Demo 1 Script for B-CARE Helpdesk

1. Anonymous user accesses the B-CARE website
   1. User can see about page
   2. User can see training materials (and download them)
      1. User Manuals
         1. Scroll Through one using Slideshare Controls
         2. Download one
      2. Webinars
         1. Play webinar using slideshare Controls
   3. User can see the webinar calendar and register for training webinar
      1. Click on Dec 25th Webinar to create popup
      2. Click on confertel link
      3. Register for Webinar
         1. Receive Confirmation Email?
   4. User can access FAQ/Help Desk/Contents/Topics
   5. User can access News/Forum
      1. Just click on and see placeholder
   6. User can contact us
      1. Click on Email Us
         1. Email client pops up
      2. Click on Try Us Online
         1. Takes user back to help desk
2. User logs-in using existing credentials from another site (or register with email/password, receives verification email)
   1. Use existing Account
      1. Use Geobliki
   2. User creates a new ticket (Topic B-CARE - Others)
   3. User gets case number, receives email and can view current ticket statuses
   4. Jonathan receives notification (rule) and responds to ticket and closes
   5. User receives notification and sees status changed to resolved
3. User posts a public question
   1. Agent authorizes that question to be posted on the wall
      1. Agent sees new question in list of issues
      2. Agent clicks on it, adds a note (answer) and clicks “Show”
   2. User logs out
   3. All users see the question
4. User calls the call center via phone (manually or via website)
   1. Jonathan asks name of caller
   2. Agent receives the call and generates a ticket, associates a topic. Gets routed to proper agent (as applicable)
   3. Jonathan Creates new call case
      1. Subject
      2. Description
      3. Label (this is what’s responsible for routing)
      4. Press “Update” (not Update & Resolve)
   4. User receives a notification
   5. Ticket is maintained in the database
5. Admin gets reports
   1. Admin selects Business Insights from left drop down menu(business insights)
      1. Initial view is nice dashboard
      2. On left, click on Cases, then Download icon on upper right
      3. Click on By Label on left
      4. CSV Download Dialog Box pops up
6. Content manager uploads new content to SlideShare and associates proper tags
   1. Make sure I’m not cookied in to any social media accounts
   2. Log in to Slideshare using Econometrica LinkedIn
   3. Show what interface looks like
7. Content manager adds new content to desk.com and it appears on the wall
   1. Create new Article under content
      1. Choose Topic and create article
      2. Click on article in article list and edit
      3. Copy and paste some PLAIN text into it
      4. Make sure Show in Support Center is YES in BLUE
      5. Hit Update
   2. View website as non-logged in user and see article show up in Help Desk/FAQ Area