

IT Ticket Management with Typeform

Project Overview

This project focused on designing and understanding a modern IT helpdesk ticketing workflow using Typeform as a self-service intake system. The goal was to simulate how IT support teams collect, organize, and process user issues efficiently through structured data collection.

Instead of traditional email-based requests, this system demonstrates how dynamic forms can improve ticket clarity, reduce response time, and enhance workflow management.

Objectives

- Build a structured IT support ticket form
 - Improve data collection for IT incident reporting
 - Explore workflow optimization for helpdesk systems
 - Enable self-service ticket submission for end users
 - Understand how collected data supports IT decision-making
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Tools & Technologies

- Typeform (Form creation platform)
 - IT Service Management concepts (ITSM)
 - Workflow & ticket categorization principles
 - Survey design and user input structuring
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Project Features

Dynamic Ticket Form Design

IT Ticket Management

Created a structured form that allows users to submit IT issues clearly and efficiently.

Key input sections included:

- User contact information
 - Issue category selection (hardware, software, access, etc.)
 - Priority level indication
 - Detailed problem description
 - Optional attachments or notes
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Workflow Simulation

The form was designed to simulate a real helpdesk intake process by:

- Standardizing incoming requests
 - Reducing unclear or incomplete tickets
 - Improving routing of issues to appropriate support teams
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Data Collection & Analysis

Responses collected through Typeform can be used to:

- Identify recurring technical issues
 - Track ticket volume by category
 - Improve IT support response strategies
 - Support decision-making for IT infrastructure impro
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Key Skills Demonstrated

- IT Ticketing System Design
 - Workflow Management
 - User Experience (UX) for forms
 - Data Structuring for IT support systems
 - Self-service IT support concepts
 - Problem classification & prioritization
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IT Ticket Management



What I Learned

This project demonstrated how structured intake systems significantly improve IT support efficiency. By replacing unorganized requests with guided forms, IT teams can reduce confusion, prioritize effectively, and respond faster to user issues.

It also reinforced the importance of workflow design in IT service environments and how small improvements in data collection can lead to major operational efficiency gains.

IT Ticket Management

1 → Let's get started! Please provide us with your first and last name. *

Kevin Hamzaj

press Enter ↵

Powered by Typeform

2 → Hey, Kevin Hamzaj ,can you please provide us with your company email address?*


kvnhamzai@gmai.com|

press Enter ↵

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3 → We're so sorry you're experiencing technical issues, Kevin Hamzaj.
Which program(s) are you having trouble with today?*

Choose as many as you would like



Choose as many as you like

A Salesforce


B Outlook

C Microsoft office

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IT Ticket Management

4 → Please describe your issues or issue in as much detail as possible. *



Cannot log into outlook

Shift ⌘ + Enter ↵ to make a line break

OK press Enter ↵

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5 → What happens next?

Continue press Enter ↵

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5 → What happens next?

a. First, the information from the form will be sent to the IT department. When they have received your request and begin working to resolve the issue, you will receive an email notification to the address provided.

Type your answer here...

OK press Enter ↵

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5 → What happens next?

b. You can expect and receive your first IT contact within 24 hours. All resolutions are expected within 72 hours. If you do not receive a resolution in this timeframe, please contact Tim Tech timtech@yourcompany.com for more information.

Type your answer here...

OK press Enter ↵

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5 → What happens next?

c. Thank you so much for your patience, Kevin Hamzaj . Please rate your experience on the next and final slide. Have a great day.


Type your answer here...

OK press Enter ↵

^ v Powered by Typeform

5 → What happens next?

d. Please rate your experience today on a scale of 1 to 5, 5 being the best


1 2 3 4 5

Submit

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