University of Edinburgh

Library Systems Department

Logging Helpdesk Calls

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1 Document Control

1.1 Amendment History

Version	Date	Description	Initials
1.0	12/3/99	Current and Initial Version (awaiting testing)	MR
1.0	3/17/99	Tested	PM

1.2 Filename Path

Document can be found at the following path:

\\lib-srv4\apps\systems\documentation\training\train0003.doc

2 Introduction

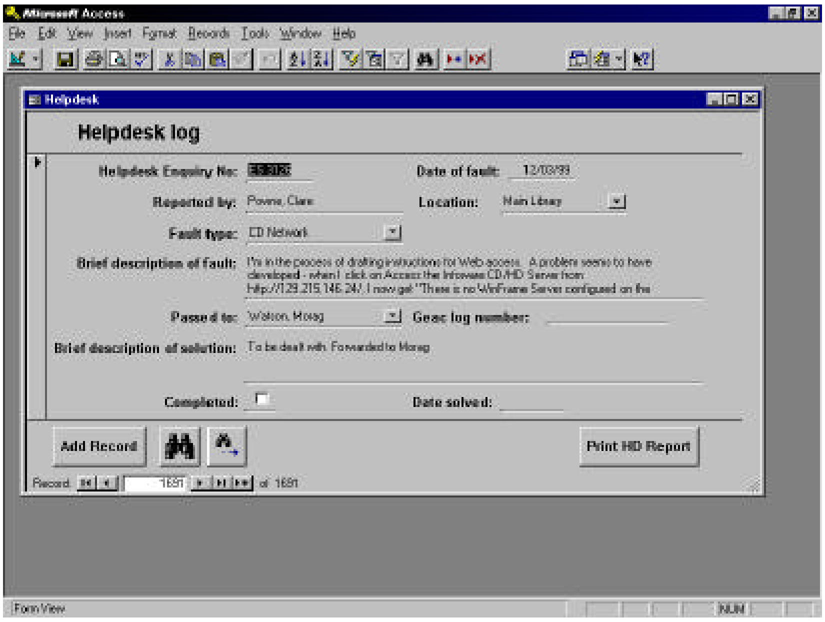
This is a brief instruction on entering and logging calls on the current helpdesk system.

3 Pre-Requisites

You will need to login to lib-srv4 as helpdesk.

4 Step by Step Instructions

1. Start pmail and open the message to be logged.
2. Open Access from start/programs/licenced software/access
3. Open the helpdesk database n:\helpdesk\helpdesk.mdb



4. In forms view open the helpdesk form and click on the right-arrow-end button 
5. This takes you to the last record entered, take note of the enquiry no and click on the right arrow to add a new record.
6. Start by entering the number (one digit after the last record) proceeded by the enquiry code eg. EY (corresponding to whoever will be dealing with the call).

Systems Names	Enquiry Code
Alex Forrest	EW
Karen Gove	EK
Peigi MacKillop	EQ
Keith Matheson	EN
Melissa Rewcastle	EY
Catherine Vaughan	ET
Morag Watson	ES

7. Then add the current date (an easy way of doing this is to use ctrl ; [colon]).
8. Add then the users name surname, firstname, site and fault type (choose from list).
9. Then enter a brief description of the fault - the best way is to copy and paste the main body of the email in here. Although you should take line breaks out so it is formatted properly.

10. Add the persons name who will be dealing with the call.
11. The brief description of solution box should be filled in, following the progress of the call and a brief solution when closing.
12. Then go back to pmail and reply to the enquiry (keep a copy) with the fault enquiry no eg. Helpdesk Enquiry No EY1336
    This will be dealt with as soon as possible
13. Then forward the email to the person who will be dealing with call with the enquiry no.
14. Then move the email that you have logged and forwarded, to the Main folder (shortcut is to highlight the message and press 1).
15. You can print out different reports by going closing the form and clicking on the Report tab. A specific persons' tasklist is the report titled rep(name) eg repMel and a helpdesk report with all outstanding enquiries is titled weekly report.