**Power Automate Flow: Automating IT Helpdesk Ticketing System**

**Objective:**

This flow will automate the process of creating IT helpdesk tickets from emails. When a user sends an email to a designated IT support email address, Power Automate will extract relevant details and create a ticket in a SharePoint list.

**Step 1: Set Up the SharePoint List**

1. **Go to SharePoint** and create a new list named **"IT Helpdesk Tickets"**.
2. Add the following columns:
   * **Title** (Single line of text) → For the issue summary.
   * **Description** (Multiple lines of text) → For detailed issue description.
   * **Requester Email** (Single line of text) → Email of the person submitting the ticket.
   * **Priority** (Choice: Low, Medium, High) → To prioritize the ticket.
   * **Status** (Choice: New, In Progress, Resolved) → To track ticket progress.
   * **Created Date** (Date and Time) → Timestamp when the ticket is created.

**Step 2: Create the Power Automate Flow**

**1. Trigger: When a new email arrives**

1. Go to **Power Automate** and click **Create** > **Automated cloud flow**.
2. Name the flow **"IT Helpdesk Ticket Automation"**.

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AI-generated content may be incorrect.

1. Select **"When a new email arrives (V3)"** as the trigger.

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1. Configure:
   * **Folder:** Inbox (or specify a support mailbox).
   * **Filter by Subject:** Example: "New IT Support Request".
   * **Include Attachments:** Yes (if needed).

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AI-generated content may be incorrect.

**2. Extract Email Details**

1. Add an **"Get email"** action (Office 365 Outlook) to retrieve full email details.
2. Extract relevant information using **dynamic content**:
   * **Subject** → Maps to **Title** field in SharePoint.
   * **Body** → Maps to **Description**.
   * **From** → Maps to **Requester Email**.
   * Add logic to extract priority from the email body if a specific format is followed.

**3. Create a SharePoint List Item**

1. Add the **"Create item"** action (SharePoint).
2. Select the **"IT Helpdesk Tickets"** list.
3. Map extracted email details:
   * **Title** → Email Subject
   * **Description** → Email Body
   * **Requester Email** → Sender’s Email Address
   * **Priority** → Default to "Medium" (or extract from the email if structured data is used).
   * **Status** → Default to "New".
   * **Created Date** → **utcNow()** function.

**4. Send a Confirmation Email**

1. Add **"Send an email (V2)"** action.
2. Configure:
   * **To:** Requester’s Email.
   * **Subject:** "Your IT Support Ticket Has Been Created".
   * **Body:** Include ticket details and a link to the SharePoint list.

**5. Notify the IT Team (Optional)**

1. Add **"Post a message in Microsoft Teams"** (if using Teams for ticket tracking).
2. Configure:
   * Post message in an IT support channel.
   * Include ticket details and a link to the SharePoint item.

**Step 3: Test the Flow**

1. Send a test email with an issue description.
2. Check if the SharePoint list is updated with the ticket.
3. Verify that a confirmation email is sent to the requester.
4. Ensure notifications appear in Teams (if configured).

**Enhancements & Next Steps**

* Add **Power Automate Copilot** to suggest improvements.
* Implement **Approval Process** for ticket prioritization.
* Integrate with **Power Apps** for a self-service ticket submission portal.
* Generate **Power BI Reports** for ticket tracking and analysis.