

Ticketing System Management Using Spiceworks

Imran Hakim Roslan
imrh@protonmail.com

January 30, 2021

1 Introduction

A project to implement a ticketing system management using Spiceworks. This project shows common tasks for IT professional to manage organization's IT infrastructure as well as provide business operation support in IT related field.

2 Common Help Desk Tasks

2.1 Creating Help Desk Users

By navigating to Setting → User Accounts, new help desk user can be added to help managing the organization needs and provide IT support. Figure 1 illustrate the user creation through Spiceworks.

2.2 Create New Ticket

A new ticket can be made with the following attributes (Figure 2):

2.3 Open Tickets

To view open tickets that has not yet been closed, navigate to Tickets → Open Tickets (demonstrated in Figure 3). All unfinished ticket will be shown here until it is closed by Spiceworks user.

SPICEWORKS

@tutanota...

Settings

Spiceworks Version 7.5.00107 | Up to Date

Help Desk

Email Settings

Notifications

Custom Attributes

Portal

Advanced Settings

Monitors & Alerts

User Accounts

Active Directory Configuration

Inventory

Manage Apps

Global Settings

ManageEngine

User Accounts

Add User

Name	Email	Role	Notifications	Rate	Invite Date	
	@tutanota.com	Admin	All	\$50.00/hr		
admin admin2	m @protonmail.co	Admin	All	\$50.00/hr	12/26/2020	
helpdesk admin1	@protonmail.com	Helpdesk Admin	Help Desk, Weekly Update	\$50.00/hr	01/15/2021	
helpdesk one	@yandex.com	Helpdesk Tech	Help Desk	\$50.00/hr	01/15/2021	

Looking for your end users?

Your Account

Customize your settings

Starting Page: Help Desk

Company Name: mycompany

Figure 1: Create new help desk user

2

Create a new ticket

Contact: try testingish

Related to:

Summary: cant loog in spiceworks

Description: password error

Assigned to: Unassigned

CC Users:

Due Date: 01/16/2021

Due Time: 5PM

Priority: Medium

Category: User Setup

Submitted By: Portal

Type: Password

Attachment: Choose File

TIP: Record the data you need by adding custom attributes.

Save Cancel

Figure 2: Create a new ticket

SPICEWORKS

Help Desk

Dashboard

Tickets

Knowledge Base

User Portal

Reports

Purchasing

Tickets Open Tickets

New Ticket

#	SUMMARY	ASSIGNEE	CREATOR	PRIORITY	DUE	UPDATED
4	cant use keyboard	Accept	try testingish	High	01-15-21	01-15-21
3	cant log in spiceworks	Accept	try testingish	Med	01-16-21	01-15-21
2	os update	helpdesk adm...	try testingish	Low	01-18-21	01-15-21

#4

Accept

Share

More

cant use keyboard

- Submitted by try testingish on 01-15-2021 at 04:20 AM

keyboard not functional

Priority	Due Date	Assignee	Category	Time Spent	Last Activity
High	01-15-2021 05:00 PM	Unassigned	Hardware	0m	a few seconds ago

Activity

Details

Related

Public Response

Internal Note

Purchase

Figure 3: Current Open Tickets

3 Custom Ticket Attributes

Custom ticket can be made via Settings → Custom Attributes. This feature provides efficient ticket management by defining beforehand tickets attributes to fill in during the ticket creation process. This provide better work flow for the users and IT administrators to carry out required support.

Name	Type	Default Value		Applies To	In Portal?
Location	Text	Unspecified		Device	<input type="checkbox"/>
Purchase Date	Date	Unspecified		Device	<input type="checkbox"/>
Purchase Price	Currency	Unspecified		Device	<input type="checkbox"/>
Category	List	, Hardware, Software, Network, User Setup, Email, Research, Password Reset		Ticket	<input type="checkbox"/>
Department	List	, Marketing, Sales, Operations, Executive, Accounting, HR, IT, Development, Admin		Person	<input type="checkbox"/>
Location	List	, Main Office, Satellite Office		Person	<input type="checkbox"/>
Charge To	List	General, IT, Facilities, Sales, Marketing, Accounting, Executive		Purchase	<input type="checkbox"/>

Custom Attributes

Name	Type	Default Value		Applies To	In Portal?	
Shared Resources	List	Yes, No		Device	<input type="checkbox"/>	
Submitted By	List	Portal, Email, Phone Call, Walk Up		Ticket	<input type="checkbox"/>	
Type	List	Hardware Fix, Software Fix, Software Installation, Password, Others		Ticket	<input type="checkbox"/>	

Add

Save

Figure 4: Custom Ticket Attributes Example