

Workplace Ticket System

Designed and developed by [Dominic Minnich](#)

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Table Of Contents

Page 1		Title and Developer
Page 3		Core Features and Technologies
Page 4		Login and Register
Page 5		Report a Bug or Give Feedback and Dashboard
Page 6		Create Ticket
Page 6-7		View Tickets
Page 7		Task Manager
Page 8-9		Terminal and Server
Page 10		EULA

Core Features and Technologies

This system is designed for optimizing company workflow and improving the quality of employees' work and time. It is a tool for managing the company's business processes and for monitoring the performance of employees and departments.

Features:

Account creation (admin, user)

Account associations (IT, Administration, Maintenance)

Ticket creation (admin, user)

Ticket commenting (admin, user)

Ticket assignment (admin only)

Ticket status change (admin only)

Ticket deletion (admin only)

Account editing (admin only)

Email notifications upon ticket creation, comment (admin, user)

Task management system (per department)

Main Technologies Used:

* Python -Flask

* HTML

* CSS

* JavaScript

* SQLite

* SQLAlchemy

Login

Login Page (Ip + port + “/” or “/login”)

Contains the login form.

Users will input their email address and password respectively.

Prompts are displayed if there is a missing field or incorrect data is inserted.

Quick link to “Register Page” is under the submission button.

“Forgot Password” → Admins have permissions to reset account passwords (page 7).

Within the footer there is a link to “Feedback page” where a bug or feedback can be submitted directly to the developer. (page 6)

Also in the footer is the EULA agreement link.

*Note all pages contain a footer with a version number and the EULA agreement link.

Register

Registration (Ip + port + “/register”)

Users will input *new* data for the creation of an account.

Prompts will display if an email is already taken, or a field is missing.

An authentication code will be required to successfully create an account which can be acquired through the IT department. This prevents unwanted account creation to the system which is serviced on the network as a whole.

Report a Bug or Give Feedback

Reporting (Ip + port + “/reportBug”)

Submission form for reporting a bug within the system or a place to give constructive feedback and criticism.

Requires a title of the report, a sender name, and description of the occurrence. Location field is not required but recommended.

This will notify the developer with the report. Thank you for your feedback.

Link under the “Submit Report” button will return the user to the “Login Page”.

Dashboard

Dash (Ip + port + “/dashboard”)

Account name and type is shown under page title.

Data statistics including total tickets, comments, closed tickets...

*Note that admin ticket statistics are only visible to admin accounts.

Main action buttons are “View Existing Tickets” and “Create Ticket”. Which takes you to their respective webpage.

Admin Panel:

- Task Manager Links (IT, Administration, Maintenance)
- Change Account Password
 - Admins can update an accounts password.
- Switch Account Type
 - Admins can update an accounts type (Admin/User)
- Apply Associations
 - Admins can apply associations to departments. This affects the emails they receive. Admins only receive emails about tickets within their associations (departments)
 - You can select more than one.
- Delete Account
 - This will delete an account (This cannot be undone)
 - The account’s tickets will still be available to be viewed.
- Download Backups
 - This is for debugging purposes.
 - Downloads the encoded ticket and comments files.

Create Ticket

create (Ip + port + “/create_ticket”)

Location of ticket form.

Form includes fields of department, title, location, and description.

Under description there is a checkbox (only visible to admins) which will make the ticket only visible to admin account type.

The selected department changes who received emails based on account associations. If IT is selected all admin accounts that have been associated with IT will receive a ticket.

*Note that user account types can have associations but will not be emailed on ticket creation.

View Tickets

View (Ip + port + “/view_tickets”)

This is where tickets that have been created will populate. You can filter and sort the populated tickets with the sorting and filtering options location at the top under the “Tickets” title.

- Status
 - (open [grey-blue] / closed[green] / all)
- Department
 - (IT/maintenance/administration)
- Sort By
 - (date/status)
- Assignee
 - (all admins who are available to be assigned tickets will be in this list)
 - Will show the tickets that were assigned to the individual.
- Search
 - Quick keyword searching
 - Will search tickets, assigned persons, and comments.
- Ticket Data
 1. Title
 2. Id
 3. Creator (OG)
 4. Date
 - a. Date opened/closed.

5. Department
6. Location
7. Assignee
 - a. Drop down includes all available admins.
 - b. Only interactable by admins but visible to all.
8. Description
9. Comments
 - a. Clicking the “Read Comments Here” button will allow you to see the posted comments.
 - b. You can collapse it to hide them again.
 - c. Creating a comment will send an email out to the original poster and the admins of that department.
 - d. The comment box is resizable with the bottom right corner.
10. Admin tools (only visible to admin accounts)
 - Close
 - Recommended that all tickets get closed instead of deleted.
 - This shows the completion of them, and accounts can look back on them for similar solutions and references.
 - Delete
 - Deletion of a ticket and all comments (not recommended).

Task Manager

TM (Ip + port + “/it_tm”, “/administration_tm”, “/maintenance_tm”)

- Creating Task
 - Title / Description → ‘Add task’ button.
 - Every task created is put into the logs at the bottom of the page.
- Tasks
 - Each task is stacked on top of each other.
 - Highlight button → Will highlight the logs for that task.
 - Complete button → Will mark the task as completed and in the logs. Displays the time and date it was completed.
 - Reset → Will reset the task completion to ‘not complete’ but will display the last time it was completed.
 - Delete → Will delete the task but not the logs of the task.
- Logs
 - All task creation, manipulation, and deletion are marked with content, date, and individual who carried out the action.
 - Logs can be deleted with the ‘Delete Logs’ button (Logs backups are backup on the server. Pushing the ‘Delete logs’ button only removes them from view.

Terminal and Server

Run: “!_RUN_ME!” file to start the system

*Note: the correct IP address of the machine it is running on needs to be put into /data/address.txt

Output of successful run will show this warning.

By using this software, you agree to the EULA (End User License Agreement).

To view the EULA, go to:

<https://www.eulatemplate.com/live.php?token=mYBl5Ndt9fCcJjMXrQNrUDPCrhxA7u4v>

Also can be viewed here: /templates/eula.html

Press Enter to continue and agree to the EULA...

After pressing enter:

```
* Running on http://10.199.45.244:5000
```

```
*****
```

```
The code is running because the subscription is still active. Ends on: 2024-12-20
```

```
Current Date is: 2024-01-03 >> You have 352 days left.
```

```
If there is any questions contact developer: Dominic Minnich (Dominicminnich@gmail.com)
```

```
*****
```

```
* Debugger is active!
```

```
* Debugger PIN: 427-289-167
```

This provides information regarding subscription status and the URL to access the server.

Possible error:

The requested address is not valid in its context

Invalid ip address. Please change the ip within Data/address.txt to a valid port number.

Hint: Change it to the ip address of the computer you are running the code on.

There should only be one line in the file, which contain the address.

Example: 192.168.1.12

Press Enter to shutdown...

To fix this update `Data/address.txt` with the correct IP address of the machine you are running the system on. To find out the ip address go to windows search and type in CMD. Then click on command prompt and type in the following command: "ipconfig". Data will populate, scroll done and find: " `IPv4 Address : 10.199.45.244` ".

Copy the 10.199.45.244 (your number will be different) and paste it into the address.txt file. That number with dots should be the ONLY thing in the file, no spaces too!

Possible error:

Sorry, the code is not runnable because the current date is past the subscription date.

The subscription date was: 2023-12-20.

Current Date is: 2024-01-03.

If you would like to update/renew your subscription, please contact the developer.

Dev: Dominic Minnich (Dominicminnich@gmail.com)

Press Enter to shutdown...

This means that your license has expired, and you need to contact the developer to renew your license.

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