PDHelpDesk Ticketing System

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Power Apps

Background

Santa Barbara Public Defender Office currently uses a homebuilt, Microsoft Outlook-based IT Ticketing system. This system has served them well, but does not allow them to comprehensively monitor and dispatch issues in a user friendly manner.

Objectives

Build a dedicated ticketing system that provides IT Staff/ Technician with the necessary tools to Create and Monitor Tickets. As well as allowing seamless communication between the technician and IT Staff, enabling them to collaborate on resolving issues and accessing a comprehensive history of previous tickets. This system minimizes the process of handling requests, efficiently resolving issues, and ensuring no customer needs are overlooked.

Ticket Management

COUNTY of SANTA BAR PUBLIC DEFENDED My Assigned	R	COUNTY of SANTA BARBARA PUBLIC DEFENDER Ticket Details		Ticket Details	
Search by ticket title or exact ticket id Zoom Link not working 83 The zoom link that was provided is broken an Printer malfunction Category eDefender 4/3/2023 Category Hardware 4/4	105 Can't log into Teams 126	Printer is not working. The paper always jams. No Attachments Found. Image: Gibbert Hopkins Our Tech Mark will be there soon. Image: Mark Perez Image: Al20/2023 10:34 PM I will arrive at 2pm to investigate the printer in question. Image: Add a comment	Details Reporter Nshan Kazaryan Assignee Gilbert Hopkins Other Assignees Mark Perez Status open Category Hardware Tags Find items Created 4/14/2023 9:09 AM Save	a comment.	Details Reporter Nshan Kazaryan Assignee Gilbert Hopkins Assign to me Other Assignees Mark Perez Status open Category Hardware Tags Find items Created 4/14/2023 9:09 AM Save

Responsive User Interface Alerts and Notifications

Search and Filtering



