

# EGI Helpdesk - Enhancing Support for European Open Science

*Wednesday, 2 October 2024 16:50 (10 minutes)*

This presentation unveils the enhanced EGI Helpdesk platform, designed to empower researchers and foster collaboration across Europe's open science initiatives. It provides an overview of the migration to the new EGI Helpdesk, detailing the optimization of existing workflows and the implementation of new ticketing processes to ensure a more efficient support experience for EGI users. The presentation will delve into the current status of the migration, highlighting accomplished integrations with other services and outlining the roadmap for a seamless transition. Several demonstrations will showcase the most interesting and complex ticket management workflows for the Worldwide LHC Computing Grid (WLCG) and broader EGI communities.

## Topic

EOSC Developments and Open Science: EOSC

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**Session Classification:** Advancing Together: New Features and Roadmaps of the EGI Federation services