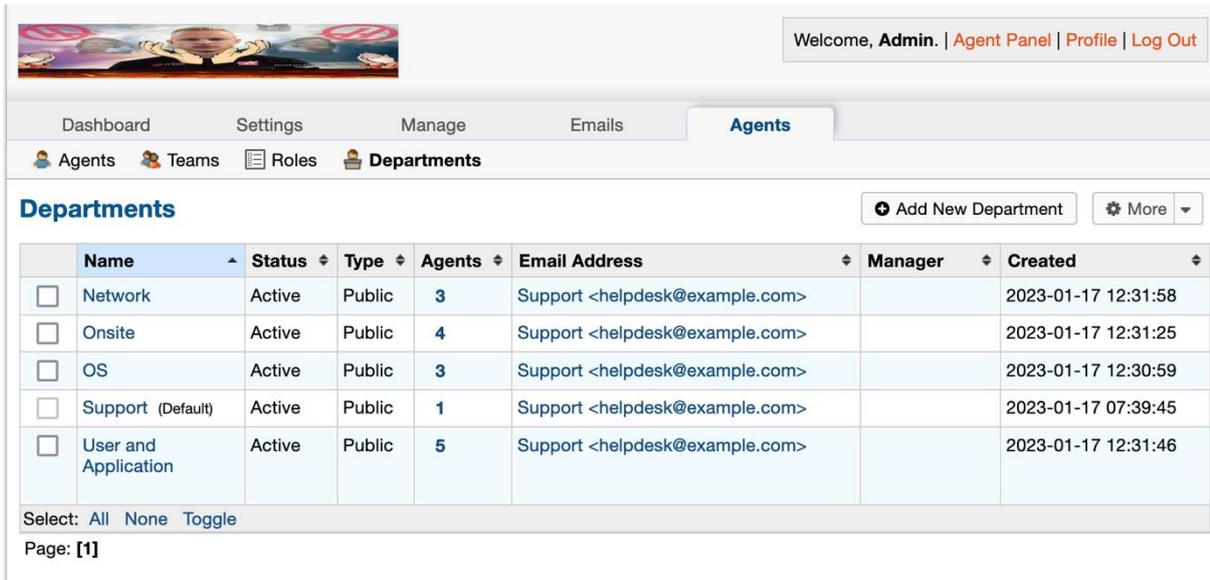


Doku Konfiguration OsTicket

Erstellen der Departments:

Zuerst haben wir die Departments erstellt. Diese haben wir nach Organigramm übernommen. Die einzelnen Departments haben wir wie auf dem 2. Bild unten eingerichtet.



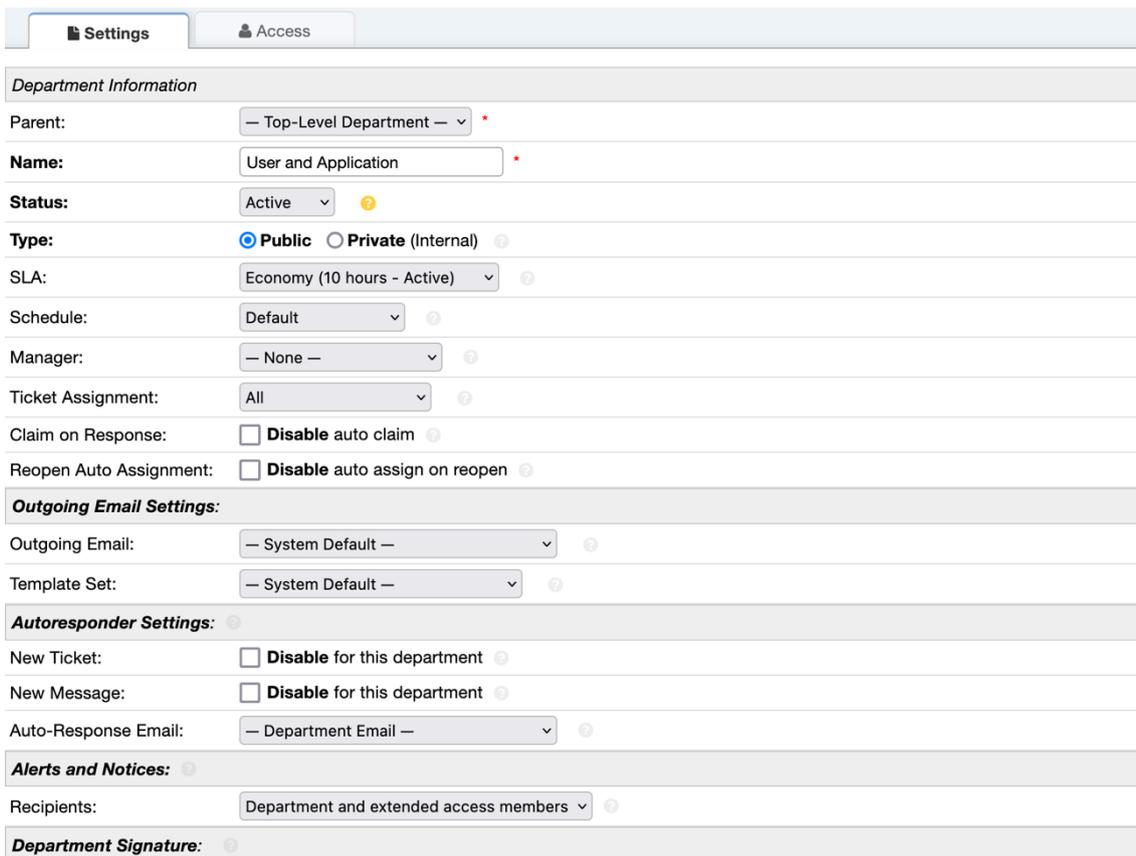
The screenshot shows the OsTicket interface. At the top right, there is a user greeting: "Welcome, Admin. | [Agent Panel](#) | [Profile](#) | [Log Out](#)". Below this is a navigation bar with tabs for "Dashboard", "Settings", "Manage", "Emails", and "Agents". Under the "Agents" tab, there are sub-tabs for "Agents", "Teams", "Roles", and "Departments".

The "Departments" section is active, displaying a table with the following data:

	Name	Status	Type	Agents	Email Address	Manager	Created
<input type="checkbox"/>	Network	Active	Public	3	Support <helpdesk@example.com>		2023-01-17 12:31:58
<input type="checkbox"/>	Onsite	Active	Public	4	Support <helpdesk@example.com>		2023-01-17 12:31:25
<input type="checkbox"/>	OS	Active	Public	3	Support <helpdesk@example.com>		2023-01-17 12:30:59
<input type="checkbox"/>	Support (Default)	Active	Public	1	Support <helpdesk@example.com>		2023-01-17 07:39:45
<input type="checkbox"/>	User and Application	Active	Public	5	Support <helpdesk@example.com>		2023-01-17 12:31:46

Below the table, there are controls: "Select: All None Toggle" and "Page: [1]".

Update Department – User and Application



The screenshot shows the "Update Department" form for the "User and Application" department. The form is divided into several sections:

- Settings** (selected) and **Access**
- Department Information**:
 - Parent:
 - Name:
 - Status:
 - Type: Public Private (Internal)
 - SLA:
 - Schedule:
 - Manager:
 - Ticket Assignment:
 - Claim on Response: Disable auto claim
 - Reopen Auto Assignment: Disable auto assign on reopen
- Outgoing Email Settings**:
 - Outgoing Email:
 - Template Set:
- Autoresponder Settings**:
 - New Ticket: Disable for this department
 - New Message: Disable for this department
 - Auto-Response Email:
- Alerts and Notices**:
 - Recipients:
- Department Signature**

Schedules:

Damit wir unsere Lokale Feiertage in die SLAs integrieren können haben wir alle Schweizer Feiertage in die Liste eingefügt und diese umbenannt in Ferien (Gesetzt). Die Default Business Hours haben wir so gelassen. Somit wird an den Feiertagen die Ticket Ablauf Frist nicht übernommen.

Successfully updated Ferien (Gesetzt).

Update Schedule – Ferien (Gesetzt)

Schedule Entries (11)

All times are in Europe/Zurich timezone

Add New Entry Actions

	Name	Repeats	Updated
<input type="checkbox"/>	New Year's Day	Yearly on January 1st	1/17/23 14:27
<input type="checkbox"/>	Christmas Day	Yearly on December 25th	1/17/23 14:27
<input type="checkbox"/>	Beercholdstag	Yearly on January 2nd	1/17/23 14:27
<input type="checkbox"/>	Karrfreitag	Yearly on April 7th	1/17/23 14:27
<input type="checkbox"/>	Ostermontag	Yearly on April 10th	1/17/23 14:27
<input type="checkbox"/>	Tag der Arbeit	Yearly on May 1st	1/17/23 14:27
<input type="checkbox"/>	Christi Himmelfahrt	Yearly on May 18th	1/17/23 14:27
<input type="checkbox"/>	Pfingsmontag	Yearly on May 29th	1/17/23 14:27
<input type="checkbox"/>	1 Augste	Yearly on August 1st	1/17/23 14:27
<input type="checkbox"/>	EDBB	Yearly on September 17th	1/17/23 14:27
<input type="checkbox"/>	Stefanstag	Yearly on January 26th	1/17/23 14:27

Save Reset Cancel

SLAs:

Die Drei SLAs die wir in den vorherigen Dokumenten deklariert haben, sind jetzt auch im Ticketsystem zusehen und konfiguriert.

Service Level Agreements

Add New SLA Plan More

	Name	Status	Grace Period (hrs)	Date Added	Last Updated
<input type="checkbox"/>	Default SLA	Active	18	1/17/23	1/17/23 8:39
<input type="checkbox"/>	Economy (Default)	Active	10	1/17/23	1/17/23 14:32
<input type="checkbox"/>	Economy +	Active	9	1/17/23	1/17/23 13:25
<input type="checkbox"/>	Premium	Active	8	1/17/23	1/17/23 13:25

Select: All None Toggle

Page: [1]

Teams:

Beim Team haben wir wie auch beim Organigramm zu sehen. Dazu sind auch die jeweiligen

Teams

Add New Team More

	Team Name	Status	Members	Team Lead	Created	Last Updated
<input type="checkbox"/>	1st	Active	6	Marco Baumann	1/17/23	1/17/23 13:40
<input type="checkbox"/>	2nd	Active	6	Sebastian Abelli	1/17/23	1/17/23 13:44
<input type="checkbox"/>	Spoc	Active	6	Silvie Stich	1/17/23	1/17/23 13:38

Select: All None Toggle

Page: [1]

Agents:

Die Agents sind nach Organigramm eingetragen. Sie sind jeweils in Department und Team eingeteilt. Somit sehen sie nur ihre Tickets und die für sie relevanten. Username ist vor.nachname und email vor.nachname@muster.ch.

Agents

[+ Add New Agent](#) [More](#)

	Name	Username	Status	Department	Created	Last Login
<input type="checkbox"/>	Admin User	ostadmin	Active	Support	1/17/23	2 minutes ago
<input type="checkbox"/>	Adrian Pfister	adrian.pfister	Active	User and Application	1/17/23	never
<input type="checkbox"/>	Alberto Tromjelli	alberto.tromjelli	Active	OS	1/17/23	never
<input type="checkbox"/>	Alice Beschco	alice.beschco	Active	User and Application	1/17/23	never
<input type="checkbox"/>	Barabara Schellenberg	barabara.schellenberg	Active	Onsite	1/17/23	never
<input type="checkbox"/>	Fernando Alonso	fernando.alonso	Active	User and Application	1/17/23	never
<input type="checkbox"/>	Franz Meier	franz.meier	Active	Onsite	1/17/23	never
<input type="checkbox"/>	Gordon Ramsy	gordon.ramsy	Active	Network	1/17/23	never
<input type="checkbox"/>	Hans Markusen	hans.muster	Active	Onsite	1/17/23	never
<input type="checkbox"/>	Marco Baumann	marco.baumann	Active	OS	1/17/23	never
<input type="checkbox"/>	Mario Casese	mario.casese	Active	Onsite	1/17/23	never
<input type="checkbox"/>	Marta Hochana	marta.hochana	Active	Network	1/17/23	never
<input type="checkbox"/>	Max Perez	max.perez	Active	User and Application	1/17/23	never
<input type="checkbox"/>	Michael Sainz	michael.sainz	Active	Network	1/17/23	never
<input type="checkbox"/>	Sebastian Abelli	sebastian.abelli	Active	User and Application	1/17/23	never
<input type="checkbox"/>	Silvie Stich	silvie.stich	Active	OS	1/17/23	never

Select: All None Toggle

Page: [1]

System Settings and Preferences:

Bei den Generellen Einstellungen haben wir die Zeitzone, Name, Date Format und Default Scheduler angepasst. Ausserdem haben wir auch noch das Logo, Adresse und Background angepasst.

General Settings

Helpdesk Status: Online Offline

Helpdesk URL:

Helpdesk Name/Title:

Default Department:

Force HTTPS: Force all requests through HTTPS.

Collision Avoidance Duration: minutes

Default Page Size:

Default Log Level:

Purge Logs:

Show Avatars: Show Avatars on thread view.

Enable Rich Text: Enable html in thread entries and email correspondence.

Allow System iFrame:

Embedded Domain Whitelist:

ACL: **Apply To:**

Date and Time Options

Default Locale:

Default Time Zone:

Date and Time Format:

Default Schedule:

System Languages

Primary Language:

Secondary Languages:

Attachments Storage and Settings:

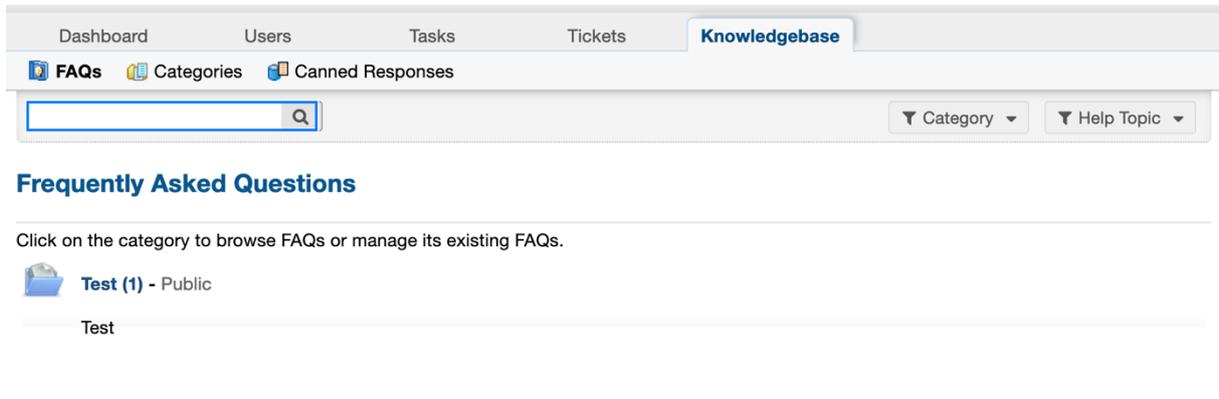
Store Attachments:

Agent Maximum File Size:

Login required: Require login to view any attachments

Knowledge Base:

In unser FQA Knowledgebase habe wir bis jetzt nur ein Test aber wenn mehr Tickets gelöst werden kann man hier Lösungen zu Bekannten fragen hinzufügen.



The screenshot displays a web interface for a Knowledgebase. At the top, there is a navigation bar with tabs for 'Dashboard', 'Users', 'Tasks', 'Tickets', and 'Knowledgebase'. Below this, there are three main sections: 'FAQs', 'Categories', and 'Canned Responses'. A search bar is located below these sections, followed by two dropdown menus labeled 'Category' and 'Help Topic'. The main content area is titled 'Frequently Asked Questions' and includes a sub-header: 'Click on the category to browse FAQs or manage its existing FAQs.' Below this, there is a single entry for a category named 'Test (1) - Public', which is currently expanded to show a list containing the item 'Test'.