|  |  |
| --- | --- |
| *NAME: K230907 ZUBAIR AHMED*  *SECTION: BS-CS-3A*  *INSTRUCTOR: DR. AYESHA ALI* | *OUTPUT SUMMARY* |

|  |
| --- |
| 1. PROGRAM BOOT DISPLAY & OPERATOR MANUAL |
|  |

|  |
| --- |
| 2. USER MENU - TICKET MANAGEMENT |
|  |

|  |
| --- |
| 3. AGENT SUMMARY AS PER INT MAIN - 1 |
|  |

|  |
| --- |
| 4. AGENT SUMMARY AS PER INT MAIN – 2 |
|  |

|  |
| --- |
| 5. AGENT SUMMARY AS PER INT MAIN - 3 |
|  |

|  |
| --- |
| 5.5. ADMIN MENU - AGENT MANAGEMENT |
|  |

|  |
| --- |
| 6. TICKET ADDITION 1 |
|  |

|  |
| --- |
| 7. TICKET ADDITION 2 |
|  |

|  |
| --- |
| 8. TICKET ADDITION 3 |
|  |

|  |
| --- |
| 9. TICKET ADDITION 4 |
|  |

|  |
| --- |
| 10. SEARCH TICKET BY ID |
|  |

|  |
| --- |
| 11. SEARCH TICKET BY NAME |
|  |

|  |
| --- |
| 12. DISPLAY PENDING TICKETS BY DEPARTMENT |
|  |

|  |
| --- |
| 13. AGENT ADDITION |
|  |

|  |
| --- |
| 14. ASSIGN TICKET TO AGENT REDIRECTED TO OPTION 10 FOR AGENT SUMMARY |
|  |

|  |
| --- |
| 15. AGENT SUMMARY AFTER TICKET ASSIGNMENT 1 |
|  |

|  |
| --- |
| 16. AGENT SUMMARY AFTER TICKET ASSIGNMENT 2 |
|  |

|  |
| --- |
| 17. AGENT SUMMARY AFTER TICKET ASSIGNMENT 3 |
|  |

|  |
| --- |
| 18. AGENT SUMMARY AFTER TICKET ASSIGNMENT 4 |
|  |

|  |
| --- |
| 19. AGENT SUMMARY AFTER TICKET ASSIGNMENT 5 |
|  |

|  |
| --- |
| 20. RESOLVE TICKET |
|  |

|  |
| --- |
| 21. PRINT CLOSED TICKETS AFTER RESOLVE TICKET |
|  |

|  |
| --- |
| 22. PRINT ALL OPEN TICKETS |
|  |

|  |
| --- |
| 23. PRINT CONFIGURATION |
|  |

|  |
| --- |
| 24. ALTER CONFIGURATION - SET THRESHOLD |
|  |

|  |
| --- |
| 25. ALTER CONFIGURATION - SET HIGH SORTING ALGORITHM |
|  |

|  |
| --- |
| 26. ALTER CONFIGURATION - SET LOW SORTING ALGORITHM |
|  |

|  |
| --- |
| 27. SEARCH TICKET THROUGH ID WITH ANALYSIS REPORT |
|  |

|  |
| --- |
| 28. SEARCH TICKET THROUGH NAME WITH ANALYSIS REPORT |
|  |

|  |
| --- |
| 29. DISPLAY ALL RESOLVED TICKETS |
|  |

|  |
| --- |
| 30. AGENTS SORTED AS PER CONFIGURATION |
|  |

|  |
| --- |
| 31. SORT TICKETS THROUGH DIVERSE OPTIONS |
|  |

|  |
| --- |
| 32. EXIT PROGRAM |
|  |