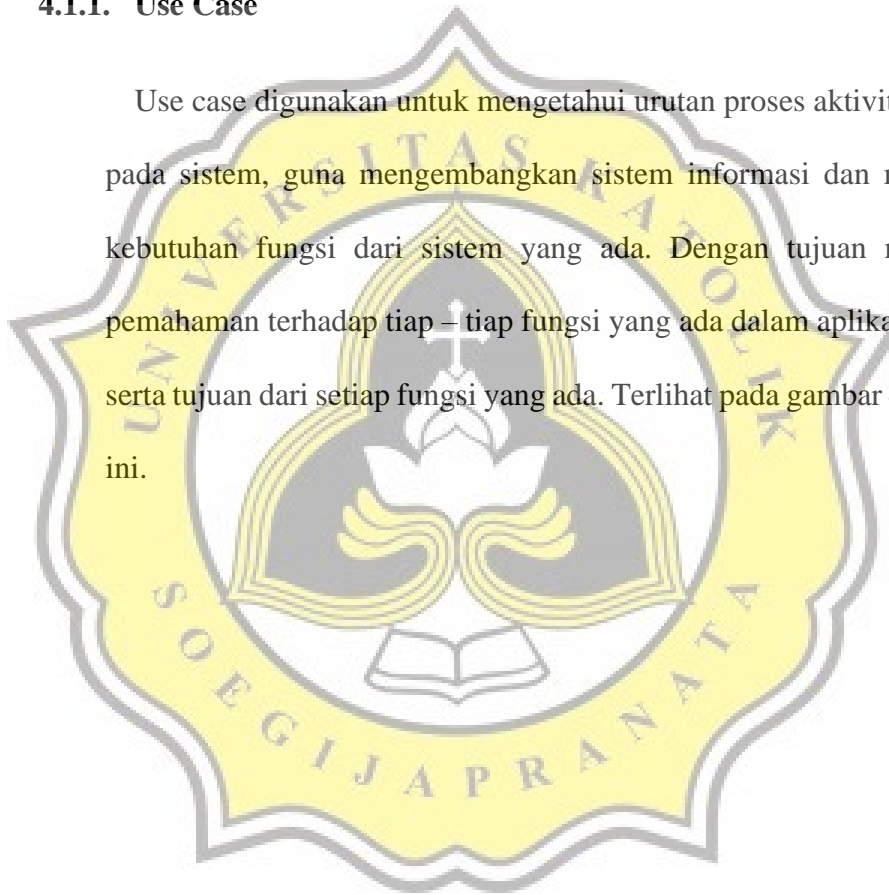


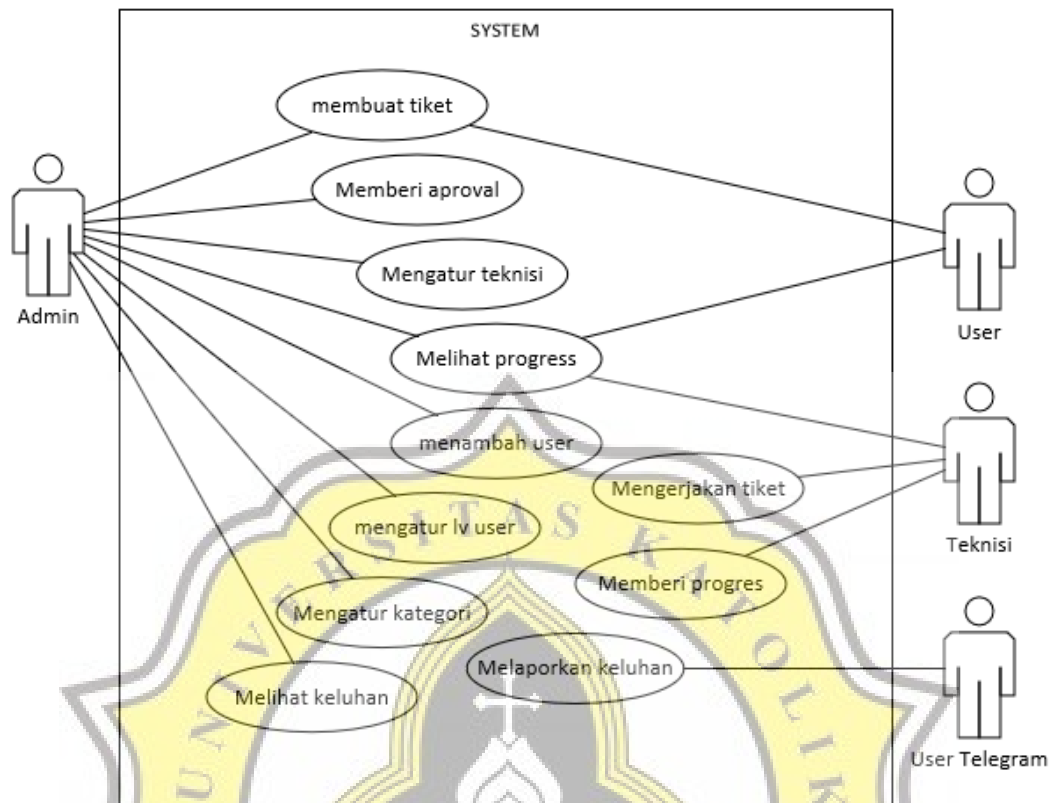
BAB 4 PEMBAHASAN

4.1 Desain Aplikasi

4.1.1. Use Case

Use case digunakan untuk mengetahui urutan proses aktivitas yang ada pada sistem, guna mengembangkan sistem informasi dan memperoleh kebutuhan fungsi dari sistem yang ada. Dengan tujuan memberikan pemahaman terhadap tiap – tiap fungsi yang ada dalam aplikasi *helpdesk*, serta tujuan dari setiap fungsi yang ada. Terlihat pada gambar 4.1 dibawah ini.

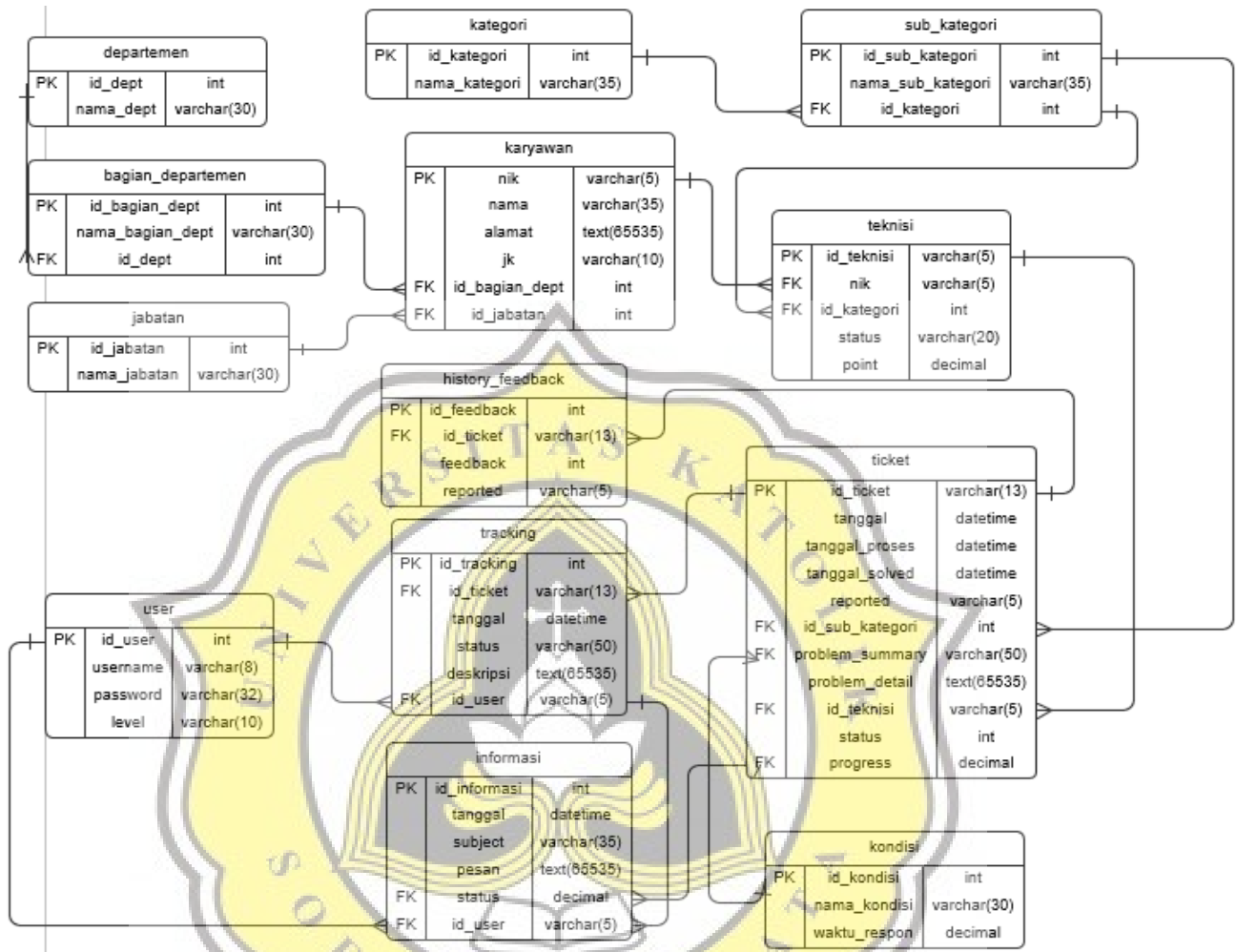




Gambar 4.1 Use Case

4.1.2. Rancangan ERD

Entity Relationship Diagram (ERD) merupakan sekumpulan cara atau peralatan untuk mendeskripsikan data-data atau objek yang berasal dari dunia nyata atau yang lebih dikenal dengan entitas (*entity*) beserta dengan hubungan (*relationship*) antar entitas dengan menggunakan notasi. Pada gambar 4.2 merupakan rancangan ERD yang telah dibuat.



Gambar 4. 2 ERD

Pada tabel 4.3 merupakan implementasi tabel bagian departemen beserta dengan tipe kolomnya.

Tabel 4.3 Tabel bagian_departemen

Nama	id_bagian_dept	nama_bagian_dept
Tipe	int(11)	varchar(30)

Pada tabel 4.4 merupakan implementasi tabel bagian departemen beserta dengan tipe kolomnya.

Tabel 4.4 Tabel bagian_departemen

Nama	id_dept	nama_dept
Tipe	int(11)	varchar(30)

Pada tabel 4.5 merupakan implementasi tabel history feedback beserta dengan tipe kolomnya.

Tabel 4.5 Tabel history feedback

Nama	Id_feedback	Id_ticket	feedback	reported
Tipe	int(11)	varchar(13)	Int(11)	varchar(5)

Pada tabel 4.6 merupakan implementasi tabel informasi beserta dengan tipe kolomnya.

Tabel 4.6 Tabel Informasi

Nama	Id_informasi	Tanggal	Subject	pesan	status	Id_user
Tipe	int(11)	Datetime	Varchar(35)	text	Decimal(2.0)	Varchar(5)

Pada tabel 4.7 merupakan implementasi ERD tabel Jabatan beserta dengan tipe kolomnya.

Tabel 4.7 Tabel Jabatan

Nama	Id_jabatan	Nama_jabatan
Tipe	int(11)	Varchar(30)

Pada tabel 4.8 merupakan implementasi ERD dari tabel karyawan dengan tipe kolomnya.

Tabel 4.8 Tabel karyawan

Nama	nik	Nama	Alamat	Id_bagian_debt	Id_jabatan
Tipe	Varchar(5)	varchar(35)	Text	Int(11)	Int(11)

Pada tabel 4.9 merupakan implementasi ERD dari tabel kategori beserta dengan tipe kolomnya.

Tabel 4.9 Tabel kategori

Nama	Id_kategori	nama_kategori
Tipe	int(11)	Varchar(35)

Pada tabel 4.10 merupakan implementasi ERD dari tabel kondisi beserta dengan tipe kolomnya.

Tabel 4.10 Tabel kondisi

Nama	Id_kondisi	Nama_kondisi	Waktu_respon
Tipe	int(11)	Varchar(30)	Decimal(10,0)

Pada tabel 4.11 merupakan implementasi ERD tabel sub kategori beserta dengan tipe kolomnya.

Tabel 4.11 Tabel sub_kategori

Nama	Id_sub_kategori	Nama_sub_kategori	Id_kategori
Tipe	int(11)	Varchar(35)	Int(11)

Pada tabel 4.12 merupakan implementasi ERD tabel teknisi beserta dengan tipe kolomnya.

Tabel 4.12 Tabel teknisi

Nama	Id_teknisi	Nik	Status	Point
Tipe	varchar(5)	Varchar(5)	Varchar(20)	Decimal(2.0)

Pada tabel 4.13 merupakan implementasi ERD tabel telegram beserta dengan tipe kolomnya.

Tabel 4.13 Tabel telegram

Nama	Id_telegram	Tanggal	Subject	pesan	status
Tipe	int(11)	Datetime	Varchar(35)	text	Decimal(2.0)

Pada tabel 4.14 merupakan implementasi ERD tabel ticket beserta dengan tipe kolomnya.

Tabel 4. 14 Tabel ticket

Nama	Tipe
Id_ticket	Varchar(13)
Tanggal	Datetime
Tanggal_proses	Datetime
Tanggal_solved	Datetime
Reported	varchar(5)
Id_sub_kategori	int(11)
Problem_summary	varchar(50)
Problem_detail	Text
Id_teknisi	varchar(5)
Status	int(11)
Progress	Decimal(10,0)

Pada tabel 4.15 merupakan implementasi ERD tabel tracking beserta dengan tipe kolomnya.

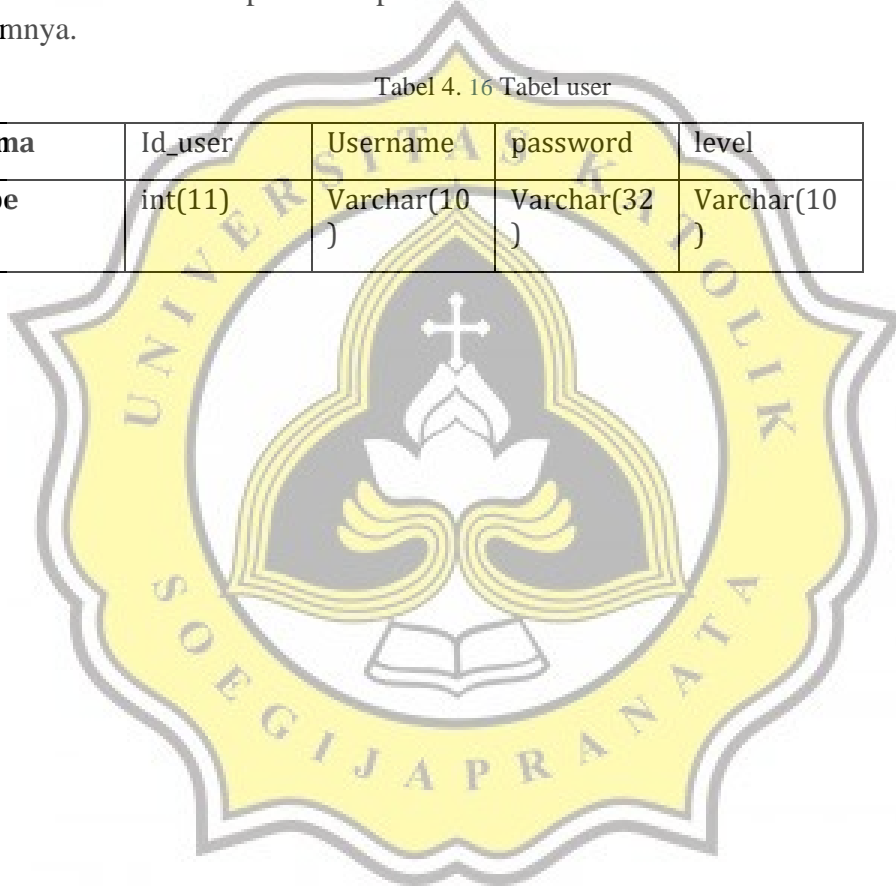
Tabel 4. 15 Tabel tracking

Nama	Id_tracking	Id_ticket	Tanggal	status	deskripsi	Id_user
Tipe	int(11)	Varchar(13)	Datetime	Varchar(50)	text	Varchar(5)

Pada tabel 4.16 merupakan implementasi ERD tabel user beserta dengan tipe kolomnya.

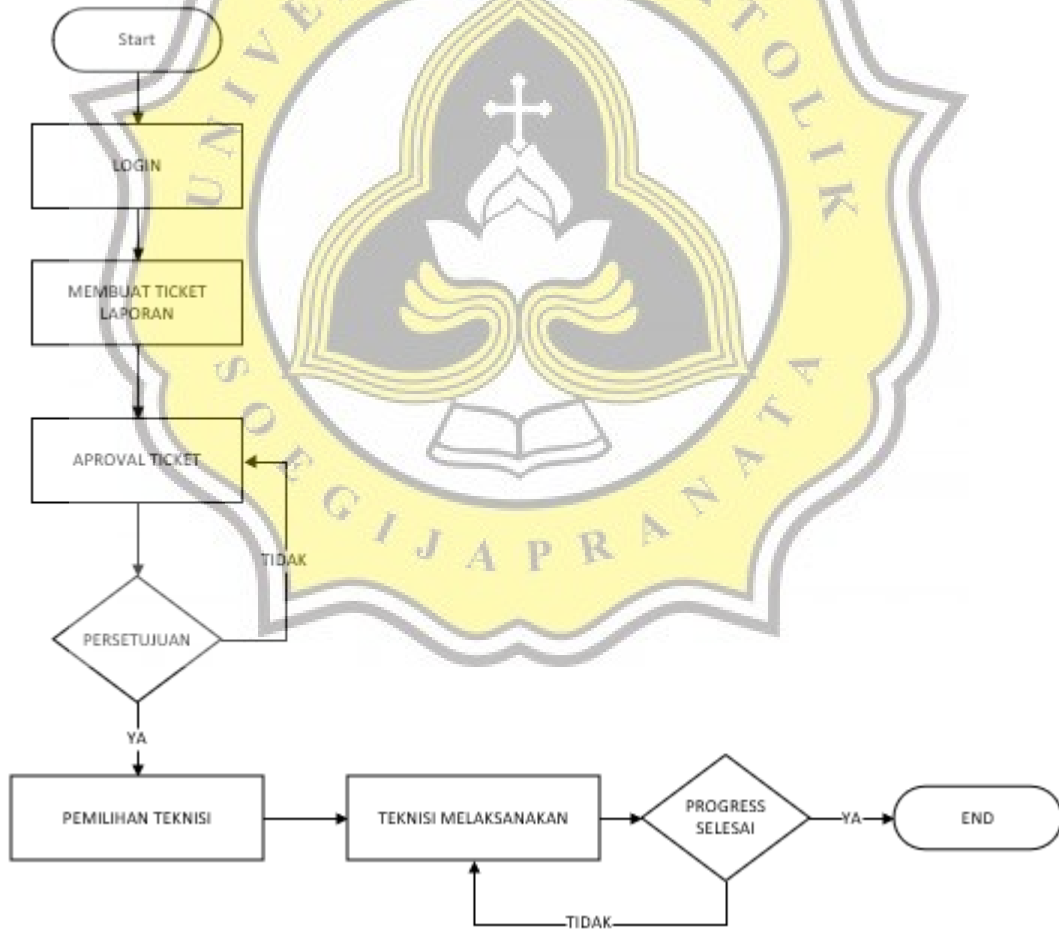
Tabel 4. 16 Tabel user

Nama	Id_user	Username	password	level
Tipe	int(11)	Varchar(10)	Varchar(32)	Varchar(10)



4.1.3. Rancangan Flowchart

Setelah perancangan *use case diagram*, dan *ERD*, dilanjutkan dengan membuat *flowchart* diagram dengan tujuan untuk menjelaskan alur kerja dari aplikasi secara sederhana. Gambar 4.3 menjelaskan alur program yang terjadi didalam aplikasi. aplikasi terdiri dari tiga level user yaitu user, admin dan teknisi. diawali dengan user yang membuat laporan kemudian admin memberi persetujuan dan mengalokasikan tugas kepada teknisi yang ada, lalu teknisi akan melakukan tugas yang telah diberikan kepadanya.

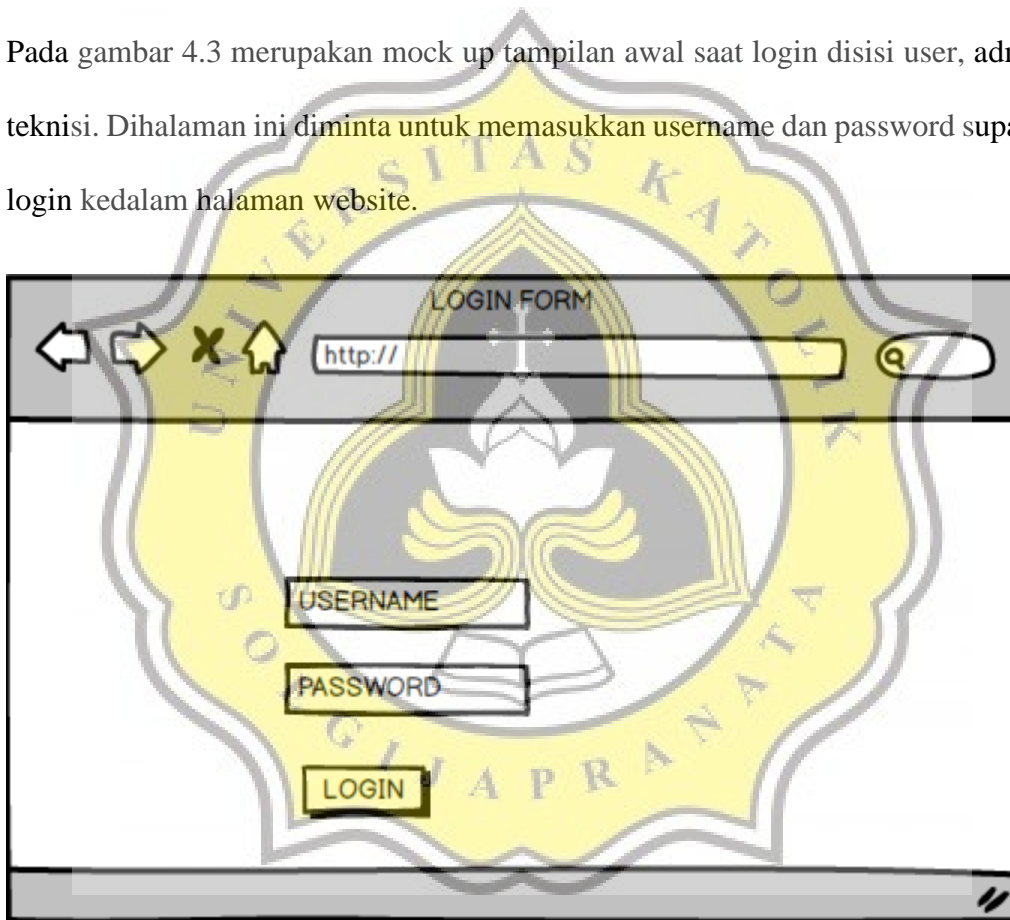


Gambar 4.3 flowchart aplikasi

4.1.4. Rancangan Aplikasi

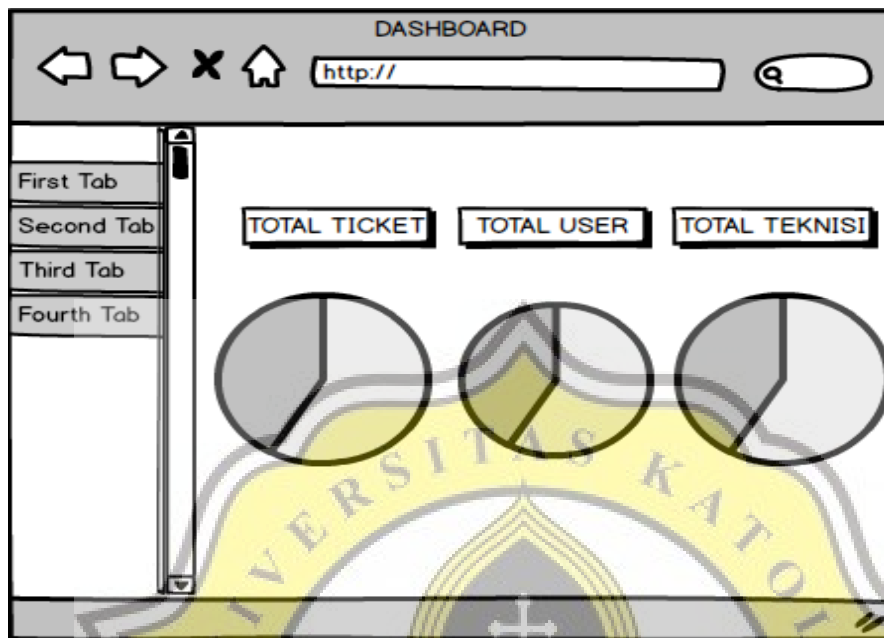
Aplikasi *helpdesk* ini merupakan aplikasi berbasis website. Berikut merupakan tampilan desain awal antarmuka atau *interface* menggunakan Balsamiq sebagai mockup. Berikut tampilan awal desain aplikasi:

Pada gambar 4.3 merupakan mock up tampilan awal saat login disisi user, admin dan teknisi. Di halaman ini diminta untuk memasukkan username dan password supaya bisa login kedalam halaman website.



Gambar 4. 3 Rancangan tampilan login sisi user, admin dan teknisi

Pada gambar 4.4 merupakan mock up tampilan saat ketika memasuki dashboard.



Gambar 4. 4 Rancangan tampilan dashboard

Pada gambar 4.5 merupakan tampilan new ticket Ketika ingin membuat laporan.

NEW TICKET

http://

DESKRIPSI MASALAH

KATEGORI MASALAH

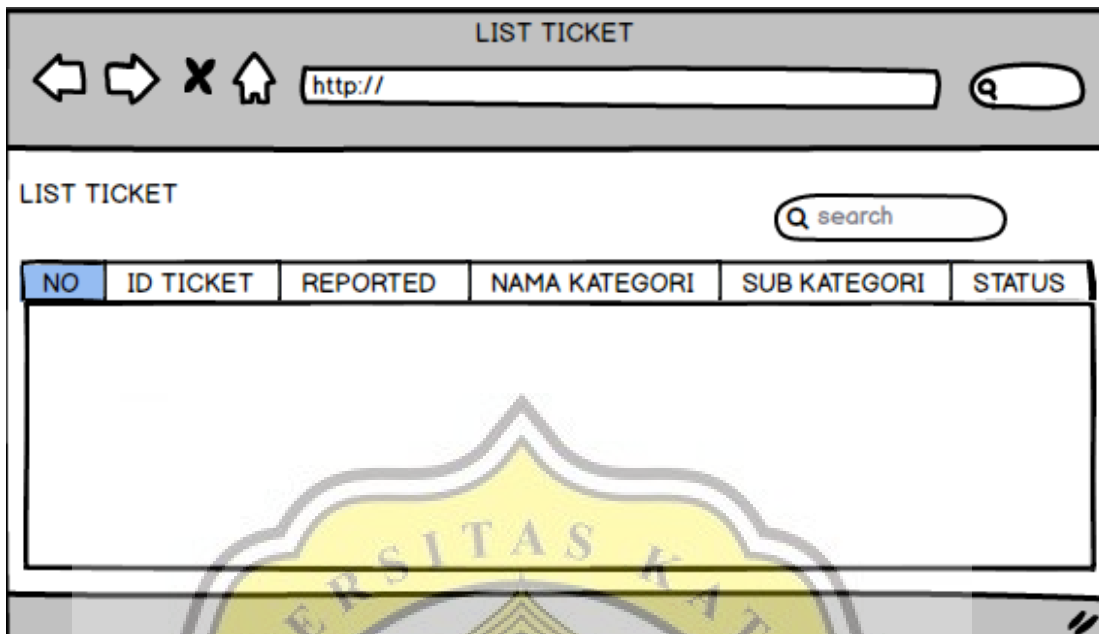
SUBJECT MASALAH

KONDISI

DESKRIPSI MASALAH

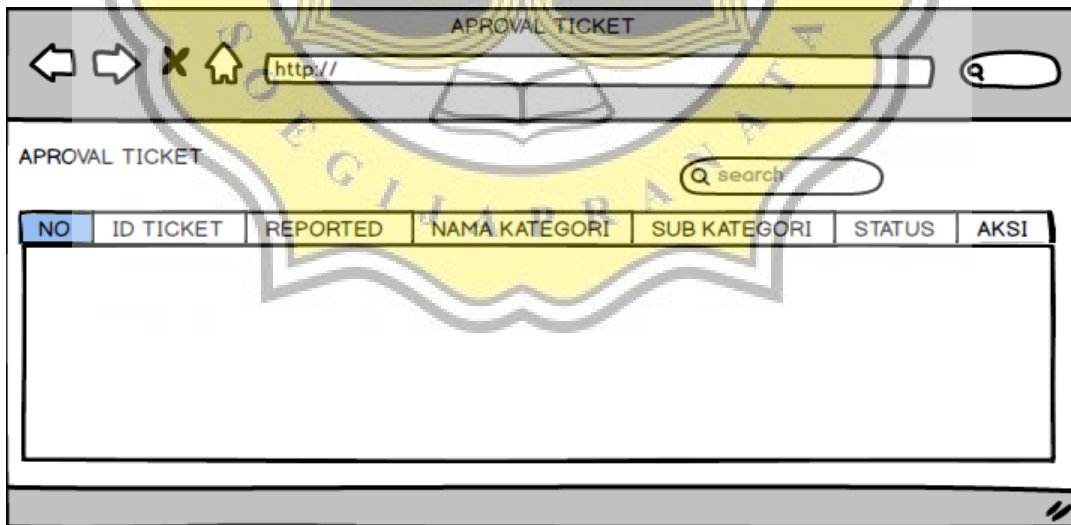
Gambar 4. 5 Rancangan menu new ticket

Pada gambar 4.6 merupakan mock up tampilan dari menu list ticket dari sisi user, admin, dan teknisi.



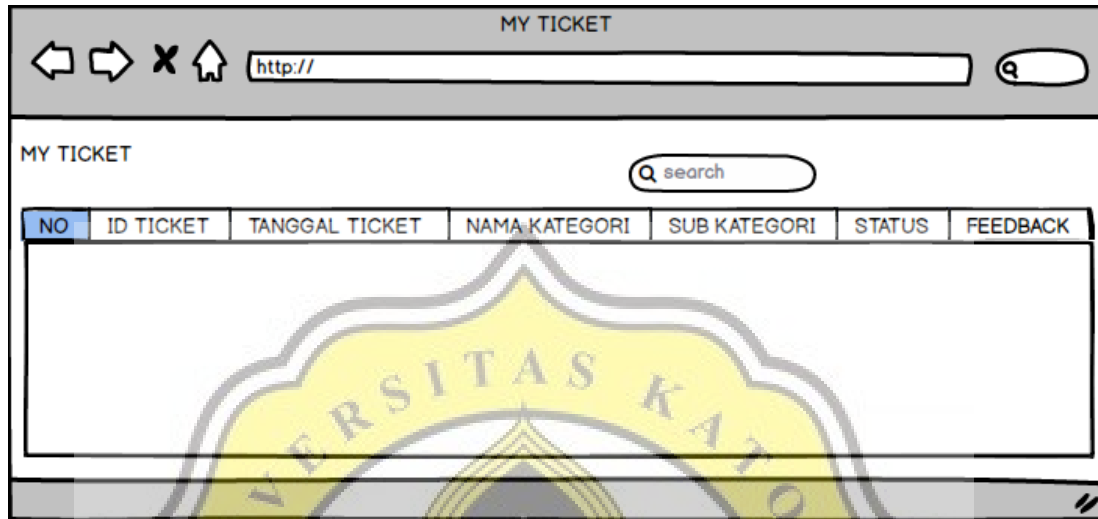
Gambar 4. 6 Rancangan tampilan menu list ticket

Pada gambar 4.7 merupakan mock up tampilan menu approval ticket dari sisi admin. Di menu ini admin bisa memilah dan memberi approval kepada ticket yang sudah dibuat.



Gambar 4. 7 Rancangan menu approval ticket

Pada gambar 4.8 merupakan mock up tampilan dari menu my ticket dari sisi admin.



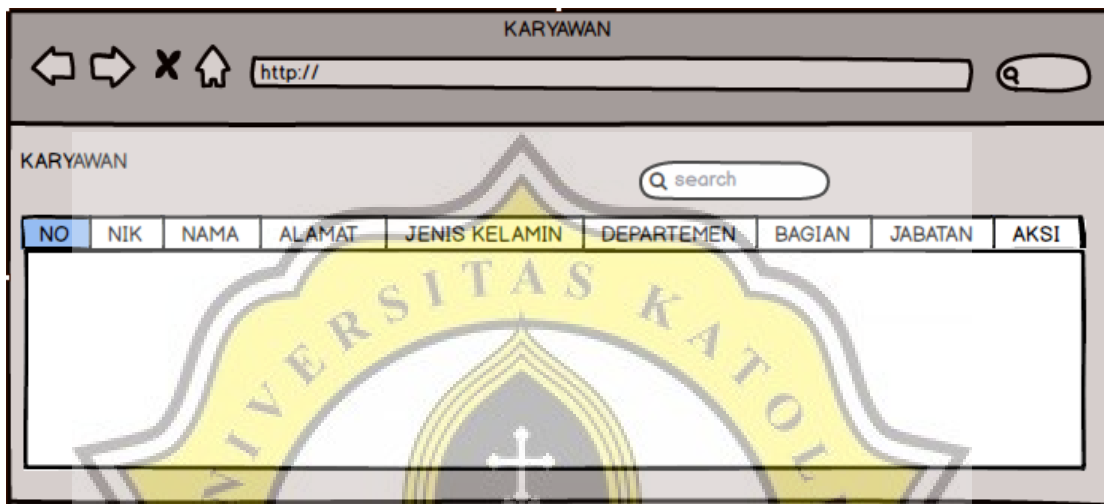
Gambar 4. 8 Rancangan menu my ticket

Pada gambar 4.9 merupakan tampilan menu assigment ticket dari sisi admin. Di menu ini admin dapat memberikan tugas kepada teknisi.



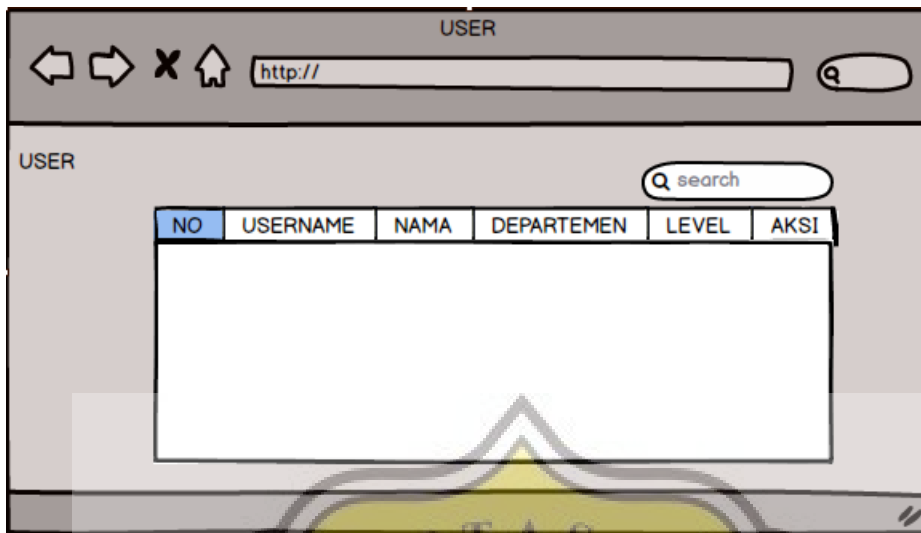
Gambar 4. 9 Rancangan menu assignment ticket

Pada gambar 4.10 merupakan tampilan dari menu karyawan. Dimenu ini admin bisa melihat data karyawan



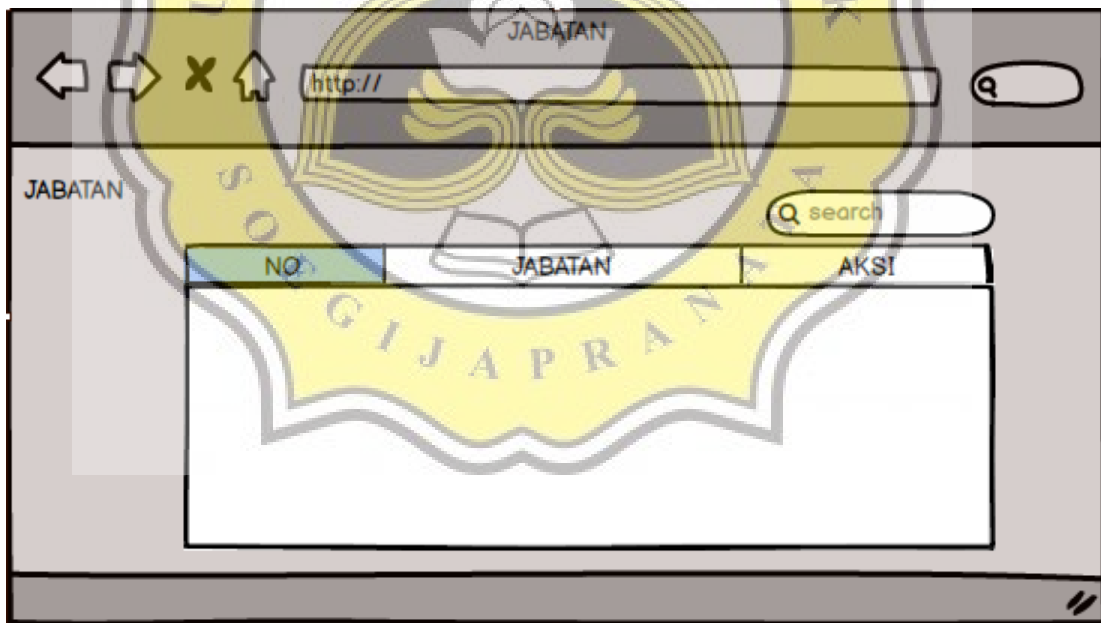
Gambar 4. 10 Rancangan menu karyawan

Pada gambar 4.11 merupakan mock up tampilan dari sisi admin menu user. Disini admin dapat memantau user yang ada.



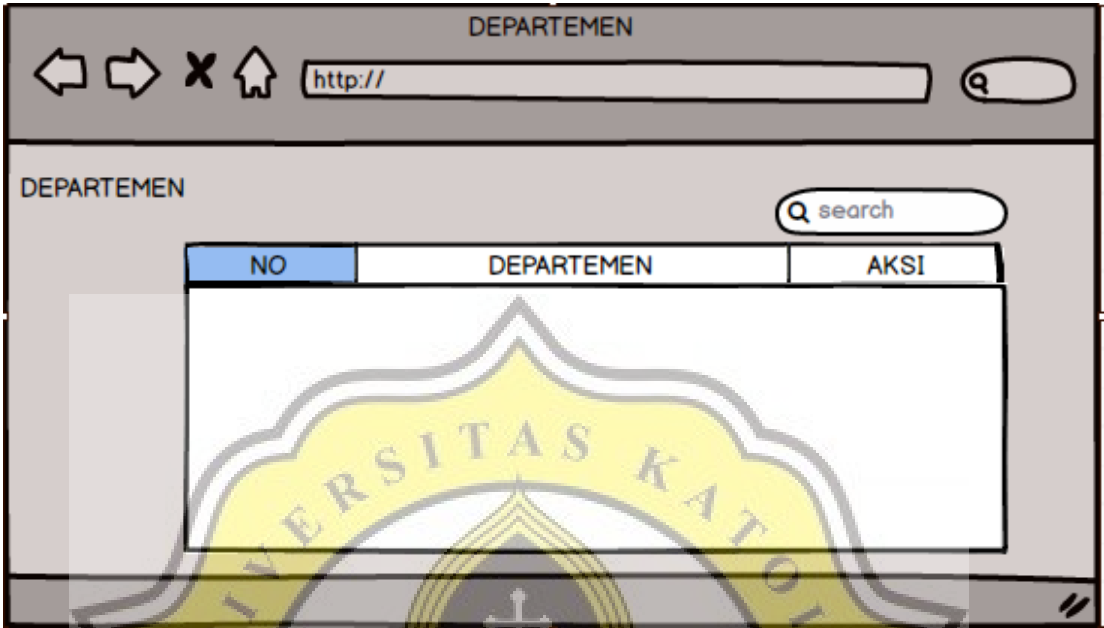
Gambar 4. 11 Rancangan menu user management

Pada gambar 4.12 merupakan mock up tampilan diadmin menu jabatan



Gambar 4. 12 Rancangan admin jabatan

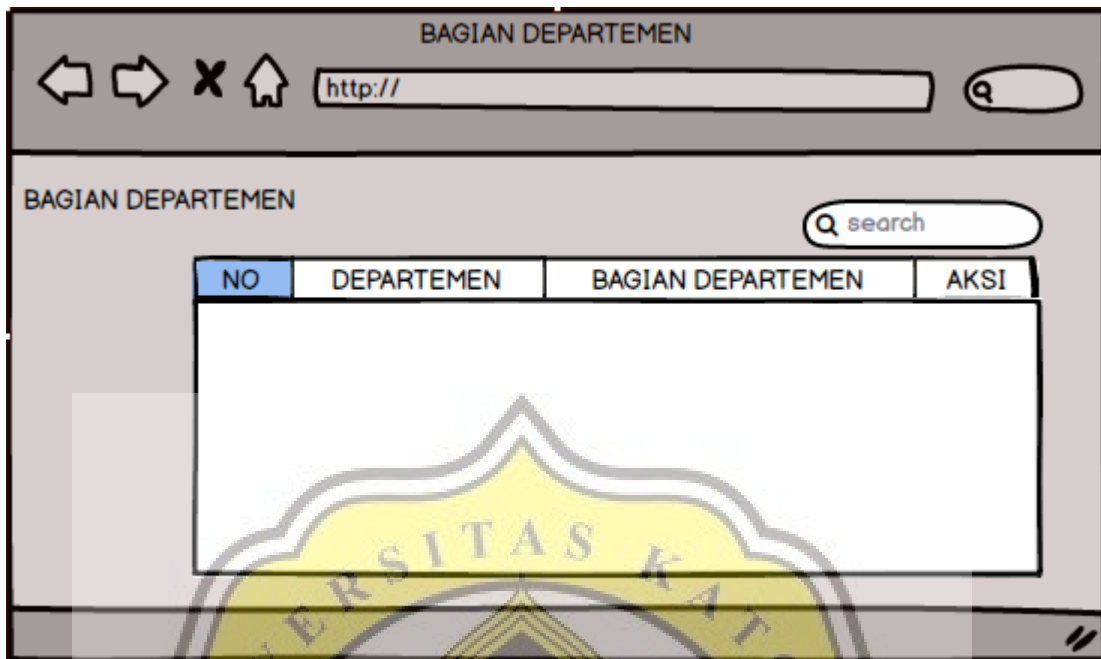
Pada gambar 4.13 sisi admin, merupakan mock up tampilan dari menu departemen.



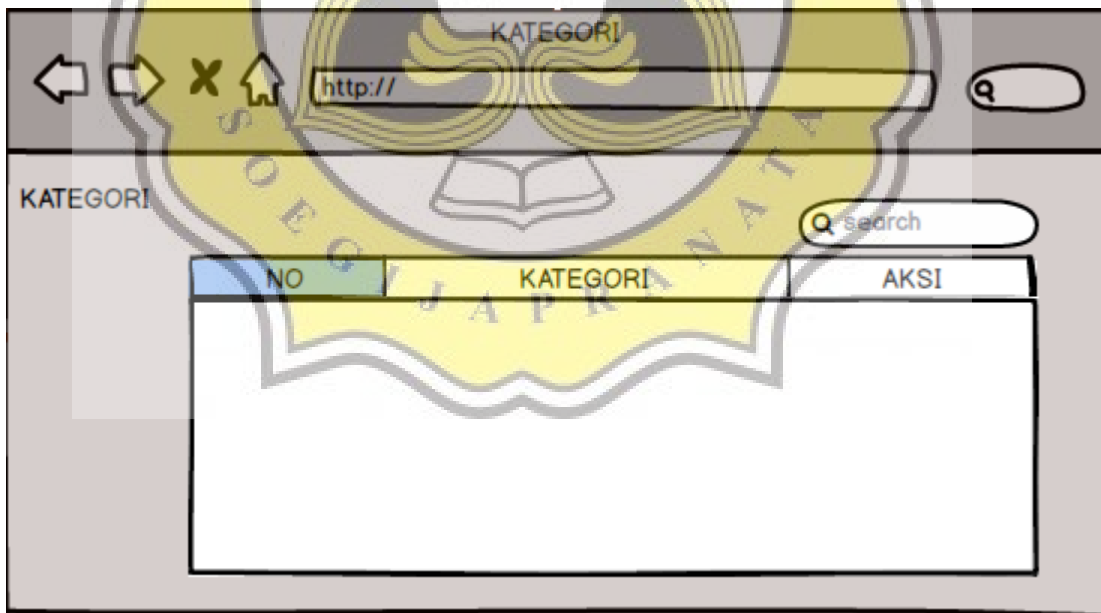
Gambar 4.13 Rancangan admin departemen

Pada gambar 4.14 merupakan tampilan sub menu bagian departemen.



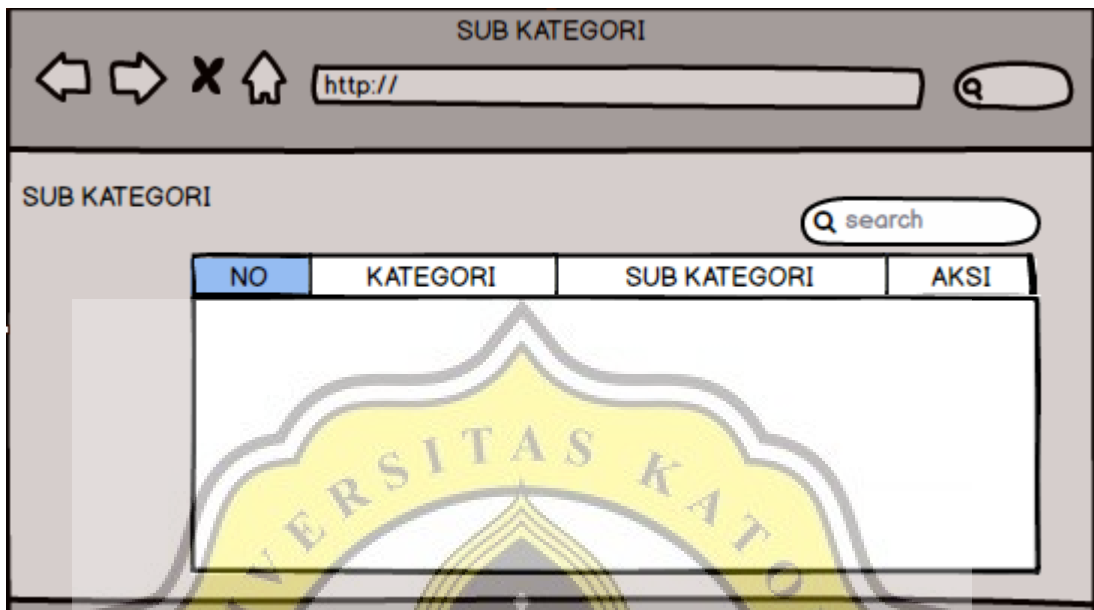


Gambar 4. 14 Rancangan sub menu bagian departemen
 Pada gambar 4.15 merupakan mock up tampilan menu kategori.



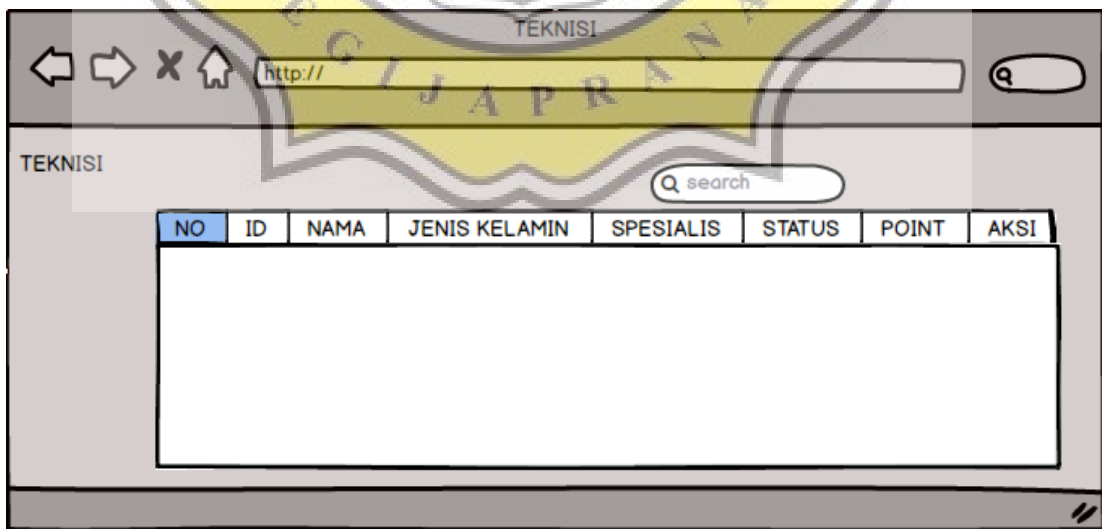
Gambar 4. 15 Rancangan kategori masalah

Pada gambar 4.16 merupakan mock up tampilan sub kategori.



Gambar 4. 16 Rancangan sub kategori

Pada gambar 4.17 merupakan mock up tampilan menu teknisi dari admin. Disini admin bisa mengecek teknisi yang ada.



Gambar 4. 17 Rancangan menu teknisi dari sisi admin

Pada gambar 4.18 merupakan mock up tampilan menu kondisi. Disini bisa dilihat waktu respon dari teknisi.



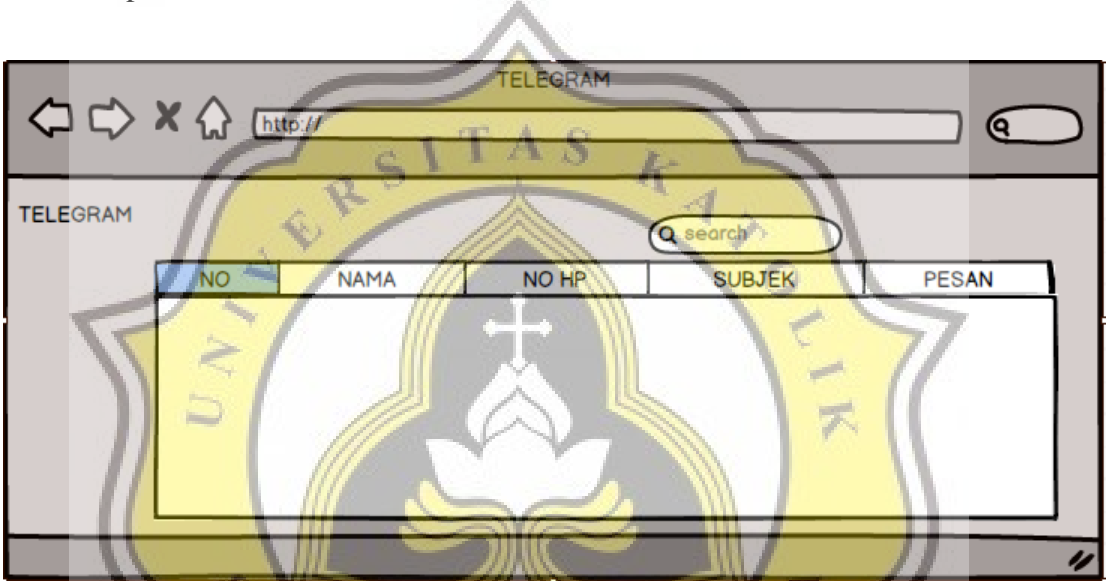
Gambar 4. 18 Rancangan menu kondisi

Pada gambar 4.19 merupakan mock up tampilan menu informasi.



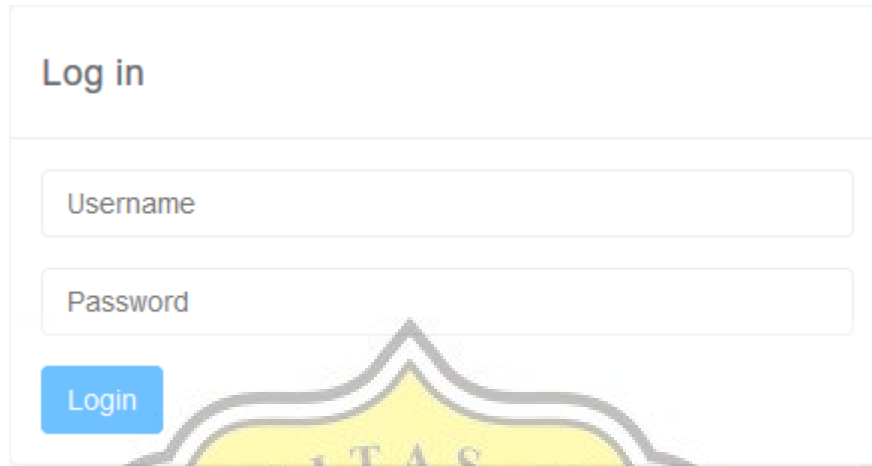
Gambar 4. 19 Rancangan menu informasi

Pada gambar 4.20 merupakan mock up tampilan menu kondisi. Disini bisa dilihat waktu respon dari teknisi.



Gambar 4. 20 Rancangan menu telegram

4.1.5 Pengembangan Aplikasi



The image shows a web form for logging in. At the top, it says "Log in". Below that, there are two text input fields. The first is labeled "Username" and the second is labeled "Password". At the bottom of the form is a blue button with the text "Login".

Gambar 4.21 Login

Seperti gambar 4.21 user diminta login dengan memasukkan id dan password, lalu gambar 4.22 menjelaskan script yang digunakan untuk login kedalam website.

```
<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class Login extends CI_Controller {

    function __construct(){
        parent::__construct();
        $this->load->model('model_app');
    }

    function index()
    {
        $data = "";

        $this->load->view('login', $data);
    }

    function login_akses()
    {
        $username = trim($this->input->post('username'));
        $password = md5(trim($this->input->post('password')));
```

```

    $akses = $this->db->query("select A.username, B.nama, A.level, B.id
    _jabatan, C.id_dept FROM user A
        LEFT JOIN karyawan B ON B.nik = A.username
        LEFT JOIN bagian_departemen C ON C.id_bagian_dept = B.id_bagian
    _dept
    WHERE A.username = '$username' AND A.password = '$password'");

    if($akses->num_rows() == 1)
    {

        foreach($akses->result_array() as $data)
        {

            $session['id_user'] = $data['username'];
            $session['nama'] = $data['nama'];
            $session['level'] = $data['level'];
            $session['id_jabatan'] = $data['id_jabatan'];
            $session['id_dept'] = $data['id_dept'];

            $this->session->set_userdata($session);
            redirect('home');
        }
    }
    else
    {
        $this->session->set_flashdata("msg", "<div class='alert bg-
        danger' role='alert'>
            <a href='#' class='close' data-dismiss='alert' aria-
            label='close'>&times;</a>
            <svg class='glyph stroked empty-
            message'><use xlink:href='#stroked-empty-
            message'></use></svg> username / Password salah.
            </div>");
        redirect('login');
    }

}

public function logout() {

    $this->session->sess_destroy();

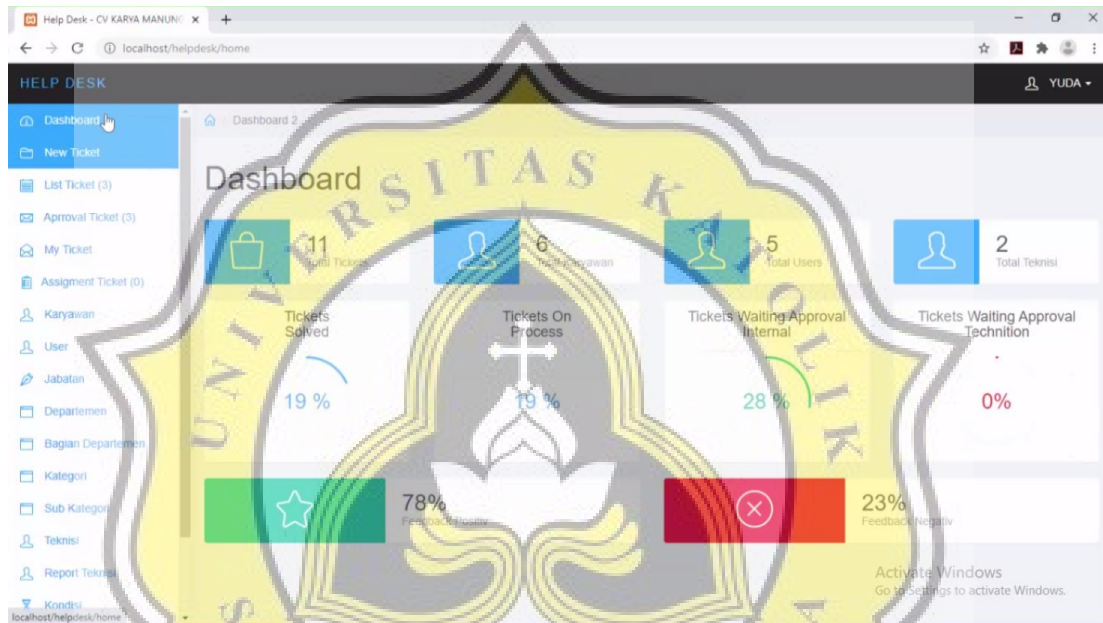
    redirect('login');
}

```

```
}  
}
```

Gambar 4.22 Script login

Dengan menu diatas admin dapat masuk kedalam dashboard dan memilih menu yang terdiri dari new ticket, list ticket, approval ticket, my ticket, assignment ticket, karyawan, user, jabatan, departemen, bagian departemen, kategori, sub kategori, teknisi, report teknisi, kondisi, telegram dan informasi.



Gambar 4.23 Tampilan Dashboard

Pada gambar 4.23 adalah tempat dimana user, admin, dan teknisi bisa memilih menu yang tersedia diaplikasi. Lalu gambar 4.24 menjelaskan script dari dashboard.

```
<?php  
error_reporting(0);  
defined('BASEPATH') OR exit('No direct script access allowed');  
  
class Home extends CI_Controller {  
  
    function __construct(){  
        parent::__construct();  
  
        if(!$this->session->userdata('id_user'))  
        {
```

```

        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}

```

```

function index()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/dashboard";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
FROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approva
l_ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 1";
    $row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

    $data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;
}

```



```

        $sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
        $row_assignmentticket = $this->db->query($sql_assignmentticket)->row();

        $data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

        //end notification

        $sql_ticket = "SELECT COUNT(id_ticket) AS jml_ticket FROM ticket";
        $row_ticket = $this->db->query($sql_ticket)->row();

        $sql_user = "SELECT COUNT(id_user) AS jml_user FROM user";
        $row_user = $this->db->query($sql_user)->row();

        $sql_karyawan = "SELECT COUNT(nik) AS jml_karyawan FROM karyawan";
        $row_karyawan = $this->db->query($sql_karyawan)->row();

        $sql_teknisi = "SELECT COUNT(id_teknisi) AS jml_teknisi FROM teknisi";
        $row_teknisi = $this->db->query($sql_teknisi)->row();

        $sql_ticket_solved = "SELECT COUNT(id_ticket) AS jml_ticket_solved FROM ticket where status = 6";
        $row_ticket_solved = $this->db->query($sql_ticket_solved)->row();

        $sql_ticket_process = "SELECT COUNT(id_ticket) AS jml_ticket_process FROM ticket where status = 4";
        $row_ticket_process = $this->db->query($sql_ticket_process)->row();

        $sql_ticket_app_int = "SELECT COUNT(id_ticket) AS jml_ticket_app_int FROM ticket where status = 1";
        $row_ticket_app_int = $this->db->query($sql_ticket_app_int)->row();

        $sql_ticket_app_tek = "SELECT COUNT(id_ticket) AS jml_ticket_app_tek FROM ticket where status = 3";
        $row_ticket_app_tek = $this->db->query($sql_ticket_app_tek)->row();

```

```

//KEPUASAN USER

$data['jml_ticket'] = $row_ticket->jml_ticket;
$data['jml_user'] = $row_user->jml_user;
$data['jml_karyawan'] = $row_karyawan->jml_karyawan;
$data['jml_teknisi'] = $row_teknisi->jml_teknisi;



```

```
if($row_feedback_positiv->jml_feedback_positiv == 0)
{
    $data['jml_feedback_positiv'] = 0;
}
else
{
    $data['jml_feedback_positiv'] = $row_feedback_positiv->jml_feed
back_positiv / $row_feedback->jml_feedback * 100;
}
```

```
if($row_feedback_negativ->jml_feedback_negativ == 0)
{
    $data['jml_feedback_negativ'] = 0;
}
else
{
    $data['jml_feedback_negativ'] = $row_feedback_negativ->jml_feed
back_negativ / $row_feedback->jml_feedback * 100;
}

$this->load->view('template', $data);
}
}
```

Gambar 4.24 Script dashboard

Digambar 4.25 adalah menu new ticket dimana admin atau user dapat membuat tiket untuk pelaporan masalah dengan mengisi kategori masalah, kondisi, subject masalah dan deskripsi masalah.

Gambar 4.25 Tampilan membuat ticket baru diwebsite

Lalu gambar 4.26 memiliki fungsi untuk menghasilkan isi menu dari menu newticket.

```

<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class Ticket extends CI_Controller {

function __construct(){
    parent::__construct();
    $this->load->model('model_app');

    if(!$this->session->userdata('id_user'))
    {
        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}
}

```

```

function hapus()
{
    $id = $_POST['id'];

    $this->db->trans_start();

    $this->db->where('nik', $id);
    $this->db->delete('karyawan');

    $this->db->trans_complete();
}

function add()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/form ticket";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
FROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approva
l_ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 1";
    $row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

    $data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;
}

```

```

    $sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
    $row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

    $data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

    //end notification

    $id_user = trim($this->session->userdata('id_user'));

    $cari_data = "select A.nik, A.nama, C.nama_dept, B.nama_bagian_
dept FROM karyawan A
                                LEFT JOIN bagian_departemen B ON
    B.id_bagian_dept = A.id_bagian_dept
                                LEFT JOIN departemen C ON C.id_d
ept = B.id_dept
                                WHERE A.nik = '$id_user'";

    $row = $this->db->query($cari_data)->row();

    $data['id_ticket'] = "";

    $data['id_user'] = $id_user;
    $data['nama'] = $row->nama;
    $data['departemen'] = $row->nama_dept;
    $data['bagian_departemen'] = $row->nama_bagian_dept;

    $data['dd_kategori'] = $this->model_app->dropdown_kategori();
    $data['id_kategori'] = "";

    $data['dd_kondisi'] = $this->model_app->dropdown_kondisi();
    $data['id_kondisi'] = "";

    $data['problem_summary'] = "";
    $data['problem_detail'] = "";

    $data['status'] = "";
    $data['progress'] = "";

    $data['url'] = "ticket/save";

    $data['flag'] = "add";
    $this->load->view('template', $data);

```

```

}
function save()
{
    $getkodeticket = $this->model_app->getkodeticket();

    $ticket = $getkodeticket;

    $id_user = strtoupper(trim($this->input->post('id_user')));
    $tanggal = $time = date("Y-m-d H:i:s");

    $id_sub_kategori = strtoupper(trim($this->input->post('id_sub_kateg
ori')));
    $problem_summary = strtoupper(trim($this->input->post('problem_summ
ary')));
    $problem_detail = strtoupper(trim($this->input->post('problem_detai
l')));
    $id_teknisi = strtoupper(trim($this->input->post('id_teknisi')));

    $data['id_ticket'] = $ticket;
    $data['reported'] = $id_user;
    $data['tanggal'] = $tanggal;
    $data['id_sub_kategori'] = $id_sub_kategori;
    $data['problem_summary'] = $problem_summary;
    $data['problem_detail'] = $problem_detail;
    $data['id_teknisi'] = $id_teknisi;
    $data['status'] = 1;
    $data['progress'] = 0;

    $tracking['id_ticket'] = $ticket;
    $tracking['tanggal'] = $tanggal;
    $tracking['status'] = "Created Ticket";
    $tracking['deskripsi'] = "";
    $tracking['id_user'] = $id_user;

    $this->db->trans_start();

    $this->db->insert('ticket', $data);
    $this->db->insert('tracking', $tracking);

    $this->db->trans_complete();

    if ($this->db->trans_status() === FALSE)
    {
        $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>

```

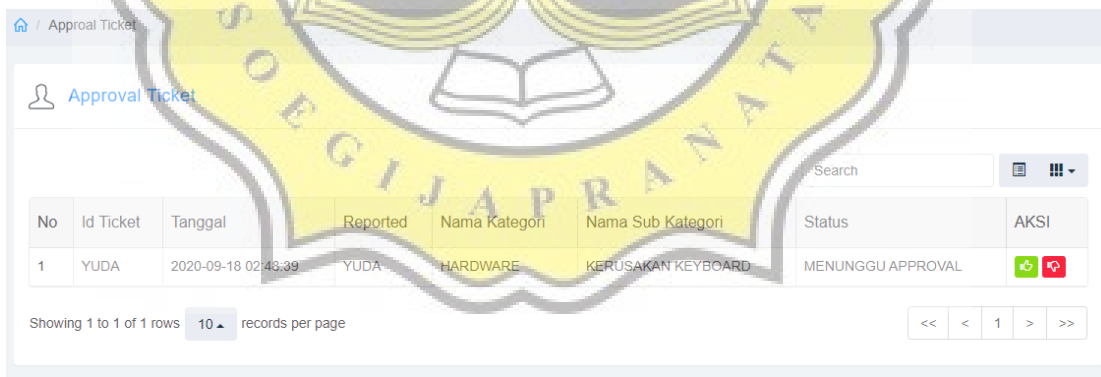
```

        <a href='#' class='close' data-dismiss='alert' aria-label='close'>&times;</a>
        <svg class='glyph stroked empty-message'><use xlink:href='#stroked-empty-message'></use></svg> Data gagal tersimpan.
    </div>");
    redirect('myticket/myticket_list');
} else
{
    $this->session->set_flashdata("msg", "<div class='alert bg-success' role='alert'>
        <a href='#' class='close' data-dismiss='alert' aria-label='close'>&times;</a>
        <svg class='glyph stroked empty-message'><use xlink:href='#stroked-empty-message'></use></svg> Data tersimpan.
    </div>");
    redirect('myticket/myticket_list');
}
}
}

```

Gambar 4.26 Script new ticket

Lalu dari menu new ticket akan dilanjutkan menuju menu approval admin pada gambar 4.27. Gambar 4.28 menjelaskan gambar script yang akan menghasilkan list yang berupa no, id ticket, tanggal, pelapor, nama kategori, nama sub kategori, status dan aksi yang akan diambil berupa approval terhadap tiket laporan.



4.27 Tampilan Approval Ticket dari sisi admin

```

<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class Approval extends CI_Controller {

function __construct(){

```



```

parent::__construct();
$this->load->model('model_app');

if(!$this->session->userdata('id_user'))
{
    $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
</div>");
    redirect('login');
}
}

function approval_list()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/approval";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
ROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approva
l_ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported

```

```

LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

$data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

//end notification

$data['link'] = "approval_kabag/hapus";

$dataapproval = $this->model_app->dataapproval($id_dept);
$data['dataapproval'] = $dataapproval;

$this->load->view('template', $data);
}

function approval_no($ticket)
{
    $data['status'] = 0;

    $id_user = trim($this->session->userdata('id_user'));
    $tanggal = $time = date("Y-m-d H:i:s");

    $tracking['id_ticket'] = $ticket;
    $tracking['tanggal'] = $tanggal;
    $tracking['status'] = "Ticket tidak disetujui";
    $tracking['deskripsi'] = "";
    $tracking['id_user'] = $id_user;

    $this->db->trans_start();

```

```

$this->db->where('id_ticket', $ticket);
$this->db->update('ticket', $data);

$this->db->insert('tracking', $tracking);

$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    redirect('approval/approval_list');
} else
{
    redirect('approval/approval_list');
}
}

function approval_reaction($ticket)
{
    $data['status'] = 1;

    $id_user = trim($this->session->userdata('id_user'));
    $tanggal = $time = date("Y-m-d H:i:s");

    $tracking['id_ticket'] = $ticket;
    $tracking['tanggal'] = $tanggal;
    $tracking['status'] = "Ticket dikembalikan ke posisi belum di setujui";
    $tracking['deskripsi'] = "";
    $tracking['id_user'] = $id_user;

    $this->db->trans_start();

    $this->db->where('id_ticket', $ticket);
    $this->db->update('ticket', $data);

    $this->db->insert('tracking', $tracking);

    $this->db->trans_complete();

```

```

if ($this->db->trans_status() === FALSE)
{
    redirect('approval/approval_list');
} else
{
    redirect('approval/approval_list');
}
}

function approval_yes($ticket)
{
    $data['status'] = 2;
    $id_user = trim($this->session->userdata('id_user'));
    $tanggal = $time = date("Y-m-d H:i:s");

    $tracking['id_ticket'] = $ticket;
    $tracking['tanggal'] = $tanggal;
    $tracking['status'] = "Ticket disetujui";
    $tracking['deskripsi'] = "";
    $tracking['id_user'] = $id_user;

    $this->db->trans_start();

    $this->db->where('id_ticket', $ticket);
    $this->db->update('ticket', $data);

    $this->db->insert('tracking', $tracking);

    $this->db->trans_complete();

    if ($this->db->trans_status() === FALSE)
    {
        redirect('approval/approval_list');
    } else
    {
        redirect('approval/approval_list');
    }
}
}

```

```

function hapus()
{
    $id = $_POST['id'];

    $this->db->trans_start();

    $this->db->where('id_jabatan', $id);
    $this->db->delete('jabatan');

    $this->db->trans_complete();
}

function approval()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/form_jabatan";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori LEFT JOIN kategori C ON C.id_kategori = B.id_kategori LEFT JOIN karyawan D ON D.nik = A.reported LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
    $row_approvalticket = $this->db->query($sql_approvalticket)->row();

    $data['notif_approval'] = $row_approvalticket->jml_approvalticket;
}

```

```

        $sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
        $row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

        $data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

        //end notification

        $data['url'] = "jabatan/save";

        $data['id_jabatan'] = "";
        $data['nama_jabatan'] = "";

        $this->load->view('template', $data);
    }
}

```

Gambar 4.28 Script approval

Setelah diberi approval maka tiket akan dibawa ke menu my ticket seperti gambar 4.29 dan gambar script 4.30 menghasilkan isi dari menu my ticket berupa no, id tiket, tanggal tiket, nama kategori, nama sub kategori, progress, status dan feedback dari tiket tersebut.

My Ticket

My Ticket Pdf

Search

No	Id Ticket	Tanggal Ticket	Nama Kategori	Nama Sub Kategori	Progress (%)	Status	Feedback
1	T201904030001	2019-04-03 04:38:11	SOFTWARE	WINDOWS ERROR	20	MENUNGGU APPROVAL TEKNISI	MENUNGGU STATUS SOLVED DARI TEKNISI
2	T202009150004	2020-09-15 19:51:08	HARDWARE	KERUSAKAN KOMPONEN MONITOR	0	DISETUJUI	MENUNGGU STATUS SOLVED DARI TEKNISI
3	T202009150005	2020-09-15 19:56:07	HARDWARE	KERUSAKAN MOUSE	0	DISETUJUI	MENUNGGU STATUS SOLVED DARI TEKNISI
4	T202009180006	2020-09-18 02:48:39	HARDWARE	KERUSAKAN KEYBOARD	0	MENUNGGU DISETUJUI	MENUNGGU STATUS SOLVED DARI TEKNISI

Showing 1 to 4 of 4 rows 10 records per page

Activate Windows

Gambar 4.29 Tampilan My Ticket

```
<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class Myticket extends CI_Controller {

function __construct(){
    parent::__construct();
    $this->load->model('model_app');

    if(!$this->session->userdata('id_user'))
    {
        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}

function myticket_list()
{

    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
```

```

$data['sidebar'] = "sidebar/sidebar";
$data['body'] = "body/myticket";

$id_dept = trim($this->session->userdata('id_dept'));
$id_user = trim($this->session->userdata('id_user'));

//notification

$sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori LEFT JOIN kategori C ON C.id_kategori = B.id_kategori LEFT JOIN karyawan D ON D.nik = A.reported LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->row();

$data['notif_approval'] = $row_approvalticket->jml_approvalticket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

//end notification

$id = trim($this->session->userdata('id_user'));

$datamyticket = $this->model_app->datamyticket($id);
$data['datamyticket'] = $datamyticket;

$this->load->view('template', $data);
}

```



```

function myticket_detail($id)
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/progress_teknisi";

    $sql = "SELECT A.status, A.progress,A.tanggal, A.tanggal_solve
d, A.tanggal_proses, A.tanggal_solved, F.nama AS nama_teknisi, D.nama,
C.id_kategori, A.id_ticket, A.tanggal, B.nama_sub_kategori, C.nama_kate
gori
FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_su
b_kategori
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN teknisi E ON E.id_teknisi = A.id_teknisi
LEFT JOIN karyawan F ON F.nik = E.nik
WHERE A.id_ticket = '$id'";

    $row = $this->db->query($sql)->row();

    $id_kategori = $row->id_kategori;

    $data['dd_teknisi'] = $this->model_app->dropdown_teknisi($id_ka
tegori);
    $data['id_teknisi'] = "";

    $data['id_ticket'] = $id;
    $data['nama_teknisi'] = $row->nama_teknisi;
    $data['tanggal'] = $row->tanggal;
    $data['nama_sub_kategori'] = $row->nama_sub_kategori;
    $data['nama_kategori'] = $row->nama_kategori;
    $data['reported'] = $row->nama;
    $data['progress'] = $row->progress;
    $data['tanggal_proses'] = $row->tanggal_proses;

    $data['tanggal'] = $row->tanggal;
    $data['tanggal_solved'] = $row->tanggal_solved;

    //TRACKING TICKET
    $data_trackingticket = $this->model_app->data_trackingticket($i
d);
    $data['data_trackingticket'] = $data_trackingticket;

```

```

        $this->load->view('template', $data);
    }

function feedback_yes($id_ticket, $id_teknisi)
{

    $id_user = trim($this->session->userdata('id_user'));
    $tanggal = $time = date("Y-m-d H:i:s");

    $data['feedback'] = 1;
    $data['reported'] = $id_user;
    $data['id_ticket'] = $id_ticket;

    $sql_teknisi = "SELECT * FROM teknisi WHERE id_teknisi = '$id_teknisi'";
    $row = $this->db->query($sql_teknisi)->row();
    $data2['point'] = $row->point + 1;
    $this->db->trans_start();

    $this->db->insert('history_feedback', $data);
    $this->db->where('id_teknisi', $id_teknisi);
    $this->db->update('teknisi', $data2);
    $this->db->trans_complete();

    if ($this->db->trans_status() === FALSE)
    {
        redirect('myticket/myticket_list');
    } else
    {
        redirect('myticket/myticket_list');
    }
}

function feedback_no($id_ticket, $id_teknisi)

```

```

{

$id_user = trim($this->session->userdata('id_user'));
$tanggal = $time = date("Y-m-d H:i:s");

$data['feedback'] = 0;
$data['reported'] = $id_user;
$data['id_ticket'] = $id_ticket;

$sql_teknisi = "SELECT * FROM teknisi WHERE id_teknisi = '$id_tekni
si'";
$row = $this->db->query($sql_teknisi)->row();

$data2['point'] = $row->point - 1;

$this->db->trans_start();

$this->db->insert('history_feedback', $data);

$this->db->where('id_teknisi', $id_teknisi);
$this->db->update('teknisi', $data2);

$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    redirect('myticket/myticket_list');
} else
{
    redirect('myticket/myticket_list');
}
}

public function pdfmyticket()
{

$id = trim($this->session->userdata('id_user'));

$datamyticket = $this->model_app->datamyticket($id);
$data['datamyticket'] = $datamyticket;

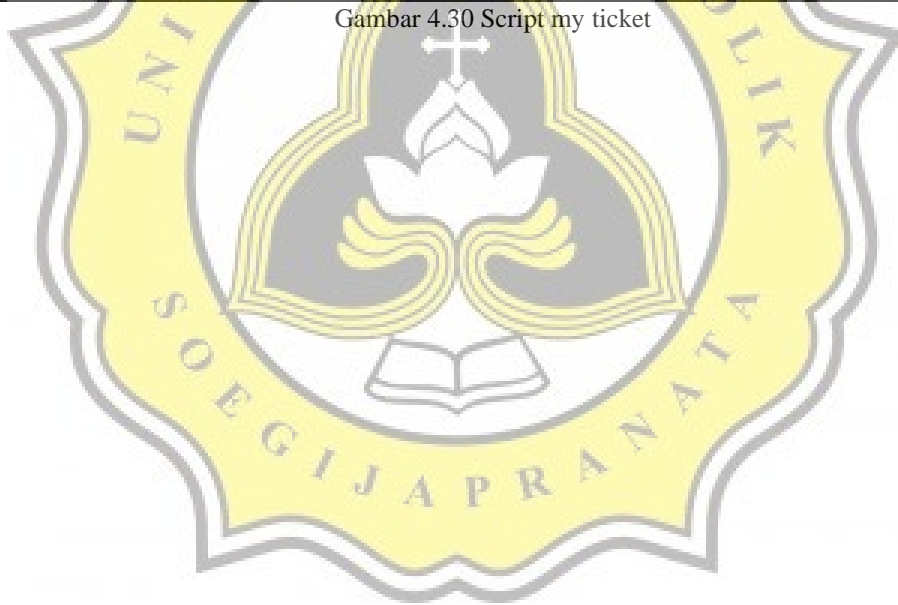
```

```

ob_start();
$content = $this->load->view('body/pdfmyticket',$data);
$content = ob_get_clean();
$this->load->library('html2pdf');
try
{
    $html2pdf = new HTML2PDF('L', 'A4', 'en');
    $html2pdf->pdf->SetDisplayMode('fullpage');
    $html2pdf->writeHTML($content, isset($_GET['vuehtml']));
    $html2pdf->Output('Report_ppic.pdf');
}
catch(HTML2PDF_exception $e) {
    echo $e;
    exit;
}
}
}

```

Gambar 4.30 Script my ticket



Digambar 4.31 terdapat menu list ticket yang berisi id ticket, pelapor, tanggal, nama kategori, nama sub kategori, dan status dari tiket. Gambar script 4.32 menjelaskan script yang digunakan untuk memunculkan list pada menu list ticket.

List Ticket Pdf

yuda

No	Id Ticket	Reported	Dept	Tanggal	Nama Kategori	Nama Sub Kategori	Status
1	T201904030001	YUDA	IT	2019-04-03 04:38:11	SOFTWARE	WINDOWS ERROR	PROSES TEKNISI
4	T202009150004	YUDA	IT	2020-09-15 19:51:08	HARDWARE	KERUSAKAN KOMPONEN MONITOR	APPROVAL INTERNAL
5	T202009150005	YUDA	IT	2020-09-15 19:56:07	HARDWARE	KERUSAKAN MOUSE	APPROVAL INTERNAL
6	T202009180006	YUDA	IT	2020-09-18 02:48:39	HARDWARE	KERUSAKAN KEYBOARD	APPROVAL INTERNAL

Showing 1 to 4 of 4 rows 10 records per page

Gambar 4.31 List ticket

```
<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class List_ticket extends CI_Controller {

function __construct(){
    parent::__construct();
    $this->load->model('model_app');

    if(!$this->session->userdata('id_user'))
    {
        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}

function ticket_list()
{

    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
```

```

$data['sidebar'] = "sidebar/sidebar";
$data['body'] = "body/list_ticket";

$id_dept = trim($this->session->userdata('id_dept'));
$id_user = trim($this->session->userdata('id_user'));

//notification

$sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->row();

$data['notif_approval'] = $row_approvalticket->jml_approval_ticket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

//end notification

$datalist_ticket = $this->model_app->datalist_ticket();
$data['datalist_ticket'] = $datalist_ticket;

$this->load->view('template', $data);
}

function pilih_teknisi($id)
{

```

```

$data['header'] = "header/header";
$data['navbar'] = "navbar/navbar";
$data['sidebar'] = "sidebar/sidebar";
$data['body'] = "body/pilih_teknisi";

$id_dept = trim($this->session->userdata('id_dept'));
$id_user = trim($this->session->userdata('id_user'));

//notification

$sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori LEFT JOIN kategori C ON C.id_kategori = B.id_kategori LEFT JOIN karyawan D ON D.nik = A.reported LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->row();

$data['notif_approval'] = $row_approvalticket->jml_approvalticket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

//end notification

$sql = "SELECT A.status, D.nama, C.id_kategori, A.id_ticket, A.tanggal, B.nama_sub_kategori, C.nama_kategori FROM ticket A LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori LEFT JOIN kategori C ON C.id_kategori = B.id_kategori";

```

```

        LEFT JOIN karyawan D ON D.nik = A.reported
        WHERE A.id_ticket = '$id';

    $row = $this->db->query($sql)->row();

    $id_kategori = $row->id_kategori;

    $data['url'] = "list_ticket/assignment";

    $data['dd_teknisi'] = $this->model_app->dropdown_teknisi($id_kategori);
}

    $data['id_teknisi'] = "";

    $data['id_ticket'] = $id;
    $data['tanggal'] = $row->tanggal;
    $data['nama_sub_kategori'] = $row->nama_sub_kategori;
    $data['nama_kategori'] = $row->nama_kategori;
    $data['reported'] = $row->nama;

    $this->load->view('template', $data);
}

function assignment()
{

    $id_ticket = strtoupper(trim($this->input->post('id_ticket')));
    $id_teknisi = strtoupper(trim($this->input->post('id_teknisi')));

    $id_user = trim($this->session->userdata('id_user'));
    $tanggal = $time = date("Y-m-d H:i:s");

    $data['id_teknisi'] = $id_teknisi;
    $data['status'] = 3;

    $tracking['id_ticket'] = $id_ticket;
    $tracking['tanggal'] = $tanggal;
    $tracking['status'] = "Pemilihan Teknisi";
    $tracking['deskripsi'] = "TICKET DIBERIKAN KEPADA TEKNISI";
    $tracking['id_user'] = $id_user;

    $this->db->trans_start();

    $this->db->where('id_ticket', $id_ticket);
    $this->db->update('ticket', $data);
}

```



```

$this->db->insert('tracking', $tracking);

$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data gagal tersimpan.
    </div>");
    redirect('list_ticket/ticket_list');
} else
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-success' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data tersimpan.
    </div>");
    redirect('list_ticket/ticket_list');
}
}

function view_progress_teknisi($id)
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/progress_teknisi";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
ROM ticket WHERE status = 2";

```

```

$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approval
ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

$data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

//end notification

$sql = "SELECT A.status, A.progress, A.tanggal, A.tanggal_pro
ses, A.tanggal_solved, F.nama AS nama_teknisi, D.nama, C.id_kategori, A
.id_ticket, A.tanggal, B.nama_sub_kategori, C.nama_kategori
FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_su
b_kategori
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN teknisi E ON E.id_teknisi = A.id_teknisi
LEFT JOIN karyawan F ON F.nik = E.nik
WHERE A.id_ticket = '$id'";

$row = $this->db->query($sql)->row();

$id_kategori = $row->id_kategori;

$data['dd_teknisi'] = $this->model_app->dropdown_teknisi($id_ka
tegori);

```

```

        $data['id_teknisi'] = "";

        $data['id_ticket'] = $id;
        $data['nama_teknisi'] = $row->nama_teknisi;
        $data['tanggal'] = $row->tanggal;
        $data['nama_sub_kategori'] = $row->nama_sub_kategori;
        $data['nama_kategori'] = $row->nama_kategori;
        $data['reported'] = $row->nama;
        $data['progress'] = $row->progress;
        $data['tanggal_proses'] = $row->tanggal_proses;
        $data['tanggal'] = $row->tanggal;
        $data['tanggal_solved'] = $row->tanggal_solved;

        //TRACKING TICKET
        $data_trackingticket = $this->model_app->data_trackingticket($id);
        $data['data_trackingticket'] = $data_trackingticket;

        $this->load->view('template', $data);
    }


    public function pdflistticket()
    {
        $datalist_ticket = $this->model_app->datalist_ticket();
        $data['datalist_ticket'] = $datalist_ticket;

        ob_start();
        $content = $this->load->view('body/pdflistticket',$data);
        $content = ob_get_clean();
        $this->load->library('html2pdf');
        try
        {
            $html2pdf = new HTML2PDF('L', 'A4', 'en');
            $html2pdf->pdf->SetDisplayMode('fullpage');
            $html2pdf->writeHTML($content, isset($_GET['vuehtml']));
            $html2pdf->Output('Report_ppic.pdf');
        }
        catch(HTML2PDF_exception $e) {
            echo $e;
            exit;
        }
    }
}
}

```

Gambar 4.32 Script list ticket

Digambar 4.33 terdapat menu dropdown yang dapat digunakan untuk mengisi nama, jenis kelamin, alamat, departemen, dan jabatan.

 [Tambah Data Karyawan](#)

Nama

Jenis Kelamin

Alamat

Departemen

Jabatan

Gambar 4.33 Tampilan Tambah Data Karyawan dari sisi admin

Digambar 4.34 menjelaskan script yang digunakan untuk memunculkan isi dari menu tambah data karyawan.

```
<script language="javascript" type="text/javascript">
    $(document).ready(function() {
        $("#id_departemen").change(function(){
            // Put an animated GIF image insight of content
            var data = {id_departemen:$("#id_departemen").val()};
            $.ajax({
                type: "POST",
                url : "<?php echo base_url().'select/select_bagian_
departemen'?>",
                data: data,
                success: function(msg){
                    $('#div-order').html(msg);
                }
            });
        });
    });
};
```

```

});
</script>
<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xlink:href="#stroked-home"></use></svg></a></li>
    <li class="active">Karyawan</li>
  </ol>
</div><!--/.row-->

<br>

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="#" style="text-decoration:none">Tambah Data Karyawan</a></div>
      <div class="panel-body">
        <div class="col-md-6">
          <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">
            <input type="hidden" class="form-
control" name="nik" value="<?php echo $nik;?>">
            <div class="form-group">
              <label>Nama</label>
              <input class="form-
control" name="nama" placeholder="Nama" value="<?php echo $nama;?>" req
uired>
            </div>
            <div class="form-group">
              <label>Jenis Kelamin</label>
              <?php echo form_dropdown('id_jk',$dd_jk, $id_jk
, ' id="id_jk" required class="form-control");?>
            </div>
            <div class="form-group">
              <label>Alamat</label>

```

```

        <textarea name="alamat" class="form-
control" required><?php echo $alamat;?></textarea>
    </div>

    <div class="form-group">
        <label>Departemen</label>
        <?php echo form_dropdown('id_departemen',$dd_de
partemen, $id_departemen, ' id="id_departemen" required class="form-
control"');?>
    </div>

    <div id="div-order">
        <?php if($flag=="edit")
        {
            echo form_dropdown('id_bagian_departemen',$dd_
bagian_departemen, $id_bagian_departemen, 'required class="form-
control"');
        }else{}
        ?>
    </div>

    <div class="form-group">
        <label>Jabatan</label>
        <?php echo form_dropdown('id_jabatan',$dd_jabat
an, $id_jabatan, 'required class="form-control"');?>
    </div>

    <button type="submit" class="btn btn-
primary">Simpan</button>
    <a href="<?php echo base_url();?>karyawan/karyawan_
list" class="btn btn-default">Batal</a>
    </div>


</form>

</div>
</div>
</div>
</div><!--/.row-->

```

Gambar 4.34 Script tambah data karyawan

Digambar 4.36 Script tambah data user yang digunakan admin untuk membuat akun baru yang dapat digunakan pada saat login dan dimenu ini admin dapat mengatur level user yaitu user, admin, dan teknisi. Gambar 4.37 adalah gambar script yang digunakan untuk menampilkan menu tambah data user.

 [Tambah Data User](#)

Nama Karyawan

-- PILIH --

Password

Level

--PILIH--

[Simpan](#) [Batal](#)

Gambar 4.36 Tampilan Tambah Data User dari sisi admin

```

<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xli
link:href="#stroked-home"></use></svg></a></li>
    <li class="active">User</li>
  </ol>
</div><!--/.row-->

<br>

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="#" style="text-decoration:none">Tambah Data User</a></div>
      <div class="panel-body">

        <div class="col-md-6">

```

```

        <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">

            <input type="hidden" class="form-
control" name="id_user" value="<?php echo $id_user;?>">

            <?php if($flag=="edit")
            {}else{?>
            <div class="form-group">
                <label>Nama Karyawan</label>
                <?php echo form_dropdown('id_karyawan', $dd_kary
awan, $id_karyawan, ' id="id_karyawan" required class="form-
control"');?>
            </div>

            <div class="form-group">
                <label>Password</label>
                <input type="password" class="form-
control" name="password" value="<?php echo $password;?>">
            </div>
            <?php }?>

            <div class="form-group">
                <label>Level</label>
                <?php echo form_dropdown('id_level', $dd_level,
$id_level, ' id="id_level" required class="form-control"');?>
            </div>

            <button type="submit" class="btn btn-
primary">Simpan</button>
            <a href="<?php echo base_url();?>user/user_list" c
lass="btn btn-default">Batal</a>
            </div>

        </form>

    </div>
</div>
</div>
</div><!--/.row-->

```

Gambar 4.37 Script tambah data user

Pada gambar 4.38 admin dapat mengisi nama jabatan dan gambar script 4.39 adalah script yang digunakan untuk menampilkan menu tambah data jabatan.

Tambah Data Jabatan

Nama Jabatan

Simpan

Batal

Gambar 4.38 Tampilan Tambah Data Jabatan dari sisi admin

```
<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xl
ink:href="#stroked-home"></use></svg></a></li>
    <li class="active">Jabatan</li>
  </ol>
</div><!--/.row-->
<br>
<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user"><use xlink:href="#stroke
d-male-user"/></svg>
<a href="<?php echo base_url();>jabatan/add" style="text-
decoration:none">Tambah Data Jabatan</a></div>
      <div class="panel-body">
        <table data-toggle="table" data-show-
refresh="false" data-show-toggle="true" data-show-columns="true" data-
search="true" data-pagination="true" data-sort-name="name" data-sort-
order="desc">
          <thead>
            <tr>
              <th data-field="no" data-
sortable="true" width="10px">No</th>
              <th data-field="id" data-
sortable="true">Jabatan</th>
              <th>Aksi</th>
            </tr>
          </thead>
        </table>
      </div>
    </div>
  </div>
</div>
```

```

        </tr>
    </thead>
    <tbody>
        <?php $no = 0; foreach($datajabatan as $row)
: $no++;?>
            <tr>
                <td data-
field="no" width="10px"><?php echo $no;?></td>
                <td data-
field="id"><?php echo $row->nama_jabatan;?></td>
                <td>
<a class="ubah btn btn-primary btn-
xs" href="<?php echo base_url();?>jabatan/edit/<?php echo $row->id_jaba
tan;?>"><span class="glyphicon glyphicon-edit" ></span></a>
<a data-toggle="modal" title="Hapus Kontak" class="hapus btn btn-
danger btn-xs" href="#modKonfirmasi" data-
id="<?php echo $row->id_jabatan;?>"><span class="glyphicon glyphicon-
trash"></span></a>
</td>
            </tr>
        <?php endforeach;?>
    </tbody>
</table>
</div>
</div>
</div>
</div><!--/.row-->
<?php echo $this->session->flashdata("msg");?>
<script>
    $(function () {
        $('#hover, #striped, #condensed').click
(function () {
            var classes = 'table';

            if ($('#hover').prop('checked')) {
                classes += ' table-hover';
            }
            if ($('#condensed').prop('checked')
) {
                classes += ' table-condensed';
            }
        }
    ) {
        classes += ' table-condensed';
    }
}

```

```

        $('#table-
style').bootstrapTable('destroy')
        .bootstrapTable({
            classes: classes,
            striped: $('#striped').prop
('checked')
        });
    });
});

function rowStyle(row, index) {
    var classes = ['active', 'success', 'in
fo', 'warning', 'danger'];
    if (index % 2 === 0 && index / 2 < clas
ses.length) {
        return {
            classes: classes[index / 2]
        };
    }
    return {};
}
</script>
<?php $this->load->view('konfirmasi');?>
<script type="text/javascript">
$(document).ready(function(){
$(".hapus").click(function(){
var id = $(this).data('id');
$(".modal-body #mod").text(id);
});
});
</script>

</div>
</div>
</div>
</div><!--/.row-->

```

Gambar 4.39 Script tambah data jabatan

Pada gambar 4.40 admin dapat mengisi nama departemen yang ingin ditambahkan. Gambar 4.41 merupakan script yang digunakan untuk menampilkan menu tambah data departemen.

Tambah Data Departemen

Nama Departemen

Gambar 4.40 Tampilan Tambah Data Departemen dari sisi admin

```
<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xlink:
href="#stroked-home"></use></svg></a></li>
    <li class="active">Departemen</li>
  </ol>
</div><!--/.row-->
<br>
<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="#" style="text-
decoration:none">Tambah Data Departemen</a></div>
      <div class="panel-body">

        <div class="col-md-6">
          <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">

            <input type="hidden" class="form-
control" name="id_dept" value="<?php echo $id_departemen;?>">

            <div class="form-group">
```

```
        <label>Nama Departemen</label>
        <input class="form-
control" name="nama_dept" placeholder="Nama Departemen" value="<?php ec
ho $nama_departemen;?>" required>
    </div>

    <button type="submit" class="btn btn-
primary">Simpan</button>
    <a href="<?php echo base_url();?>departemen/departe
men_list" class="btn btn-default">Batal</a>
    </div>

</form>

</div>
</div>
</div>
</div><!--/.row-->
```

Gambar 4.41 Script tambah data departemen

Digambar 4.42 admin dapat menulis bagian departemen dan memilih nama departemen yang sudah disediakan dengan menu dropdown. Pada gambar 4.43 merupakan script yang digunakan untuk menghasilkan isi dari menu tambah data bagian departemen dan dropdown untuk nama departemen.

Gambar 4.42 Tampilan Tambah Data Bagian Departemen dari sisi admin

```

<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xli
link:href="#stroked-home"></use></svg></a></li>
    <li class="active">Bagian Departemen</li>
  </ol>
</div><!--/.row-->

```

```
<br>
```

```

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user" /></svg>
<a href="#" style="text-
decoration:none">Tambah Data Bagian Departemen</a></div>
      <div class="panel-body">
        <div class="col-md-6">
          <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">
            <input type="hidden" class="form-
control" name="id_bagian_dept" value="<?php echo $id_bagian_dept;?>">
            <div class="form-group">
              <label>Nama Bagian Departemen</label>
              <input class="form-
control" name="nama_bagian_dept" value="<?php echo $nama_bagian_dept;?>
" placeholder="Nama Bagian Departemen" required>
            </div>
            <div class="form-group">
              <label>Nama Departemen</label>
              <?php echo form_dropdown('id_departemen',$dd_de
partemen, $id_departemen, 'class="form-control"');?>
            </div>
            <button type="submit" class="btn btn-
primary">Simpan</button>
            <a href="<?php echo base_url();?>bagian_departemen/
bagian_departemen_list" class="btn btn-default">Batal</a>
          </div>

```

```

        </form>

    </div>
</div>
</div><!--/.row-->

```

Gambar 4.43 Script tambah data bagian departemen

Digambar 4.44 admin dapat menambah kategori yang akan dimunculkan disaat membuat tiket baru. Gambar 4.45 menjelaskan script yang digunakan untuk menampilkan menu tambah data kategori.

Gambar 4.44 tambah data kategori

```

<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xlink:href="#stroked-home"></use></svg></a></li>
    <li class="active">Kategori</li>
  </ol>
</div><!--/.row-->

<br>

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>

```

```

<a href="#" style="text-decoration:none">Tambah Data Kategori</a></div>
  <div class="panel-body">

    <div class="col-md-6">
      <form method="post" action="<?php echo base_url();?>
><?php echo $url;?>">

        <input type="hidden" class="form-
control" name="id_kategori" value="<?php echo $id_kategori;?>">

        <div class="form-group">
          <label>Nama Kategori</label>
          <input class="form-
control" name="nama_kategori" value="<?php echo $nama_kategori;?>" plac
eholder="Nama Kategori" required>
        </div>
        <button type="submit" class="btn btn-
primary">Simpan</button>
        <a href="<?php echo base_url();?>kategori/kategori_
list" class="btn btn-default">Batal</a>
        </div>

      </form>

    </div>
  </div>
</div><!--/.row-->

```

Gambar 4.45 Script tambah data kategori

Gambar 4.46 adalah menu tambah data sub kategori adalah menu yang berelasi dengan menu tambah kategori. Admin dapat menambah nama sub kategori di menu tambah data sub kategori dan memilih nama kategori di menu dropdown yang tersedia. Gambar 4.47 menjelaskan script yang dipakai untuk menampilkan menu tambah data sub kategori.

Tambah Data Sub Kategori

Nama Sub Kategori

Nama Kategori

Gambar 4.46 Tampilan Tambah Data Sub Kategori dari sisi admin

```

<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xlink:href="#stroked-home"></use></svg></a></li>
    <li class="active">Sub Kategori</li>
  </ol>
</div><!--/.row-->

<br>

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="#" style="text-
decoration:none">Tambah Data Sub Kategori</a></div>
      <div class="panel-body">

        <div class="col-md-6">

```

```

        <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">

        <input type="hidden" class="form-
control" name="id_sub_kategori" value="<?php echo $id_sub_kategori;?>">

        <div class="form-group">
            <label>Nama Sub Kategori</label>
            <input class="form-
control" name="nama_sub_kategori" value="<?php echo $nama_sub_kategori;
?>" placeholder="Nama Sub Kategori" required>
        </div>

        <div class="form-group">
            <label>Nama Kategori</label>
            <?php echo form_dropdown('id_kategori', $dd_kate
gori, $id_kategori, 'class="form-control"');?>
        </div>

        <button type="submit" class="btn btn-
primary">Simpan</button>
        <a href="<?php echo base_url();?>sub_kategori/sub_k
ategori_list" class="btn btn-default">Batal</a>
        </div>





    </form>
</div>
</div>
</div>
</div><!--/.row-->

```

Gambar 4.47 Script tambah data sub kategori

Digambar 4.48 admin dapat melihat dan memilih teknisi yang tersedia. Gambar 4.49 adalah script yang digunakan untuk menampilkan menu tambah data teknisi.

Tambah Data Teknisi

No	Id	Nama	Jenis Kelamin	Spesialis	Status	Point	Aksi
1	T0001	MUHAMMAD	LAKI-LAKI	SOFTWARE	1	1	 
2	T0002			HARDWARE	1	1	 

Showing 1 to 2 of 2 rows 10 records per page

Gambar 4.48 Tampilan Data Teknisi dari sisi admin

```
<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class Teknisi extends CI_Controller {

function __construct(){
    parent::__construct();
    $this->load->model('model_app');

    if(!$this->session->userdata('id_user'))
    {
        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}

function teknisi_list()
{

    $data['header'] = "header/header";
```

```

$data['navbar'] = "navbar/navbar";
$data['sidebar'] = "sidebar/sidebar";
$data['body'] = "body/teknisi";

$id_dept = trim($this->session->userdata('id_dept'));
$id_user = trim($this->session->userdata('id_user'));

//notification

$sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori LEFT JOIN kategori C ON C.id_kategori = B.id_kategori LEFT JOIN karyawan D ON D.nik = A.reported LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->row();

$data['notif_approval'] = $row_approvalticket->jml_approvalticket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignmentticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignmentticket;

//end notification

$data['link'] = "teknisi/hapus";

$datateknisi = $this->model_app->datateknisi();
$data['datateknisi'] = $datateknisi;

$this->load->view('template', $data);

```

```

}

function hapus()
{
    $id = $_POST['id'];

    $this->db->trans_start();

    $this->db->where('id_teknisi', $id);
    $this->db->delete('teknisi');

    $this->db->trans_complete();
}

function add()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/form_teknisi";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approvalticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_kategori
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian_dept WHERE E.id_dept = $id_dept AND status = 1";
    $row_approvalticket = $this->db->query($sql_approvalticket)->row();
}

```

```

        $data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

        $sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
        $row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

        $data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

```

```

//end notification

        $data['dd_karyawan'] = $this->model_app->dropdown_karyawan();
        $data['id_karyawan'] = "";

        $data['dd_kategori'] = $this->model_app->dropdown_kategori();
        $data['id_kategori'] = "";

        $data['id_teknisi'] = "";

        $data['url'] = "teknisi/save";
        $data['flag'] = "add";
        $this->load->view('template', $data);
    }

function save()
{
    $getkodeteknisi = $this->model_app->getkodeteknisi();
    $id_teknisi = $getkodeteknisi;

    $id_karyawan = strtoupper(trim($this->input->post('id_karyawan')));
    $id_kategori = strtoupper(trim($this->input->post('id_kategori')));

    $data['id_teknisi'] = $id_teknisi;
    $data['nik'] = $id_karyawan;
    $data['id_kategori'] = $id_kategori;

    $this->db->trans_start();

```

```
$this->db->insert('teknisi', $data);

$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data gagal tersimpan.
    </div>");
    redirect('teknisi/teknisi_list');
} else
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-success' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data tersimpan.
    </div>");
    redirect('teknisi/teknisi_list');
}
}

function edit($id)
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/form_teknisi";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
ROM ticket WHERE status = 2";
```



```

$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approval
l_ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 1";
$row_approvalticket = $this->db->query($sql_approvalticket)->ro
w());

$data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

//end notification

$sql = "SELECT * FROM teknisi WHERE id_teknisi = '$id'";
$row = $this->db->query($sql)->row();

$data['url'] = "teknisi/update";

$data['dd_karyawan'] = $this->model_app->dropdown_karyawan();
$data['id_karyawan'] = $row->nik;

$data['dd_kategori'] = $this->model_app->dropdown_kategori();
$data['id_kategori'] = $row->id_kategori;

$data['id_teknisi'] = $id;

$data['flag'] = "edit";

$this->load->view('template', $data);
}

```



```

function update()
{
    $id_teknisi = strtoupper(trim($this->input->post('id_teknisi')));

    $id_kategori = strtoupper(trim($this->input->post('id_kategori')));
    $data['id_kategori'] = $id_kategori;

    $this->db->trans_start();

    $this->db->where('id_teknisi', $id_teknisi);
    $this->db->update('teknisi', $data);

    $this->db->trans_complete();

    if ($this->db->trans_status() === FALSE)
    {
        $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data gagal tersimpan.
    </div>");
        redirect('teknisi/teknisi_list');
    } else
    {
        $this->session->set_flashdata("msg", "<div class='alert
bg-success' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data tersimpan.
    </div>");
        redirect('teknisi/teknisi_list');
    }
}
}
}

```

Gambar 4.49 Script teknisi dari sisi admin

Digambar 4.50 admin dapat menambah kondisi dan waktu respon untuk ditampilkan pada saat user membuat tiket. Gambar 4.51 adalah script yang digunakan untuk menampilkan menu tambah data kondisi.

Tambah Data Kondisi

Nama Kondisi

Waktu Respon (Hari)

Gambar 4.50 tambah data kondisi

```
<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use xli
link:href="#stroked-home"></use></svg></a></li>
    <li class="active">Kondisi</li>
  </ol>
</div><!--/.row-->

<br>

<div class="row">
  <div class="col-lg-12">
    <div class="panel panel-default">
      <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="<?php echo base_url();?>kondisi/add" style="text-
decoration:none">Tambah Data Kondisi</a></div>
      <div class="panel-body">
        <table data-toggle="table" data-show-
refresh="false" data-show-toggle="true" data-show-columns="true" data-
search="true" data-pagination="true" data-sort-name="name" data-sort-
order="desc">
          <thead>
            <tr>
```

```

                <th data-field="no" data-
sortable="true" width="10px"> No</th>
                <th data-field="id" data-
sortable="true">Kondisi</th>
                <th data-field="ids" data-
sortable="true">Waktu Respon</th>
                <th>Aksi</th>
            </tr>
        </thead>
        <tbody>
            <?php $no = 0; foreach($datakondisi as $row)
: $no++;?>
                <tr>
                    <td data-
field="no" width="10px"><?php echo $no;?></td>
                    <td data-
field="nama_kondisi"><?php echo $row->nama_kondisi;?></td>
                    <td data-
field="id"><?php echo $row->waktu_respon;?></td>
                    <td>
                <a class="ubah btn btn-primary btn-
xs" href="<?php echo base_url();?>kondisi/edit/<?php echo $row->id_kond
isi;?>"><span class="glyphicon glyphicon-edit" ></span></a>
                <a data-toggle="modal" title="Hapus Kontak" class="hapus btn btn-
danger btn-xs" href="#modKonfirmasi" data-
id="<?php echo $row->id_kondisi;?>"><span class="glyphicon glyphicon-
trash"></span></a>
            </td>
                </tr>
            <?php endforeach;?>
        </tbody>
    </table>
</div>
</div>
</div>
</div><!--/.row-->

<?php echo $this->session->flashdata("msg");?>

<script>
    $(function () {
        $('#hover, #striped, #condensed').click
(function () {

```

```

        var classes = 'table';

        if ($('#hover').prop('checked')) {
            classes += ' table-hover';
        }
        if ($('#condensed').prop('checked'))
    ) {
        classes += ' table-condensed';
    }
    $('#table-
style').bootstrapTable('destroy')
        .bootstrapTable({
            classes: classes,
            striped: ($('#striped').prop
('checked')
        ));
    });
    });
    function rowStyle(row, index) {
        var classes = ['active', 'success', 'in
fo', 'warning', 'danger'];
        if (index % 2 === 0 && index / 2 < clas
ses.length) {
            return {
                classes: classes[index / 2]
            };
        }
        return {};
    }
</script>
<?php $this->load->view('konfirmasi');?>
<script type="text/javascript">
$(document).ready(function(){
    $(".hapus").click(function(){
        var id = $(this).data('id');
        $(".modal-body #mod").text(id);
    });
});
});

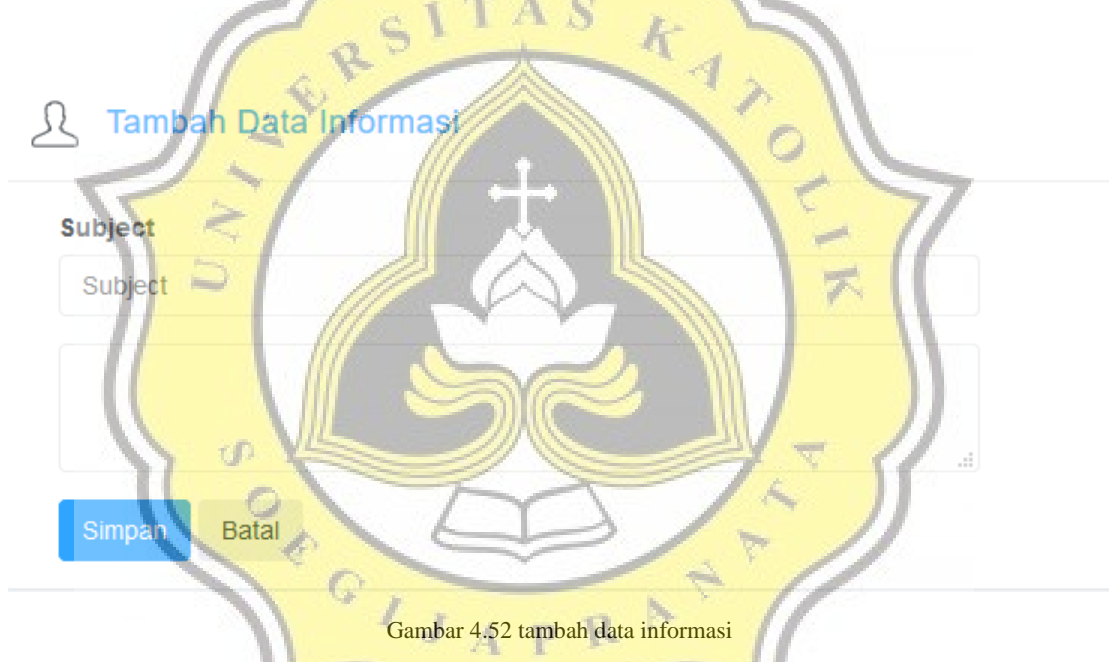
```

```
</script>

        </div>
    </div>
</div>
</div><!--/.row-->
```

Gambar 4.51 Script tambah data kondisi

Digambar 4.52 admin dapat mengisi sub dan informasi yang akan disampaikan kedalam semua menu informasi yang ada dihalaman user,admin dan teknisi. Gambar 4.53 merupakan script yang digunakan untuk menampilkan menu tambah data informasi.



Gambar 4.52 tambah data informasi

```
<div class="row">
  <ol class="breadcrumb">
    <li><a href="#"><svg class="glyph stroked home"><use x1
link:href="#stroked-home"></use></svg></a></li>
    <li class="active">Informasi</li>
  </ol>
</div><!--/.row-->

<br>

















<div class="row">
```

```

        <div class="col-lg-12">
            <div class="panel panel-default">
                <div class="panel-
heading"><svg class="glyph stroked male user "><use xlink:href="#stroke
d-male-user"/></svg>
<a href="#" style="text-
decoration:none">Tambah Data Informasi</a></div>
                <div class="panel-body">
                    <div class="col-md-6">
                        <form method="post" action="<?php echo base_url();?
><?php echo $url;?>">
                            <input type="hidden" class="form-
control" name="id_informasi" value="<?php echo $id_informasi;?>">
                                <div class="form-group">
                                    <label>Subject</label>
                                    <input class="form-
control" name="subject" placeholder="Subject" value="<?php echo $subjec
t;?>" required>
                                </div>
                                <div class="form-group">
                                    <textarea class="form-
control" name="pesan"><?php echo $pesan;?></textarea>
                                </div>
                                <button type="submit" class="btn btn-
primary">Simpan</button>
                                <a href="<?php echo base_url();?>informasi/informas
i_list" class="btn btn-default">Batal</a>
                                </div>
                            </form>
                        </div>
                    </div>
                </div>
            </div>
        </div><!--/.row-->

```

Gambar 4.53 Script tambah data informasi

No	Subject	Pesan	Aksi
1	5000	angrus	 
2	3000	anjim	 
3	6000	eery	 
4	7000	sugar	 
5	1	kerusakan	 
6	keyboard	kerusakan	 
7	mouse	kerusakan	 
8	mouse	kerusakan	 

Gambar 4.54 Tampilan Data Telegram dari sisi admin

Gambar 4.54 adalah tampilan yang diambil dari data yang diinput ditelegram. Gambar 4.55 merupakan script yang digunakan untuk menampilkan menu telegram diwebsite.

```

<?php
defined('BASEPATH') OR exit('No direct script access allowed');

class telegram extends CI_Controller {

function __construct(){
    parent::__construct();
    $this->load->model('model_app');

    if(!$this->session->userdata('id_user'))
    {
        $this->session->set_flashdata("msg", "<div class='alert alert-
info'>
        <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
        <strong><span class='glyphicon glyphicon-remove-
sign'></span></strong> Silahkan login terlebih dahulu.
        </div>");
        redirect('login');
    }
}
}

```

```

    }
}

function telegram_list()
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/telegram";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
FROM ticket WHERE status = 2";
    $row_listticket = $this->db->query($sql_listticket)->row();

    $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

    $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approva
l_ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 0";
    $row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

    $data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

    $sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
    $row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

    $data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

    //end notification

```



```

        $data['link'] = "telegram/hapus";

        $datatelegram = $this->model_app->datatelegram();
        $data['datatelegram'] = $datatelegram;

        $this->load->view('template', $data);
    }

    function hapus()
    {
        $id = $_POST['id'];

        $this->db->trans_start();

        $this->db->where('id_telegram', $id);
        $this->db->delete('telegram');

        $this->db->trans_complete();
    }

    function add()
    {
        $data['header'] = "header/header";
        $data['navbar'] = "navbar/navbar";
        $data['sidebar'] = "sidebar/sidebar";
        $data['body'] = "body/form_telegram";

        $id_dept = trim($this->session->userdata('id_dept'));
        $id = trim($this->session->userdata('id_user'));

        //notification

        $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket FROM ticket WHERE status = 2";
        $row_listticket = $this->db->query($sql_listticket)->row();

        $data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

        $sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approva
        l_ticket FROM ticket A
        LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
        ri
    
```

```

LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 0";
$row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

$data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

//end notification

$data['id_telegram'] = "";
$data['subject'] = "";
$data['pesan'] = "";

$data['url'] = "telegram/save";
$this->load->view('template', $data);
}

function save()
{
    $id_user = trim($this->session->userdata('id_user'));
    $subject = strtoupper(trim($this->input->post('subject')));
    $pesan = strtoupper(trim($this->input->post('pesan')));
    $tanggal = $time = date("Y-m-d H:i:s");

    $data['subject'] = $subject;
    $data['pesan'] = $pesan;
    $data['id_user'] = $id_user;
    $data['tanggal'] = $tanggal;
    $data['status'] = 0;

    $this->db->trans_start();

```

```
$this->db->insert('telegram', $data);

$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data gagal tersimpan.
    </div>");
    redirect('telegram/telegram_list');
} else
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-success' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data tersimpan.
    </div>");
    redirect('telegram/telegram_list');
}
}

function edit($id)
{
    $data['header'] = "header/header";
    $data['navbar'] = "navbar/navbar";
    $data['sidebar'] = "sidebar/sidebar";
    $data['body'] = "body/form_telegram";

    $id_dept = trim($this->session->userdata('id_dept'));
    $id_user = trim($this->session->userdata('id_user'));

    //notification

    $sql_listticket = "SELECT COUNT(id_ticket) AS jml_list_ticket F
ROM ticket WHERE status = 2";
```

```

$row_listticket = $this->db->query($sql_listticket)->row();

$data['notif_list_ticket'] = $row_listticket->jml_list_ticket;

$sql_approvalticket = "SELECT COUNT(A.id_ticket) AS jml_approval
ticket FROM ticket A
LEFT JOIN sub_kategori B ON B.id_sub_kategori = A.id_sub_katego
ri
LEFT JOIN kategori C ON C.id_kategori = B.id_kategori
LEFT JOIN karyawan D ON D.nik = A.reported
LEFT JOIN bagian_departemen E ON E.id_bagian_dept = D.id_bagian
_dept WHERE E.id_dept = $id_dept AND status = 0";
$row_approvalticket = $this->db->query($sql_approvalticket)->ro
w();

$data['notif_approval'] = $row_approvalticket->jml_approval_tic
ket;

$sql_assignmentticket = "SELECT COUNT(id_ticket) AS jml_assignm
ent_ticket FROM ticket WHERE status = 3 AND id_teknisi='$id_user'";
$row_assignmentticket = $this->db->query($sql_assignmentticket)
->row();

$data['notif_assignment'] = $row_assignmentticket->jml_assignme
nt_ticket;

//end notification

$sql = "SELECT * FROM telegram WHERE id_telegram = '$id'";
$row = $this->db->query($sql)->row();

$data['id_telegram'] = $row->id_telegram;
$data['subject'] = $row->subject;
$data['pesan'] = $row->pesan;

$data['url'] = "telegram/update";

$this->load->view('template', $data);
}

function update()
{
    $id_telegram = strtoupper(trim($this->input->post('id_telegram')));

```

```

$id_user = trim($this->session->userdata('id_user'));
$subject = strtoupper(trim($this->input->post('subject')));
$pesan = strtoupper(trim($this->input->post('pesan')));
$tanggal = $time = date("Y-m-d H:i:s");

$data['subject'] = $subject;
$data['pesan'] = $pesan;
$data['id_user'] = $id_user;
$data['tanggal'] = $tanggal;

$this->db->trans_start();

$this->db->where('id_telegram', $id_telegram);
$this->db->update('telegram', $data);

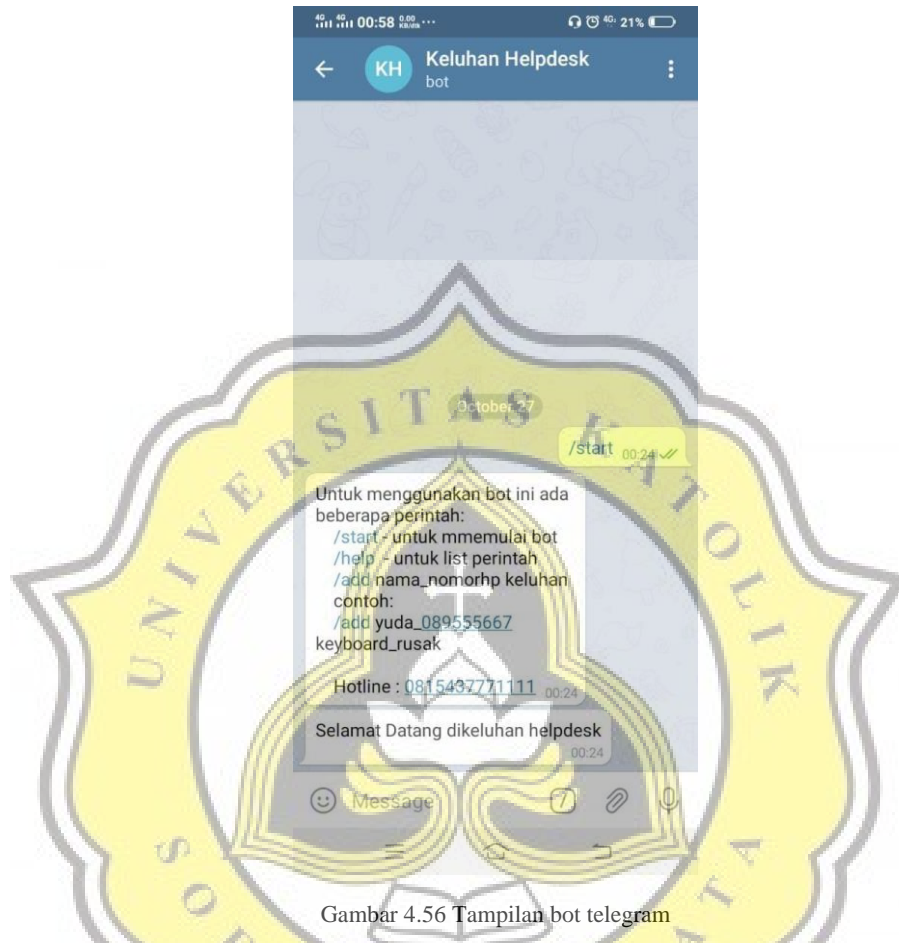
$this->db->trans_complete();

if ($this->db->trans_status() === FALSE)
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-danger' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data gagal tersimpan.
    </div>");
    redirect('telegram/telegram_list');
} else
{
    $this->session->set_flashdata("msg", "<div class='alert
bg-success' role='alert'>
    <a href='#' class='close' data-dismiss='alert' aria-
label='close'>&times;</a>
    <svg class='glyph stroked empty-
message'><use xlink:href='#stroked-empty-
message'></use></svg> Data tersimpan.
    </div>");
    redirect('telegram/telegram_list');
}
}
}

```

Gambar 4.55 Script Tampilan telegram dari sisi admin

Gambar 4.56 adalah tampilan dari bot yang ada di telegram dan user dapat memasukkan data sesuai dengan perintah yang telah ditulis. Gambar 4.57 merupakan script bot yang menggunakan bahasa node js untuk memberi perintah bot yang ada.



Gambar 4.56 Tampilan bot telegram

```
const Telegraf = require('telegraf');
const bot = new Telegraf('');
const mysql = require('mysql');

const conn = mysql.createConnection({
  host: "localhost",
  user: "root",
  password: "",
  database: "helPdesk"
})

function dbcon(){
```

```

console.log("connected !");
conn.query("SELECT * FROM telegram", function (err, result, fields)
{
    if(err){
        throw err;
    }
    datastore = [];
    // console.log(result);
    result.forEach(item => {
        // console.log(item.pesan);
        datastore.push({
            id: item.id,
            pesan: item.pesan,
            subject: item.subject
        })
    })
})
}

const helpMessage = `
Untuk menggunakan bot ini ada beberapa perintah:
/list - untuk melihat list
/ - untuk melihat harga berdasarkan nama
`;

bot.help(ctx => {
    ctx.reply(helpMessage);
});

bot.command('fruitlist', ctx => {
    let fruitMessage = `List Buah : \n`;

    datastore.forEach(item => {
        fruitMessage += `${item.id}. ${item.pesan}\n`;
    })

    ctx.reply(fruitMessage);
})

bot.command('fruit', ctx => {
    let input = ctx.message.text.split(" ");
    if(input.length != 2){
        ctx.reply("Anda harus memberi nama buah pada argumen ke 2");
        return;
    }
}
}

```

```

// console.log(input[1]);
let fruitInput = input[1];
dataStore.forEach(item => {
  if(item.pesan.includes(fruitInput)){
    let subject = item.subject.toLocaleString(
      undefined, {minimumFractionDigits: 2}
    )
    ctx.reply("Rp "+subject);
    return;
  }
})
})

bot.command('add', ctx => {
  let input = ctx.message.text.split(" ");
  if(input.length != 3){
    ctx.reply("Anda harus memberi nama buah pada argumen ke 2 dan ke 3");
    return;
  }
  // console.log(input[1]);
  // console.log(input[2]);
  let fruitpesan = input[1];
  let fruitsubject = input[2];
  var sql = `INSERT INTO telegram (pesan, subject) VALUES ('${fruitpesan}', '${fruitsubject}')`;
  conn.query(sql, function (err, result){
    if(err){
      throw err;
    };
    //console.log(`data ${fruitpesan} berhasil ditambahkan`);
    ctx.reply(`data ${fruitpesan} berhasil ditambahkan`);
    dbcon();
  })
})

bot.launch();

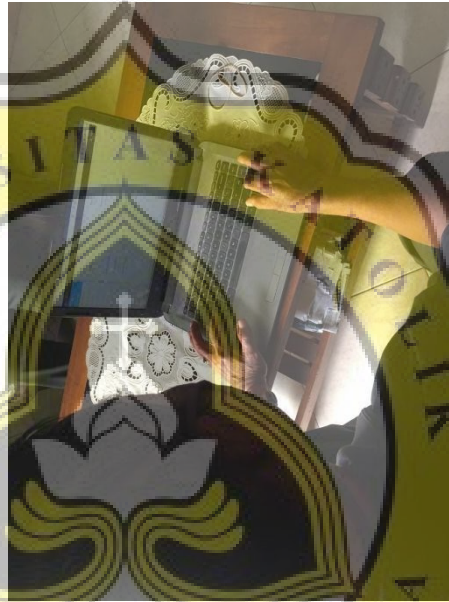
```

Gambar 4.57 script bot telegram

Digambar 4.57 penulis menggunakan framework telegraf dan node js sebagai bahasa pemrograman untuk bot telegram yang digunakan.

4.1.6 Rangkuman Hasil Wawancara

Pengujian aplikasi dilakukan dengan cara responden yang berada di CV Karya Manunggal diberi kesempatan untuk mencoba aplikasi seperti gambar 4.58. Kemudian responden diberikan beberapa pertanyaan seperti Tabel 4.1 langsung setelah mencoba aplikasi tersebut.



Gambar 4.58 percobaan aplikasi

Berdasarkan hasil wawancara dan tes aplikasi kepada 5 responden yaitu satu kepala CV Karya Manunggal dengan usia 44 dan berjenis kelamin perempuan, satu admin dengan usia 35 dan berjenis kelamin perempuan, satu teknisi dengan usia 35 berjenis kelamin laki laki, 1 customer dengan usia 45 berjenis kelamin laki laki dan 1 customer dengan usia 55 berjenis kelamin perempuan didapatkan data data sebagai berikut.

Menurut empat responden yaitu kepala, admin, teknisi dan satu customer mudah dipahami, dioperasikan dan tidak memerlukan keahlian khusus sedangkan satu customer mengatakan susah dipahami karena umurnya yang tua. Lima responden menjelaskan bahwa aplikasi *helpdesk* membantu mencatat, mengorganisir dan membantu dalam dokumentasi laporan yang ada. Tiga responden yaitu kepala CV Karya Manunggal, admin dan teknisi berniat akan terus menggunakan aplikasi *helpdesk*, sedangkan dua customer mengatakan hanya akan berniat memakai kalau perlu saja. Lima responden mengatakan memperkirakan akan menggunakan aplikasi *helpdesk*. Lima responden mengatakan akan menggunakan *helpdesk* secara berkala.

No	Pertanyaan
1	Usia
2	Jenis kelamin
3	Apakah aplikasi <i>helpdesk</i> mudah dioperasikan
4	Apakah aplikasi <i>helpdesk</i> memerlukan keahlian khusus
5	Apakah aplikasi <i>helpdesk</i> mudah dipahami
6	Apakah aplikasi <i>helpdesk</i> membantu mencatat laporan

7	Apakah aplikasi <i>helpdesk</i> membantu mengorganisir laporan
8	Apakah aplikasi <i>helpdesk</i> membantu dalam dokumentasi laporan yang ada
9	Apakah pernah memakai aplikasi sejenis <i>helpdesk</i>
10	Apakah anda berniat akan terus menggunakan aplikasi <i>helpdesk</i>
11	Apakah anda memperkirakan akan menggunakan aplikasi <i>helpdesk</i> kedepannya
12	Apakah anda merencanakan akan terus menggunakan aplikasi <i>helpdesk</i>

Tabel 4.1 kuesioner wawancara

