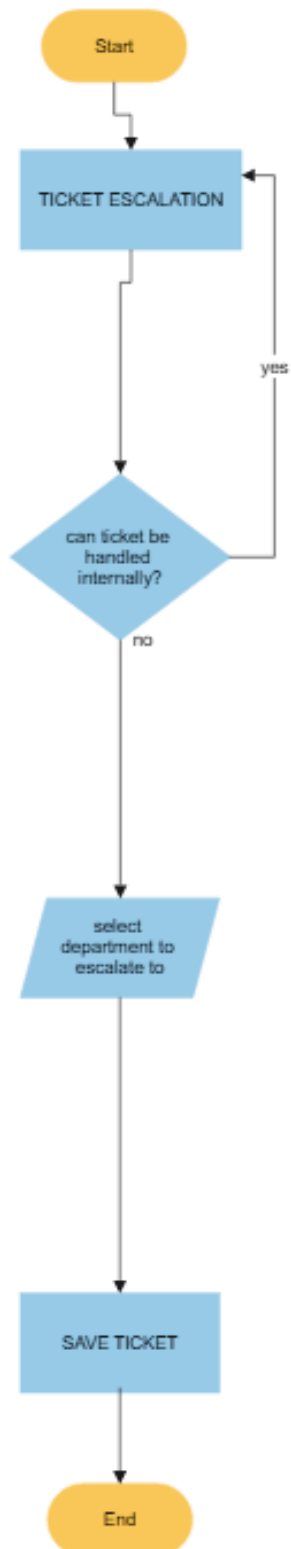
ADD NEW STAFF (ADMIN)



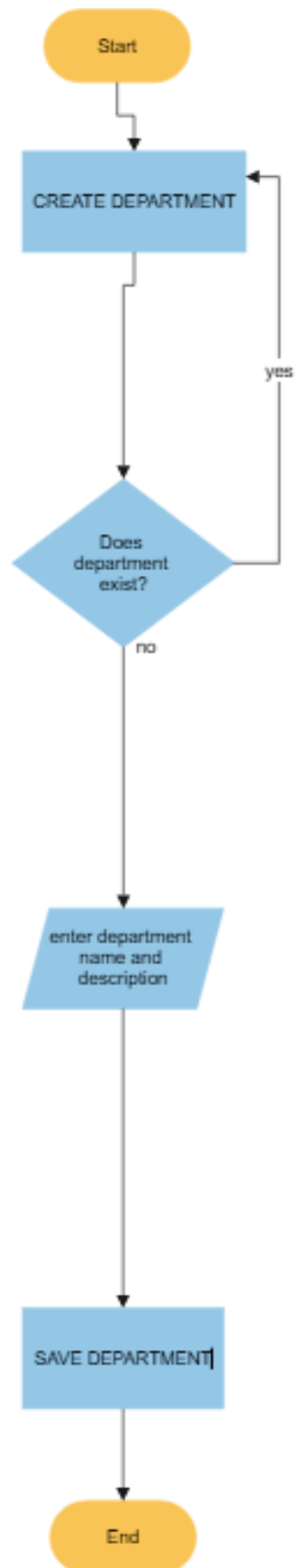
TICKET REPLY AND ACKNOWLEDGEMENT



TICKET ESCALATION

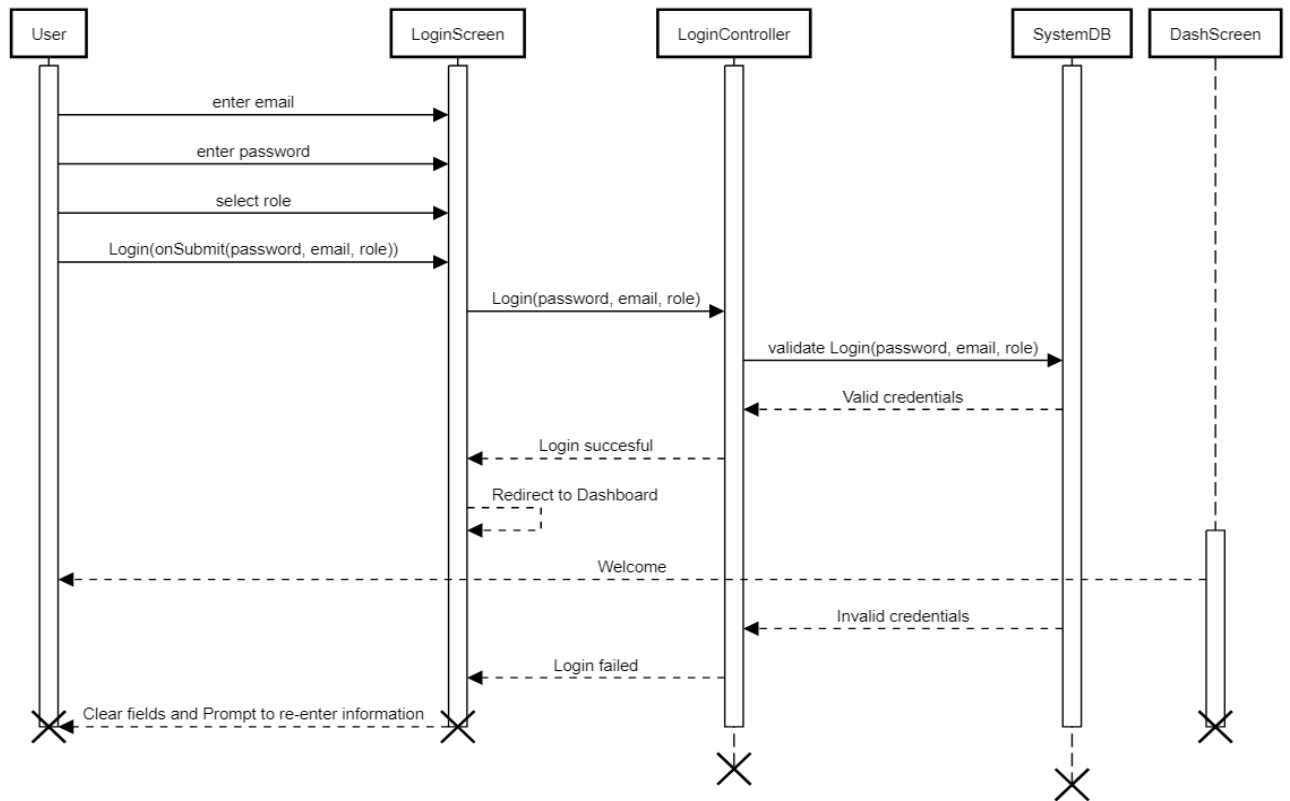


CREATE DEPARTMENT (ADMIN)



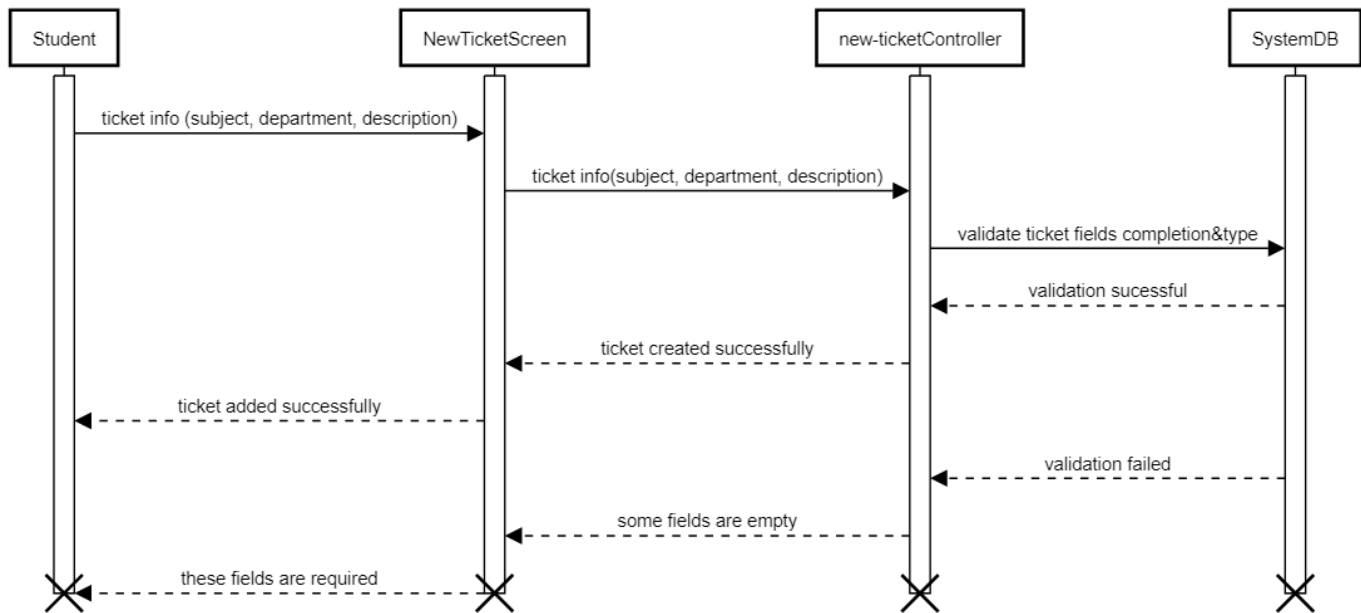
SYSTEM SEQUENCE DIAGRAMS

LOGIN SEQUENCE DIAGRAM

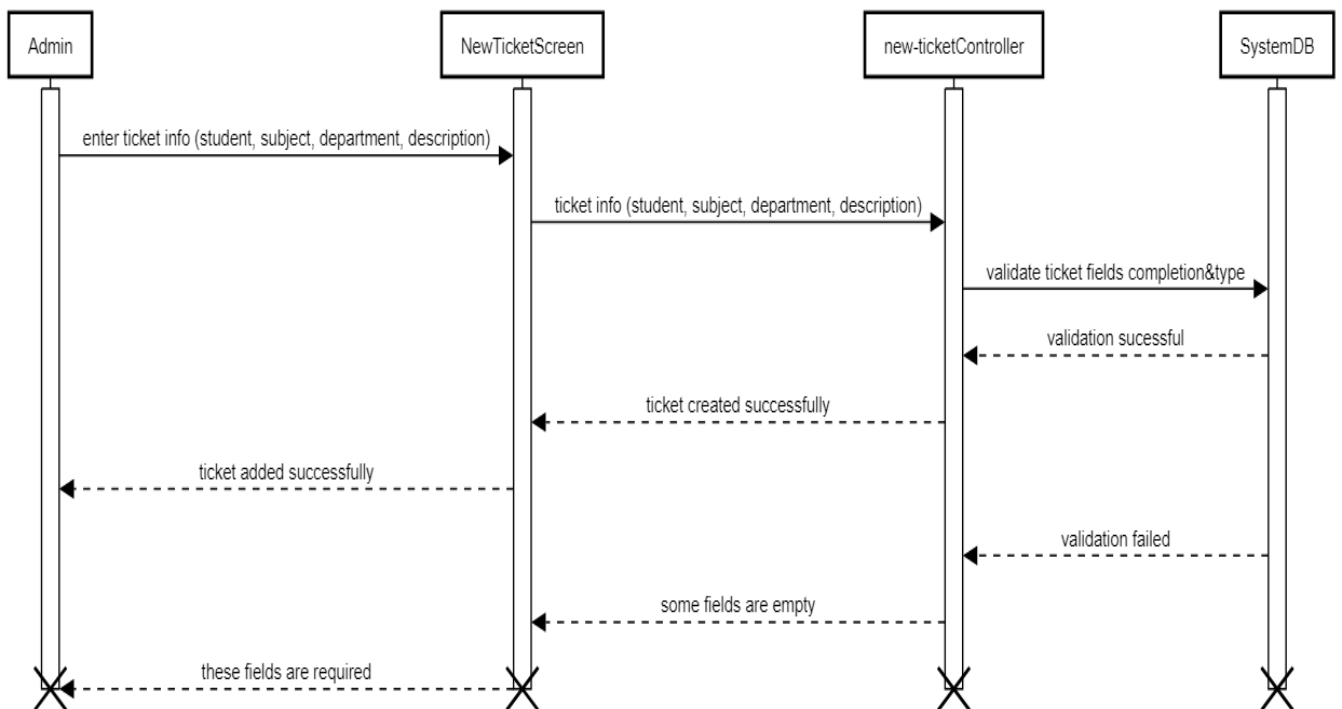


(ALL SEQUENCES APPLY AFTER A SUCCESSFUL LOGIN BY THE APPROPRIATE AGENT)

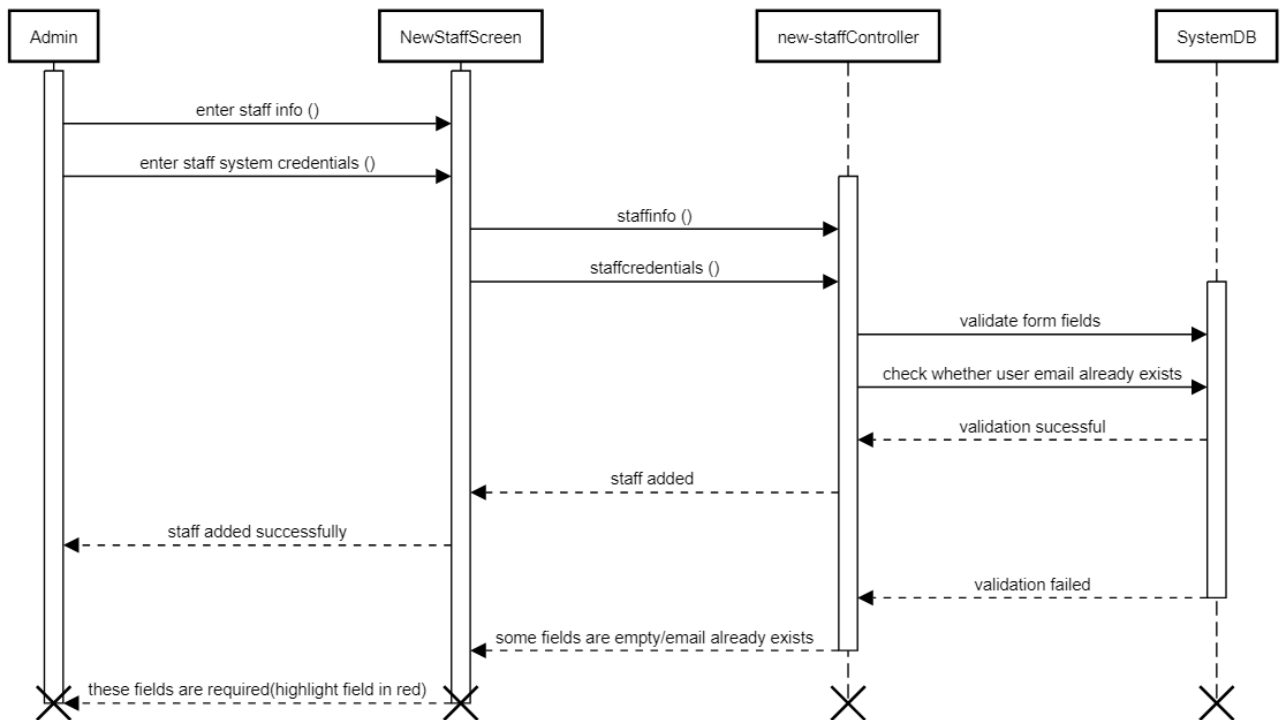
CREATE TICKET (STUDENT)



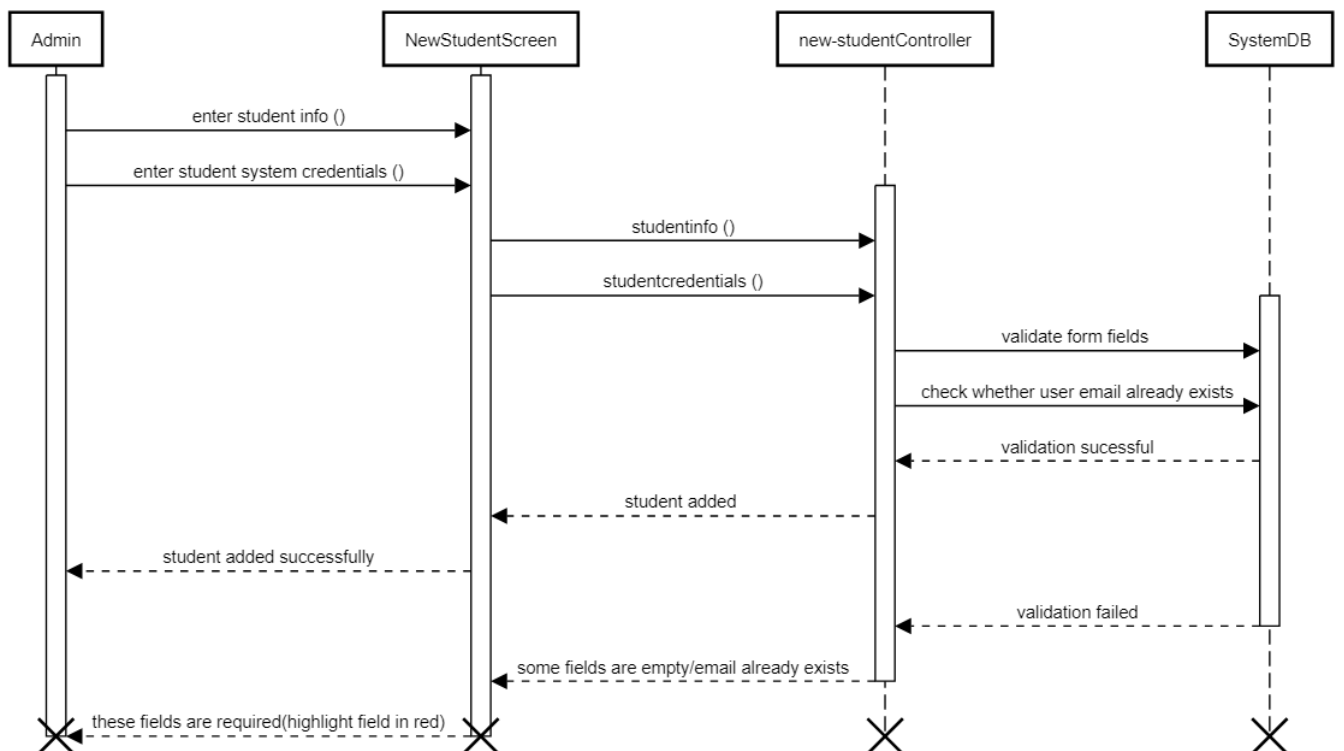
CREATE TICKET (ADMIN)



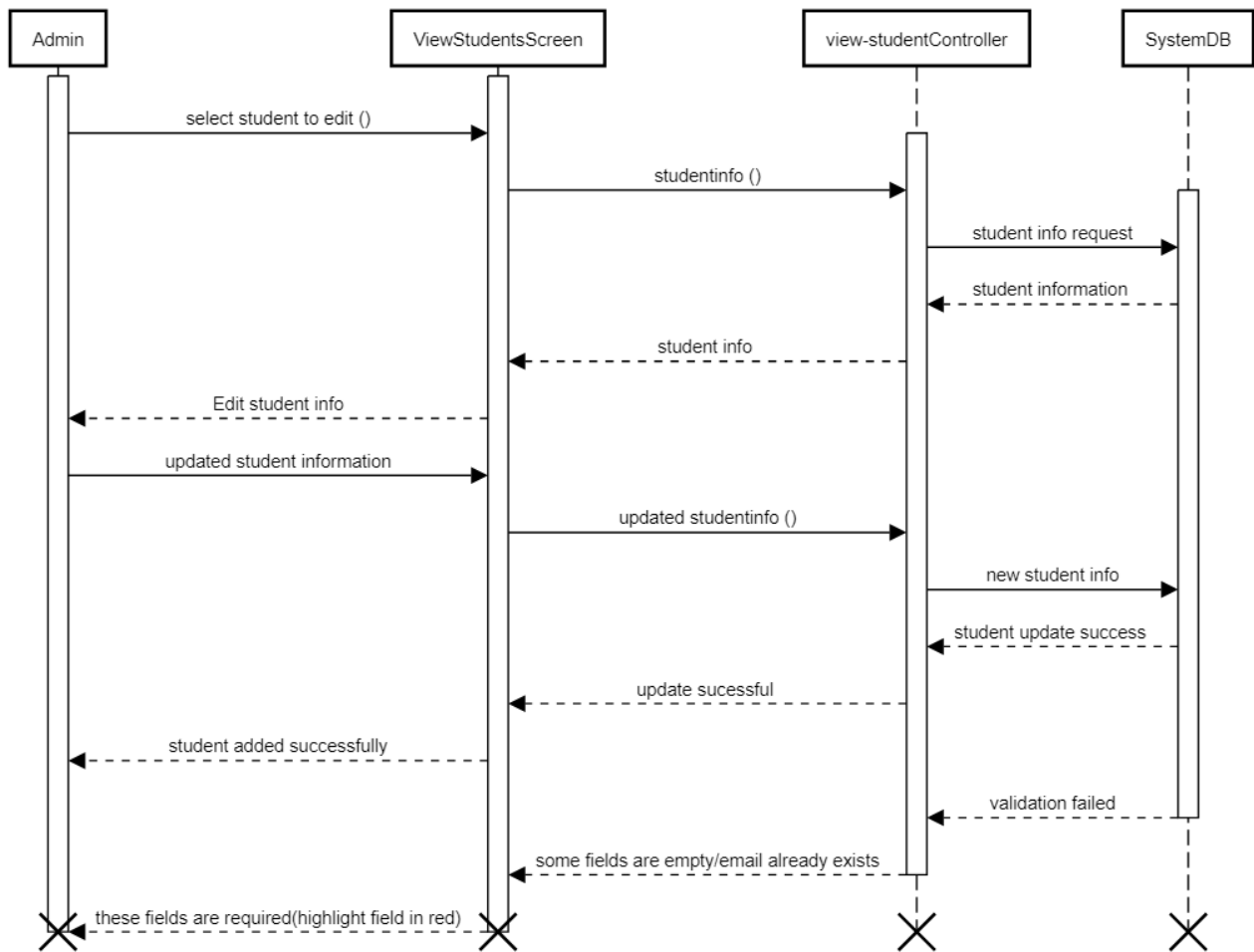
CREATE STAFF (ADMIN)



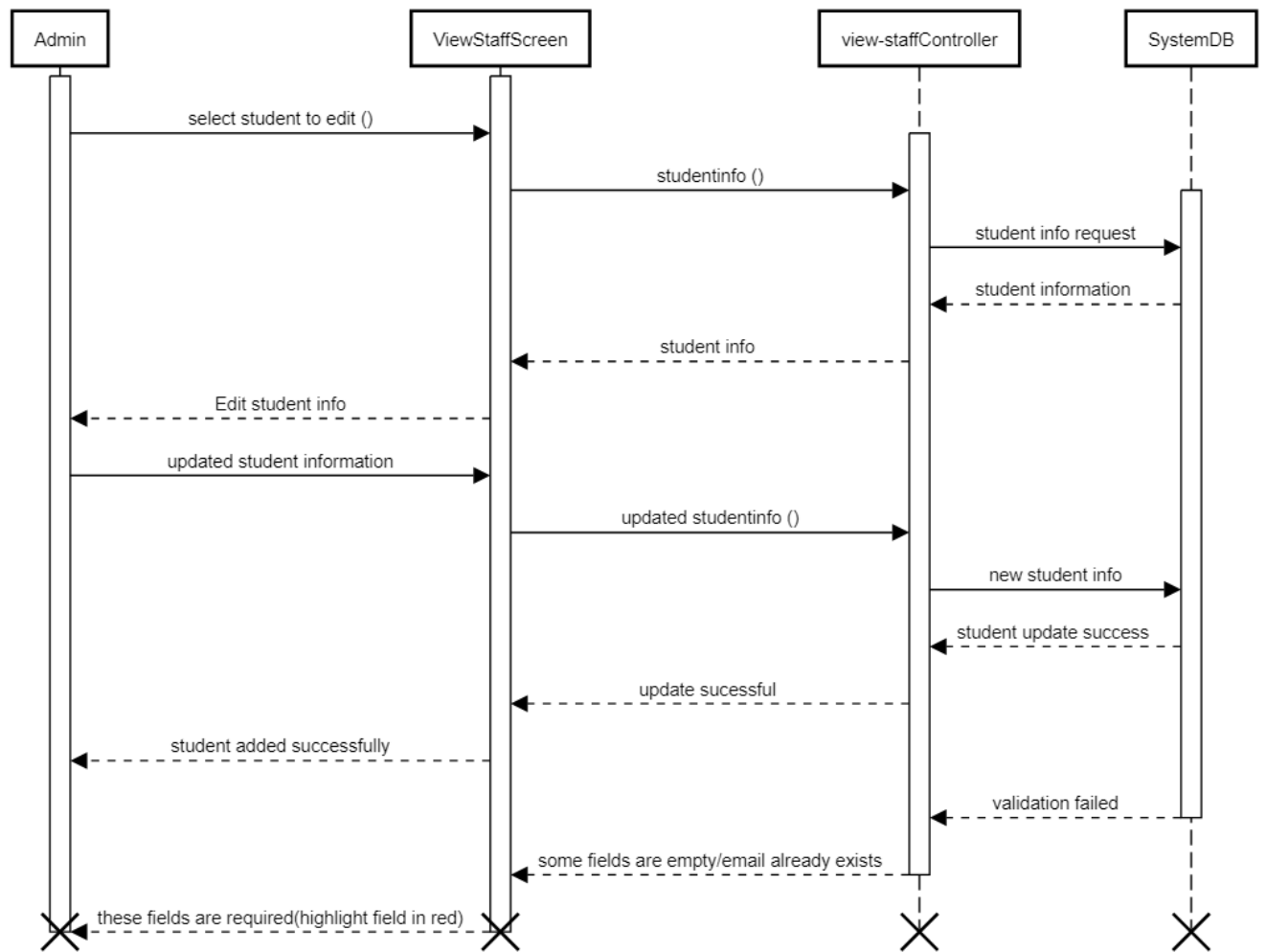
CREATE STUDENT (ADMIN)



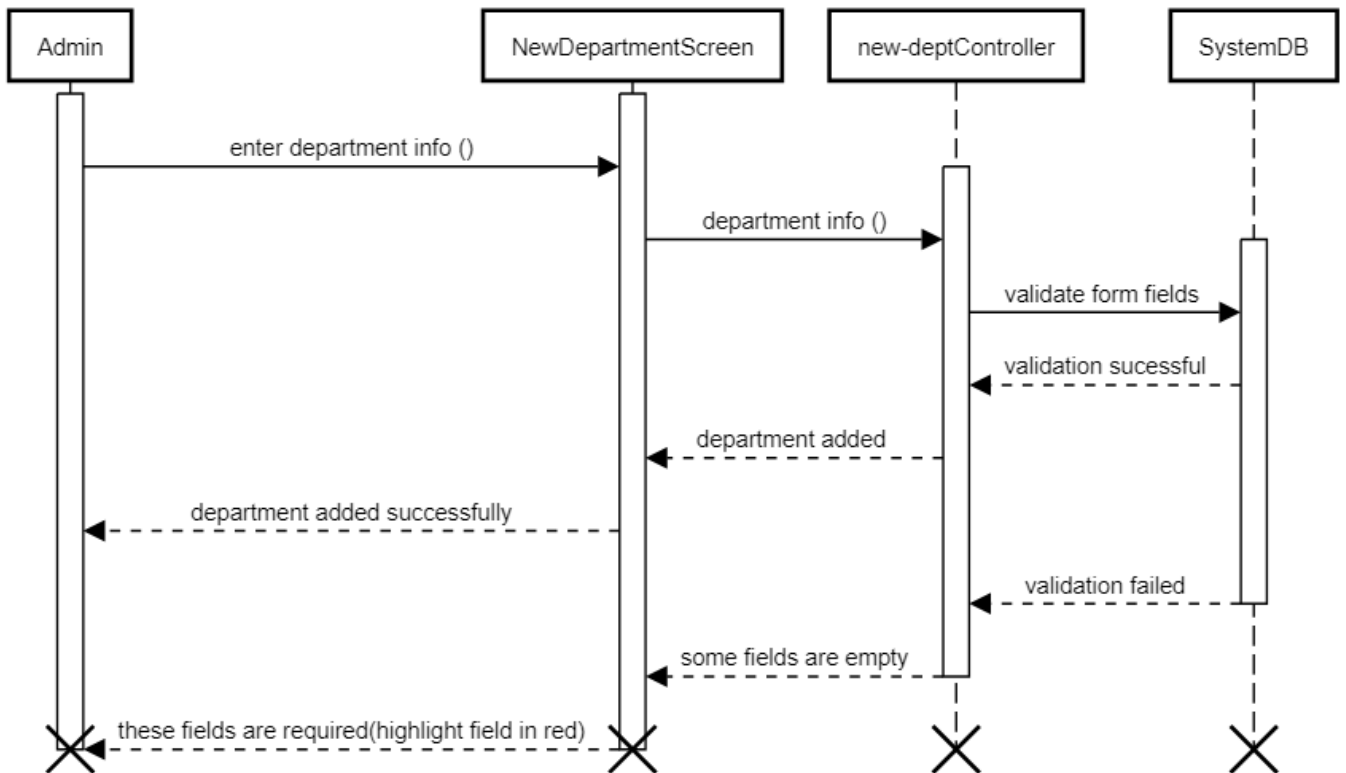
UPDATE STUDENT (ADMIN)



UPDATE STAFF (ADMIN)



CREATE DEPARTMENT (ADMIN)



UPDATE TICKET (ADMIN)

