**Final Project Description:**

This project was built in Eclipse. It consists of a GUI application that allows for a user to handle a ticketing system. The ticketing system allows the user to open tickets, view tickets, update their descriptions and status and keep track of open and closed tickets. It utilizes a database that is updated based on the functions in the program. I worked alone on this project. It also has limited functionality for a non-admin user.

**Login:**

**Username: admin**

**Password: admin1**

**Regular user:**

**Username: naveed**

**Password: naveed1**

**Admin Logs in**

Graphical user interface, application

Description automatically generated

**10 Tickets into DB Table:**

User can go to Ticket -> Open Ticket and will be prompted to an input box that allows you enter issuer name and the ticket description. It is then added to the database, which is displayed upon adding the ticket for a review.

**Graphical user interface, text, application

Description automatically generated**

**Text

Description automatically generated**

(I am Naveed)

**Update your record by changing your ticket description:**

By going to Admin -> Update Ticket, you are able to update details regarding the ticket. First you enter the ticket id to locate the ticket, after which you can update the desc and status of the ticket.

Graphical user interface, text, application

Description automatically generatedGraphical user interface, text

Description automatically generated

(Changed the description of my ticket to Update: Fixed. It appends upon the original description for traceability of the initial issue.)

**Show a view of your updated ticket:**



All the views are updated and shown as a summary of records. This includes my own, updated ticket.

**Delete your ticket from the DB:**

Graphical user interface, text, application

Description automatically generated Graphical user interface, text, application

Description automatically generated

To delete, you are prompted to enter the ticket id to delete and a confirmation message.

A picture containing graphical user interface

Description automatically generated

As you can see, we were able to delete my user.

**Close any two existing tickets:**

Graphical user interface, text, application

Description automatically generated

To update a ticket’s status and close it, you once again navigate to update. Graphical user interface, application

Description automatically generated

We were able to close two tickets as shown above.

**The whole table is shown above**

**For extra credit:**

<https://github.com/nhussain2/java-final-project>

The app is published on Github