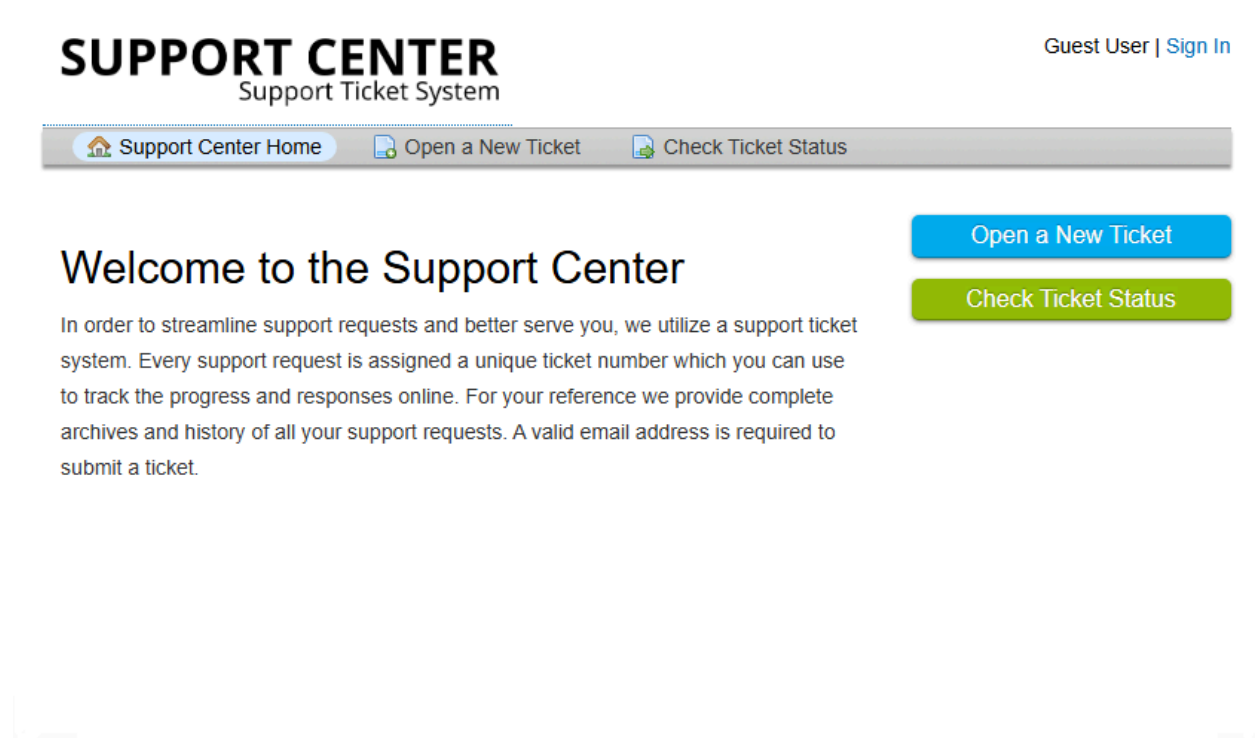# 2. osTicket Post-Installation and Configuration
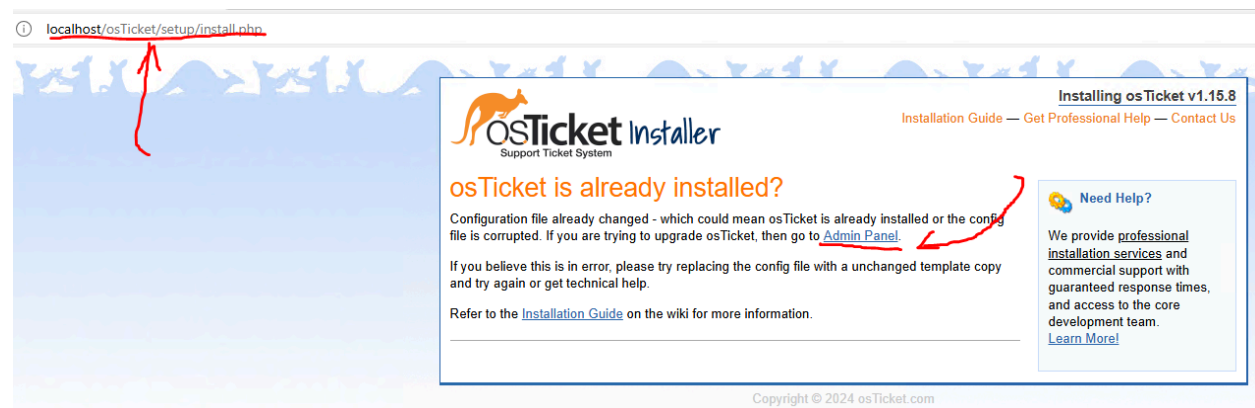
Deployment of a Cloud-Based osTicket System on Microsoft Azure for Home Network Support on Windows 10

1. Administration

SUPPORT CENTER
Support Ticket System

Guest User | Sign In

🏠 Support Center Home   📄 Open a New Ticket   📄 Check Ticket Status

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

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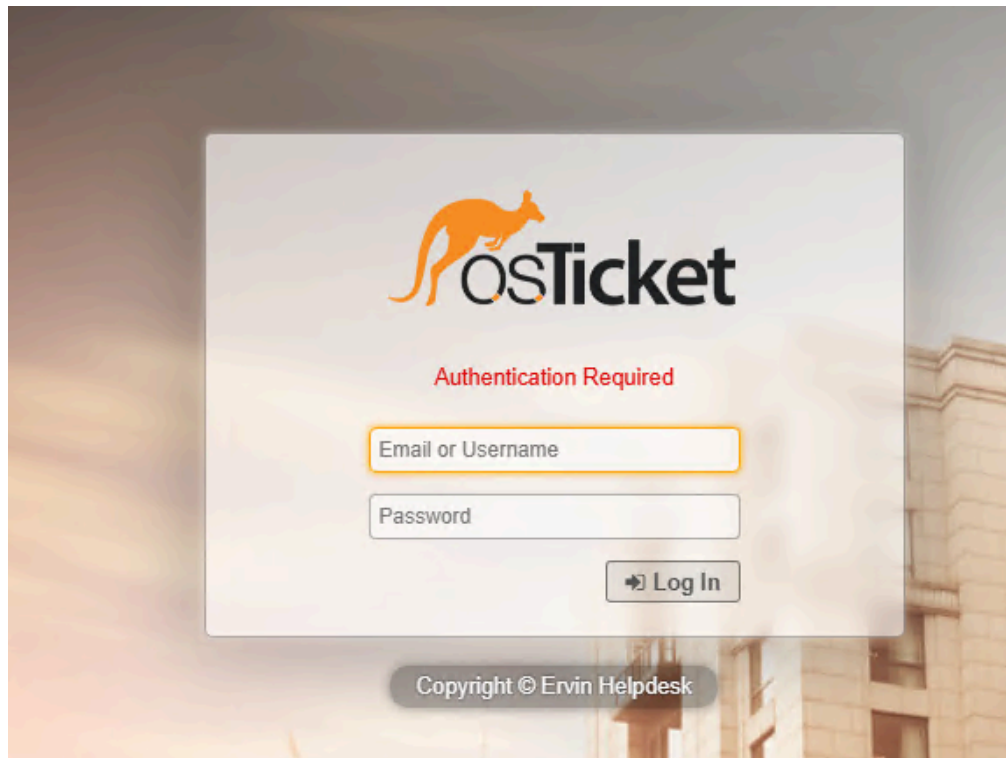
We've now got the osTicket system working but the only thing we're missing are all the users assigned to it.

ⓘ localhost/osTicket/setup/install.php

osTicket Installer
Support Ticket System

Installing osTicket v1.15.8
Installation Guide — Get Professional Help — Contact Us

osTicket is already installed?

Configuration file already changed - which could mean osTicket is already installed or the config file is corrupted. If you are trying to upgrade osTicket, then go to Admin Panel.

If you believe this is in error, please try replacing the config file with a unchanged template copy and try again or get technical help.

Refer to the Installation Guide on the wiki for more information.

Need Help?

We provide professional installation services and commercial support with guaranteed response times, and access to the core development team.

Learn More!

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

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

- 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.

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

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

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

In order to add a new role, we'll have to:
- Go to Agents
- Select Roles

- 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.

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

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

- Tick all
- Go to Knowledge base

- Tick premade
- Click on "Add Role"

- 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.

- Select Departments
- Then Add New Department

- Add the name System Administrator
- Create Department

- 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.

- Add a new team

- Fill in the Name: Level II Support

- 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.

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

1.2.2. Users

Here we'll be configuring the User Settings

- 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.

- Select Agents
- Add New Agent

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

- Create a password for the agent

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

- 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.
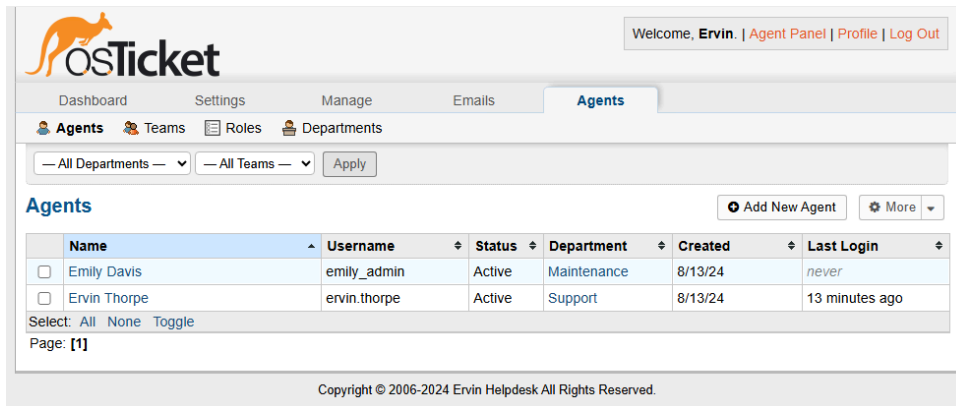
- So now we can set them as a Level II Support as a team
- Create
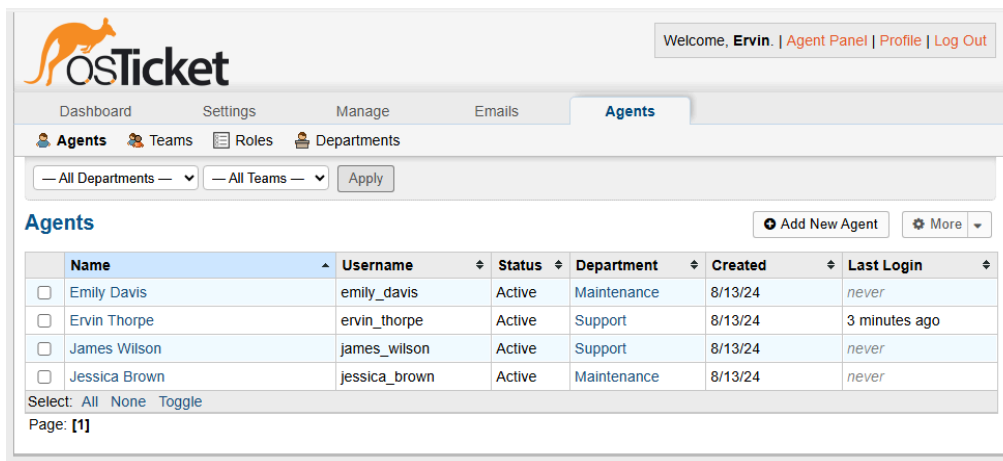
- We now have 2 agents!
- We'll go and make more agents. We do not need to worry about what permissions to give them. We can choose whatever we want as they won't be real people.
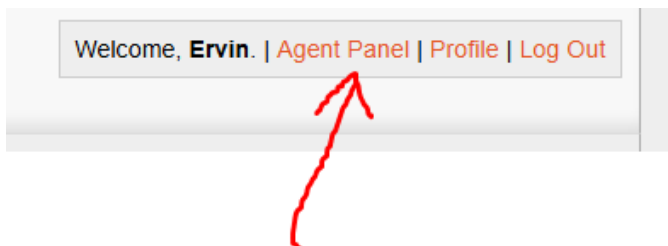
1.2.4. Users Management

Here we can add users to create tickets.

- Select Agent Panel

- Select Users
- Then "Add User"

- Fill in the details
- Then press "Add User"

- User has now been added

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

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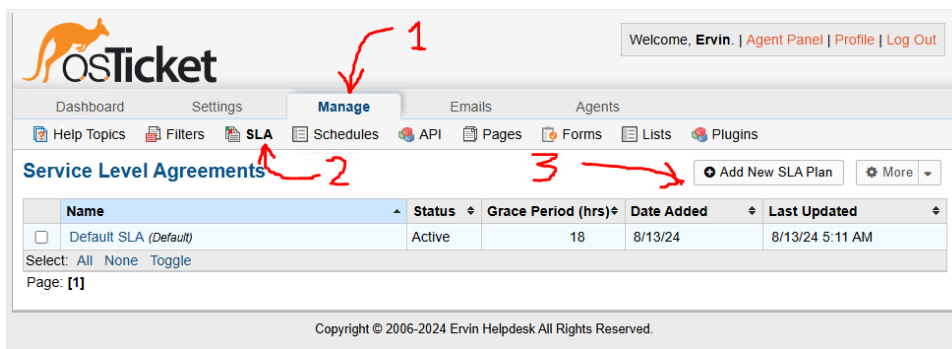
We're now going to set and configure Service Level Agreements.

- Select Admin Panel

- 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

- 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

- 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.

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

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

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

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

- 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.