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ITMD-411

Final Project

12/8/2021

# **Program Description:**

This program is designed to allow two types of users (admin and regular) to be able to communicate on an SQL database to create support tickets. The table contains the properties of **ticket\_id**, **ticket\_issuer**, **ticket\_description**, **open\_date**, and **status**. When engaging with the application, the user must authenticate using their credentials, which distinguishes them from each other due to their limited ticket actions. The regular user can only **View** and **Open** tickets. Admin can **Update**, **Delete**, and **Close** tickets on top of Viewing and Opening tickets as well.

# **Login Credentials for Admin and Regular user:**

## ***Userlist.csv***

admin,<P%9R5vy,1  
jmelchor,StrongPassword,1  
Joe User,123,0  
tom Thumb,abc,0  
Peter Parker,xzy,0

Admin Username: jmelchor

Admin Password: StrongPassword

Regular Username: Joe User

Regular Password: 123

# **Extra Credit: GitHub Repo**

Graphical user interface, application, website

Description automatically generated

[**https://github.com/pparagonn/JM\_ITMD411\_Final**](https://github.com/pparagonn/JM_ITMD411_Final)

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| **Database** | **GUI Side** |

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| 1. Insert at least 10 tickets into the DB table. *Include a record with your name* into the table. | |
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| 1. Update your record by changing your ticket description. **Ticket 17** |
| Graphical user interface, application  Description automatically generatedGraphical user interface, text, application, chat or text message  Description automatically generatedGraphical user interface, text, application  Description automatically generatedGraphical user interface, text, application  Description automatically generated |

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| 1. Show a view of your updated ticket. **Ticket 17** | |
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| 1. Delete your ticket from the DB. **Ticket 17** | |
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| 1. Close any two existing tickets. **Tickets 10 & 13** | |
| **Ticket # 13 Closure** | **Ticket # 10 Closure** |
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| 1. Lastly, show a table view of all of your tickets. |
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| **Login Screen** |
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| **Admin View** |
| **Blank Admin Screen** |
| **A picture containing text  Description automatically generated** |
| **Admin Menu** |
| **Graphical user interface  Description automatically generated with medium confidence** |
| **Admin Ticket Menu** |
| **Graphical user interface  Description automatically generated** |

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| **Regular User View** |
| **Blank Regular User Screen** |
| **A picture containing text  Description automatically generated** |
| **Admin Ticket Menu** |
| **Graphical user interface  Description automatically generated** |