

Open Source Trouble Ticket System - Jutda Helpdesk

204 Administrator Sat, Jan 9, 2010 [Web Development](#) 0 7481

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 |
| [q2-13053] | <input type="checkbox"/> | 3 | Impresora mala | Secondary Queue | Resolved - On Hold | 3 months ago |
| [email-13060] | <input type="checkbox"/> | 2 | asda | Demo E-Mail Queue | Open | 2 months, 4 weeks ago |
| [email-13064] | <input type="checkbox"/> | 3 | stampante | Demo E-Mail Queue | Open | 2 months, 3 weeks ago |

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.



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:

<https://www.articlediary.com/article/open-source-trouble-ticket-system-jutda-helpdesk-204.html>