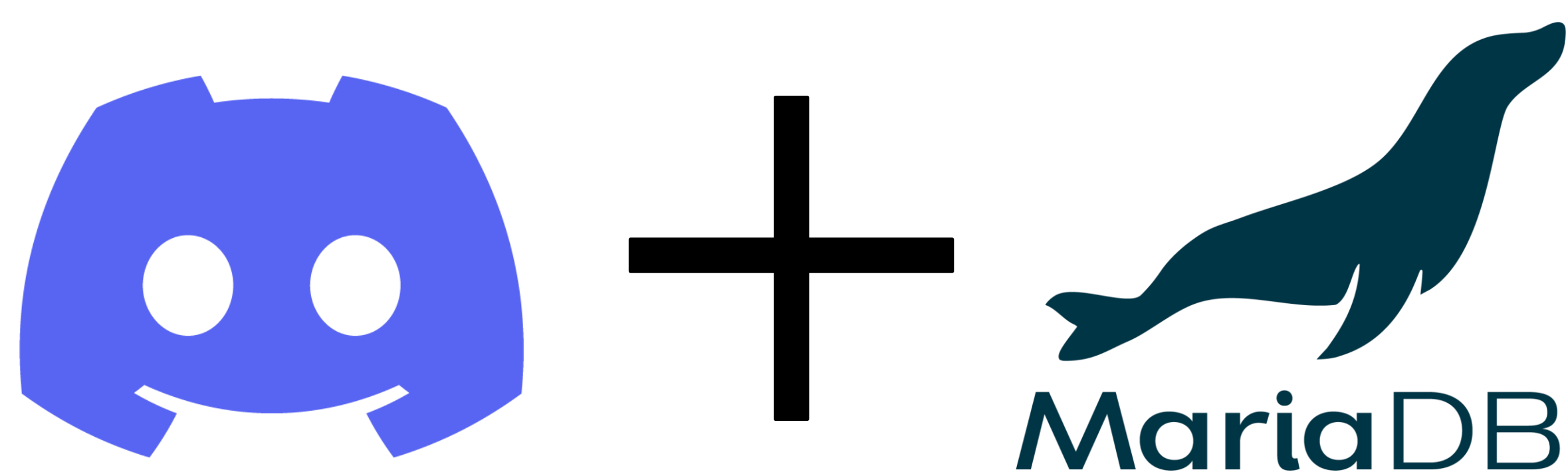


INTRO/ABSTRACT

Our team used the discord.py library coupled with MariaDB to create a fully functional ticket management bot, complete with JSON webhook parsing and easy to use in-application forms.

METHODS

We scoured github for any open source discord bots to examine and learn from, while also delving into SQL input sanitization to ensure users could have the freedom to say what they wished, while server managers could rest easy knowing their database was secure.



RESULTS

Our bot provides a host of tools and quality of life features to make ticket management a simple and transparent process. Persisting through host restarts, and with a very flexible database backend.

Support ticket management for gaming communities of any size

