Demo Video: <https://clipchamp.com/watch/Qu9ZitLVEID>

Embedding Script:

<div style="position:relative;width:fit-content;height:fit-content;">

<a style="position:absolute;top:20px;right:1rem;opacity:0.8;" href="https://clipchamp.com/watch/Qu9ZitLVEID?utm\_source=embed&utm\_medium=embed&utm\_campaign=watch">

<img style="height:22px;" src="https://clipchamp.com/e.svg" alt="Made with Clipchamp" />

</a>

<iframe allow="autoplay;" allowfullscreen style="border:none" src="https://clipchamp.com/watch/Qu9ZitLVEID/embed" width="640" height="360"></iframe>

</div>

* Hi, my name is Tobin and I’ll be running you through my bicycle service management app today.
* My inspiration for this project stems from years of working as a bicycle mechanic
* I developed this app for use by a bike shop to manage their service tickets
* I am using Axios calls with express server support and I am using sequelize to make SQL queries to my database
* Finally the app is hosted on an AWS EC2 server
* Alright, lets run through the app and check out it’s features
* The home page here is where we can view a tickets details, modify tickets, and search for other existing tickets.
* We’ll start by creating a new ticket to work with. To do this we head over to the New Ticket page via the nav links up top.
  + Click on new ticket button
* On this page we will enter in the customers information along with a description of their bike and the work that needs to be completed.
* Here we have a customer named Bob Smith. We’ll give him a fake email and phone number. He brought in a Giant Glory, the color is Red and the size is Small.
* This customer wants a new chain installed and a basic tune. Now Select a due date and hit submit.
  + Enter required information and click submit
* A new ticket has now been created and we get redirected to the home page where it will be displayed
* The next step is to add some work items to the ticket according to the work that needs to be done.
* We can search using full or partial keywords
  + Enter a keyword and hit submit
* A list of matching items will be displayed. If you see the item you are looking for just click “Add to Ticket”
  + Click “Add to ticket”
* As a bike is worked on, the notes, due date, and status will need to be updated regularly. To accommodate this I have left these fields editable at all times, simply update them as needed and click the submit button.
* lets say customer called and told us to install a new saddle instead of the chain.
* We update the notes with this information and hit submit to save it.
  + Add some notes
  + Update the status
  + Click submit
* Next we delete the chain install item by clicking on the X
  + Remove an item
* Now we search for saddle, but nothing comes up
* Lets go ahead and create a new item
  + Click “Create new item”
  + Fill out fields
  + Click submit
* Once you click submit it is added to the work order and saved to the database for future use.
* If we need to change the customer information or bike description we can click the “EDIT TICKET” button in top left.
  + Click edit ticket
* This will allow for any of the inputs to be edited, upon clicking submit the database will be updated
  + Edit some information and hit submit
* In the case that we need to fully delete a ticket, we can click the DELTE TICKET button in the top right. This will require a confirmation in order to avoid an accidental deletion.
  + Click delete ticket button and confirm delete
* Finally on the right side we have a navigation and search bar to access other tickets
* I can search for tickets by the customers name, the ticket status, or both
  + Enter some search information
  + Click submit
* The results will return as cards ordered by due date starting from the current date
* The ticket ID number on each card can be clicked to pull up the details of that ticket
  + Click on a ticket ID number
* From here we can update or add any information and save it to the database

That covers all of the primary user features of this service management app.

Thanks for following along with me and feel free to click the link in the description to try it out for yourself.