osTicket Configuration and Customization
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Project Overview

Objective:
Customize and configure the osTicket helpdesk system post-installation to align with organizational structure, workflows, and user management.
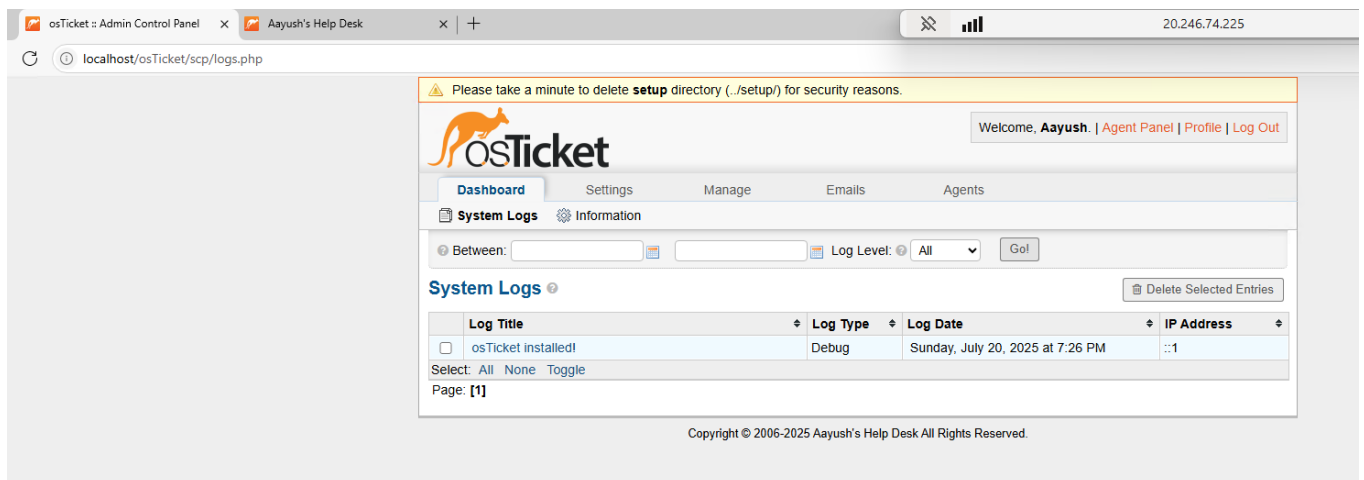
Summary:
This project focused on configuring administrative settings in osTicket, including user access roles, departments, teams, SLAs, and help topics. The setup enhances ticket routing, prioritization, and visibility across different IT functions.

Tools & Technologies Used

- osTicket Admin Panel (http://localhost/osTicket/scp/login.php)

- osTicket End User Portal (http://localhost/osTicket)

- Web Browser Interface

- Role-Based Access Controls (RBAC)

- Service Level Agreement (SLA) Configuration

Key Tasks Performed

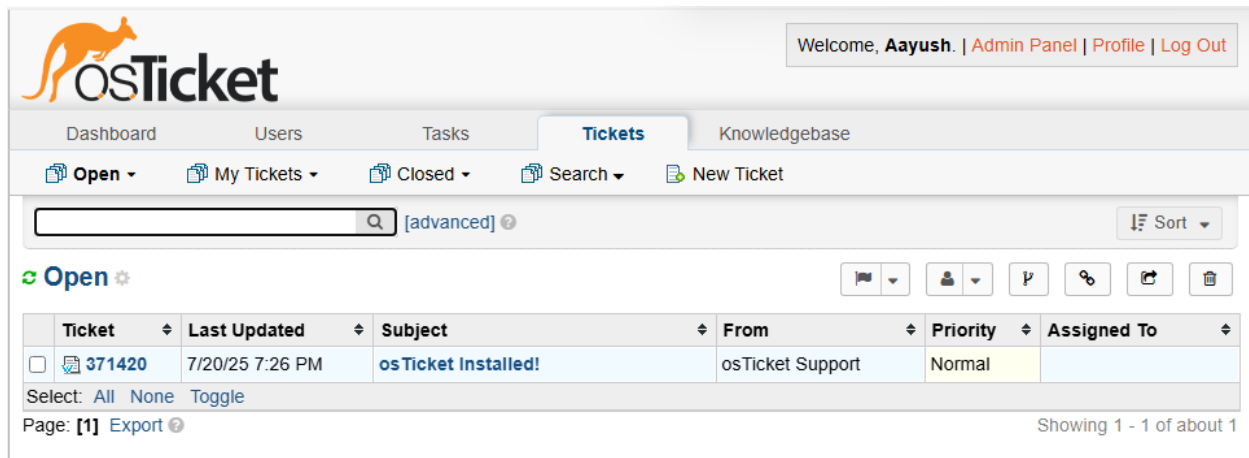- **Accessed osTicket Admin and Agent Panels** via localhost URLs

- **Acknowledged interface structure:**

  o *Agent Panel:* Daily user/ticket interaction

  o *Admin Panel:* System configuration and settings

Role Configuration

- Created role: Supreme Admin

- Assigned via: Admin Panel → Agents → Roles and given permission to do everythin in osTicket.

Department Configuration

- Created department: SysAdmins

Departments

	Name	Status	Type	Agents	Email Address
☐	Maintenance	Active	Public	0	Support <aayushghimire91@gmail.com>
☐	Support (Default)	Active	Public	1	Support <aayushghimire91@gmail.com>
☐	Support / SysAdmins	Active	Public	0	Support <aayushghimire91@gmail.com>

- Purpose: Segregate visibility between Help Desk, SysAdmins, and Networking

- Configured under: Admin Panel → Agents → Departments →Settings
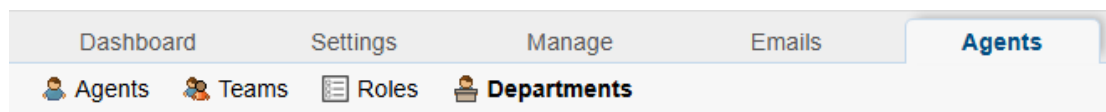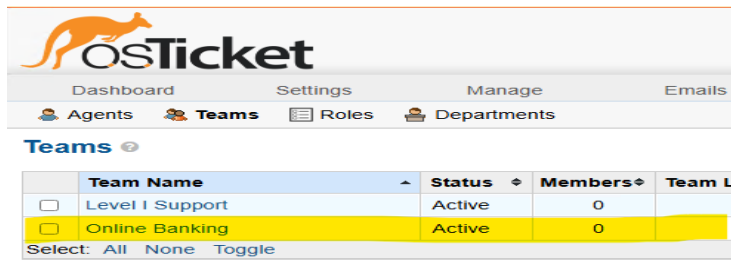
Team Configuration

- Created team: Online Banking
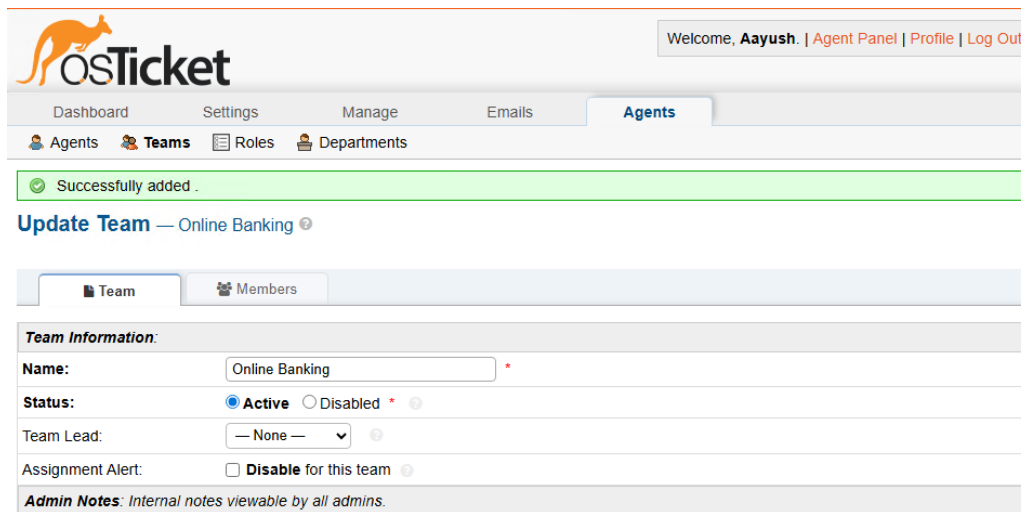
- Added agents from multiple departments

- Managed via: Admin Panel → Agents → Teams

User Access Settings

- Enabled ticket creation for unregistered users by **unchecking** the "Require registration" option

- Configured via: Admin Panel → Settings → User Settings

Agent Management

- Added new agents:

  - Jane (Department: SysAdmins)

osTicket

Welcome, **Aayush**. | 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 ⇕
☐	Aayush Ghimire	adminuser	Active	Support	7/20/25	3 minutes ago
☐	Jane Doe	jane	Active	SysAdmins	7/20/25	*never*

Select: All None Toggle

Page: **[1]**

- o John (Department: Support)

Agents

[➕ Add New Agent] [⚙ More ▾]

	Name ▲	Username ⇕	Status ⇕	Department ⇕	Created ⇕	Last Login ⇕
☐	Aayush Ghimire	adminuser	Active	Support	7/20/25	12 minutes ago
☐	Jane Doe	jane	Active	SysAdmins	7/20/25	*never*
☐	John Doe	john	Active	Support	7/20/25	*never*

- Configured under: Admin Panel → Agents → Add New

| Dashboard | Settings | Manage | Emails | **Agents** |

👤 **Agents**   👥 Teams   📋 Roles   👤 Departments

Manage Agent — John Doe

| 👤 **Account** | Access | Permissions | Teams |

Name: [John] [Doe]

Email Address: [John@gmail.com]

Phone Number: [ ] Ext [ ]

Mobile Number: [ ]

Authentication

Username: * [john]   [🔄 Set Password] ❓

Status and Settings

☐ Locked
☐ Administrator
☐ Limit ticket access to ONLY assigned tickets
☐ Vacation Mode

User (Customer) Management

- Created customer accounts:

  - o Karen

o Ken

- Configured via: Agent Panel → Users → Add New

SLA Configuration

- Defined three service levels:

    o Sev-A: 1-hour grace, 24/7

    o Sev-B: 4-hour grace, 24/7

    o Sev-C: 8-hour grace, Business Hours

- Configured via: Admin Panel → Manage → SLA
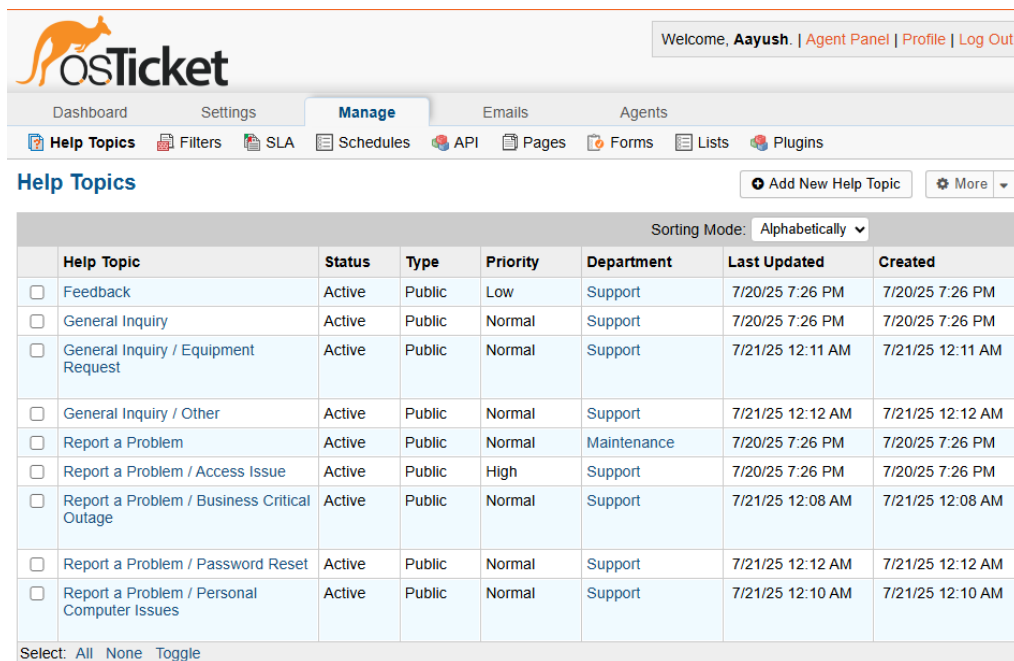
Help Topics Setup
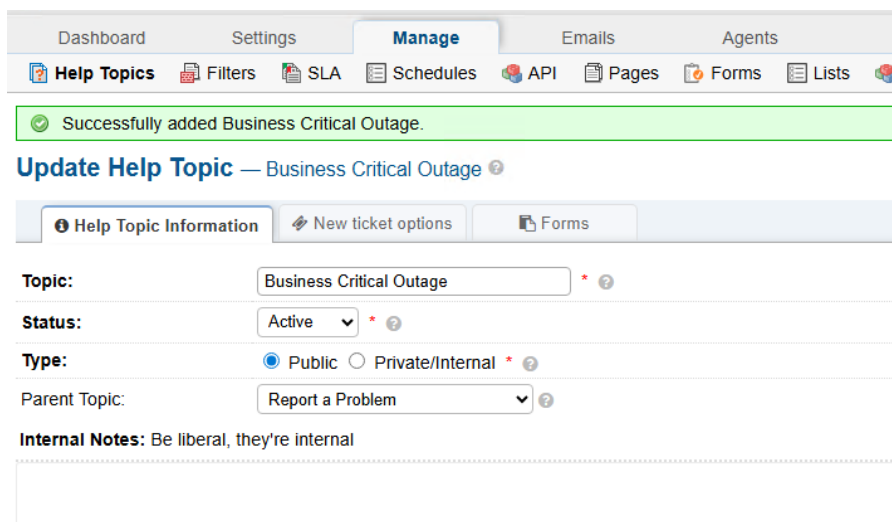
- Created categories for ticket classification:

  o Business Critical Outage

  o Personal Computer Issues

  o Equipment Request

  o Password Reset

  o Other

- Configured via: Admin Panel → Manage → Help Topics

Skills Demonstrated

- System configuration within a web-based ticketing tool

- Role-based access and department management

- SLA design and priority classification

- End-user and agent account provisioning

- Help topic and workflow structuring for ticket intake

Challenges & Solutions

Challenge: Understanding distinction between agent and admin functionality
Solution: Mapped out interface roles and tested visibility/access to ensure correct privilege assignments

Results & Takeaways

- Successfully implemented user, role, department, and SLA configurations

- Developed a structured helpdesk environment with defined responsibilities

- Improved ticket flow, prioritization, and agent assignment