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Italiano Open Ticket Request System-OTRS: manuale d'uso per la gestione dell'helpdesk nell'unità Relazioni Esterne del Registro del ccTLD it This work describes the operating instructions of the 'Open Ticket Request System - OTRS' used by the helpdesk of the External Relations Unit of the Italian 'ccTLD.it' Registry.

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OTRS 6 - Admin Manual

OTRS already provides integrated process templates for standardized and frequently recurring workflows; but individual processes can also be easily created with OTRS process management. Invest in the future of your company, especially in

uncertain times, so that your employees continue to enjoy their work.

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Chapter 1. Introduction - OTRS

Italiano Open Ticket Request System-OTRS: manuale d'uso per la gestione dell'helpdesk nell'unità Relazioni Esterne del Registro del ccTLD it This work describes the operating instructions of the 'Open Ticket Request System - OTRS' used by the helpdesk of the External Relations Unit of the

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OTRS Help Desk (OTRS) is a web application that is installed on a web server and can be used with a web browser. OTRS is separated into several components. The main component is the OTRS framework which contains all central functions for the application and the ticket system.

OTRS Help Desk

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