

# Helpdesk Over Web : User Guide

## 1. Introduction

This document provides a reference for functions not covered in the Quick Start or Installation Guides.

## 2. Call Management

The Call Management functions are accessed from the main menu. Different options are presented depending on user role:

User Role	Functions
Helpdesk Manager	Log New Call Browse All Open Calls Closed Call Archive Assigned Calls Search Calls
Engineer	Log New Call Closed Call Archive Assigned Calls
Senior Management	None

Each function is described below:

- Log New Call – create a new call entry in the database. Stores details of the user, asset, date, time, fault, status, severity and any work done to date.
- Browse All Open Calls – displays all calls currently set to Open on the system.
- Closed Call Archive – displays an archive of calls with a status of Closed. This is available to all staff to enable trends to be identified with particular users, assets, etc.
- Assigned Calls – displays all open calls assigned to the current user.
- Search Calls – enables searching of calls by asset, user, severity, category and month.

Editing of entries is performed by selecting the entry from one of the browse or search lists. Call entries cannot be deleted.

### 3. Knowledgebase

The solutions knowledgebase provides a central repository of information for solving common problems.

User Role	Functions
Helpdesk Manager	Add Entry Browse Entries Search KB
Engineer	Add Entry Browse Entries Search KB
Senior Management	Search KB
Guest Users	Search KB

All users have access to the knowledgebase in one form or another. This reduces the workload on engineers by allowing users to search directly for their own problem and solution. All engineers have access to create new entries, in order to allow quick updating when a new problem is found.

The knowledgebase can be searched by Category, Keyword or Free Text, and the search link is permanently available from all screens in the right-hand navigation bar.

### 4. Reporting

The system provides various reporting functions, linked from the Reporting menu on the main screen. Again, available options depends on user role:

User Role	Functions
Helpdesk Manager	Daily & Monthly Summary Personal Performance Report Individual Engineer Performance Reports
Engineer	Personal Performance Reports
Senior Management	Daily & Monthly Summary Individual Engineer Performance Reports

### **Daily & Monthly Summary Report**

This report displays details for all calls received and handled by the helpdesk. Calls are broken down by their current status.

### **Personal Performance Reports / Individual Engineer Reports**

This report displays details for all calls received and handled by an individual engineer. Calls are broken down by their current status. Daily and monthly data is presented.

## **5. Administration Functions**

### **Change Password**

A Change Password link is provided from every page, positioned in the right-hand menu navigation panel. Passwords must be between 5 and 20 characters long, and must be entered twice for confirmation. Password updates are processed immediately, but will not affect the current session.

### **Configuration Options**

Initial default settings are provided for most configuration options, although new installations will require the Knowledgebase, Users Database, Asset Database, Sites Database and Departments database populated before use. Other settings can be customised at any time, although changes to items such as Call Status Settings will not be applied retrospectively to existing entries.

## **6. Troubleshooting**

The system has been fully and extensively tested, and should present no problems. In the event of needing to troubleshoot issues, error reporting can be completely enabled by editing CONFIG.INC – found in the /how/includes directory. Add // in front of error\_reporting(0) and remove the // from in front of error\_reporting(E\_ALL). This will force the system to echo all error messages to screen.