osTicket Ticket Management and Workflow Simulation

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Project Overview

Objective:

Simulate real-world helpdesk ticket management using osTicket by creating, prioritizing, assigning, and resolving tickets while testing agent access and workflow functionality.

Summary:

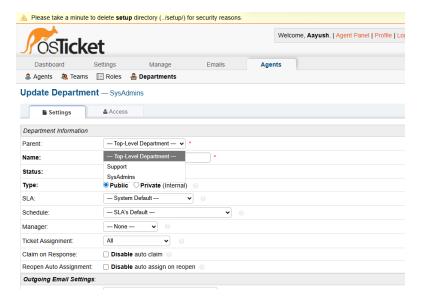
This project involved handling tickets from creation to resolution using end-user and agent accounts. It included configuring department structures, assigning SLAs, testing access control, and walking through real-life support ticket workflows for incident resolution and technical team collaboration.

Tools & Technologies Used

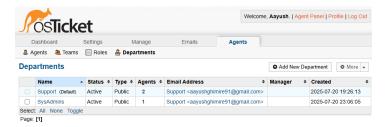
- osTicket Admin Panel (http://localhost/osTicket/scp/login.php)
- osTicket End User Portal (http://localhost/osTicket)
- Web Browser Interface
- Role-Based Access Controls (RBAC)
- Service Level Agreement (SLA) Configuration
- Ticket Workflow & Lifecycle Features

Key Tasks Performed

Promoted SysAdmins to a Top-Level Department

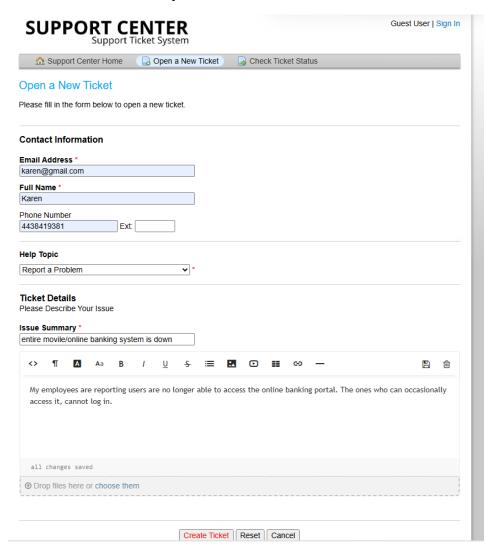


• Permanently **deleted** the Maintenance department (not archived)

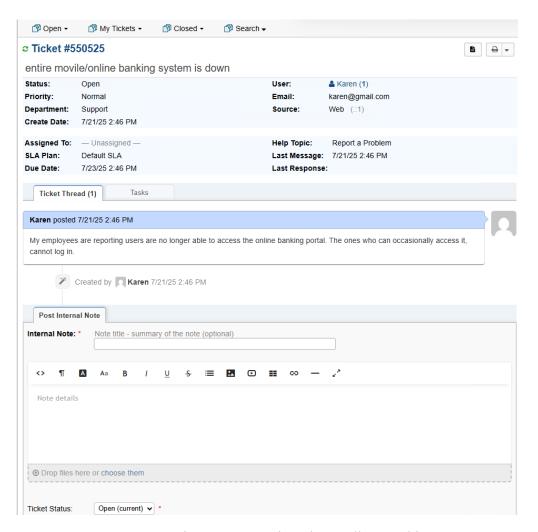


Ticket Simulations

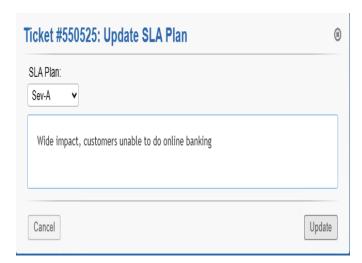
- 1. Mobile/Online Banking Outage
 - o Created by: End user



Reviewed by: John



Set properties: Sev-A, assigned to Online Banking



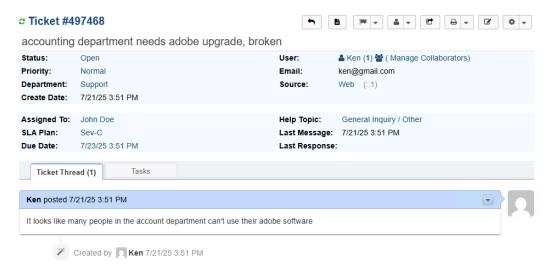


- Attempted access by John: Restricted due to department scope
- Resolved by: Jane (SysAdmins)



2. Adobe Upgrade Request (Accounting)

o Created by: End user

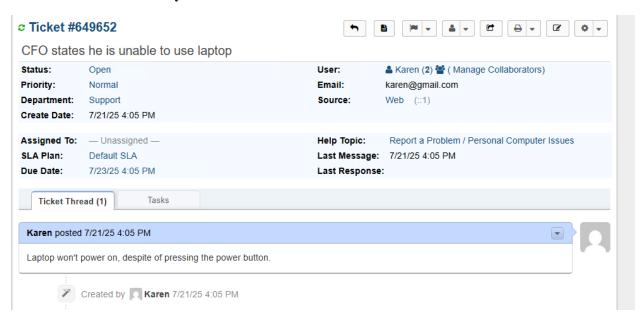


o Reviewed and resolved by: John, also Set properties: Sev-C, assigned to Support



3. CFO's Laptop Won't Turn On

o Created by: End user



Reviewed and resolved by: John and Set properties: Sev-B, assigned to Support



Ticket Visibility & Access Testing

- Assigned all tickets to their respective SLA and departments
- Confirmed loss of access for John to SysAdmins tickets
- Updated admin panel settings to grant John view-only access
- Verified escalated ticket visibility with restricted editing rights

Skills Demonstrated

- End-to-end ticket lifecycle management
- SLA assignment and priority classification
- Department-based access control testing
- Ticket intake and role simulation
- Understanding escalation, visibility, and ticket ownership

Challenges & Solutions

Challenge: Restricted agent access after SLA reassignment

Solution: Used Admin Panel to grant view-access for restricted departments, validated limited

interaction scope

Results & Takeaways

• Simulated real-world support workflows from ticket intake to closure

- Validated importance of ticket documentation for tracking and metrics
- Demonstrated that in professional systems, email integration can notify users of ticket updates and allow them to respond directly
- Reinforced the importance of creating tickets for **all support actions**—even informal or spontaneous ones, for performance tracking