1. Install OSTicket Theme: <http://osticket.com/forum/discussion/86735/dmt-free-responsive-theme-extended-basic-great-pumpkin-stable-1-0-for-osticket-1-9-12#latest>
2. Migrate
   1. Canned responses
   2. FAQs
   3. Partners and create fields if necessary (see partner tab on our current OS ticket deployment).
   4. Staff
3. Do not migrate existing tickets / fields. We will create the fields manually.
4. Create (if necessary) header columns / statuses in order below. If staff changes the status it should show up in the specific header column.
   1. Open
   2. Answered
   3. Quoted
   4. Approved – Crypto
   5. Approved - PDR
   6. Approved - Lab
   7. Billing
5. Show the following columns in each of the header columns (in this order)
   1. Case ID
   2. Date Submitted
   3. Priority
   4. Creation Date (Date)
   5. From
   6. State
   7. Last Response (See current deployment)
6. Remove header columns
   1. My Cases
   2. Closed Tickets
7. Port over existing cron that updates Terms Received and Credit Card Authorization Received checkboxes
   1. Background
      1. This cron basically goes through our inbox and checks email subject for “[%caseID] Terms Signed by” After finding the email it files the email in the “Terms Agreement” folder in the inbox then updates the checkbox in ticket for “Terms of Service”
      2. It also goes through the service inbox and checks email subject for “has authorized the recovery on [%caseID]” After finding the email it files the email in “Credit Authorization” and updates the checkbox in the ticket for “Credit Authorization”
         1. In addition to what we already have, we would also like the cron to go through another email address and file the email in the “Credit Authorization” folder.
8. Set up a cron when customer emails us instead of going into case management system to post the customers reply in the ticket and automatically file that customer reply in the “Calls & Client Correspondence” folder in the service inbox.
9. Update OS ticket as updates become available