Spiceworks Help Desk Lab - Documentation

Lab Info

> 💡
> - **Platform:** Spiceworks Cloud Help Desk (web)
> - **Organization:** Fenil (org-specific rules)
> - **Ticket Rules:** Auto Tag – Printer, Auto Tag – Password/Account
> - **Workflow:** Open → Waiting → Closed (lab statuses)

Overview

Describe the project briefly and its purpose.

> 💡 This lab demonstrates a practical Help Desk ticketing workflow using **Spiceworks Cloud Help Desk.**
> I configured **automation rules** (Ticket Rules) to standardize triage and prioritization based on ticket summary keywords and organization scope.
> I then created sample tickets (Printer issue, Password reset) to validate the workflow and document evidence through screenshots.

Ticket Workflow(Lifecycle)

1. **New / Open**
   a. Ticket is created and acknowledged
   b. Confirm impact + urgency + gather missing details
2. Triage

    a. Assign **Priority (High/Medium/Low)**

    b. Set **Category** (Printer / Password / Network / Software / etc.)

    c. Assign to the right queue/technician

3. **In Progress**

    a. Start troubleshooting with clear internal notes

    b. Update user with what you're doing and ETA (if known)

4. **Pending**

    a. Waiting on user response, vendor, approvals, or parts

    b. Always record **what you're waiting for** and **next follow-up time**

5. **Resolved**

    a. Fix applied + document steps

    b. Ask user to confirm issue is resolved

6. **Closed**

    a. User confirmed OR reasonable time passed with no reply

    b. Final closure note includes root cause + resolution summary

Automation used in this lab (Ticket Rules):

- Keyword-based rules + Organization scope (**Fenil**) to auto-set priority

- Examples: "printer/print" → Medium priority, "password/account" → High priority

Ticket Notes Template

Ticket#3

Ticket Summary: Printer not printing - urgent

User / Contact: (USER)

Organization: Fenil

Category: Printer

Priority: Medium (auto-set by Ticket Rule)

Status: Closed

Issue Description:

Environment: Office

- Device: User PC/Laptop (not specified)

- OS: Not specified

- Location: Not specified

- Network/VPN: Local network (assumed)

Troubleshooting / Actions Taken (time-stamped

- Checked print queue for stuck jobs

- Restarted Print Spooler service

- Verified printer online + set as default

- Ran test print (successful)

Findings / Root Cause:

Print queue/spooler stuck causing jobs not to process.

Resolution:

Cleared queue + restarted Print Spooler, verified printer online/default, test print succeeded.

User Communication

- Update sent: Yes

- User confirmed fixed: Not available (lab simulation)

Ticket#4

Ticket Summary: Password reset needed – locked out

User / Contact: (USER)

Organization: Fenil

Category: Password / Account (or keep "Other" if that's what Spiceworks shows)

Priority: High (auto-set by Ticket Rule)

Status: Closed

Issue Description:

- **Environment:** Office

- **Device:** Not specified

- **OS:** Not specified

- **Location:** Not specified

- **Network/VPN:** Not applicable

Troubleshooting / Actions Taken (time-stamped

- Verified user identity (per policy)

- Confirmed account lockout in AD/IDP

- Unlocked the account

- Reset password + forced change at next logon

- Tested login / confirmed access

Findings / Root Cause:

Account locked due to multiple failed login attempts.

Resolution:

Unlocked account + completed password reset; user advised to sign in and confirm access.

User Communication

- Update sent: Yes

- User confirmed fixed: Not available (lab simulation)

Spiceworks Ticket Rules page