



Lotus Domino® Application



GEOCOM® HELPDESK
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Product information

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1 Management Summary

GeoCom® Helpdesk is a multi-level support system based on Lotus Domino® that irrespective of type of business helps to solve problems that can arise in enterprises with close customer relationships. It is likewise designed for business companies, authorities, associations and institutions (e.g. universities, nation-wide operating businesses) which would like to offer their own products or support as a service for extern clients and their customers.

Due to the Notes- based base structure all queries and their solution can be replicated easily over several locations. In the same way it supports a lot of server- and client- operating systems.

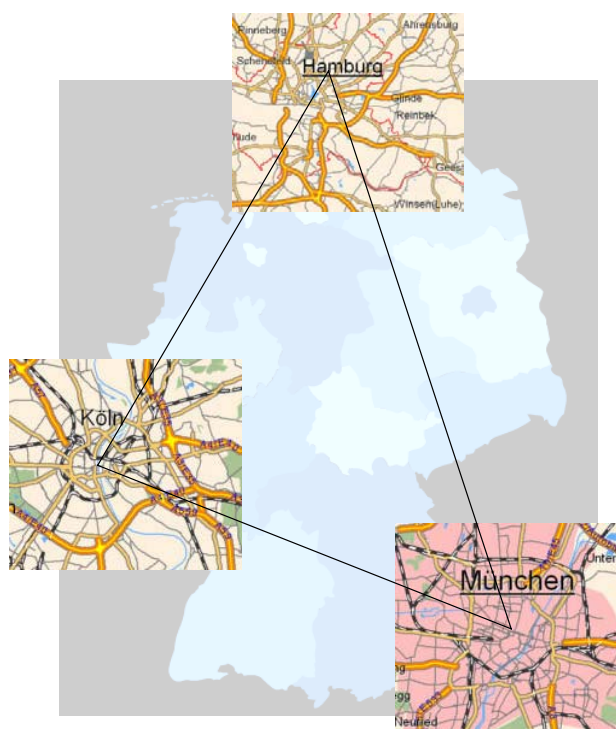


Illustration: Distributed locations

Escalation management

GeoCom® Helpdesk enables the complete electronic registration, forwarding and processing from calls (problems) and their solutions (escalation management).

Acknowledgement of service level

While processing a new call the complete solution process can be monitored according customer specific demands (acknowledgement of service level).

Comprehensive support services

An information-pool including all new, outstanding as well as solved problems, workflow for escalation, full access to knowledge bases and supervision of reaction times guarantees a quick solution of problems in order to cultivate the relationship to customers. Moreover GeoCom® Helpdesk does not require a permanent online connection. All support services can be fully provided from several locations (e.g. home office). Due the fast replication mechanisms, the support system can be used in LAN, WAN remote and standalone.

1.1 Highlights for users

- new calls to Helpdesk via e-mail, telephone, mail or via special forms
- overview of calls with current processing status
- access to knowledge-databases (access rights required)

1.2 Highlights for staff members

- easy documentation of incoming calls and other reports
- all important functions ad-hoc available by few mouse-clicks
- Easy enlargement of knowledge- bases ,including implementation of information and documents to problems already solved
- workflow for escalation
- multi-step strategy for solving problems (First-, Second-, Third-Level)
- supervising of reaction time and period – configuration according to customers needs
- delegation of tasks to specific support members / groups as well as information via e-mail
- user interface individually configurable (German or English)

1.3 Highlights for administrators

- adoption to business specific surrounding, that means integrable in existing infrastructure and networks
- multilingual settings for users
- interface for knowledge bases
- updates without operation interfering
- access rights via roles
- e-mail-In-Function
- configuration settings (alarm, classification, data transfer from Notes document via field assignment, workflow)
- in-house- training for staff members and administrators

1.4 Highlights for the IT-Management and Controlling

- individual support of employees and external customers
- easy identification of defects and failings of products
- capable to give support of multiple clients
- fast reaction on job delay
- completely structured overview of all queries
- full access and control to working processes
- overview of time – and activity reports
- overview of statistics and evaluation possibilities
- efficiency of support department

2 Fields of application of GeoCom® Helpdesk

GeoCom® Helpdesk is comprehensive and independent to different branches of industry. It is designed for both to give support to the companies employees as well as to manage the solution process of problems of external customers.

GeoCom® Helpdesk can be used for different fields of support:

- for the support of the company- wide computing structure as well as for assistance for organisational obstacles (so-called **user administration**)
- as a **product support** for the goods or services you provide
- as a service for external clients, similar to a **call-center**

This is due to the possibility to register the effort of the Helpdesk staff detailed classified into type of call and time and allocated to clients.

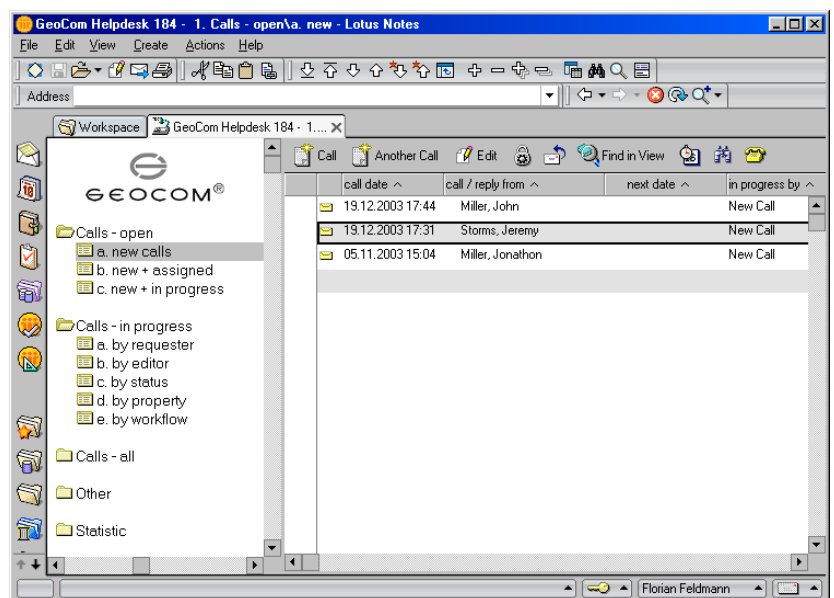


Illustration: Workspace

Database-handling

GeoCom® Helpdesk is characterised by an easy database handling. The combination of functionality and ease of use leads staff members to the right operation with the first mouse click. This reduces the time of adjustments to the programme to a minimum.

Electronic assistants for unobstructed operation

In order to achieve this you dispose over some electronic supporters, like special forms for acceptance, further proceeding and solution of queries.

Frequently recurring work steps – the acceptance of queries, delegation to responsible staff members, creation of alarm profiles – can be realised more effective with the help of buttons and dialog box. Helpdesk staff members have direct access to a central information pool with all open calls as well as information to problems which are already solved.

Using the automate deadline monitoring you can fulfil customer specific service-level-acknowledgements. This allows also that superiors and staff member responsible for projects are always up to date

15 reasons to chose GeoCom® Helpdesk

- ✓ platform independence and replication mechanism
- ✓ standardised structure of data- base
- ✓ escalation management (First-, Second-, Third-Level)
- ✓ automate dead-line monitoring (Service- level- acknowledgement)
- ✓ integrated knowledge-bases with solutions
- ✓ alarm function
- ✓ call- tracking for clients
- ✓ calls via e-mail, telephone, fax or Notes- client
- ✓ simple registration of queries
- ✓ detailed statistic and analysis
- ✓ customising (more than 1000 parameter)
- ✓ personal configuration
- ✓ customer specific policy
- ✓ intuitional and easy to learn data base handling possibility to integrate into already existing computing systems

3 Registration of problems and workflow

Using GeoCom® Helpdesk every call (incoming by telephone, letter/fax or via e-mail) is immediately classified by an intern employee or an extern customer.

Then, on the base on particular knowledge or by systematic investigation in contemplated data bases, specialists evaluate the concerned call respectively the problem and work out a solution. All information about single steps of solution are provided with comments and saved into a database.

3.1 Registration and processing of calls

GeoCom® Helpdesk offers a multi-step strategy for solving problems in order to facilitate the flow of communication between the involved three groups (user, first-level- support, second- level- support).

Illustration: Advanced call form for recording new call

In case of trouble e.g. with hard- or software, usually the user contacts the Helpdesk.

Therefore, three ways are possible:

- if the user has access to the application, he can use a specific to enter a description of a problem.
- If there is no direct access to the LAN or can a computer not be used to transfer the trouble ticket, the user can inform the Hotline by telephone or in by letter/fax. The support members record the problem using an advanced call form.
- even without any manual intervention a new call can be applied to the Helpdesk system: every intern or extern participant can send a standard e-mail that automatically appears within the support system as a an enquiry.

A call can either consist of a written description, Screenshot and/or attachment of data files, e.g. log. files.

Every failure message is added to an information pool and is handled afterwards.

3.2 Advantages of a multi-level-support

The multi-step strategy offers the possibility to manage the solution process very effectively in many ways: calls from your own employees or clients are either replied immediately or they are delegated to specialists that due to their expertise can solve the problem.

If there is already a solution for a specific problem saved in the knowledge base, members of the first- level- support (Hotline) can directly adopt the processing. As a consequence, the necessary knowledge for solving frequently occurring obstacles accumulates at the first-level (Hotline).

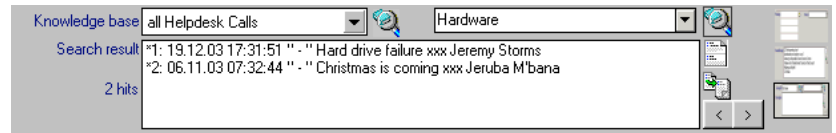


Illustration: Search within knowledge bases

Unless no ways to solve a problem are known, you can classify the call (problem) with the help of GeoCom® Helpdesk.

Through this you identify the appropriate member of the second- level- support who is qualified to tackle a problem of this kind. So you can forward (delegate) the call immediately.

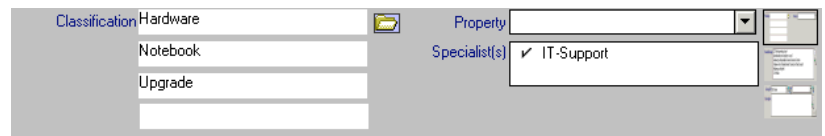


Illustration: Classification of a given problem in order to ascertain a specialist (second-level)

This procedure ensures that the solution of a problem is organised very efficiently:

- the members of the first- level- support do not necessarily have to be specialists as they adopt step by step the required knowledge all by themselves using GeoCom® Helpdesk
- the specialists of the second- level- support are relieved and only have to cope with the problems they are especially trained and responsible for

Users get the solution to their problems in the quickest way possible, either by the Hotline or by a qualified specialist.

3.3 Deadline monitoring

GeoCom® Helpdesk gives you the possibility to configure an alarm- and notification- service customer specifically.

As soon as a call is recorded or a request is delegated to a specialist, the improvement of the solution process is supervised regularly once the alarm is set.

If the pre- configured deadlines are exceeded (e.g. not worked on an enquiry for too long), to remember a message is automatically sent to the responsible employee.

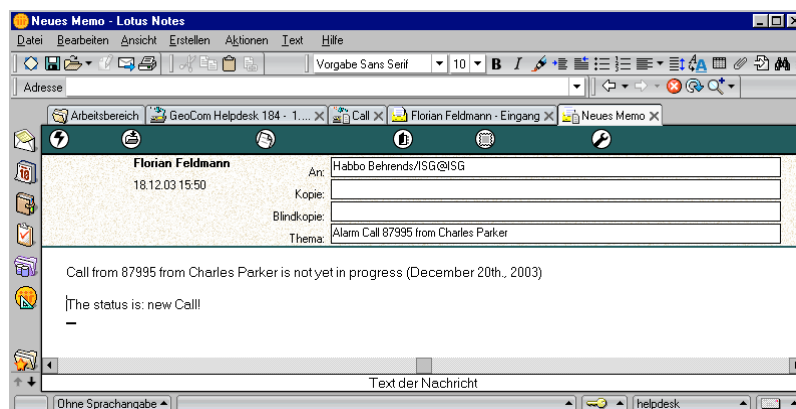


Illustration: Notification to responsible staff member

All deadline monitorings can be configured **customer specifically** so that for several clients different support- level can be offered.

In this manner it is ensured that that contracts made with the client concerning the processing deadline can be complied. It is avoided that requests are forgotten, maybe because they were to place back for a short time, and now cannot be handled in due-date time.

Example

A support center using GeoCom® Helpdesk offers a guaranteed response time within 24 hours for new incoming calls. A customer concludes a special contract with the support center defining that the response time should be no longer than 3 hours.

The deadline monitoring of GeoCom® Helpdesk takes care for that queries sent by this customer even trigger the alarm function within the stipulated 3 hours and that the responsible Helpdesk member gets a notification.

Other queries trigger the alarm function later on so that other calls (problems) can be finished within the normal period of 24 hours.

Furthermore, users will be regularly informed via e-mail about the current processing status

This e-mail will be sent automatically each time a status has changed. The advantage for members of the Helpdesk is that they have not to care about sending e-mails to the originator

Example

A first notification will be sent automatically to the requester as soon as his call is arrived at the Helpdesk. The next e-mail will be sent when the solution process through members of the first-level-support starts (Hotline). If a delegation to a specialist on the second-level-support is needed, the requester will be likewise informed. When finally the problem is solved and the call is ready to be closed, the originator gets yet another notification via e-mail.

3.4 Registration of working time and activities

All activities within the process of solving problems, such as telephone calls or search within different databases will be registered and working time recorded to each member of the Helpdesk.

Illustration: Dialog box to create a new work log (registration of working time and activity)

The precisely registration of time needed to complete tasks respective to every member and project makes it possible to generate an exactly calculation of costs and assignment to each client. As mentioned, support as a service for external clients can be realised with GeoCom® Helpdesk. A precisely registration of working time to every single member and project sets a basis for an **exactly calculation of costs**.

3.5 Configuration

GeoCom® Helpdesk offers variety of configuration parameters. This enable to adjust precisely the support system according predefined requirements

Basically it can be distinguished between a global configuration – it means settings that affect the complete application – an a personal configuration, that can be fixed by the user himself.

Personal configuration

The personal configuration serves for adjust the layout of the support system according to the individual need of each user. This affects – among others – the dialog language that can be set individually, the display of resubmission dates or the display format of new calls.

Policies

Using policies allows to dictate settings of the personal configuration system wide. The settings for it will be fixed within the global configuration document.

Global configuration

The global configuration will be set by the administrator and can not be changed by the user himself. Global settings serve to connect external Notes-databases, that can be used as knowledge bases.

In addition, system wide configuration parameters as selection lists of problem categories, specialists for specific problems (problem categories) or customer specific reaction times and alarm profiles will be fixed within the global configuration document.

Altogether more than 1000 parameters can be set within the global configuration.

3.6 Statistics

GeoCom® Helpdesk disposes of extensive statistical functions. In many ways those functions help to evaluate and co-ordinate available resources.

Moreover every call with its history is retrievable and can be selected in different views, e.g. by date (year, month, day) or working time (reaction-time in hours).

Due to the possibility to file, index and classify incoming calls, it is possible to generate statistics by:

- type of calls
- sources of errors
- editor
- reaction- and working time

Herewith it is possible to generate a complete overview of capacity utilisation and efficiency of the Helpdesk. Through the registration of recurrent calls structural problems within the different areas (administration department, manufacturing process) will be detected and uncover vulnerability of a given product or service.

These information help to structure the resource management in an efficient way and provide valuable management ratios for the controlling department.

year	month	date	problem	count	work time (h)	average (h)	pickup time average (h)	average (h)
		03.11.2003	xxx		0,00		906,38	
		05.11.2003	x2		0,00		0,00	
		05.11.2003	Grodniczky, Karsten	1		0,00	0,00	0,00
		05.11.2003	Festplattencrash		0,00		0,00	
		05.11.2003	Miller, Jonathon	1		0,00	1059,30	1059,30
		05.11.2003	Server crashes		0,00		1059,30	
		07.11.2003	webster	1		0,00	3,31	3,31
		07.11.2003	Celebrate the school break with £20 off		0,00		3,31	
▶ 10 - 2003				11		0,00	0,49	
▶ 7 - 2003				3		0,00	25,17	
▶ 6 - 2003				4		0,08	3419,71	
▶ 5 - 2003				1		0,00	0,00	
▶ 3 - 2003				1		0,00	-0,00	
▶ 1999				1		0,00	0,02	
				34		0,12	6193,95	

Illustration: View statistics a. call open time

4 Scenarios

Following you will find some examples for the different fields fit for use GeoCom® Helpdesk.

These examples serve as an overview of possible application scenarios and are in no way all possible fields of applications of GeoCom® Helpdesk.

4.1 Example # 1: No access to the network printer

1. Registration:

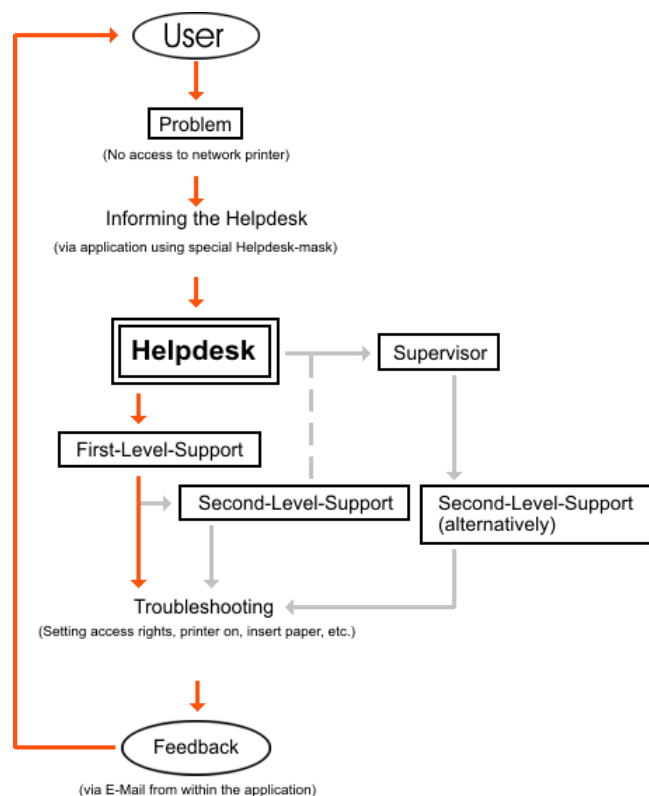
The user has serious problems with his computer and can't open the application GeoCom® Helpdesk on his desktop. Now, the user can ask a colleague to send in his order a notification of the problem to the Hotline. However, he decides to phone the Hotline directly in order shorten the process.

2. Hotline:

Members of the First-Level-Support take the call out of the Information-pool and begin to evaluate the problem by examining the access control list for the network printer.

3. Transmission of solution:

Member of the First-Level-Support sends a notification (via e-mail) to the user in order to inform him about the working process.



4.2 Example # 2: Blank screen

1. Registration:

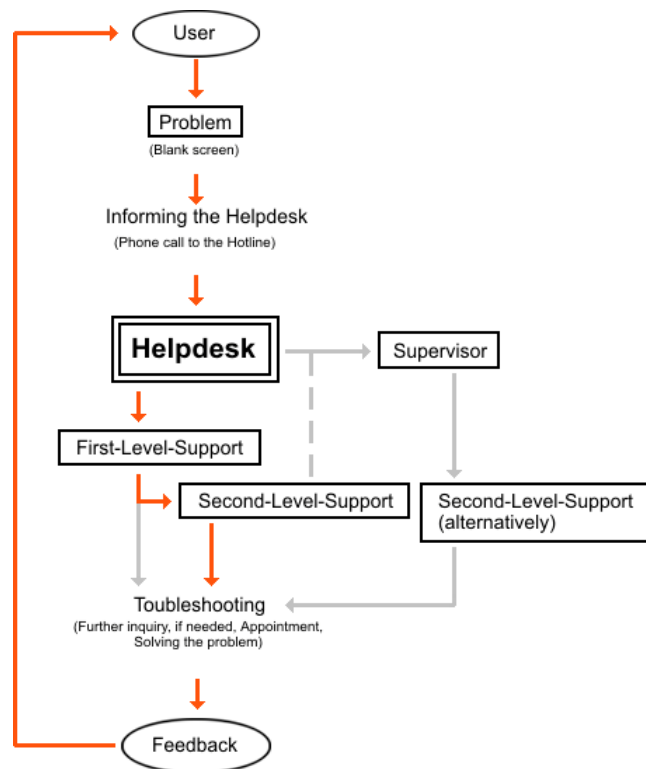
The user has serious problems with his computer and can't open the application GeoCom® Helpdesk on his desktop. Now, the user can ask a colleague to send in his order a notification of the problem to the Hotline. However, he decides to phone the Hotline directly in order shorten the process.

2. Hotline:

The Hotline register the incoming call and ascertain additional details like inventory-number of the computer, circumstances of the shut-down and delegates finally the problem to a responsible specialist on the Second-Level-Support.

3. Second-Level-Support:

The specialist contacts the user by phone in order to inform the user. The elimination of the problem will be carried out locally. Finally the task will be set as "finished". The Hotline closes the call.



4.3 Example # 3: Customer has problems with any product

1. Registration:

The customer sends an e-mail to the address helpdesk@company.uk. The e-mail appears automatically in the system as “new call”.

2. Hotline:

The First-Level-Support begins to classify the call and, if necessary, consults the customer, and delegates the call to a responsible specialist on the Second-Level-Support. Simultaneously the activation of the supervision of reaction periods will be activated.

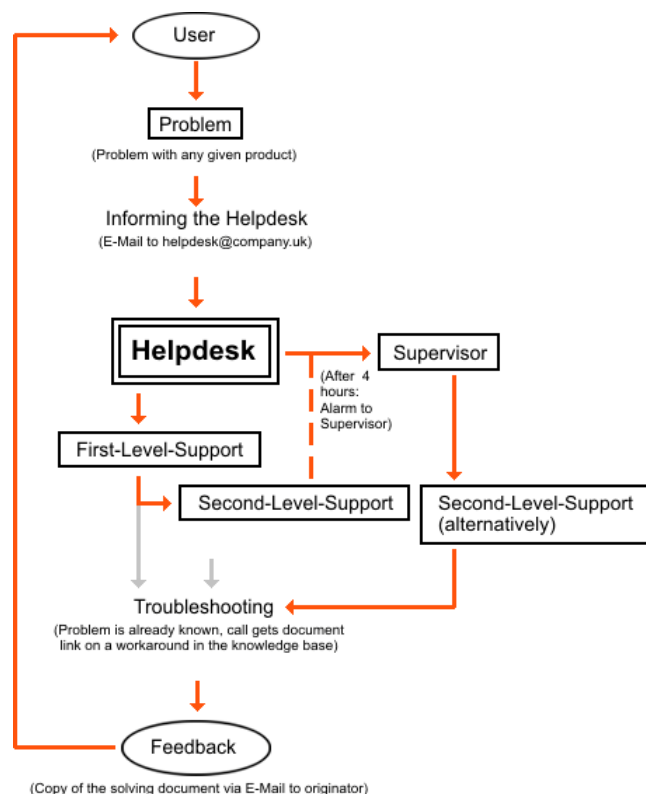
Nevertheless, after four hours the responsible specialist still has nothing done regarding this call. The supervisor gets a notification about the process. Now, he can delegates the task to another vacant specialist.

3. Second-Level-Support:

The problem regarding a product is already known, therefore the call gets a document-link on a workaround in the knowledge base. The status of the call will be changed to “closed”.

4. Transmission of solution:

Due to the fact that the customer has no access to the knowledge base, a member of the Helpdesk sends him a copy of the document as an e-mail and closes the call.



4.4 Example # 4: Support for customers of an external client

In this example the support is described as a service for an external client. A customer of the client himself wants to get information of how he can use the Short-Message-Service of his mobile phone.

1. Registration:

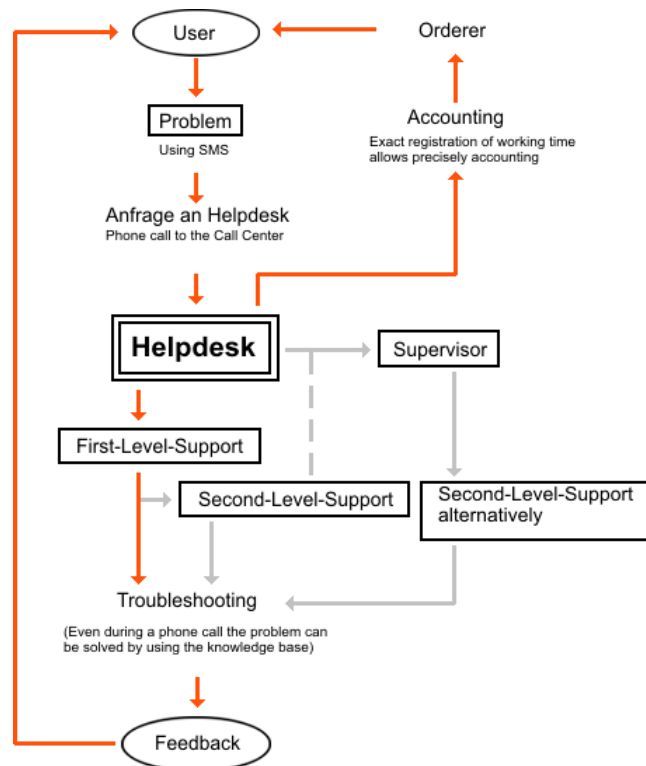
The customer of the external client either phones or sends a written (fax or letter) message to the Call-Center. The Hotline, equipped by GeoCom® Helpdesk, notes the incoming call by entering the problem in a special mask.

2. Hotline:

The Hotline-member already begins to search – just during the call - in a Knowledge base for an adequate solution to the problem. Finally, the member notes the solution process and makes a note of the time needed to complete the task.

3. Management/Controlling:

The time needed to complete tasks as well as other activities carried out by the members of the Helpdesk can be precisely registered and set a base for an exactly calculation of costs and assignment to each external client.



5 Administration

With regard to application- and customer-specific enhancements the support system is build open and modular. This guarantees that GeoCom® Helpdesk can be integrated in already existing IT-environments and computer networks.

Beside extensive security functions in relation to data processing (access rights, roles individually configurable) GeoCom® Helpdesk can be centrally administrated. This reduces the administration effort to a minimum.

Naturally, the usability is not unique to the support. The administration also profits from this usability. Regularly updates - for example – can be implemented without interception of the working process. This facilitates not only the process flow, but also improves the performance of the support.

6 Enhancements

Customer specific enhancements as adjustments to the appropriate look-and-feel can be designed by the **ISG Information Systems GeoCom GmbH**.

More information on: www.geocom.de