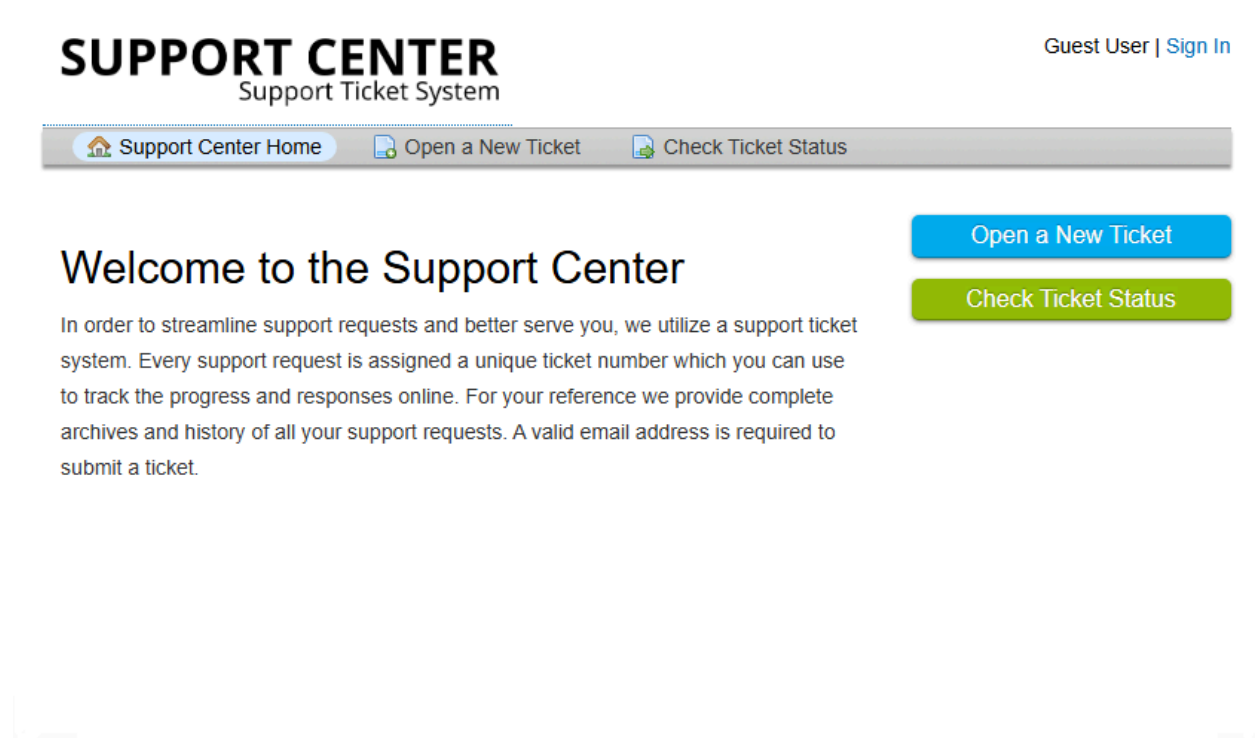


2. osTicket Post-Installation and Configuration

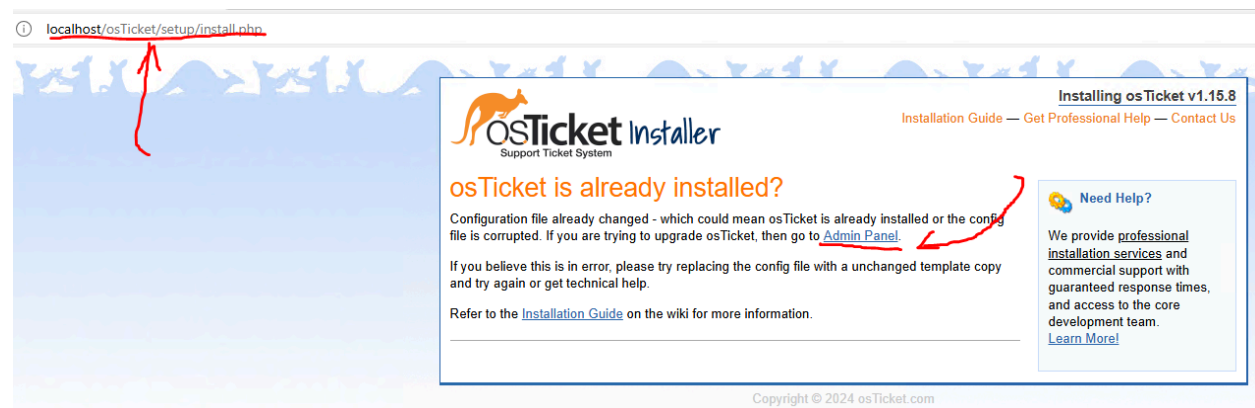
Deployment of a Cloud-Based osTicket System on Microsoft Azure for Home
Network Support on Windows 10

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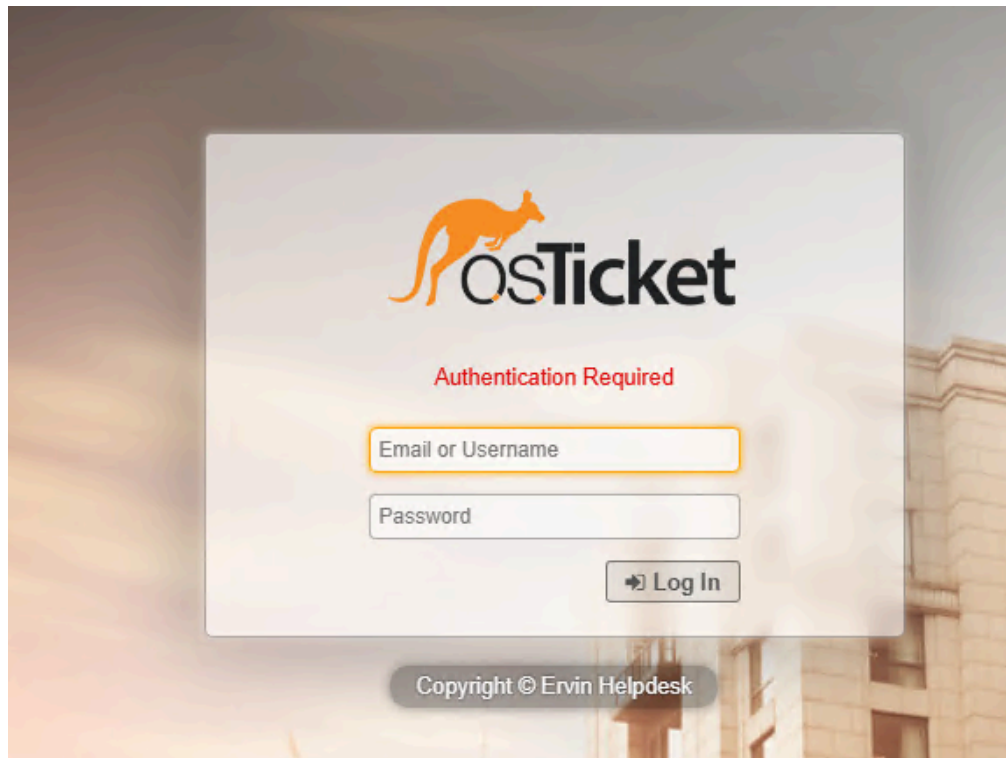
1. Administration



We've now got the osTicket system working but the only thing we're missing are all the users assigned to it.




- Go to localhost/osTicket/setup/install.php
- Select Admin Panel



- Log into the osTicket system using the username we initially used.

⚠ Please take a minute to delete **setup** directory (../setup/) for security reasons.

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

[Dashboard](#) | [Settings](#) | [Manage](#) | [Emails](#) | [Agents](#)

[Company](#) | [System](#) | [Tickets](#) | [Tasks](#) | [Agents](#) | [Users](#) | [Knowledgebase](#)

System Settings and Preferences — osTicket (v1.15.8)

General Settings
Helpdesk Status: ☒ Online ☐ Offline
Helpdesk URL:
Helpdesk Name/Title:
Default Department:
Force HTTPS: ☐ Force all requests through HTTPS.
Collision Avoidance Duration: minutes
Default Page Size:
Default Log Level:
Purge Logs:
Show Avatars: ☒ Show Avatars on thread view.
Enable Rich Text: ☒ Enable html in thread entries and email correspondence.
Allow System iFrame:
Embedded Domain Whitelist:
ACL: **Apply To:**
Date and Time Options
Default Locale:
Default Time Zone:
Date and Time Format:
Default Schedule:

- We're now in.
- It also tells us to delete the setup directory. For security reasons we'll do this. It's so no changes can be made to the setup of this system.

This PC > Windows (C:) > inetpub > wwwroot > osTicket > Search osT

Name	Date modified	Type	Size
api	8/13/2024 3:10 AM	File folder	
apps	8/13/2024 3:10 AM	File folder	
assets	8/13/2024 3:10 AM	File folder	
css	8/13/2024 3:10 AM	File folder	
images	8/13/2024 3:10 AM	File folder	
include	8/13/2024 4:48 AM	File folder	
js	8/13/2024 3:12 AM	File folder	
kb	8/13/2024 3:13 AM	File folder	
pages	8/13/2024 3:13 AM	File folder	
scp	8/13/2024 3:13 AM	File folder	
setup	8/13/2024 3:13 AM	File folder	
account.php	8/13/2024 3:10 AM	PHP File	6 KB

Details for 'setup' folder:
 Date created: 8/13/2024 3:13 AM
 Size: 1.15 MB
 Files: fabric.min, filedrop.field, jquery.pjax, ...

This PC > Windows (C:) > inetpub > wwwroot > osTicket > ▼

Name	Date modified	Type	Size
api	8/13/2024 3:10 AM	File folder	
apps	8/13/2024 3:10 AM	File folder	
assets	8/13/2024 3:10 AM	File folder	
css	8/13/2024 3:10 AM	File folder	
images	8/13/2024 3:10 AM	File folder	
include	8/13/2024 4:48 AM	File folder	
js	8/13/2024 3:12 AM	File folder	
kb	8/13/2024 3:13 AM	File folder	
pages	8/13/2024 3:13 AM	File folder	
scp	8/13/2024 3:13 AM	File folder	
account.php	8/13/2024 3:10 AM	PHP File	6 KB
ajax.php	8/13/2024 3:10 AM	PHP File	2 KB

1.1. Agents

1.1.1. Introduction

For this section, we'll be focusing on the agents. Setting up Roles, their permissions, Departments and Teams.

1.1.2. Roles

OSTicket

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

— All Departments — — All Teams — Apply

Agents [Add New Agent](#) [More](#)

	Name	Username	Status	Department	Created	Last Login
<input type="checkbox"/>	Ervin Thorpe	ervin.thorpe	Active	Support	8/13/24	2 minutes ago

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

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In order to add a new role, we'll have to:

- Go to Agents
- Select Roles

OSTicket

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

Roles [Add New Role](#) [More](#)

	Name	Status	Created On	Last Updated
	All Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/>	Expanded Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/>	Limited Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/>	View only	Active	8/13/24	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

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- As we can see, there are roles given but we're going to add our own.
- Click on "Add New Role"

1.1.2.1. Senior Admin

We're now going to set up a Senior Admin. This person will have full control of the whole system.

oSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams **Roles** Departments

Add New Role

Definition Permissions

Roles are used to define agents' permissions

Name: Senior Admin

Internal Notes

- Type a new role. "Senior Admin"
- Select Permissions

oSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams **Roles** Departments

Add New Role

Definition Permissions


Tickets Tasks Knowledgebase

- ☒ Assign — Ability to assign tickets to agents or teams
- ☒ Close — Ability to close tickets
- ☒ Create — Ability to open tickets on behalf of users
- ☒ Delete — Ability to delete tickets
- ☒ Edit — Ability to edit tickets
- ☒ Edit Thread — Ability to edit thread items of other agents
- ☒ Link — Ability to link tickets
- ☒ Mark as Answered — Ability to mark a ticket as Answered/Unanswered
- ☒ Merge — Ability to merge tickets
- ☒ Post Reply — Ability to post a ticket reply
- ☒ Refer — Ability to manage ticket referrals
- ☒ Release — Ability to release ticket assignment
- ☒ Transfer — Ability to transfer tickets between departments

Add Role Reset Cancel

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- Tick all the boxes so we give the admin full permissions
- Go to Tasks



Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

Add New Role

Definition Permissions


Tickets **Tasks** Knowledgebase

- ☒ Assign — Ability to assign tasks to agents or teams
- ☒ Close — Ability to close tasks
- ☒ Create — Ability to create tasks
- ☒ Delete — Ability to delete tasks
- ☒ Edit — Ability to edit tasks
- ☒ Post Reply — Ability to post task update
- ☒ Transfer — Ability to transfer tasks between departments

[Add Role](#) [Reset](#) [Cancel](#)

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- Tick all
- Go to Knowledge base



Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

Add New Role

Definition Permissions


Tickets Tasks **Knowledgebase**

- ☒ Premade — Ability to add/update/disable/delete canned responses

[Add Role](#) [Reset](#) [Cancel](#)

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- Tick premade
- Click on “Add Role”



Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

✓ Successfully added role.

Roles

[Add New Role](#) [More](#)

Name	Status	Created On	Last Updated
All Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/> Expanded Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/> Limited Access	Active	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/> Senior Admin	Active	8/13/24	8/13/24 2:50 PM
<input type="checkbox"/> View only	Active	8/13/24	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

- We have now added Senior Admin

1.1.3. Departments

Next we're going to create a department. Departments allows tickets to be routed to a specific group - in this case, a department.

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

Departments

[Add New Department](#) [More](#)

	Name	Status	Type	Agents	Email Address	Manager	Created
<input type="checkbox"/>	Maintenance	Active	Public	0	Support <erwin_admin@helpdesk.com>		2024-08-13 05:11:02
<input type="checkbox"/>	Support (Default)	Active	Public	1	Support <erwin_admin@helpdesk.com>		2024-08-13 05:11:02

Select: [All](#) [None](#) [Toggle](#)

Page: [1]

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- Select Departments
- Then Add New Department

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

Add New Department

[Settings](#) [Access](#)

Department Information

Parent: [Top-Level Department](#)

Name:

Status: [Active](#)

Type: [Public](#) [Private \(Internal\)](#)

SLA: [System Default](#)

Schedule: [SLA's Default](#)

Manager: [None](#)

Ticket Assignment: [All](#)

Claim on Response: ☐ [Disable auto claim](#)

Reopen Auto Assignment: ☐ [Disable auto assign on reopen](#)

Outgoing Email Settings

Outgoing Email: [System Default](#)

Template Set: [System Default](#)

Autoresponder Settings

New Ticket: ☐ [Disable for this department](#)

New Message: ☐ [Disable for this department](#)

Auto-Response Email: [Department Email](#)

Alerts and Notices

Recipients: [Department and extended access members](#)

Department Signature

[Create Dept](#) [Reset](#) [Cancel](#)

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- Add the name System Administrator
- Create Department

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles **Departments**

Successfully added System Administration.

Departments [Add New Department](#) [More](#)

Name	Status	Type	Agents	Email Address	Manager	Created
<input type="checkbox"/> Maintenance	Active	Public	0	Support <ervin_admin@helpdesk.com>		2024-08-13 05:11:02
<input type="checkbox"/> Support (Default)	Active	Public	1	Support <ervin_admin@helpdesk.com>		2024-08-13 05:11:02
<input type="checkbox"/> System Administration	Active	Public	0	Support <ervin_admin@helpdesk.com>		2024-08-13 16:15:08

Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#)

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- This has now been made.

1.1.4. Teams

Next we'll be focusing on making a team. Teams can consist of different departments and members.

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents **Teams** Roles Departments

Teams [Add New Team](#) [More](#)

Team Name	Status	Members	Team Lead	Created	Last Updated
<input type="checkbox"/> Level I Support	Active	0		8/13/24	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#)

- Add a new team

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Team

Team **Members**

Team Information:

Name:

Status: ☒ Active ☐ Disabled

Team Lead:

Assignment Alert: ☐ Disable for this team

Admin Notes: Internal notes viewable by all admins.

[Create Team](#) [Reset](#) [Cancel](#)

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- Fill in the Name: Level II Support

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

Add New Team

Team Members

Agents who are members of this team

Ervin Thorpe ☒ Alerts

— Select Agent — Add

Create Team Reset Cancel

- Select Members
- Add a Member - in this case, I'm the only Member
- Create Team

1.2. Configuration Settings

1.2.1. Introduction

Now we're going to focus on the Configuration Settings to allow anyone to create a ticket and have agents to resolve those tickets, in our system.

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Company System Tickets Tasks Agents Users Knowledgebase

System Settings and Preferences — osTicket (v1.15.8)

General Settings

Helpdesk Status: ☒ Online ☐ Offline

Helpdesk URL:

Helpdesk Name/Title:

Default Department:

Force HTTPS: ☐ Force all requests through HTTPS.

Collision Avoidance Duration: minutes

Default Page Size:

Default Log Level:

Purge Logs:

Show Avatars: ☒ Show Avatars on thread view.

Enable Rich Text: ☒ Enable html in thread entries and email correspondence.

Allow System IFrame:

Embedded Domain Whitelist:

ACL: Apply To:

Date and Time Options

Default Locale:

Default Time Zone:

Date and Time Format:

Default Schedule:

- Select "Settings"
- And now we're back onto our system.

1.2.2. Users

Here we'll be configuring the User Settings

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Company System Tickets Tasks Agents Users Knowledgebase

Users Settings

Settings Templates

General Settings

Name Formatting: -- As Entered --

Avatar Source: Gravatar / Mystery Man

Authentication Settings

Registration Required: ☒ Require registration and login to create tickets

Registration Method: Public — Anyone can register

Password Policy: — All Active Policies —

User Excessive Logins: 4 failed login attempt(s) allowed before a lock-out is enforced
2 minutes locked out

User Session Timeout: 30

Authentication Token: ☒ Enable use of authentication tokens to auto-login users

Client Quick Access: ☒ Require email verification on "Check Ticket Status" page

Save Changes Reset Changes

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- Tick the box “Require registration and login to create tickets”
- Then click “Save Changes”

1.2.3. Agents

Agents are people who will resolve the tickets.

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

— All Departments — — All Teams — Apply

Agents

Add New Agent More

	Name	Username	Status	Department	Created	Last Login
<input type="checkbox"/>	Ervin Thorpe	ervin.thorpe	Active	Support	8/13/24	20 seconds ago

Select: All None Toggle

Page: [1]

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- Select Agents
- Add New Agent

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Agent

Account Access Permissions Teams

Name: Emily Davis ← 1

Email Address: emily.davis@helpdesk.com

Phone Number: Ext

Mobile Number:

Authentication

Username: * emily_admin Set Password

- Fill in details for a new agent - I'll make this one up
- Setup a new username
- Press "Set Password"

OSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Agent

Account Access Permissions Teams

Name: Emily Davis

Email Address: emily.davis@helpdesk.com

Phone Number: Ext

Mobile Number:

Authentication

Username: * emily_admin

Status and Settings

☐ Locked

☐ Administrator

☐ Limit ticket access to ONLY assigned tickets

☐ Vacation Mode

Set Agent Password

☐ Send the agent a password reset email

☐ Require password change at next login

Reset Cancel Set

- Create a password for the agent

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Agent

Account Access Permissions Teams

Access
Select the departments the agent is allowed to access and the corresponding effective role.

Primary Department *

Maintenance Senior Admin ☒ Fall back to primary role on assignments

Extended Access

— Select Department — Add

Create Reset Cancel

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- Set the Primary Department as Maintenance
- Set the Role as Senior Admin

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Agent

Account Access Permissions Teams

Users Organizations Knowledgebase Miscellaneous

☒ Create — Ability to add new users

☒ Delete — Ability to delete users

☒ Edit — Ability to manage user information

☒ Manage Account — Ability to manage active user accounts

☒ User Directory — Ability to access the user directory

Create Reset Cancel

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- These are the permissions set given from the department/roles given.
- We can do some additional modifications if necessary here. In this case we won't.

Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

Add New Agent

Account Access Permissions Teams

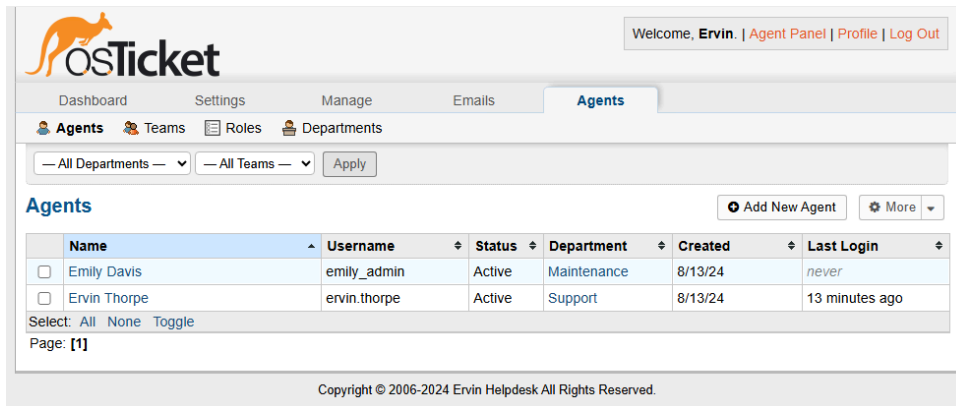
Assigned Teams
Agent will have access to tickets assigned to a team they belong to regardless of the ticket's department. Alerts can be enabled for each associated team.

Level II Support Add

Create Reset Cancel

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- So now we can set them as a Level II Support as a team
- Create



OSTicket

Welcome, **Ervin.** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

— All Departments — — All Teams — [Apply](#)

Agents [Add New Agent](#) [More](#)

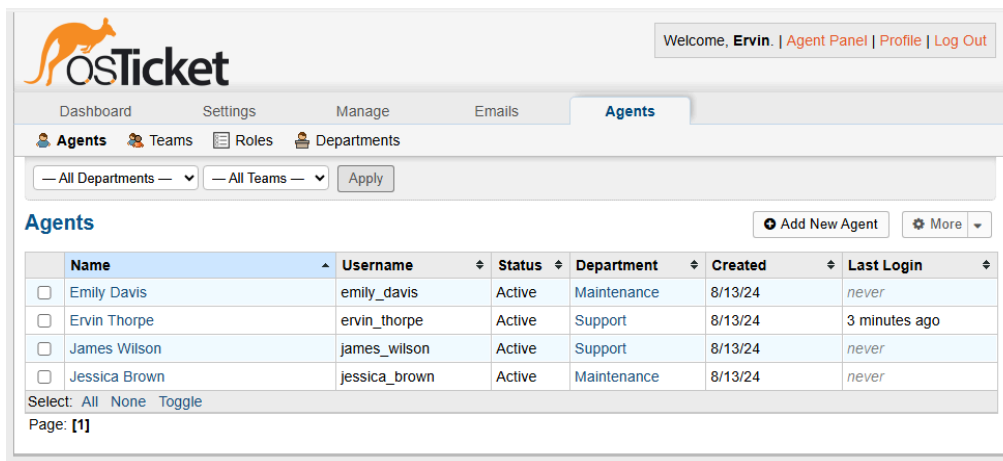
	Name	Username	Status	Department	Created	Last Login
<input type="checkbox"/>	Emily Davis	emily_admin	Active	Maintenance	8/13/24	never
<input type="checkbox"/>	Ervin Thorpe	ervin.thorpe	Active	Support	8/13/24	13 minutes ago

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

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- We now have 2 agents!
- We'll go and make more agents. We do not need to worry about what permissions to give them. We can choose whatever we want as they won't be real people.



OSTicket

Welcome, **Ervin.** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

— All Departments — — All Teams — [Apply](#)

Agents [Add New Agent](#) [More](#)

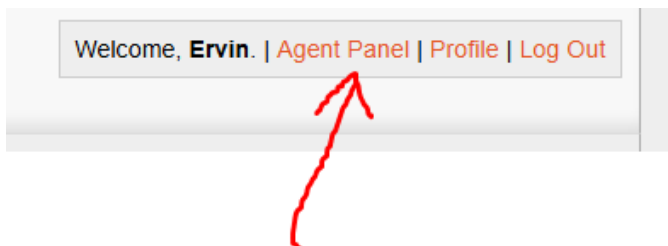
	Name	Username	Status	Department	Created	Last Login
<input type="checkbox"/>	Emily Davis	emily_davis	Active	Maintenance	8/13/24	never
<input type="checkbox"/>	Ervin Thorpe	ervin_thorpe	Active	Support	8/13/24	3 minutes ago
<input type="checkbox"/>	James Wilson	james_wilson	Active	Support	8/13/24	never
<input type="checkbox"/>	Jessica Brown	jessica_brown	Active	Maintenance	8/13/24	never

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

1.2.4. Users Management

Here we can add users to create tickets.



Welcome, **Ervin.** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

- Select Agent Panel

osTicket

Welcome, Ervin. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard **Users** Tasks Tickets Knowledgebase

User Directory Organizations

Search

User Directory

2 → Add User Import More

Name	Status	Created	Updated
<input type="checkbox"/> osTicket Support (1)	Guest	8/13/24	8/13/24 5:11 AM

Select: All None Toggle

Page: [1] Export

Showing 1 - 1 of 1

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- Select Users
- Then “Add User”

osTicket

Welcome, Ervin. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Users Tasks Tickets Knowledgebase

User Directory Organizations

Search

User Directory

Lookup or create a user

Search existing users or add a new user.

Search by email, phone or name

Create New User:

Email Address: Megan.Clark@fakemail.com

Full Name: Megan Clark

Phone Number: Ext:

Internal Notes:

Reset Cancel Add User

2 →

- Fill in the details
- Then press “Add User”

osTicket

Welcome, Ervin. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Users Tasks Tickets Knowledgebase

User Directory Organizations

Megan Clark

Register Delete User More

Name: Megan Clark

Email: Megan.Clark@fakemail.com

Organization: Add Organization

Status: Guest

Created: 8/13/24 5:23 PM

Updated: 8/13/24 5:23 PM

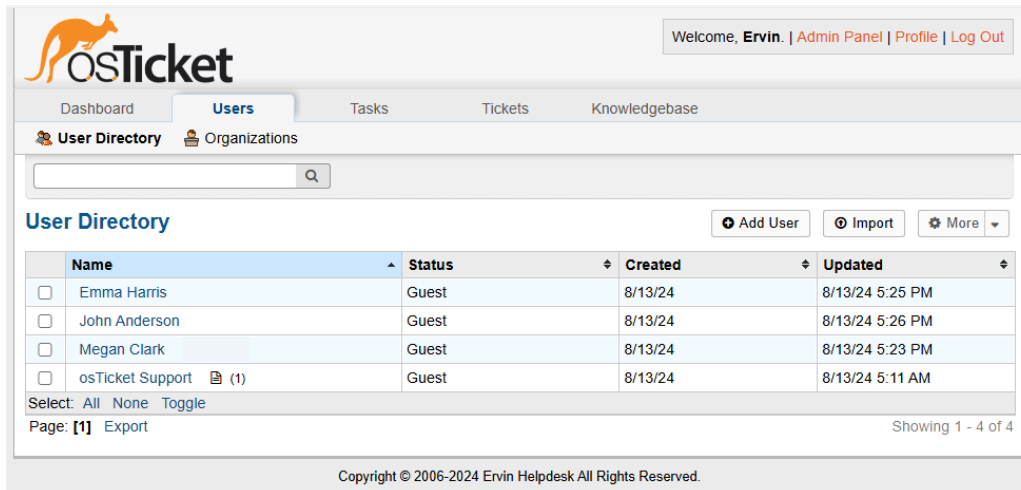
Tickets Notes

User does not have any tickets

Create New Ticket

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- User has now been added



oSTicket

Welcome, Ervin. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard **Users** Tasks Tickets Knowledgebase

User Directory Organizations

Search

User Directory [Add User](#) [Import](#) [More](#)

Name	Status	Created	Updated
<input type="checkbox"/> Emma Harris	Guest	8/13/24	8/13/24 5:25 PM
<input type="checkbox"/> John Anderson	Guest	8/13/24	8/13/24 5:26 PM
<input type="checkbox"/> Megan Clark	Guest	8/13/24	8/13/24 5:23 PM
<input type="checkbox"/> oSTicket Support (1)	Guest	8/13/24	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#) [Export](#)

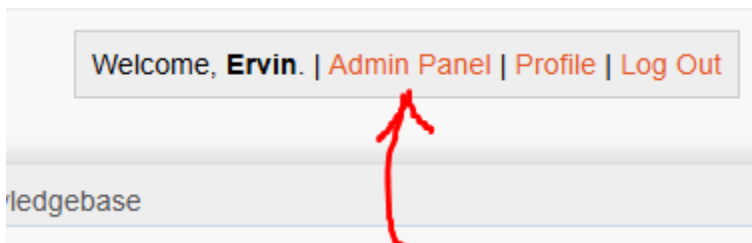
Showing 1 - 4 of 4

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- Now you should see the user has been created.
- I added 2 more users.

1.2.5. SLAs

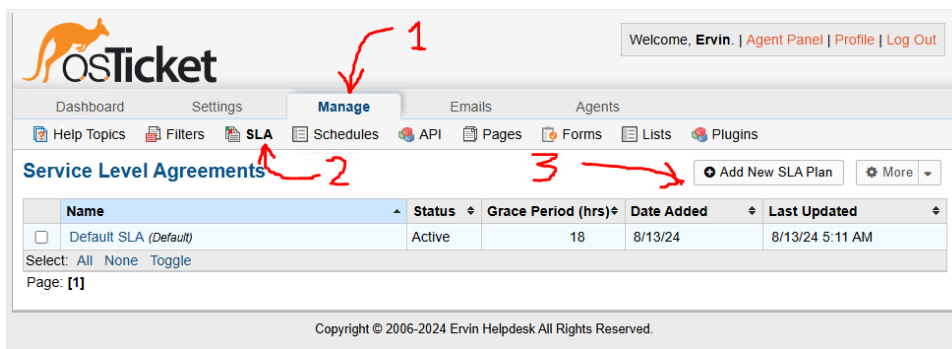
We're now going to set and configure Service Level Agreements.



Welcome, Ervin. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Knowledgebase

- Select Admin Panel



oSTicket

Welcome, Ervin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings **Manage** Emails Agents

[Help Topics](#) [Filters](#) [SLA](#) [Schedules](#) [API](#) [Pages](#) [Forms](#) [Lists](#) [Plugins](#)

Service Level Agreements [Add New SLA Plan](#) [More](#)

Name	Status	Grace Period (hrs)	Date Added	Last Updated
<input type="checkbox"/> Default SLA (Default)	Active	18	8/13/24	8/13/24 5:11 AM


Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#)

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- Go to Manage
- Go to SLA
- You should now be on this page shown above
- Click on "Add New SLA plan"

We'll now set four different Service Level Agreements. One for 4 hours, one for 8, one for 24 and one for 72 hours



Welcome, **Ervin**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard
Settings
Manage
Emails
Agents

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Add New SLA Plan

Tickets are marked overdue on grace period violation.

Name: *

Status: ☒ **Active** ☐ Disabled *

Grace Period: (in hours) *

Schedule: — System Default —

Transient: ☐ SLA can be overridden on ticket transfer or help topic change

Ticket Overdue Alerts: ☐ **Disable** overdue alerts notices. (Override global setting)


Internal Notes: *Be liberal, they're internal*

SER. stands for SERVICE.
Service-A is the SLA having a grace period of 4 hours.

Add Plan
Reset
Cancel

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- Name it SER.-A
- Set Grace Period 4
- Add internal notes for more details about the SLA
- Add Plan
- We can this repeat this for all the different SLAs



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✔ Successfully added a SLA plan.

Service Level Agreements

Add New SLA Plan
More

	Name	Status	Grace Period (hrs)	Date Added	Last Updated
<input type="checkbox"/>	Default SLA (Default)	Active	18	8/13/24	8/13/24 5:11 AM
<input type="checkbox"/>	SER.-A	Active	4	8/13/24	8/13/24 5:54 PM
<input type="checkbox"/>	SER.-B	Active	8	8/13/24	8/13/24 5:54 PM
<input type="checkbox"/>	SER.-C	Active	24	8/13/24	8/13/24 5:55 PM
<input type="checkbox"/>	SER.-D	Active	72	8/13/24	8/13/24 5:55 PM

Select: All None Toggle

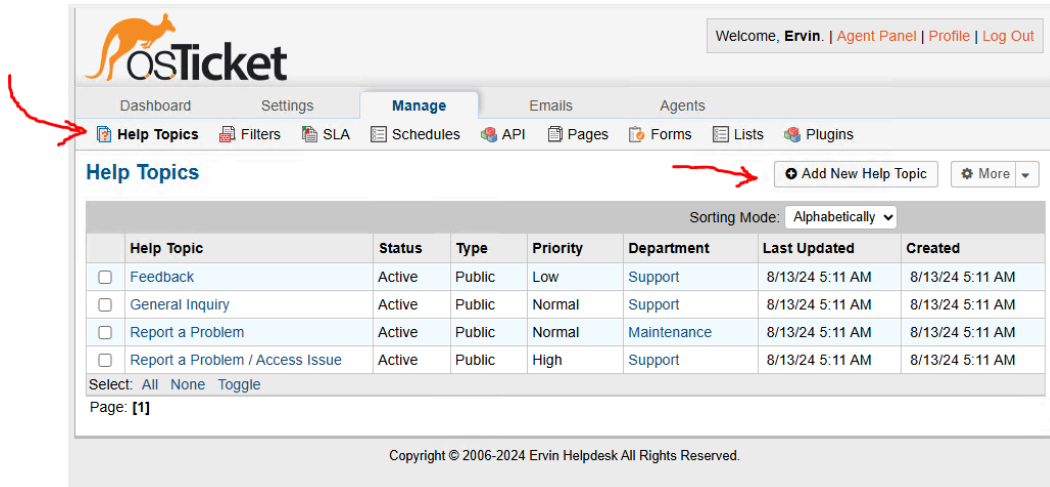
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- Those are the SLAs completed

1.2.6. Help Topics

Help Topics are a useful feature for covering predefined topics that help users select the relevant issue or area of concern when submitting a ticket. This categorisation allows for a more organised and efficient ticketing system by routing the tickets to the appropriate department.



oSTicket

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Help Topics

[Add New Help Topic](#) [More](#)

Sorting Mode: **Alphabetically**

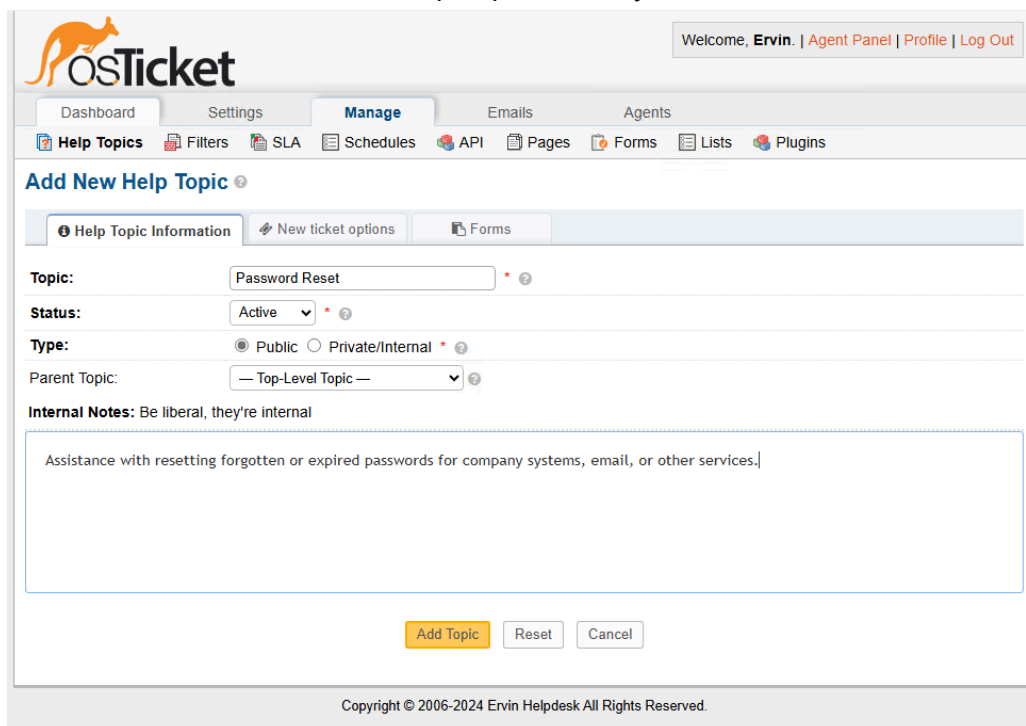
	Help Topic	Status	Type	Priority	Department	Last Updated	Created
<input type="checkbox"/>	Feedback	Active	Public	Low	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	General Inquiry	Active	Public	Normal	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Report a Problem	Active	Public	Normal	Maintenance	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Report a Problem / Access Issue	Active	Public	High	Support	8/13/24 5:11 AM	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

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- Here we have a set of Help Topics already made. We can make more.



oSTicket

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Add New Help Topic

[Help Topic Information](#) [New ticket options](#) [Forms](#)

Topic: *

Status: *

Type: ☒ Public ☐ Private/Internal *

Parent Topic:


Internal Notes: Be liberal, they're internal

Assistance with resetting forgotten or expired passwords for company systems, email, or other services.

[Add Topic](#) [Reset](#) [Cancel](#)

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We're setting up a Password Reset with an internal notes talking about Password Reset



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Add New Help Topic

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New ticket options

Department: Support

Ticket Number Format: ☒ System Default ☐ Custom

Status: Open

Priority: High

SLA Plan: SER.-A (4 hours - Active)

Thank-You Page: — System Default —


Auto-assign To: Level I Support

Auto-Response: ☐ **Disable** new ticket auto-response

[Add Topic](#)
[Reset](#)
[Cancel](#)

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- We'll set the ticket options as shown. Once finished, add Topic.



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Help Topics

[Add New Help Topic](#)
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Sorting Mode: Alphabetically

	Help Topic	Status	Type	Priority	Department	Last Updated	Created
<input type="checkbox"/>	Feedback	Active	Public	Low	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	General Inquiry	Active	Public	Normal	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Password Reset	Active	Public	High	Support	8/13/24 6:43 PM	8/13/24 6:43 PM
<input type="checkbox"/>	Report a Problem	Active	Public	Normal	Maintenance	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Report a Problem / Access Issue	Active	Public	High	Support	8/13/24 5:11 AM	8/13/24 5:11 AM

Select: [All](#) [None](#) [Toggle](#)

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We've now got Password Reset added! I'll add a few more common tickets.



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Help Topics

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Sorting Mode: [Alphabetically](#)

	Help Topic	Status	Type	Priority	Department	Last Updated	Created
<input type="checkbox"/>	(Entire Network) Connectivity Is	Active	Public	Emergency	System Administration	8/13/24 6:49 PM	8/13/24 6:49 PM
<input type="checkbox"/>	Feedback	Active	Public	Low	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	General Inquiry	Active	Public	Normal	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Network Connectivity Issues	Active	Public	High	System Administration	8/13/24 6:48 PM	8/13/24 6:48 PM
<input type="checkbox"/>	Password Reset	Active	Public	High	Support	8/13/24 6:43 PM	8/13/24 6:43 PM
<input type="checkbox"/>	Report a Problem	Active	Public	Normal	Maintenance	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Report a Problem / Access Issue	Active	Public	High	Support	8/13/24 5:11 AM	8/13/24 5:11 AM
<input type="checkbox"/>	Software Installation/Update	Active	Public	Normal	Support	8/13/24 6:46 PM	8/13/24 6:46 PM

Select: [All](#) [None](#) [Toggle](#)

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- More Help Topics have now been added!

After all this. The osTicket is now available for use!

2. Conclusion

With the successful deployment and configuration of the osTicket system on Microsoft Azure for home network support on Windows 10, we have established a robust ticketing infrastructure designed to streamline and enhance support operations. The key steps completed include:

1. **Admin Panel Setup:** We logged into the osTicket system and secured the installation by removing the setup directory, ensuring no unauthorized changes can be made.
2. **Agent Configuration:**
 - **Roles:** We created a "Senior Admin" role with comprehensive permissions to manage and oversee the entire system.
 - **Departments:** A "System Administrator" department was added to facilitate ticket routing to specialized groups.
 - **Teams:** The "Level II Support" team was established to group agents and departments, ensuring effective ticket resolution.
3. **User and Agent Management:**
 - **User Settings:** Enabled ticket creation only for registered users to maintain system security.
 - **Agents:** Added and configured agents with various roles and permissions, including setting up a new Senior Admin and assigning them to the appropriate department and team.
4. **SLAs (Service Level Agreements):**
 - We created and configured multiple SLAs to define response and resolution times, including plans for 4, 8, 24, and 72 hours, ensuring clear expectations for ticket handling.
5. **Help Topics:**
 - Established and categorized help topics, such as "Password Reset," to streamline ticket submission and routing. Additional common topics were added to cover various user concerns.

By following these steps, we have not only set up a functional osTicket system but also tailored it to meet specific operational needs. The configuration of roles, departments, teams, and SLAs, coupled with the establishment of help topics, ensures that the system is capable of handling and resolving support tickets.