IT Support Ticketing Workflow Simulation | G Soniya

Employee Name: **Riya Sharma**

Problem: **"I can't open my office email. It shows an error."**

Ticketing Workflow Steps

1. ***Ticket Created***

   o   Riya sends a help request to IT:

      "Unable to access email – error showing when I login."

2. ***Ticket Logged***

   o   Ticket is saved in the system (Jira/Zoho).

   o   Assigned to **Soniya (Me)**

   o   Ticket ID: #TK-2025

3. ***Initial Reply***

   o   You reply:

      "Hi Riya, we received your request. We're checking it now."

4. ***Issue Analysis***

   o   You check her login history.

   o   You find she entered the wrong password 5 times — so the account got locked

5. ***Fix Applied***

   o   You reset her email account.

   o   You give her a new password: riyaa@123

6. ***User Confirmation***

- o Riya tries it and says:

  "Thanks! I can open my email now."

7. ***Ticket Closed***

   - o You mark the ticket as **Resolved** ✅

   - o Add a note: *"User account unlocked. Issue resolved."*

Email Support Issue – Step-by-Step Workflow

→ Employee raises ticket

→ IT receives it

→ IT checks issue

→ Fixes the problem

→ User confirms

→ Ticket closed