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## Remote Process Automation of Ticketing Using Otrs

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**ABSTRACT:** With the increase in of powerful computing and advances in technology, more and more machines are used in the daily basis. With the increase in the infrastructure ticketing has been playing an important role in the working of an organization. A ticket is similar to a medical report created in the hospital, when a patient first visits the hospital, a medical report is generated to hold all the personal and medical information of the person. After multiple visits of the patient, doctors update the information of the ongoing treatments. In these cases we get an issue of trouble tickets, which means all the tickets are sent to one person, sometimes they may not be able to respond or acknowledge the message. Some customers get impatient and send the same request twice. All the messages containing the support request are stored in a single inbox folder, which are not sorted in order. So this process needs more human involvement which is a time-consuming process, replying twice for the same message. If another person is assisted to view the mails, he also uses the same mail system and accesses the same inbox. They may get the identical requests and be unaware of each and both reply to the same mails with different answers. These problems occur with the high frequency and it is a time-consuming process and money has to be paid on these services. The aim of the work is to automate the ticketing by using OTRS which reduces the human requirement and the requests are immediately automated and are no longer sent to the private mail box, they are sent to the account which is used for OTRS. The ticket system is connected and it saves all the requests in its database. For a new request it automatically generates a reply or acknowledgement to the customer. This results in an increase of service effectiveness.

**KEYWORDS:** Automation , Otrs , Ticketing , Trouble ticket

### I. INTRODUCTION

The convention to call a piece of work is a ticket. It is a virtual slip with a number much like a coat number or vehicle number. A ticket can be used to track. Ticketing systems come in several flavours but mostly are designed for single applications. Ticketing systems allow us to log the problems and assign to a person to track the progress. Ticketing offers not only a help-desk software and IT service management but also a process management module, which maps and automates the service process. This will reduce the process errors and optimize service efficiency. Ticketing management gives us information about reporting, tracking, resolving faults etc. So for this ticketing management we used Otrs to resolve our problem.

### OTRS

OTRS is an open source ticket request system which is an independent and open source trouble ticket system software. It is a service management which contains tickets, workflow automation and notification. It is used in the IT services and customer services and cooperates security to improve the communication structure and tasks. OTRS is used to assign the tickets and automate them. OTRS business solutions are introduced which are designed for professional users, who need additional support and configuration. It has a separate, modern interface for the users and the customers. It can be used on any modern web browser including mobile platforms. OTRS has been implemented in the PERL programming language. The web user interface is user-friendly as it uses JavaScript. OTRS can be installed on platforms like Linux or other OS systems.



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## II. METHODOLOGY

- Installation Of Otrs from third party servers
- Configure the OTRS.
- Creating the agents
- Assigning the tasks.
- Finally,Acknowledgment of the tasks.

### Remote Process Automation

Automation, is the technology that allows anyone to configure the system software. RPA is used in the IT industry to automate the process with in the fraction of seconds. RPA is a emerging form of business process automation technology based on the notion of the software robots or artificial intelligence workers.

RPA tools utilizes the user interface to collect the data and manipulate them. They interpret, trigger responses and communicate with the other systems in order to perform a vast number of repetitive tasks. One of the benefits are RPA never sleeps, never makes mistakes and cost less than an employ. In OTRS we have the concept of automation which helps to assign and automate the tickets.

## III. RESULTS

The below figures represent the works done in the OTRS. The representation of OTRS.



root@localhost

....

Login

[Lost your password?](#)

Fig1: OTRS login screen



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Fig2:DASHBOARD OF AGENTS

Fig3 :DASHBOARD OF CUSTOMERS

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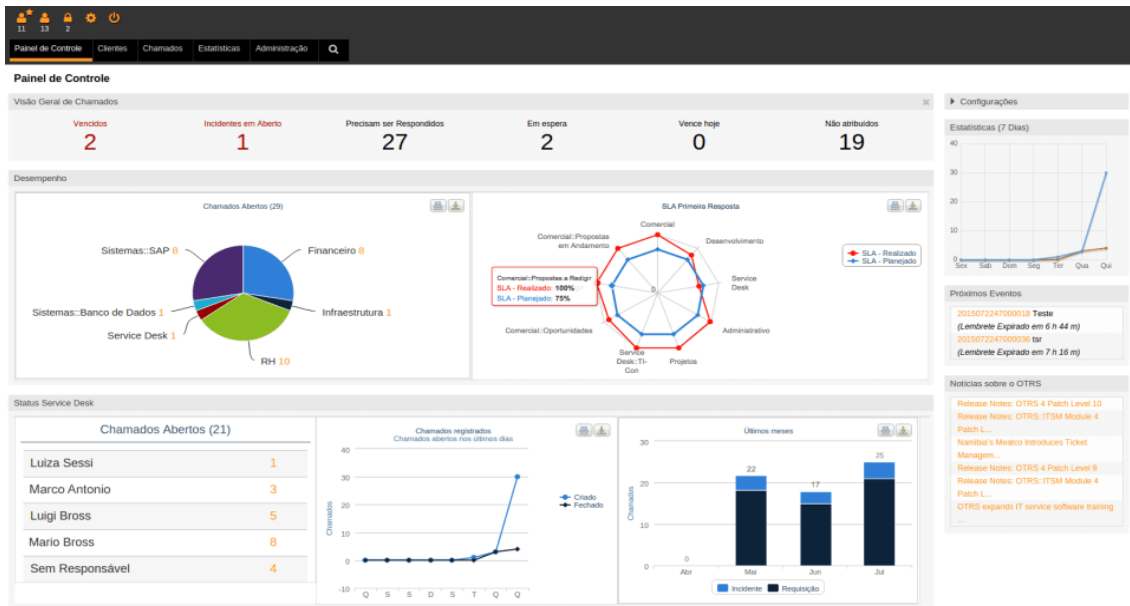


Fig 4:OTRS PERFORMANCE GRAPH

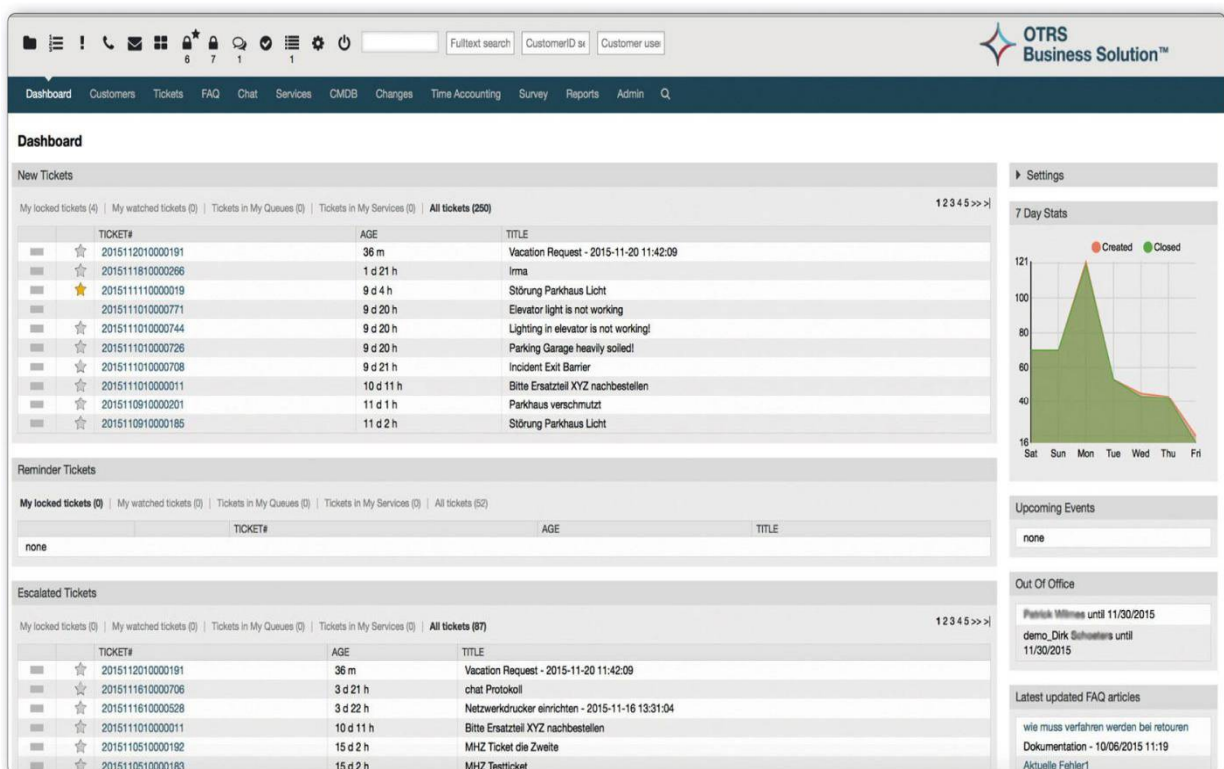


Fig 5: FULLVIEW OF OTRS DASHBOARD



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## IV. CONCLUSION

This paper discusses about the performance of the ticketing system, which is mainly used in IT industry. It is proved from our work that remote process automation combined with artificial intelligence helped to reduce the cost of human and improved the system efficiency. Problems are rectified faster in this process.

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