**Case Study: Customer Service Ticketing System**

**Objective:**

Develop a menu-based console application to assess your proficiency in Core Java, MySQL, and JDBC. The application will simulate a customer service ticketing system for a consumer electronics company, allowing users to manage customer inquiries, ticket assignments, and resolutions.

**Functionalities:**

1. **Ticket Creation:**
   * Create a new customer service ticket
   * View ticket details
   * Update ticket information
   * Delete a ticket
2. **Ticket Assignment:**
   * Assign a ticket to a customer service representative
   * View assigned tickets
   * Update assignment information
   * Delete assignment records
3. **Ticket Resolution:**
   * Resolve a customer service ticket
   * View resolved tickets
   * Update resolution information
   * Delete resolution records

**Database Schema:**

* **Ticket Table:**
  + ticket\_id (Primary Key)
  + customer\_id (Foreign Key references Customer Table)
  + creation\_date
  + issue\_description
  + status
* **Assignment Table:**
  + assignment\_id (Primary Key)
  + ticket\_id (Foreign Key references Ticket Table)
  + representative\_id (Foreign Key references Representative Table)
  + assignment\_date
  + status
* **Resolution Table:**
  + resolution\_id (Primary Key)
  + ticket\_id (Foreign Key references Ticket Table)
  + resolution\_date
  + resolution\_details
  + status

**Requirements:**

* Develop a menu-based console application using Core Java.
* Use JDBC for interactions with the MySQL database.
* Implement menu options for managing customer service tickets, assignments, and resolutions.
* Ensure that the application handles ticket creation, assignment, and resolution efficiently, including communication with customers and representatives.
* Handle exceptions effectively and provide user-friendly error messages.
* Ensure the application code is clean, well-documented, and follows standard coding conventions.

**Submission:**

* Submit the complete source code along with a README file that provides setup and usage instructions.
* Share your project by uploading it to a public GitHub repository.
* Provide the link to the GitHub repository to the coaches.