**Project description --Help desk trouble ticket system.**

This project is about creating a help desk trouble ticket system. In this project we create different tickets for different failures and malfunctions causing trouble in a system. The tickets will be open if the failure is still persisting and closed if the problem has been resolved. Timestamp function is used in the trouble system for noting down different time intervals in which the problem has been resolved. Different classes are written for creating, viewing, updating and deleting a ticket. The connection is made to the database where we create a table data and insert records into it. This determines the table structure. We can view the table in the console/UI. Try-catch blocks are used for exception handling. We can switch to different cases based on our requirements. Different failures such as internet connection problems, audio issues, database errors etc can be checked using these tickets (think of some more!).

In summary, a Trouble Ticket systems helps you to get full control over any given trouble tickets. You can monitor trouble tickets effectively and improve the IT services you provide. **These tickets are so called because of their origin as small cards within a traditional wall mounted work planning system when this kind of support started**. **Operators or staff receiving a call or query from a user would fill out a small card with the user's details and a brief summary of the request and place it into a position in a column of pending slots for an appropriate engineer, so determining the staff member who would deal with the query and the priority of the request.**

A trouble ticket (sometimes called a trouble report) then, is a mechanism used in an organization to *track* the detection, reporting and resolution of some type of problem. These are represented in dialog boxes where we get an input (i.e., the creation of a ticket) with the intent of getting a ticket resolve asap. Each ticket should be identified by a ticket id to allow an admin / manager to update, delete or view a particular ticket(s).

The connection is made to the papaserver. A simple graphical user interface will be used/provided to make it easy for users to access and navigate the Ticket System. No login system has been put into place yet and some menu options are needed to create a completed system. The system is expected to have all the “bells” & “whistles” like pop up dialog boxes to help alert users of any issues or confirmations dealing with the system.