

```
<?php

$accounts = mysql_connect('mis3501.temple.edu','f13team15','Zm7LHJ6U')
or die(mysql_error());
if (!$accounts) {
    die('Could not connect:' . mysql_error());
}
$db_select = mysql_select_db('f13team15DB', $accounts);
if (!$db_select) {
    die('Could not use' . $dbname . ':' . mysql_error());
}
$name = $_POST['name'];
$num = $_POST['phoneNum'];
$location = $_POST['location'];
$service = $_POST['servicedropdown'];
$problem = $_POST['problem'];
$sql = "INSERT INTO ticket (client_name, phone, location, service, problem)
VALUES ('$name', '$num', '$location',
'$service', '$problem')";
if (!mysql_query($sql)) {
    die('Error:' . mysql_error() );
}
echo "<h1>Ticket Confirmation</h1>";
echo "Thank for for Submitting a ticket.";
echo "<br>";
echo "We will assist you as soon as possible.";
mysql_close();
echo "<br>";
echo "<a href='http://mis3501.temple.edu/tud46998/clientticket.html'>
Submit another ticket request</a>";

?>
```

```

<?php
$accounts = mysql_connect('mis3501.temple.edu', 'f13team15', 'Zm7LHJ6U')
or die(mysql_error());
if (isset($_POST['EmployeeID'])){
    $username = $_POST['EmployeeID'];
    $password = $_POST['password'];
mysql_select_db('f13team15DB', $accounts);
$sql2 = "SELECT * FROM employee WHERE employee = '". $username ."
' AND password= '". $password ." ' LIMIT 1";
$res = mysql_query($sql2);
if(mysql_num_rows($res) == 1) {
$accounts = mysql_connect('mis3501.temple.edu', 'f13team15', 'Zm7LHJ6U')
or die(mysql_error());
mysql_select_db('f13team15DB', $accounts);
$sql = "SELECT * FROM ticket ";
$result = mysql_query($sql, $accounts);
echo "<h1>Ticket Query</h1>";
echo "<table border='1'>";
echo "<tr><th>Ticket #</th><th>Name</th><th>Status</th><th>Assign to </th>
<th>Problem</th><th>Time</th><th>Comment</th></tr>";
while ($row = mysql_fetch_array($result)) {
    echo "<tr><td><a href='ticketupdate.php?ticketid=" . $row['ticket_id'] .
    "'>".$row['ticket_id'].</a></td><td>" . $row['client_name'] . "</td>
    <td>" . $row['status'] . "</td>
    <td>" . $row['assign_to'] . "</td>
    <td>" . $row['problem'] . "</td>
    <td>" . $row['time'] . " minutes </td>
    <td>" . $row['comment'] . "</td></tr>";
}
echo "</table>";
}
else {
    echo "Wrong EmployeeID or password";
    echo "<br>";
    echo "<a href='http://mis3501.temple.edu/tud46998/employeelogin.html'>
    Try again</a>";
}
}
?>

```

```
<?php
```

```
$ticketid = $_POST['ticket_id'];  
$status = $_POST['status'];  
$assign = $_POST['Assignto'];  
$time = $_POST['time'];  
$comment = $_POST['comment'];  
$accounts = mysql_connect('mis3501.temple.edu', 'f13team15', 'Zm7LHJ6U')  
or die(mysql_error());  
  
mysql_select_db('f13team15DB', $accounts);  
$status = $_POST['status'];  
$assign = $_POST['Assignto'];  
$time = $_POST['time'];  
$comment = $_POST['comment'];  
  
$sql = "UPDATE ticket SET status = '{$status}' , assign_to = '{$assign}' ,  
time = '{$time}' , comment = '{$comment}' WHERE ticket_id = '{$ticketid}'";  
mysql_query($sql, $accounts);  
  
echo 'Successfully updated the database!';  
?>
```

```

<?php
$accounts = mysql_connect('mis3501.temple.edu', 'f13team15', 'Zm7LHJ6U')
or die(mysql_error());

mysql_select_db('f13team15DB', $accounts);

    $ticketid = $_GET['ticketid'];
$sql = "SELECT * FROM ticket WHERE ticket_id = '{$ticketid}'";

$result = mysql_query($sql,$accounts);

$row = mysql_fetch_assoc($result);

echo "<form name='ticket_request' action='tickethandler.php' method='POST'>";
echo "<table border='1'>";
echo "<tr><th>Ticket #</th><th>Name</th><th>Status</th><th>Assign to </th>
<th>Problem</th><th>Time</th><th>Comment</th><th>Update</th></tr>";
    echo "<tr><td>".$row['ticket_id']. "</td><td>" . $row['client_name'] . "</td>
    <td><select name='status'>
    <option value='In_progress'>In Progress</option>
    <option value='Resolved'>Resolved</option>
    <option value='Cancel'>Canceled</option>
    </select></td>
    <td><select name='Assignto'>
    <option value='Chau'>Chau</option>
    <option value='Joe'>Joe</option>
    <option value='Tom'>Tom</option>
    </select></td>
    <td>" . $row['problem'] . "</td>
    <td><select name='time'>
    <option value='15'>15 Minutes</option>
    <option value='30'>30 Minutes</option>
    <option value='45'>45 Minutes</option>
    <option value='60'>60 Minutes</option>
    <option value='75'>75 Minutes</option>
    <option value='90'>90 Minutes</option>
    </select>
    <td><textarea row='1' cols='8' name='comment'></textarea>
    <input type='hidden' name='ticket_id' value='".$ticketid."' >
    </td><td><input type='submit' name='submit' value='submit' ></td></tr>";
echo "</table>";
echo "</form>";

?>

```