

Help Desk Ticketing System Flowchart

A help desk ticketing system ensures that user-reported IT issues are resolved efficiently and effectively. By following a standardized process, IT support teams can prioritize, assign, and resolve tickets systematically. This flowchart outlines the help desk workflow from ticket submission to resolution.

Step-by-Step Process:

- Submit Support Ticket

A user submits a ticket through the IT help desk portal, detailing the issue.

- Categorize Issue

The help desk system categorizes the issue based on severity, urgency, and technical domain.

- Assign to Technician

The ticket is assigned to an available technician with the relevant expertise.

- Technician Resolves Issue

The assigned technician troubleshoots and resolves the issue using appropriate solutions.

- Issue Resolved?

If the problem is fixed, confirmation is sent to the user before closing the ticket.

- Escalate to Specialist

If the technician is unable to resolve the issue, it is escalated to a specialist for further analysis.

- Close Ticket

Once the issue is resolved and verified, the support ticket is marked as closed.