# 🖥️ Help Desk Ticket Simulation

## Overview

This project simulates real-world Tier 1 IT help desk tickets. It showcases technical problem-solving, end-user support communication, and resolution documentation.

## Tools Simulated

- Zendesk-style ticket format  
- Windows 10 troubleshooting tools  
- TeamViewer-style remote assistance  
- Windows Defender

## Ticket Log

Ticket 001 – Laptop Won’t Boot  
- Issue: Laptop stuck on startup screen  
- Fix: Entered Safe Mode, ran Startup Repair, verified OS boot path  
- Result: Resolved  
  
Ticket 002 – Email Login Failure  
- Issue: User unable to access Office 365 account  
- Fix: Reset password, enabled 2FA, verified device authentication  
- Result: Resolved  
  
Ticket 003 – Printer Not Detected  
- Issue: Network printer not showing up on devices  
- Fix: Reinstalled drivers, verified IP configuration  
- Result: Resolved  
  
Ticket 004 – Malware Alert  
- Issue: Windows Defender popup on file execution  
- Fix: Quarantined file, ran full system scan  
- Result: Resolved  
  
Ticket 005 – Slow Internet  
- Issue: Laptop slow over Wi-Fi  
- Fix: Flushed DNS, reset TCP/IP, ran speed test, removed background apps  
- Result: Resolved

## User Communication Example

Hi [User],  
  
Thank you for contacting IT support. I understand you're experiencing [issue]. Let’s work together to fix this. I’ll walk you through some quick steps to get this resolved right away.  
  
Let me know once you're ready, and I’ll stay with you until we’re all set!  
  
Best,  
[Your Name]

## Skills Demonstrated

- End-user support  
- Windows troubleshooting  
- Ticket documentation  
- Communication  
- Problem-solving