

## **ITMD 411 –Intermediate Software Development**

### **Final Project –Trouble Ticket System**

**CWID: A20332642**

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### **A) Objective of project**

This project helps IT help desk for creating trouble ticket system. These tasks will incorporate CRUD database techniques. A trouble ticket (sometimes called a trouble report) is a mechanism used in an organization to track the detection, reporting, and resolution of some type of problem.

### **B) Extra Credit**

- 1) Group of One
- 2) Coding with complete GUI (buttons, menus, event handling) –Refer Snapshot below
- 3) Tables and stored procedure- Tables will help java code to interact with database and perform CRUD operation.
- 4) Created Login system for User registration into database.

**C) Flow Chart for Project**

There are two parts for the projects

1) Admin login

2) User login

Login as	Action
Admin	View Tickets
	Close Ticket
	Purge Ticket
User	Start/Create Ticket
	View Tickets
	Update Ticket

**Details on Database:**

1) sanjyotipati\_user\_login – This table will have details about User's credentials.

Primary key=id

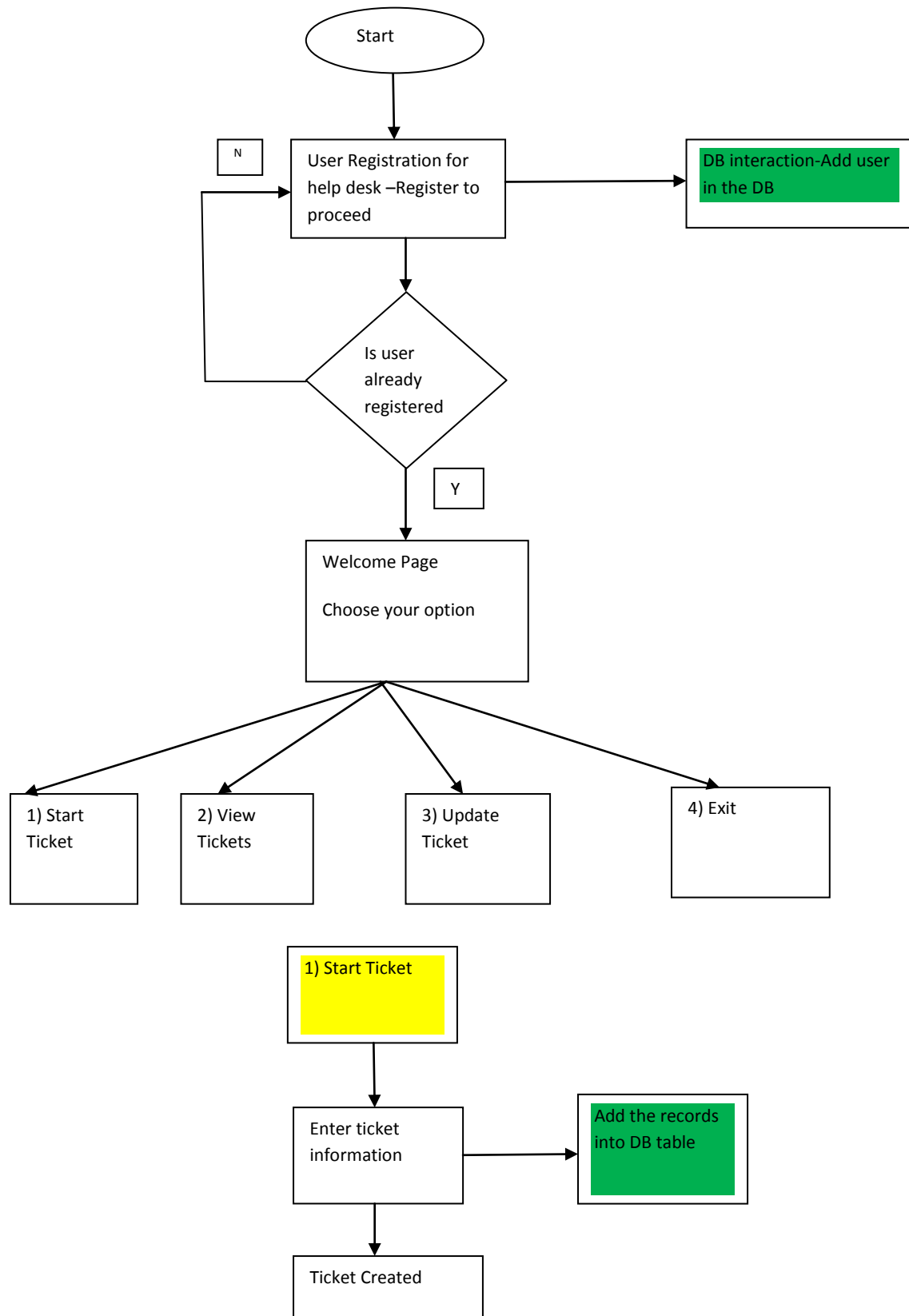
Field Name	Data Type	Mandatory	Description
id	int	Yes	Unique identifier for Inventory Item ( Auto incremented by database )
username	VARCHAR	Yes	Username
password	VARCHAR	Yes	Password

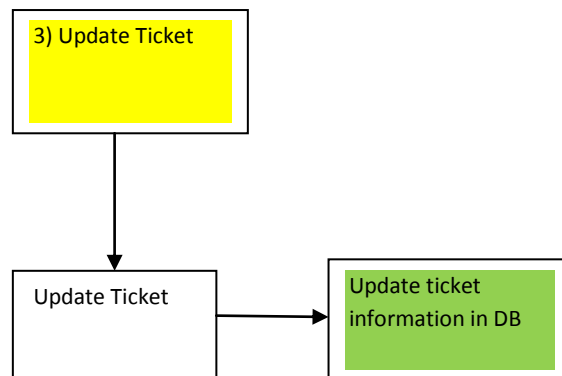
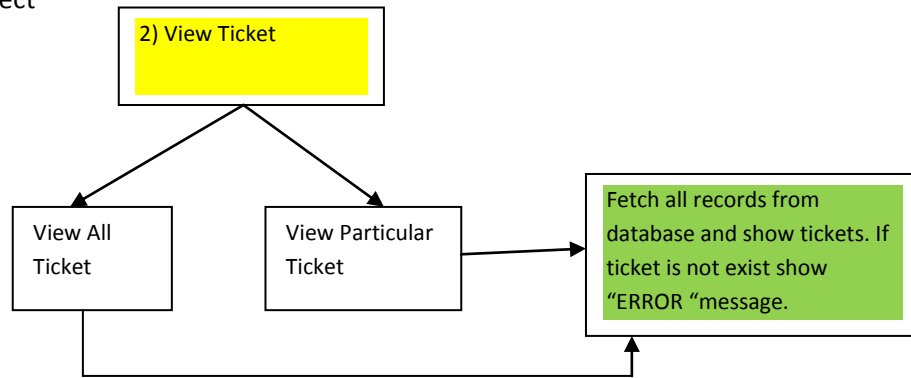
2) sanjyotipati\_my\_ticket- This table will have all information about ticket created by user

Primary key=id

Field Name	Data Type	Mandatory	Description
id	int	Yes	Unique identifier for Inventory Item ( Auto incremented by database )
ticketNum	int	Yes	Random ticket number generated
ticketDesc	VARCHAR	Yes	Description about ticket
status	VARCHAR	Yes	Status of ticket closed or open
currentDateTime	VARCHAR	Yes	Date and time for ticket creation
closetime	VARCHAR	Yes	Date and time for ticket closure
updateStatus	VARCHAR	Yes	Ticket is updated status

Flow chart for User





### Flow chart for Admin

Admin can **view, purge and close tickets created by user**. This all have interaction with database and all ticket information updated accordingly.

Admin credentials are as follows:

Username: admin

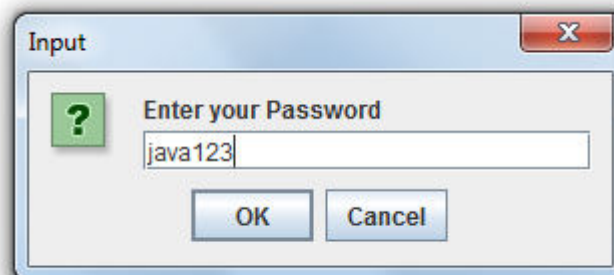
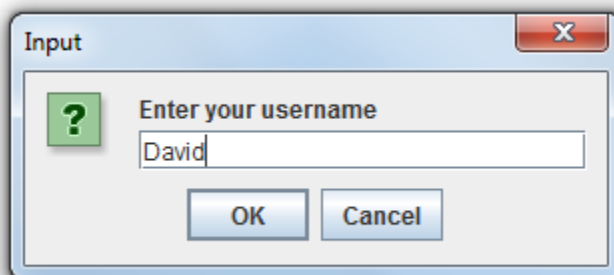
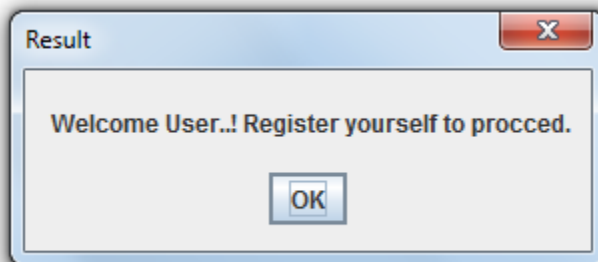
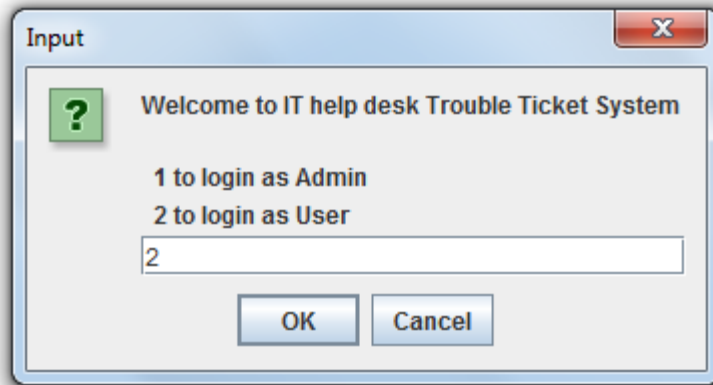
Password: password

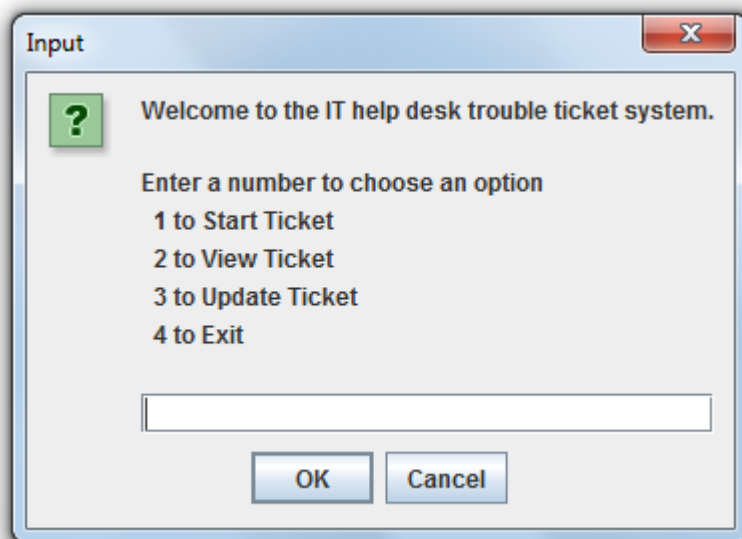
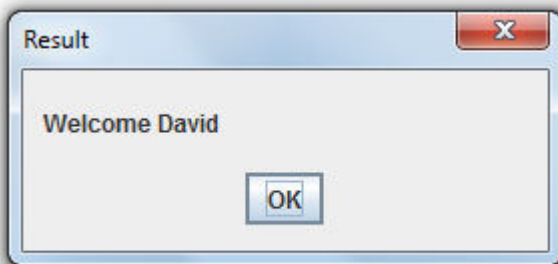
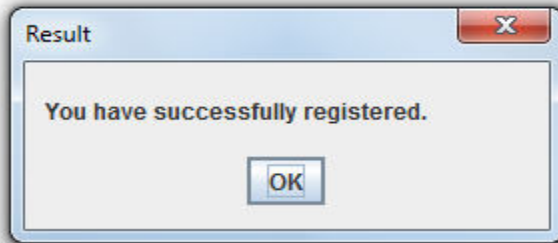
## D) Snapshots

### PART 1 – USER LOGIN

#### 1) User Registration

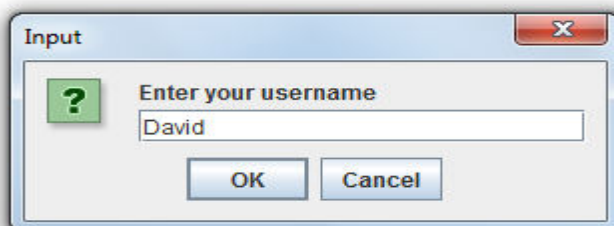
Register new user into database



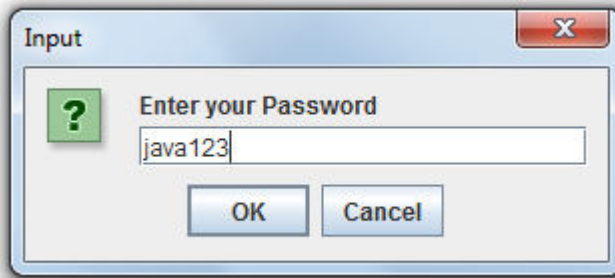


Now Username "David" is registered in the database

**If user is already registered into database**







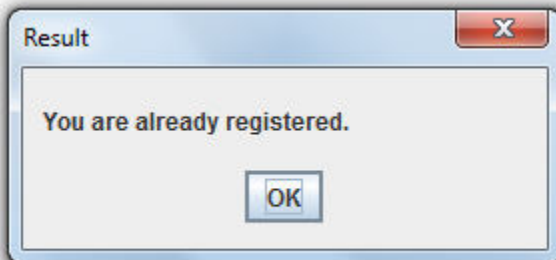
Input

Enter your Password

java123

OK Cancel

This is a standard Java Swing input dialog box. It has a title bar with a close button (X). The main area contains a green question mark icon, the text 'Enter your Password', a text field containing 'java123', and two buttons labeled 'OK' and 'Cancel'.

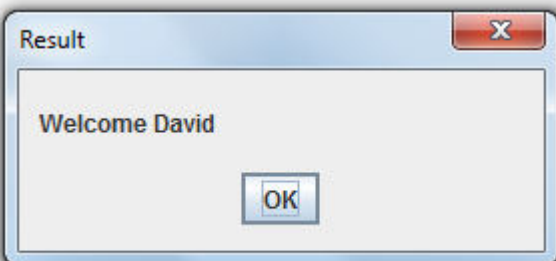


Result

You are already registered.

OK

This is a standard Java Swing result dialog box. It has a title bar with a close button (X). The main area contains the text 'You are already registered.' and a single 'OK' button.



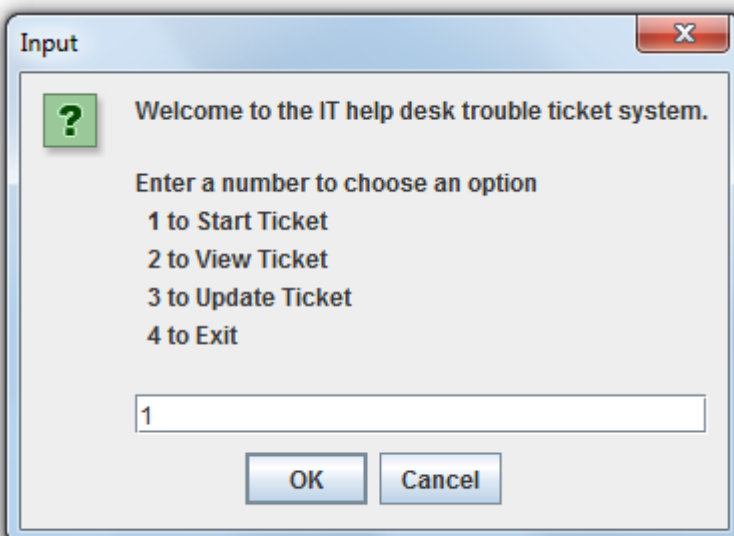
Result

Welcome David

OK

This is a standard Java Swing result dialog box. It has a title bar with a close button (X). The main area contains the text 'Welcome David' and a single 'OK' button.

## 2) Start Ticket/Create Ticket



Input

Welcome to the IT help desk trouble ticket system.

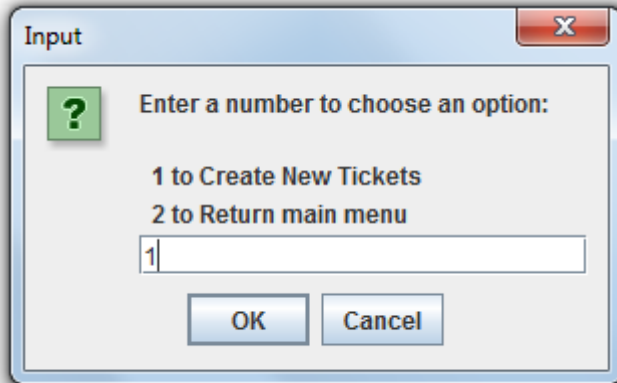
Enter a number to choose an option

- 1 to Start Ticket
- 2 to View Ticket
- 3 to Update Ticket
- 4 to Exit

1

OK Cancel

This is a standard Java Swing input dialog box. It has a title bar with a close button (X). The main area contains a green question mark icon, a welcome message, a prompt to enter a number, a list of four options (1 to Start Ticket, 2 to View Ticket, 3 to Update Ticket, 4 to Exit), a text field containing '1', and two buttons labeled 'OK' and 'Cancel'.



Input

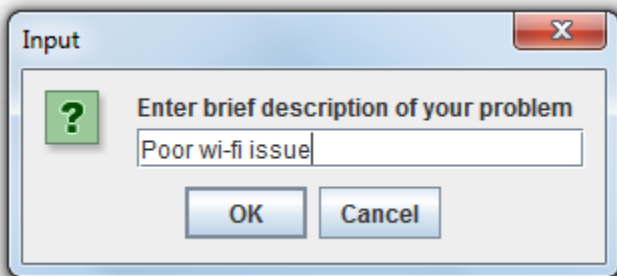
Enter a number to choose an option:

1 to Create New Tickets  
2 to Return main menu

1

OK Cancel

This is a standard Windows-style input dialog box. It has a title bar with the word 'Input' and a close button (X). The main area contains a green question mark icon, a prompt 'Enter a number to choose an option:', and two options: '1 to Create New Tickets' and '2 to Return main menu'. Below the options is a text input field containing the number '1'. At the bottom are 'OK' and 'Cancel' buttons.



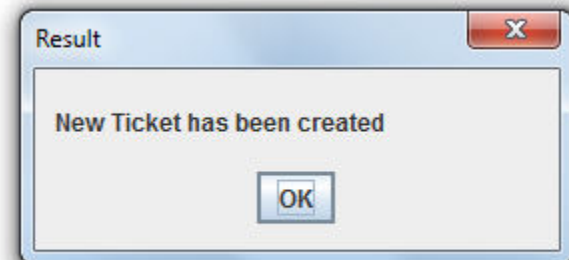
Input

Enter brief description of your problem

Poor wi-fi issue

OK Cancel

This is a standard Windows-style input dialog box. It has a title bar with the word 'Input' and a close button (X). The main area contains a green question mark icon, a prompt 'Enter brief description of your problem', and a text input field containing the text 'Poor wi-fi issue'. At the bottom are 'OK' and 'Cancel' buttons.



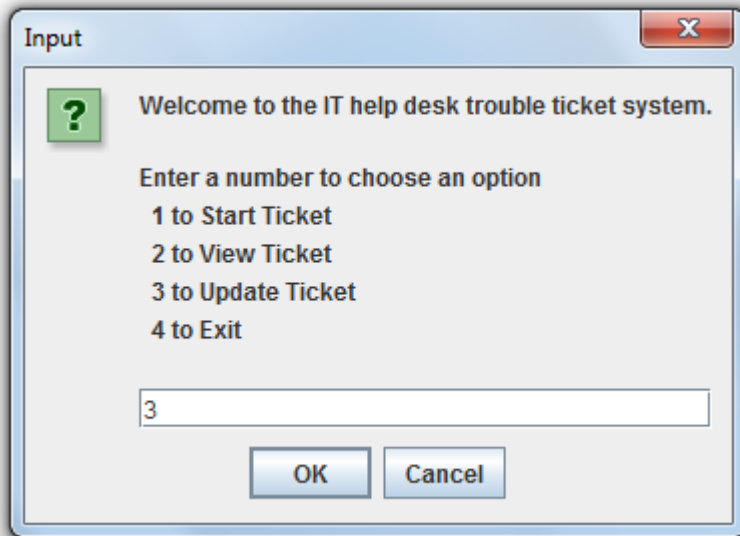
Result

New Ticket has been created

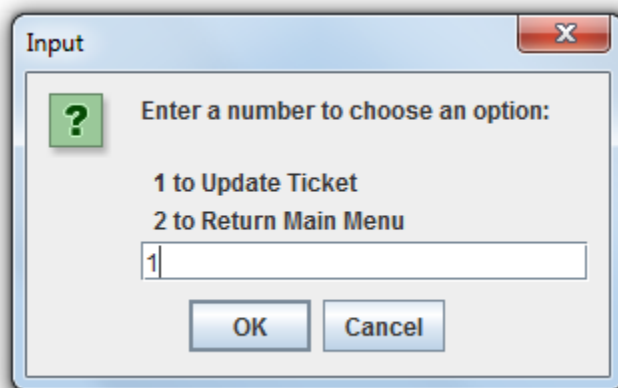
OK

This is a standard Windows-style result dialog box. It has a title bar with the word 'Result' and a close button (X). The main area contains the text 'New Ticket has been created'. At the bottom is an 'OK' button.

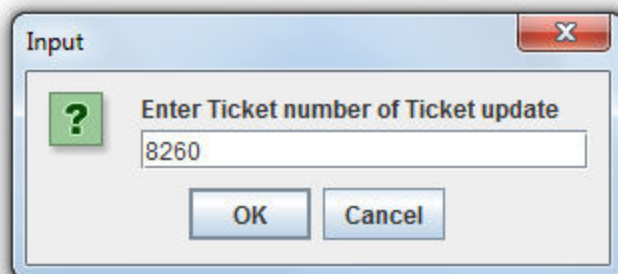
### 3) Update Ticket



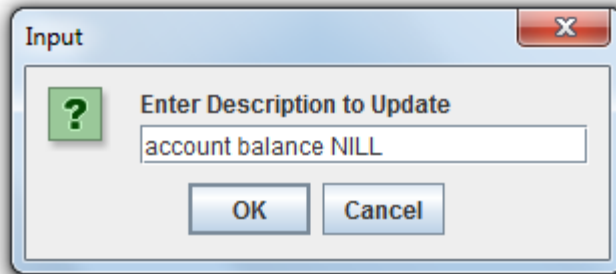
The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Welcome to the IT help desk trouble ticket system." Below this, it says "Enter a number to choose an option" followed by a list: "1 to Start Ticket", "2 to View Ticket", "3 to Update Ticket", and "4 to Exit". At the bottom, there is a text input field containing the number "3". Below the input field are two buttons: "OK" and "Cancel".



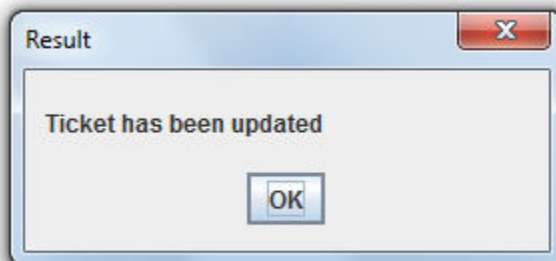
The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Enter a number to choose an option:". Below this, it says "1 to Update Ticket" and "2 to Return Main Menu". At the bottom, there is a text input field containing the number "1". Below the input field are two buttons: "OK" and "Cancel".



The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Enter Ticket number of Ticket update". Below this, there is a text input field containing the number "8260". Below the input field are two buttons: "OK" and "Cancel".

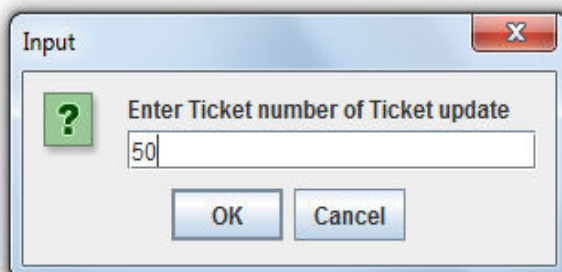


An input dialog box titled "Input" with a close button (X) in the top right corner. It contains a green question mark icon, the text "Enter Description to Update", a text input field containing "account balance NILL", and two buttons labeled "OK" and "Cancel".

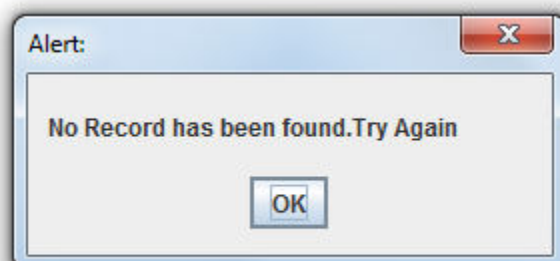


A result dialog box titled "Result" with a close button (X) in the top right corner. It displays the message "Ticket has been updated" and an "OK" button.

**Update Ticket which is not available**

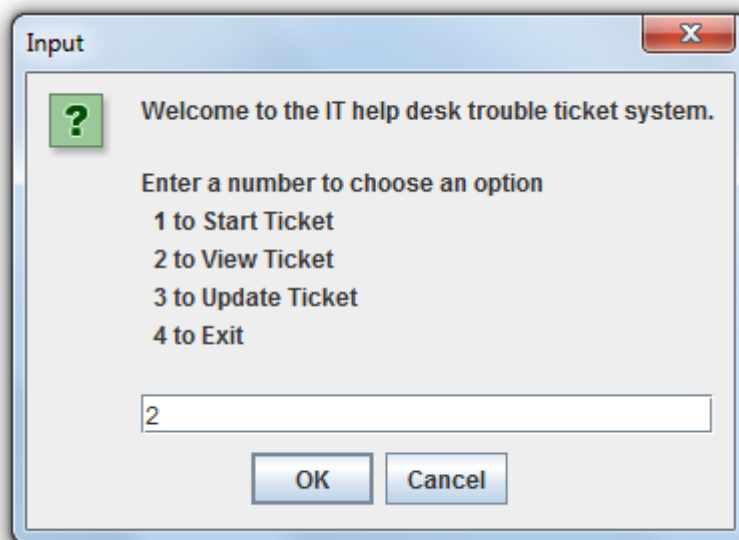


An input dialog box titled "Input" with a close button (X) in the top right corner. It contains a green question mark icon, the text "Enter Ticket number of Ticket update", a text input field containing "50", and two buttons labeled "OK" and "Cancel".

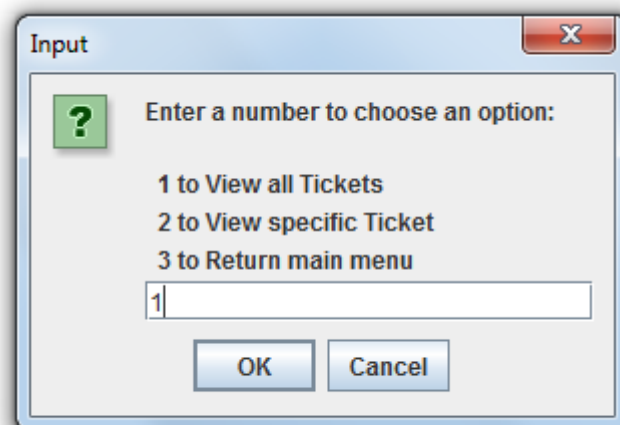


An alert dialog box titled "Alert:" with a close button (X) in the top right corner. It displays the message "No Record has been found.Try Again" and an "OK" button.

#### 4) View Tickets

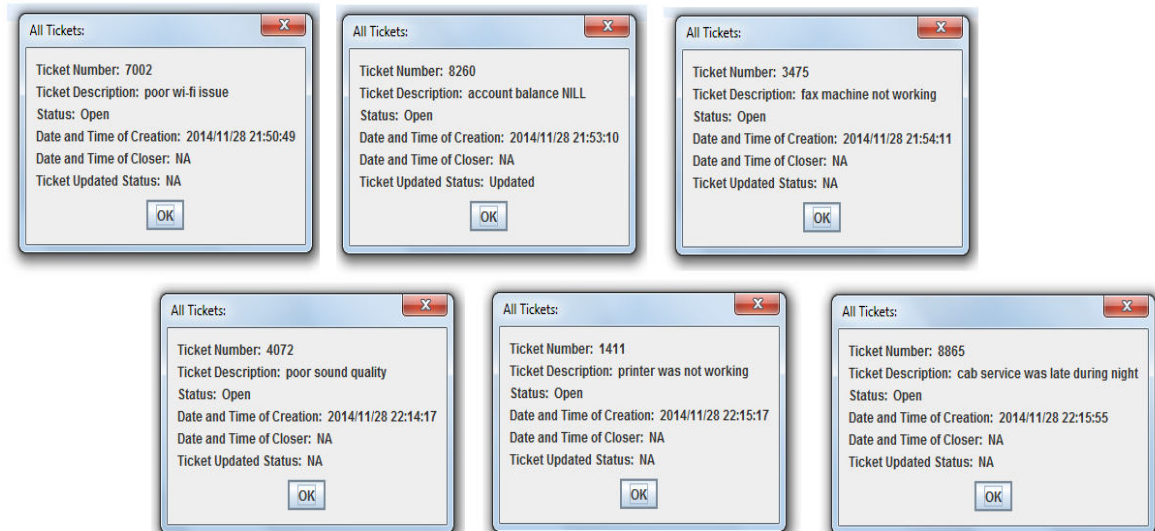


The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Welcome to the IT help desk trouble ticket system." Below this, it says "Enter a number to choose an option" followed by a list of options: "1 to Start Ticket", "2 to View Ticket", "3 to Update Ticket", and "4 to Exit". At the bottom of the dialog, there is a text input field containing the number "2". Below the input field are two buttons: "OK" and "Cancel".

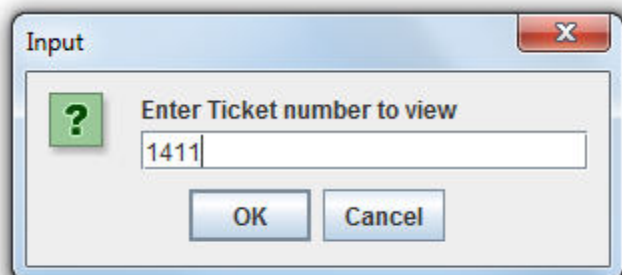
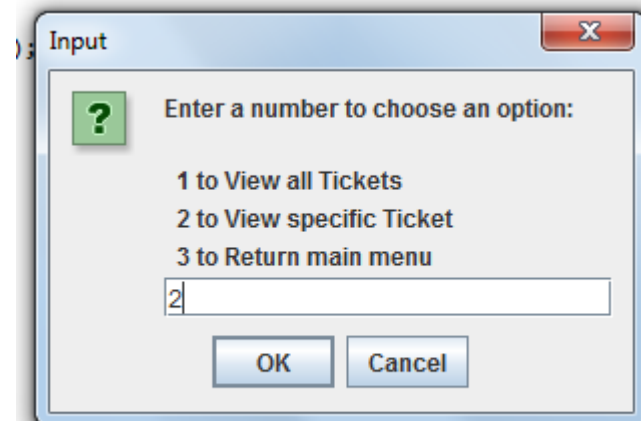


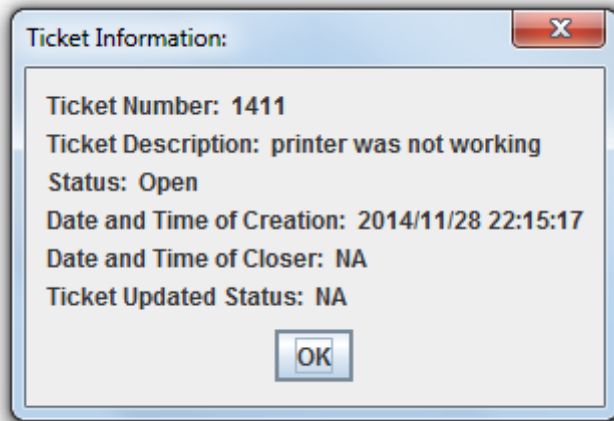
The screenshot shows a second "Input" dialog box, similar to the first one. It has a green square icon with a white question mark. To the right of the icon, the text reads: "Enter a number to choose an option:". Below this, it says "1 to View all Tickets", "2 to View specific Ticket", and "3 to Return main menu". At the bottom of the dialog, there is a text input field containing the number "1". Below the input field are two buttons: "OK" and "Cancel".

## View all tickets

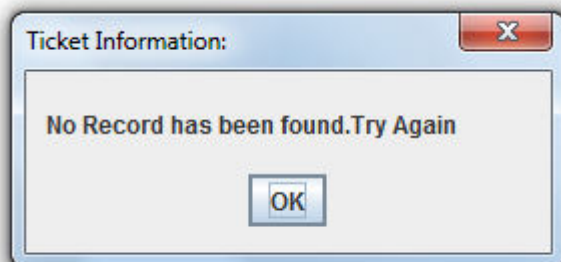
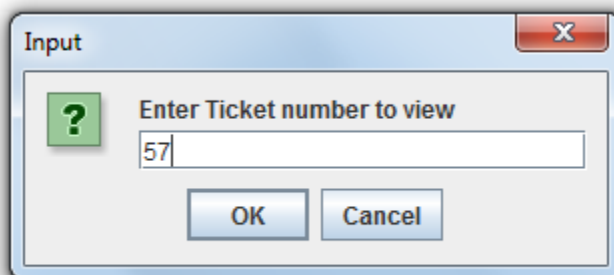


## View Particular ticket

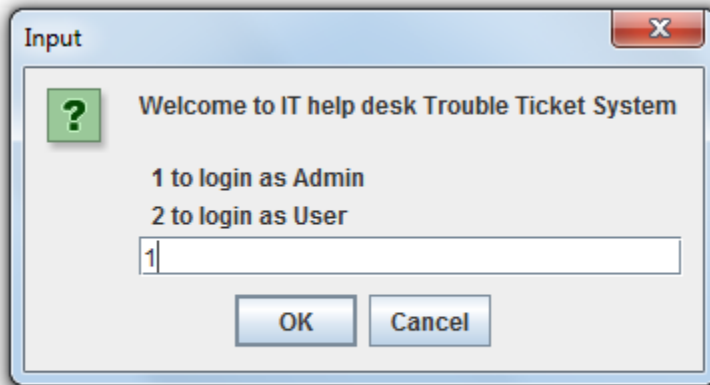




**View Ticket which is not available**



## PART 2 – Admin LOGIN



Input

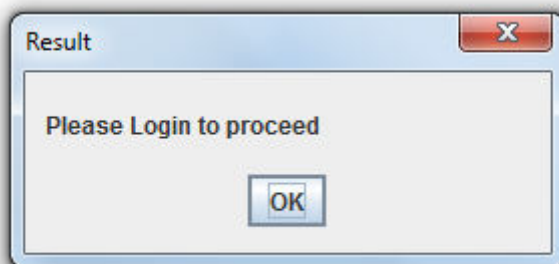
Welcome to IT help desk Trouble Ticket System

1 to login as Admin  
2 to login as User

1

OK Cancel

This is an 'Input' dialog box with a title bar containing a close button. It features a green question mark icon. The main text reads 'Welcome to IT help desk Trouble Ticket System'. Below this, there are two options: '1 to login as Admin' and '2 to login as User'. A text input field contains the number '1'. At the bottom, there are 'OK' and 'Cancel' buttons.

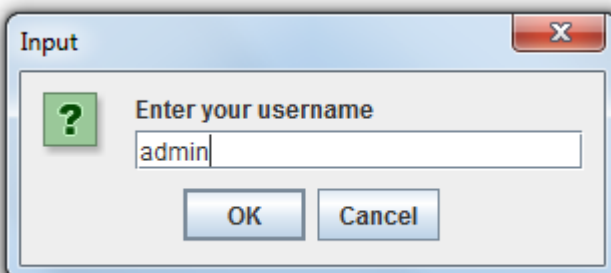


Result

Please Login to proceed

OK

This is a 'Result' dialog box with a title bar containing a close button. It contains the text 'Please Login to proceed' and an 'OK' button at the bottom.



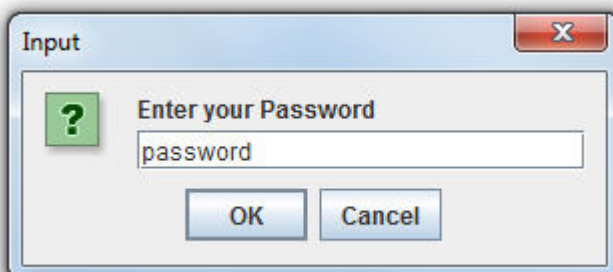
Input

Enter your username

admin

OK Cancel

This is an 'Input' dialog box with a title bar containing a close button. It features a green question mark icon. The main text reads 'Enter your username'. Below this is a text input field containing the text 'admin'. At the bottom, there are 'OK' and 'Cancel' buttons.



Input

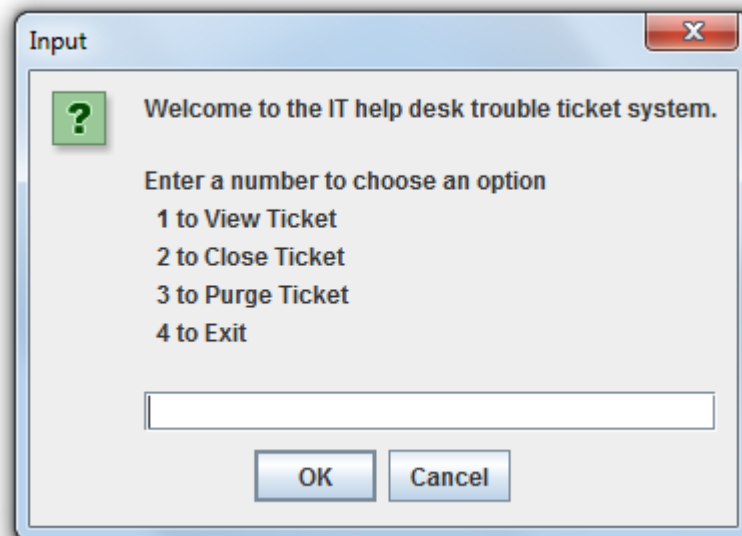
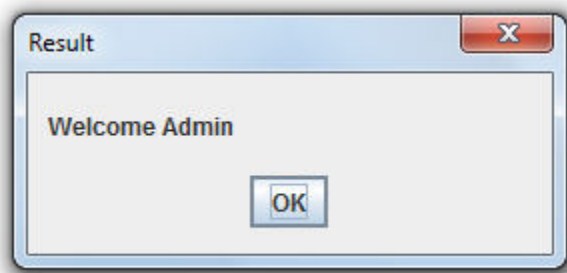
Enter your Password

password

OK Cancel

This is an 'Input' dialog box with a title bar containing a close button. It features a green question mark icon. The main text reads 'Enter your Password'. Below this is a text input field containing the text 'password'. At the bottom, there are 'OK' and 'Cancel' buttons.

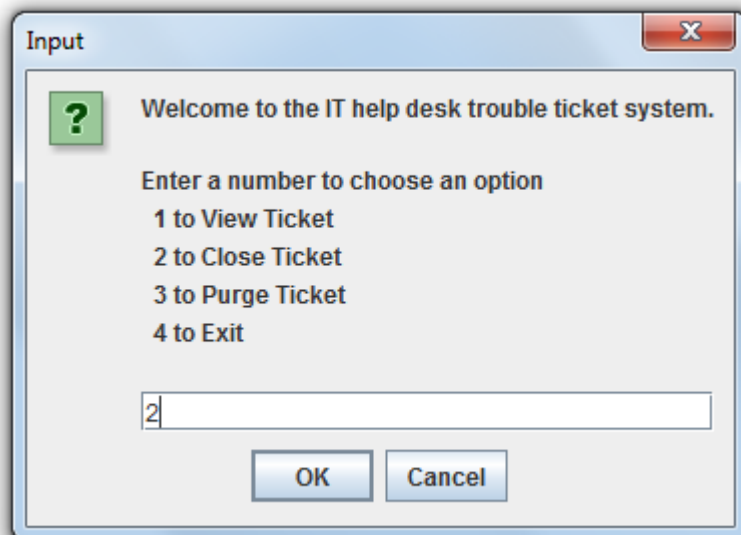




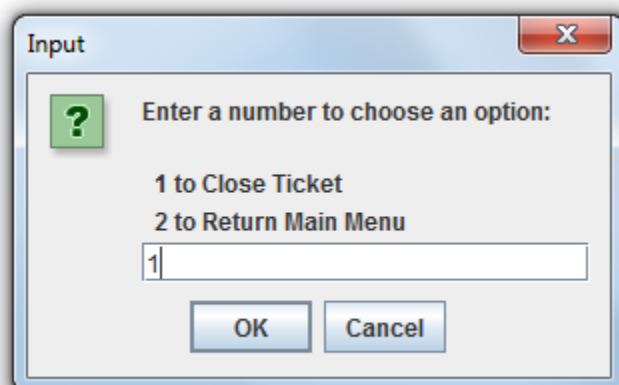
### 1) View Tickets

Flow for view tickets will be same as "User".

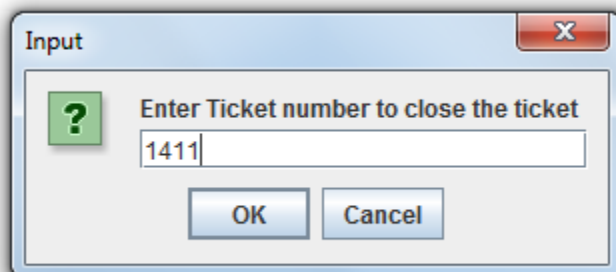
## 2) Close Ticket



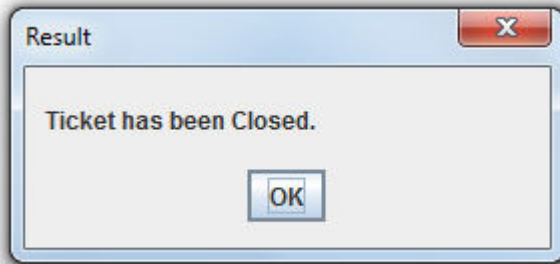
The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Welcome to the IT help desk trouble ticket system." Below this, it says "Enter a number to choose an option" followed by a list: "1 to View Ticket", "2 to Close Ticket", "3 to Purge Ticket", and "4 to Exit". At the bottom, there is a text input field containing the number "2". Below the input field are two buttons: "OK" and "Cancel".



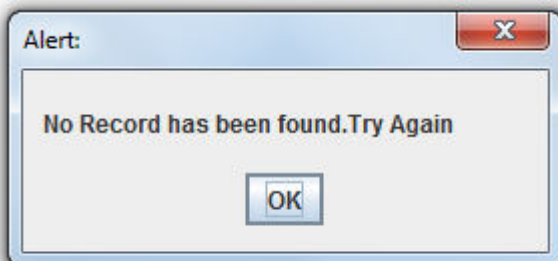
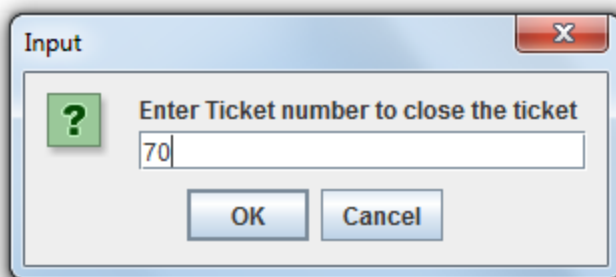
The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Enter a number to choose an option:" followed by a list: "1 to Close Ticket" and "2 to Return Main Menu". Below the list is a text input field containing the number "1". At the bottom are two buttons: "OK" and "Cancel".



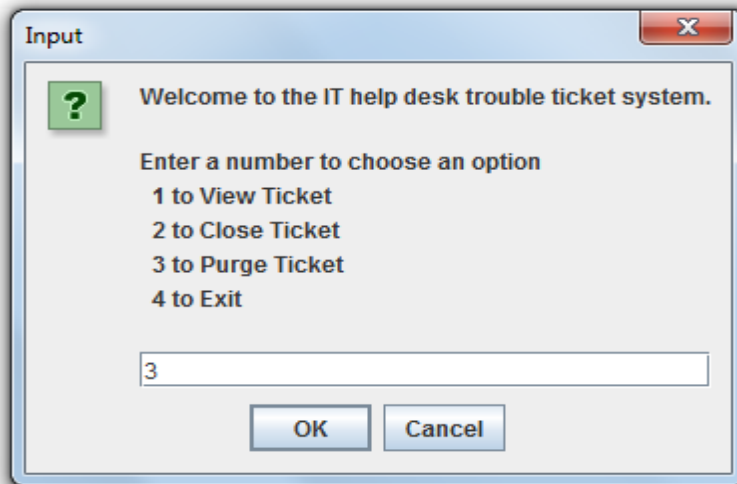
The screenshot shows a Windows-style dialog box titled "Input" with a close button (X) in the top right corner. Inside the dialog, there is a green square icon with a white question mark. To the right of the icon, the text reads: "Enter Ticket number to close the ticket". Below this is a text input field containing the number "1411". At the bottom are two buttons: "OK" and "Cancel".



Close Ticket which is not available



### 3) Purge Ticket



Input

?

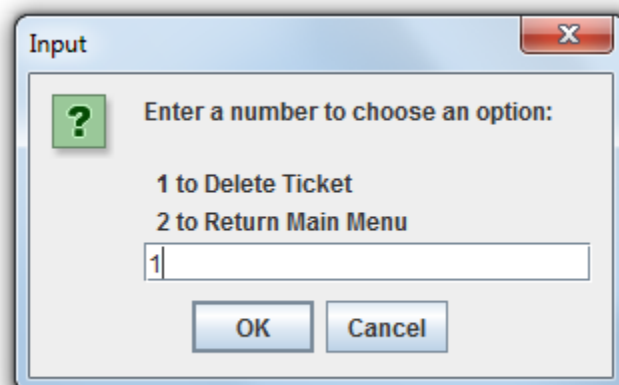
Welcome to the IT help desk trouble ticket system.

Enter a number to choose an option

- 1 to View Ticket
- 2 to Close Ticket
- 3 to Purge Ticket
- 4 to Exit

3

OK Cancel



Input

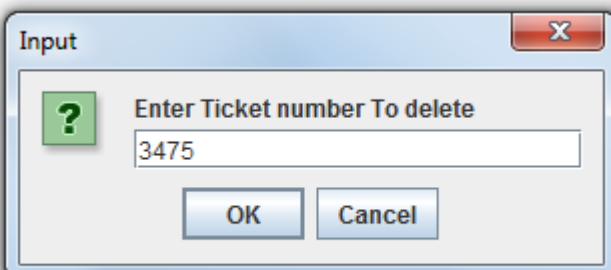
?

Enter a number to choose an option:

- 1 to Delete Ticket
- 2 to Return Main Menu

1

OK Cancel



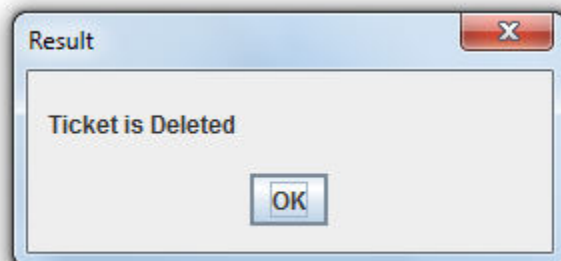
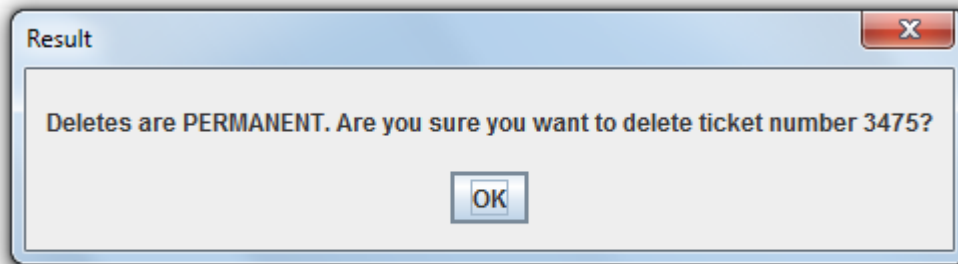
Input

?

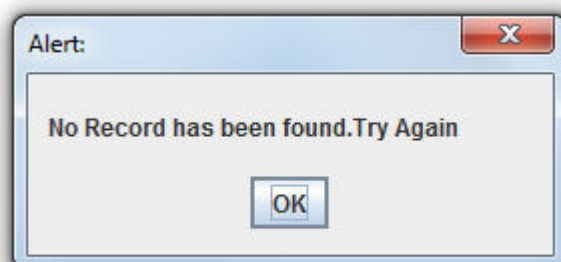
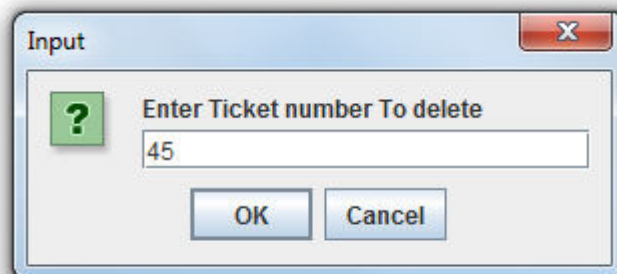
Enter Ticket number To delete

3475

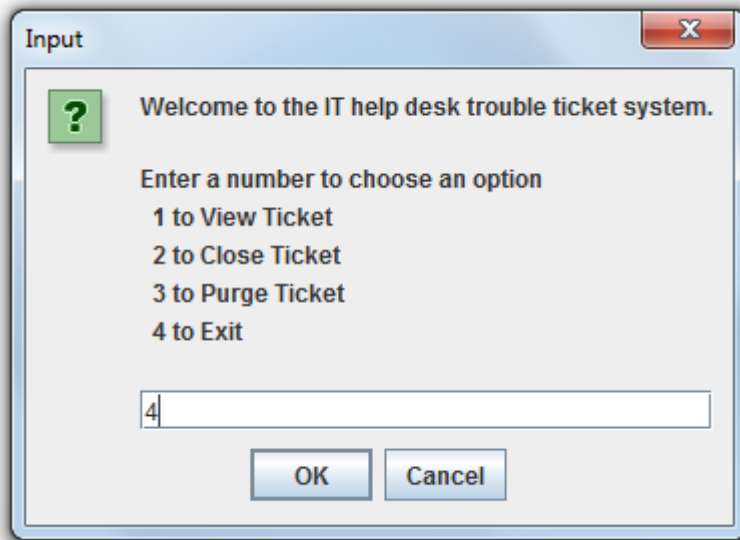
OK Cancel



**Purge Ticket which is not available**



**4) Exit**



The image shows a Windows-style dialog box titled "Input". It has a standard title bar with a close button (X) in the top right corner. The main content area has a light gray background. On the left side of the content area, there is a green square icon containing a white question mark. To the right of this icon, the text "Welcome to the IT help desk trouble ticket system." is displayed. Below this, the instruction "Enter a number to choose an option" is shown. Underneath the instruction, there is a list of four options: "1 to View Ticket", "2 to Close Ticket", "3 to Purge Ticket", and "4 to Exit". At the bottom of the dialog box, there is a white text input field containing the number "4". Below the input field are two buttons: "OK" and "Cancel".

Input

?

Welcome to the IT help desk trouble ticket system.

Enter a number to choose an option

- 1 to View Ticket
- 2 to Close Ticket
- 3 to Purge Ticket
- 4 to Exit

4

OK Cancel

**E) File Structure**

