## White-Label Remote IT Support – Demo Ticket

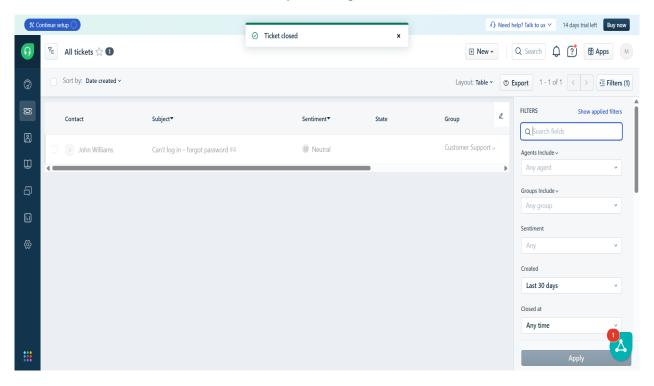
This document demonstrates a realistic example of a Level 1 Helpdesk scenario handled by:

## Marc Hartmaier - Remote IT Support Specialist

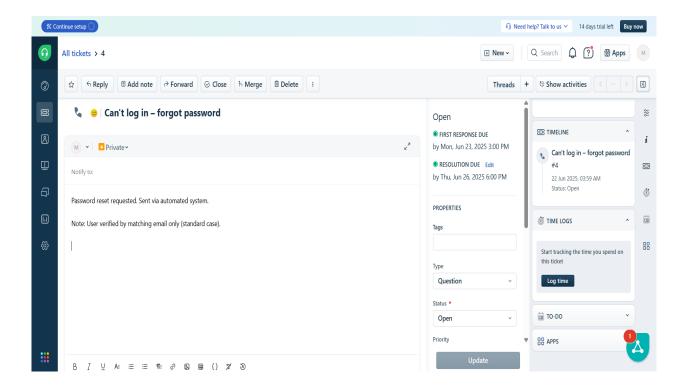
System used: Freshdesk (Free Trial) Case: Password Reset request

The goal was to respond, verify, document, and resolve the issue professionally within the helpdesk environment.

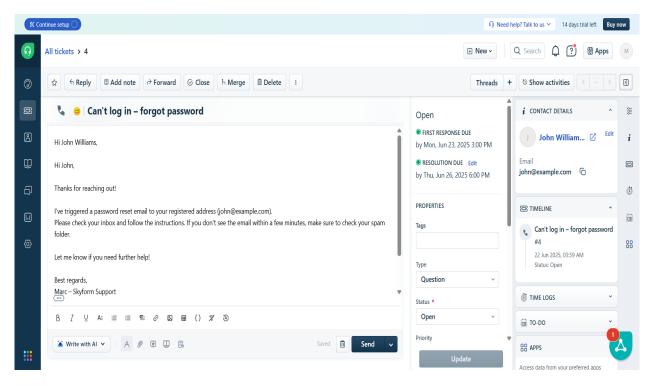
1. Ticket overview in Freshdesk: user reports a login issue.



2. Public reply to the customer: clear, friendly communication with instructions.



3. Internal private note added: resolution and verification method documented.



4. Final ticket state marked as resolved and categorized.

