

White-Label Remote IT Support – Demo Ticket

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

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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.

The screenshot displays the Freshdesk user interface. At the top, there's a navigation bar with a 'Continue setup' button, a 'Ticket closed' notification, and links for 'Need help? Talk to us', '14 days trial left', and 'Buy now'. Below this is a sidebar with various icons for navigation. The main area shows a list of tickets under the heading 'All tickets'. The first ticket is selected, showing details for 'John Williams' with the subject 'Can't log in - forgot password #4'. The ticket status is 'Neutral' and it belongs to the 'Customer Support' group. On the right side, there's a 'FILTERS' panel with options to search fields, filter by agents, groups, sentiment, and creation/closure dates. An 'Apply' button is at the bottom of the filters.

Contact	Subject	Sentiment	State	Group
John Williams	Can't log in - forgot password #4	Neutral		Customer Support

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

Continue setup

Need help? Talk to us14 days trial leftBuy now

All tickets1

NewSearchAppsM

Sort by: Date createdLayout: TableExport1 - 1 of 1Filters (1)

Contact	Subject	Sentiment	State	Group
<input type="checkbox"/> J John Williams	Can't log in - forgot password #4	Neutral	New	Customer Support

FILTERSShow applied filters

Search fields

Agents IncludeAny agent

Groups IncludeAny group

SentimentAny

CreatedLast 30 days

Closed atAny time

Apply