**Shahaan Mirza**

**Papademas**

**ITMD 411**

**Final Project Snapshots**

Program Description:

This program acts as a ticket management system. Allowing users to open and close tickets which are stored in a MySQL Database. The database, along with Admin features, are accessible only to the administrators. The administrators are able to Update, Delete, and View tickets – in addition to Opening and Closing tickets.

userlist.csv

Text

Description automatically generated

**MySQL View**

Insert Ten Tickets

A screenshot of a computer

Description automatically generated

Update My Ticket (ID:1) Description

A screenshot of a computer

Description automatically generated with medium confidence

Delete My Ticket (ID:1)

A screenshot of a computer

Description automatically generated with medium confidence

Close Two Tickets

A screenshot of a computer

Description automatically generated with medium confidence

**GUI View**

Login Screen

Graphical user interface

Description automatically generated

Login Menu [Wrong Credentials]

Graphical user interface, application

Description automatically generated

Main Menu[Admin:True]

A picture containing shape

Description automatically generated

Main Menu [Admin:False]

A picture containing shape

Description automatically generated

Admin Submenu

Text

Description automatically generated

Ticket Submenu

Text

Description automatically generated

Open A Ticket [1]

Graphical user interface, application

Description automatically generated

Open A Ticket [2]

Graphical user interface, application

Description automatically generated

Open A Ticket [3]

Graphical user interface, text, application

Description automatically generated

Update A Ticket [1]

Graphical user interface, application

Description automatically generated

Update A Ticket [2]

Graphical user interface, application

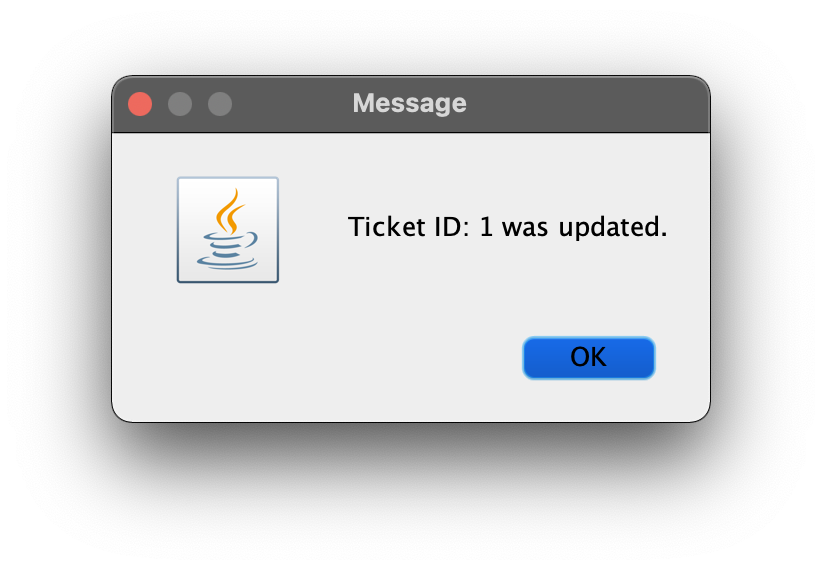
Description automatically generated

Update A Ticket [3]

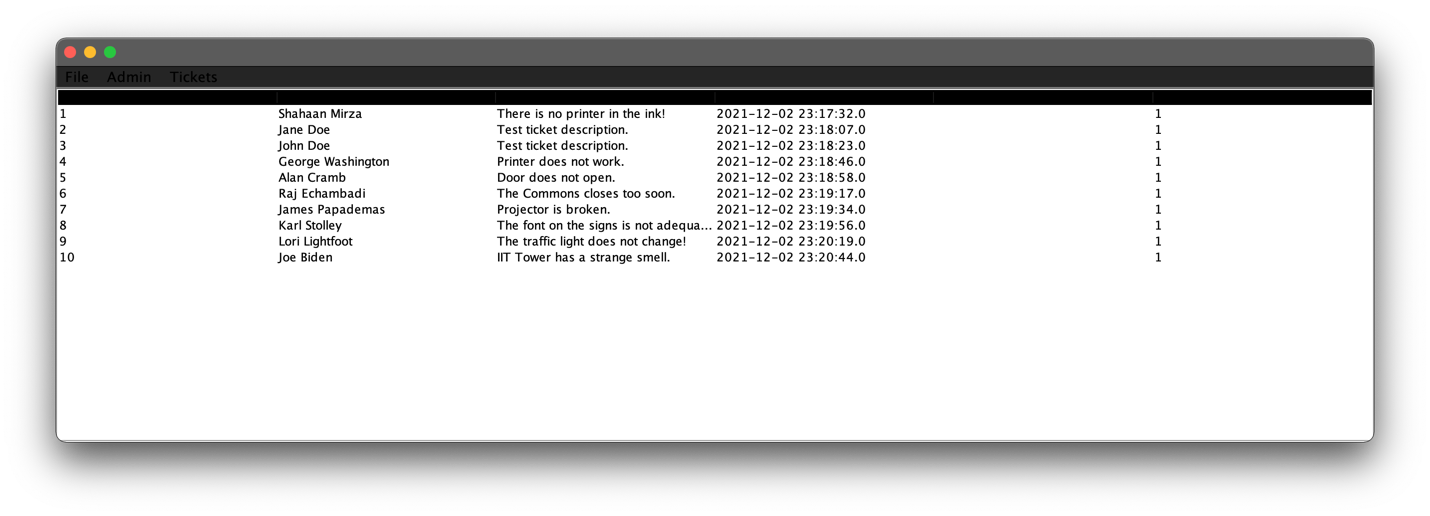
Graphical user interface, application

Description automatically generated

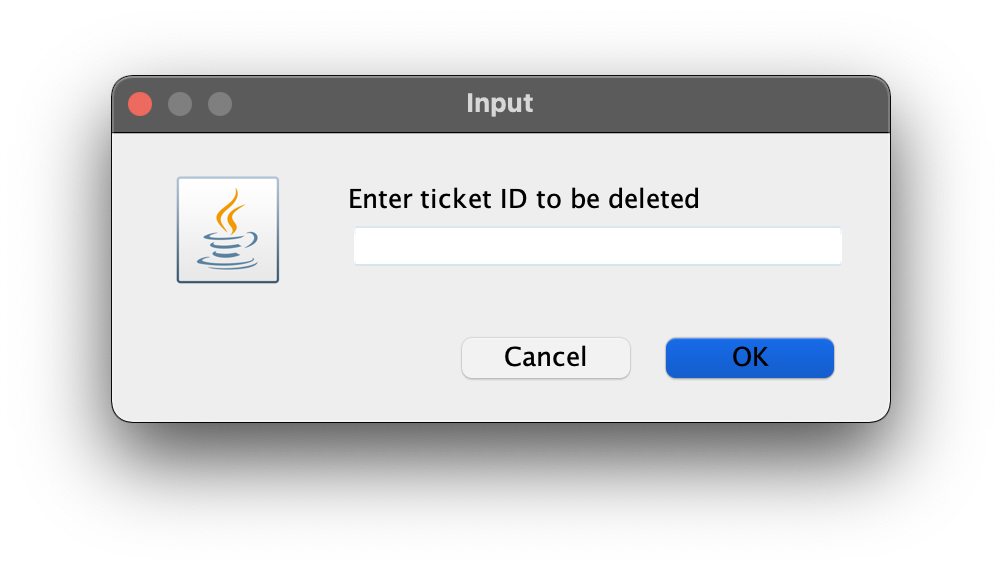
Update A Ticket [4]



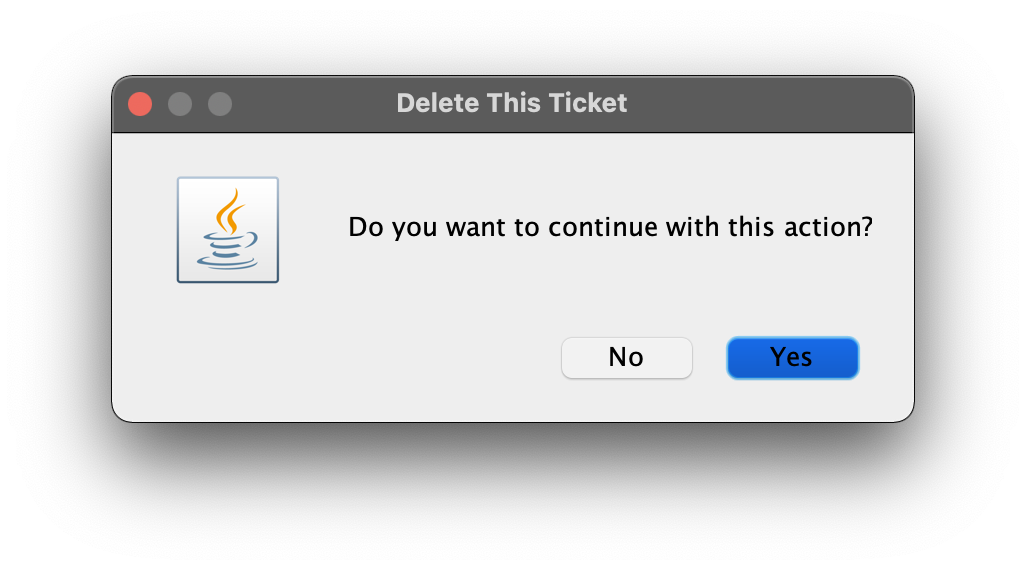
View Tickets



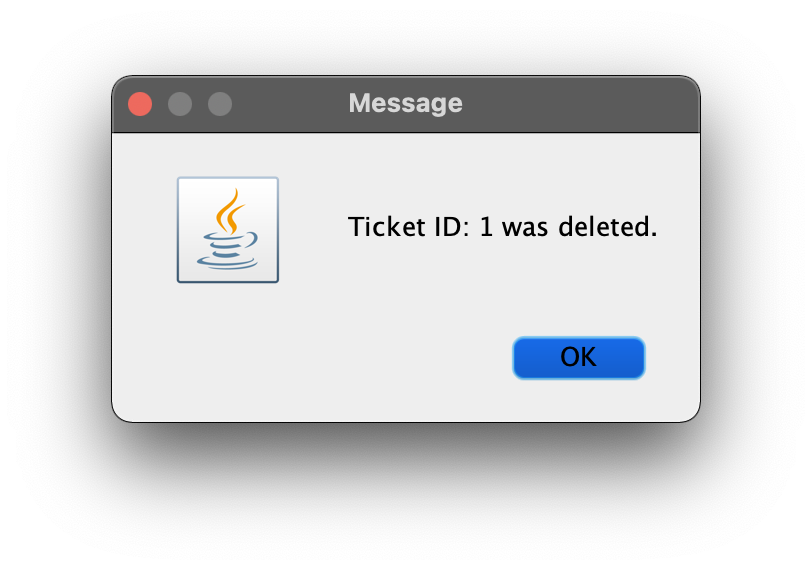
Delete A Ticket [1]



Delete A Ticket [2]



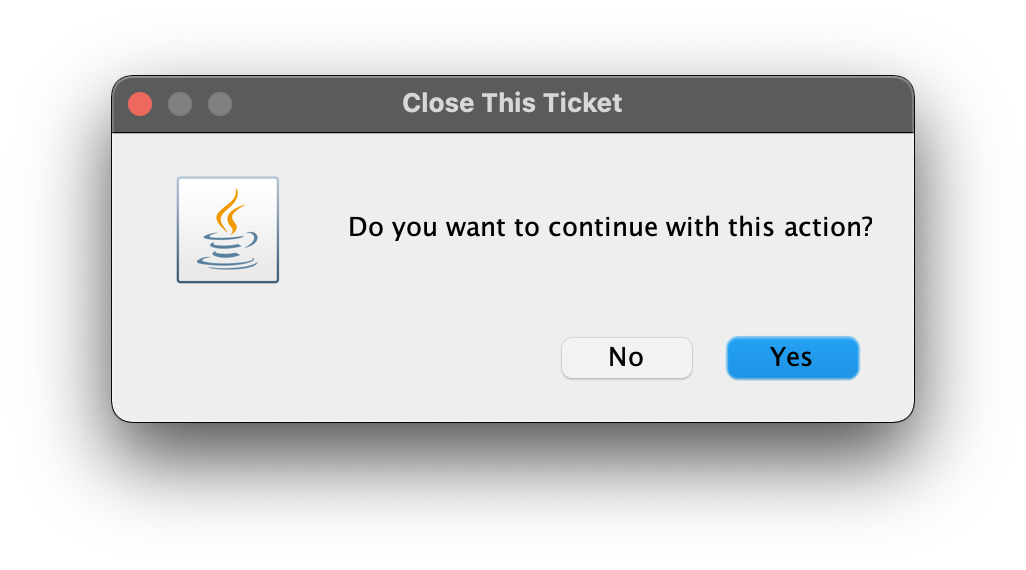
Delete A Ticket [3]



Close A Ticket [1]



Close A Ticket [2]



Close A Ticket [3]

