- Title: Help Desk Process Flow Diagram
- Author: Mohamamd Monir Hossen Sikder
- Date of Creation: 27 January, 2021
- Name of the diagramming tool: Visio
- Version Number: 03

Q4: Help Desk – Workflow

Phase

Students
- Can Solve Directly? → Yes
- No

Professor
- Ask Question → Send Email / Discussion Board → Reply within 24 hrs → Can Solve Directly? → Yes
- Further Clarification Needed
- No

Class mates
- Ask Questions → Send Message in WhatsApp Group / Post in discussion group → Classmates Reply → Can Solve Directly? → Yes
- Further Clarification Needed

Google
- Search Google → Can Solve Directly? → Yes
- No