Simplify With Tables

This is a difficult-to-read, wordy explanation of how to use "Human Resources HelpDesk," which is software a company can use to manage human resources tasks. This explanation would be much simpler to read if it were presented in a table, not in numerous paragraphs.

Practice what you learned in this lesson about using tables to simplify complex content:

- Put information in categories.
- Name the categories. (Label the columns, the rows, or both.)
- Enable readers to compare.

Instructions

- Put the "How to Use the Human Resources HelpDesk" content into a table.
- Label the columns, the rows, or both.

For comparison, I've provided the table I created. Don't worry if yours is different from mine. There's more than one way to do this activity correctly.

How to Use the Human Resources HelpDesk

The “Start” page for the Human Resources HelpDesk is mainly used for searching the HelpDesk request of an employee.

The “Enter New Calls” page is used for submitting a HelpDesk request for an employee.

The “Unassigned Calls” page displays all of the calls not yet assigned to a group or individual. This means that an employee has submitted a request to us that needs to be assigned to the appropriate Human Resources (HR) Specialist, depending on what division the employee who made the request works in.

Note: The page for “Unassigned Calls” refreshes every five minutes. So, that means that you should check the HelpDesk throughout the day.

The next page after “Unassigned Calls” is the “Open Calls” page.

The “Open Calls” page allows you to see all of the calls that are unassigned or were submitted after business hours. It is your responsibility to check the HelpDesk each morning to see if any calls were submitted the previous evening. Each morning, please do your research and forward those requests to the correct HR Specialist.

The “Closed Calls” page shows you how many HelpDesk requests have been handled by our HR Specialists. With this function, you can track the closed calls by group, type of request, or user ID number.

The “Assigned to You” page shows you how many HelpDesk requests have been assigned to you.

The “Calls Entered” page shows how many calls were entered on a particular day. This page also shows you who entered the call, what time the employee submitted the call, and the status of the employees’ request.

How to Use the Human Resources HelpDesk		
Page	**How to Use**	**Explanation**
Start	Search an employee's HelpDesk request	
Enter New Calls	Submit a HelpDesk request for an employee	
Unassigned Calls	Displays the calls not yet assigned to a group or individual	A call is listed as unassigned when an employee has submitted a request to us that needs to be assigned to the appropriate HR Specialist, depending on what division the employee who made the request works in.
Open Calls	Displays Open Calls	The Unassigned Calls page refreshes every five minutes, so check the HelpDesk throughout the day.
Closed Calls	Shows Closed Calls, which means you can see how many HelpDesk requests have been handled by our HR Specialists	See how many HR HelpDesk requests have been handled by our HR Specialists. Track the closed calls by: • group • type of request • user ID number
Assigned to You	Shows you how many HelpDesk requests have been assigned to you	
Calls Entered	Shows • How many calls were entered on a particular day • Who entered the call • What time the employee submitted the call • Status of the employees' request	Use this page to see all of the calls that are unassigned or were submitted after business hours. Check the HelpDesk each morning to see if any calls were submitted the previous evening and forward those requests to the correct HR Specialist.