**Help Desk Ticketing System Project**

The Help Desk Ticketing System Project is a project that aims to simulate the experience of working in a help desk environment. The project includes two main components:

**Description**

1. End User Ticketing: Create and submit help desk tickets for various issues including password resets, printer issues, network connectivity, and application crashed for applications like MS Excel.
2. Technician Resolution: Act as a technician to resolve help desk tickets submitted by end users.

**Objectives**

1. Gaining practical experience in creating and submitting help desk tickets for various issues
2. Gaining practical experience in resolving help desk tickets submitted by end users
3. Developing skills in communication, problem-solving, and critical thinking
4. Familiarizing with the ManageEngine ServiceDesk plus help desk ticketing system
5. Demonstrating knowledge of help desk support best practices

**Getting Started**

* ManageEngine ServiceDesk plus
* Use MS Excel to simulate various issues
* Create and submit help desk tickets for simulated issues
* Act as a technician to resolve help tickets submitted by end users

**Conclusion**

**Graphical user interface, text, application, email

Description automatically generated**The Help Desk Ticketing System Project provides a simulated experience of working in a help desk environment. Through this project, I gained practical experience in creating and resolving help desk tickets, developed skills in communication, problem-solving, and critical thinking, and demonstrated knowledge of help desk support best practices.

A screenshot of a computer

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