PDHelpDesk Ticketing System

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Power Apps

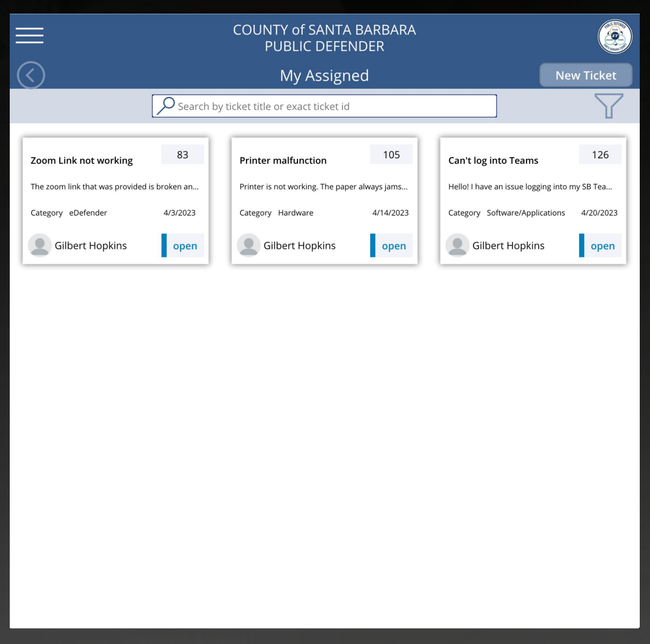
Background

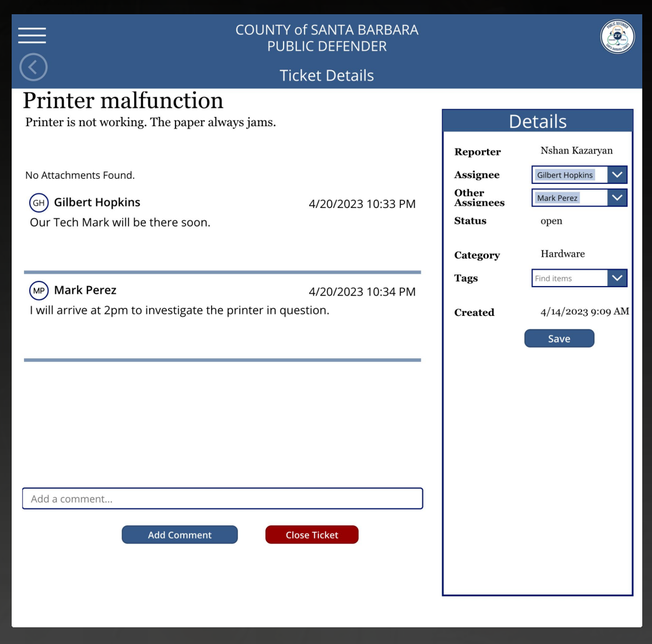
Santa Barbara Public Defender Office currently uses a homebuilt, Microsoft Outlook-based IT Ticketing system. This system has served them well, but does not allow them to comprehensively monitor and dispatch issues in a user friendly manner.

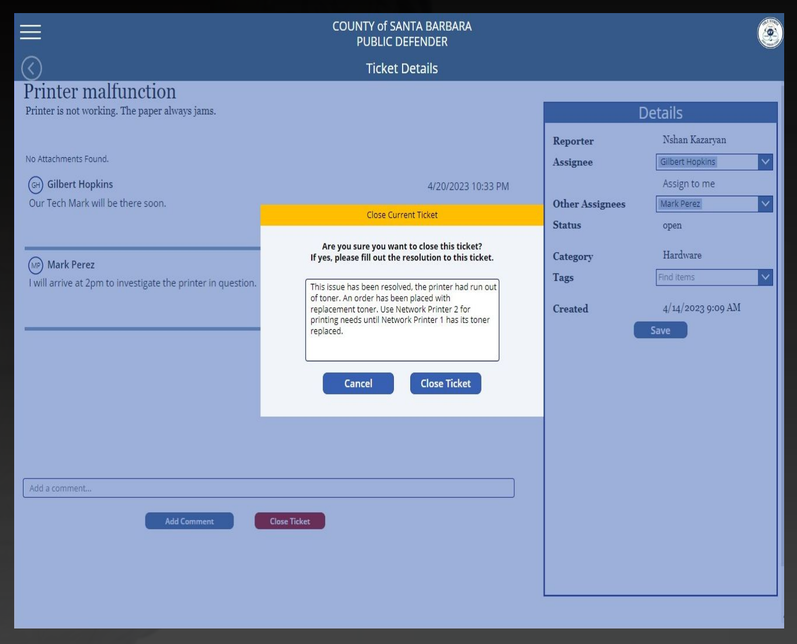
Objectives

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



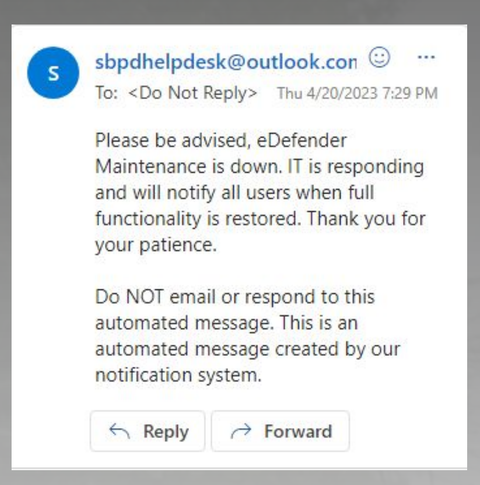




Responsive User Interface



Alerts and Notifications



Search and Filtering

