

7am to 9pm during weekdays

Student

SHS

Service Desk

Contact with SHS for problems via e-mail or Zoom

Sign into Office Outlook, Microsoft Teams, Confluence, Zoom Meetings

Check the SHS Schedule here for your shift and note lunch breaks

Check chat in Microsoft Teams for banter on the day's topics, meeting notes or procedure changes

Chat out in the group about breaks and lunch.

If on email duty, attend Outlook for emails, scan emails and mark in teammates color category

Assist students via e-mail or Zoom by SHS

Escalated to SD?

Transfer the case to Service Desk via e-mail

Create Work Item ticket

Resolve ticket

Make sure that every new inquiry is entered to database via SHS Daily Stats Entry Form.

Using Visme.co to create Infographics for Monthly Report (Once in a Month)

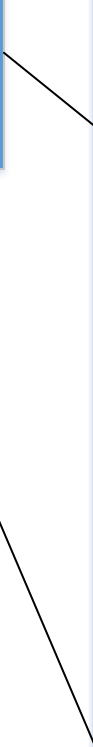
Assist students for any previous booking arrangements

If there are any hot topics, alert the team and supervisor.

Work on projects (if any - Confluence updates, chatbot)

Check for broken links in free time

Close up shift by making notes for the next shift if there's need to know info



No

Yes



Yes



No



Yes



No



Yes



No



Yes



No



Yes



No



Yes



No



Yes



No



Yes



No

