

Open Source Trouble Ticket System - Jutda Helpdesk

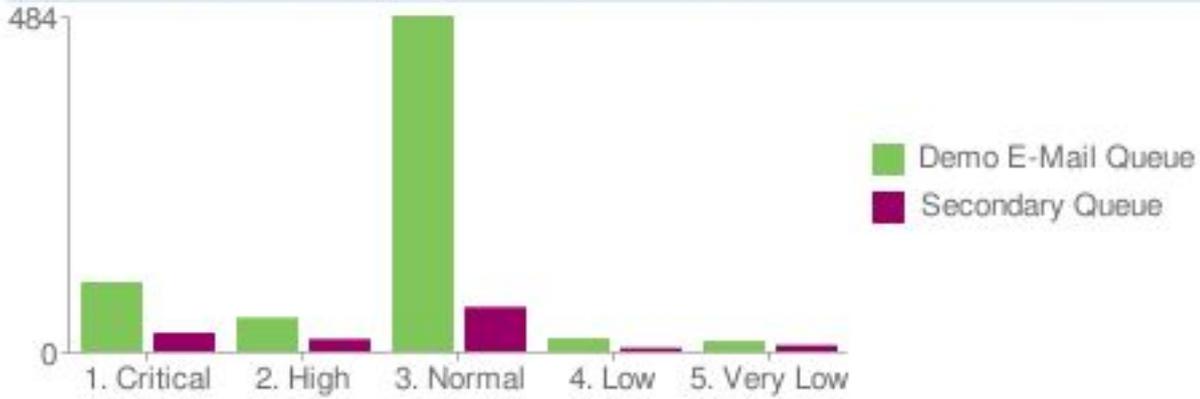
204 Administrator Sat, Jan 9, 2010 [Web Development](#) 0 7539

Jutda Helpdesk is an easy-to-use & **open source trouble ticket system** for small enterprise that is built with Django and designed from the ground up to be easy to use. Whether the tickets are sent via the web interface or e-mail, the application can create the ticket & users can reply to e-mails to continue the conversation (e-mail piping).

Tickets						
#	Pr	Title	Queue	Status	Created	Owner
[email-13041]	<input type="checkbox"/> 5	Outlook	Demo E-Mail Queue	Reopened	3 months ago	ross
[q2-13053]	<input type="checkbox"/> 3	Impresora mala	Secondary Queue	Resolved - On Hold	3 months ago	ross
[email-13060]	<input type="checkbox"/> 2	asda	Demo E-Mail Queue	Open	2 months, 4 weeks ago	ross
[email-13064]	<input type="checkbox"/> 3	stampante	Demo E-Mail Queue	Open	2 months, 3 weeks ago	ross

It can be enabled to accept tickets from non-registered users which also makes it possible to be used as an advanced contact form. Tickets can be separated into departments, product-groups, or any other classifications. Also, they can be escalated automatically between users by priority. The application supports multiple RSS feeds & has an API for integration with 3rd party products.

Queue by Priority					
Queue	1. Critical	2. High	3. Normal	4. Low	5. Very Low
Demo E-Mail Queue	100	49	484	19	15
Secondary Queue	27	18	64	5	9



Jutda Helpdesk is currently in alpha status yet very promising. The name of this product is Jutda Helpdesk. The name Jutda refers to a web development company, who originally released this helpdesk code.

Requirements: Python 2.3+, Django

Website: <http://www.jutdahelpdesk.com>

HelpDesk Demo

<http://www.jutdahelpdesk.com/demo/>

HelpDesk Download

<http://www.jutdahelpdesk.com/download/>

Online URL:

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