

# 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**

⚠ Please take a minute to delete **setup** directory (./setup/) for security reasons.

Welcome, **Aayush**. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

[Dashboard](#) [Settings](#) [Manage](#) [Emails](#) [Agents](#)

[Agents](#) [Teams](#) [Roles](#) [Departments](#)

### Update Department — SysAdmins

[Settings](#) [Access](#)

**Department Information**

Parent: 

— Top-Level Department —

Name: 

— Top-Level Department —

Status: 

Support

Type: 

☒ Public ☐ Private (Internal)

SLA: 

— System Default —

Schedule: 

— SLA's Default —

Manager: 

— None —

Ticket Assignment: 

All

Claim on Response: 


☐ Disable auto claim

Reopen Auto Assignment: 

☐ Disable auto assign on reopen

**Outgoing Email Settings:**

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



Welcome, Aayush | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

### Departments

Add New Department More

Name	Status	Type	Agents	Email Address	Manager	Created
<input type="checkbox"/> Support (Default)	Active	Public	2	Support <aayushghimire91@gmail.com>		2025-07-20 19:26:13
<input type="checkbox"/> SysAdmins	Active	Public	1	Support <aayushghimire91@gmail.com>		2025-07-20 23:06:05

Select: All None Toggle

Page: [1]

## Ticket Simulations

### 1. Mobile/Online Banking Outage

- Created by: End user

SUPPORT CENTER  
Support Ticket System

Guest User | [Sign In](#)

Support Center Home Open a New Ticket Check Ticket Status

### Open a New Ticket

Please fill in the form below to open a new ticket.

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#### Contact Information

**Email Address \***  
karen@gmail.com

**Full Name \***  
Karen

Phone Number  
4438419381 Ext:

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**Help Topic**  
Report a Problem

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#### Ticket Details

Please Describe Your Issue

**Issue Summary \***  
entire movile/online banking system is down

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My employees are reporting users are no longer able to access the online banking portal. The ones who can occasionally access it, cannot log in.

all changes saved

📎 Drop files here or choose them

Create Ticket Reset Cancel

- Reviewed by: John



**Ticket #550525: Reassign to a Team**

**This ticket is currently assigned to Jane Doe**

**Assignee:** \*

Online Banking ▼

— Select —

**Agents**

- Aayush Ghimire
- Jane Doe
- John Doe

**Teams**

- Online Banking

Assign

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

**Jane Doe** posted 7/21/25 3:42 PM

It was determined the root cause was the recent update. We rolled it back, notified the vendor, and are waiting for a proper fix. Online banking should now be up and running.

## 2. Adobe Upgrade Request (Accounting)

- **Created by:** End user

**Ticket #497468**

accounting department needs adobe upgrade, broken

**Status:** Open **User:** Ken (1) (Manage Collaborators)

**Priority:** Normal **Email:** ken@gmail.com

**Department:** Support **Source:** Web (::1)

**Create Date:** 7/21/25 3:51 PM

**Assigned To:** John Doe **Help Topic:** General Inquiry / Other

**SLA Plan:** Sev-C **Last Message:** 7/21/25 3:51 PM

**Due Date:** 7/23/25 3:51 PM **Last Response:**

**Ticket Thread (1)** Tasks

**Ken** posted 7/21/25 3:51 PM

It looks like many people in the account department can't use their adobe software

Created by **Ken** 7/21/25 3:51 PM

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

**John Doe** posted 7/21/25 3:58 PM

Cx states that restart fixed issue, closing out ticket.

## 3. CFO's Laptop Won't Turn On

- **Created by:** End user

**Ticket #649652**

CFO states he is unable to use laptop

<b>Status:</b> Open	<b>User:</b> Karen (2) (Manage Collaborators)
<b>Priority:</b> Normal	<b>Email:</b> karen@gmail.com
<b>Department:</b> Support	<b>Source:</b> Web (::1)
<b>Create Date:</b> 7/21/25 4:05 PM	

<b>Assigned To:</b> — Unassigned —	<b>Help Topic:</b> Report a Problem / Personal Computer Issues
<b>SLA Plan:</b> Default SLA	<b>Last Message:</b> 7/21/25 4:05 PM
<b>Due Date:</b> 7/23/25 4:05 PM	<b>Last Response:</b>

Ticket Thread (1)

Tasks

Karen posted 7/21/25 4:05 PM

Laptop won't power on, despite of pressing the power button.

Created by Karen 7/21/25 4:05 PM

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

○

**John Doe** posted 7/21/25 4:08 PM

CFO laptop was not charging due to broken charger, brought new charger, now successfully charging.

## 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

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## Challenges & Solutions

**Challenge:** Restricted agent access after SLA reassignment

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

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## 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