



Lotus Domino® Application



GeoCom® Helpdesk

Product Information

Content

HIGHLIGHTS	4
1.1 Advantages for Management and Controlling	4
1.2 Advantages for users.....	4
1.3 Advantages for staff members	4
WHO SHOULD USE GEOCOM® HELPDESK?.....	5
SUPPORT FOR CUSTOMERS.....	5
SUPPORT FOR IN-HOUSE-EMPLOYEES.....	5
SUPPORT FOR EXTERNAL CUSTOMERS (SERVICES)	5
REGISTRATION OF CALLS AND WORKFLOW	5
ADVANTAGE OF MULTI-LEVEL-SUPPORT	6
REGISTRATION OF CALLS.....	6
SEARCHING IN KNOWLEDGE BASES.....	6
DELEGATION, NOTIFICATION AND SUPERVISION	6
CLASSIFICATION OF CALLS.....	8
VIEWS WITHIN THE NAVIGATOR.....	8
SUPERVISOR	10
CONFIGURATION BY THE SUPERVISOR.....	10
SUPERVISION OF REACTION TIME REGARDING THE AGREEMENT WITH CUSTOMERS.....	10
TRANSMISSION OF THE SOLUTION	11
REGISTRATION OF WORKING TIME AND JOB	11

STATISTICS..... 12

REGISTRATION OF CALLS..... 12

PERSONAL CONFIGURATION 13

SCENARIO..... 14

EXAMPLE # 1: 14

EXAMPLE # 2: 14

EXAMPLE # 3: 14

EXAMPLE # 4: 14

Highlights

1.1 Advantages for Management and Controlling

- individual support of employees and external customers
- identification of defects and failings of products in a fast, clear and easy way
- capable to give support of multiple clients
- completely structured overview with full access and control to working processes
- overview of time – and activity reports
- overview of statistics and evaluation possibilities

1.2 Advantages for users

- high convenient user interface
- new calls to Helpdesk via e-mail
- detailed overview of calls with current processing status
- access to knowledge-databases

1.3 Advantages 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
- supervising of reaction time and period – configuration specific to customers needs
- delegation of tasks to specific support members / groups as well as information via e-mail
- language independent user interface

Management-Summary

GeoCom® Helpdesk is a support system that helps to solve problems that can arise in enterprises with close customer relationships. It is possible to monitor the complete support cycle (recording of incoming calls, delegation of pending tasks, troubleshooting).

GeoCom® Helpdesk is based on the **Groupware-Platform Lotus Domino®**. By more than 30 million licenses for workstations sold it currently marks the standard for Workgroup applications. Thus all highlights are available that make Lotus Domino the worlds market leader within this area: independence of platform, replication capabilities over distributed locations and full support of mobile users.

Illustration: Call form

Every incoming e-mail, phone call or fax (letter) sent by colleagues or external customers will be registered and identified by members of the Helpdesk in one single process.

Immediately, determined specialists begin to evaluate the problem, searching for solutions in determined databases to finally solve the problem.

All Information, including the solution that belongs to a specific problem, will be saved with comments in a Knowledge base. Thus, for any similar problem in the future data is quickly retrievable.

An Information-pool including all new, outstanding as well as solved problems, workflow for escalation, full access to Knowledge bases and permanently supervision of reaction time guarantees a quick solution of problems in order to cultivate the relationship to customers.

The support system GeoCom® Helpdesk pursues a concept of a multi-step strategy for solving problems. Calls sent by employees or customers will be delegated to specialists who have the knowledge corresponding to solve even complex problems.

GeoCom® Helpdesk is suitable to every specific IT-environment of companies and can easily be extended in different ways. The support system is designed to be used in LAN, WAN, remote or standalone.

Who should use 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.

Furthermore, GeoCom® Helpdesk is suitable both to support the PC environment equipped with all kind of hard- and software as well as to provide support for own products or – similar to a Call-Center - as service for external clients and their customers.

Yet, it is irrelevant whether the organisation of the Helpdesk is centralised or decentralised. The application can be used and operated without permanently being online. The total spectrum of services can be completely furnished at all locations, e.g. from home office or remote during a business trip.

The support that gives GeoCom® Helpdesk can be summarised in three features:

Support for customers

As mentioned, GeoCom® Helpdesk is useful to manage the process of solving problems that customers have with products or services.

Customers can easily contact the Helpdesk via Internet e-mail, fax (letter) or simply by a phone-call in case of problems with products. Members of the support team register all incoming information and begin immediately to work on the solution process.

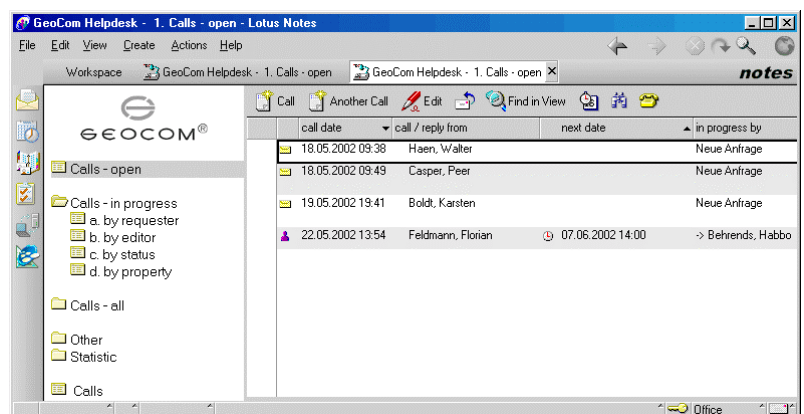


Illustration: view within the navigator

Support for in-house-employees

GeoCom® Helpdesk can also be used in order to support the company's inventory of hard- and software as well as to solve organisational problems.

The procedure is as following: First, all incoming calls sent by colleagues and other members will be collected in a central organised information-pool. The Hotline (First-Level-Support) has a complete overview of all calls respective to specific problems. Members of the First-Level-Support decide either to solve immediately the problems or, in case of complexity, delegate tasks to members of the Second-Level-Support.

Support for external customers (services)

Through GeoCom® Helpdesk it is possible to offer support as a service for external customers. Working time and kind of work carried out by all members of the Helpdesk (First-Level and Second-Level-Support) can be registered and evaluated to specific customers.

A precise registration of working time to every Helpdesk member and project allows an exactly calculation of costs and assignment to each client.

Registration of calls and Workflow

GeoCom® Helpdesk offers a multi-step strategy for solving problems in order to facilitate the flow of communication between **the involved three groups**.

In case of trouble, usually the **user** contacts the Helpdesk. Therefore, every

single user has a special electronic mask available on his interface in which the description of the problem can be entered. A call can either consist of a written description, Screenshot and/or attachment of data files, e.g. log. files.

Advantage of multi-level-support

The multi-step strategy offers the possibility to manage the solution process very effectively in many ways: members of the **First-Level-Support** collect the calls and immediately begin to search in determined Knowledge bases in order to find a solution for problems.

As consequence, the user himself gets instantly support from the Hotline while specialists of the **Second-Level-Support** can work on the solution of problems that are much more complex.

Registration of calls

Every incoming call will be registered by the Hotline, respectively the members of the First-Level-Support. All incoming calls will be collected in a central pool. The user himself is in charge of a special call form on his interface to enter a description of a specific problem.

If no access to the LAN is available or in case of trouble with the computer the user can also inform the Hotline in many ways like by phone-call, via Internet-e-mail (from another PC) or via (fax) letter. In such cases the support members register the incoming calls with a specific call form.

Searching in knowledge bases

Members of the First-Level-Support take responsibility for the incoming calls and manage the ongoing process of solution. First, they search for solutions in determined Knowledge bases. If there's no solution registered in the databases yet, the Hotline forwards the call to the Second-Level-Support.

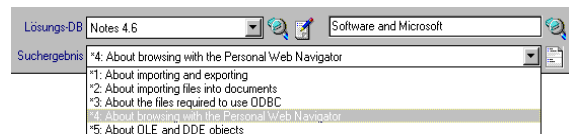


Illustration: Knowledge base

According to the know-how of each staff-member calls can be replied instantly or solved by searching for solutions in all full-text-indexed Knowledge bases.

Delegation, notification and supervision

Members of the First-Level-Support can directly transmit a solution to each user. Yet, in case of complexity of problems the **delegation of tasks** to members of the Second-Level-Support will be effected including a detailed description of the steps already done by the Hotline, information via e-mail and activation of the supervision of reaction periods.

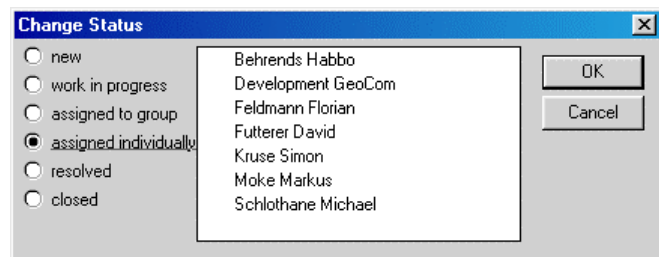


Illustration: Dialog box to change status

On this Level specialists or a group of specialists work on the problems in order to elaborate an adequate solution. The results of the solution process can be integrated in a simplistic manner to a permanently growing Knowledge base.

For the future, authorised persons have access to this full-text-indexed database to search for and retrieve information, quickly as possible.

Classification of calls

Incoming calls, that might be very complex or which are not shaping the responsibility of the First-Level-Support can be delegated instantly. In such cases members of the Hotline first classify the calls. By classifying calls to specific categories all appropriate members of the Second-Level-Support automatically will be identified and simultaneously be informed via e-mail.

It is also possible to write down faculties as responsible and addresses as Group (list of distribution)

Illustration: Classification of calls

Views within the navigator

The entire cycle of processing incoming calls can be observed. Authorised persons have access to the following four main views:

- **Calls - open**
- **Calls – in progress**
- **Calls – all**
- **Other**

These four main views can be subdivided in specific sub-views in order to gain detailed information about the ongoing process.

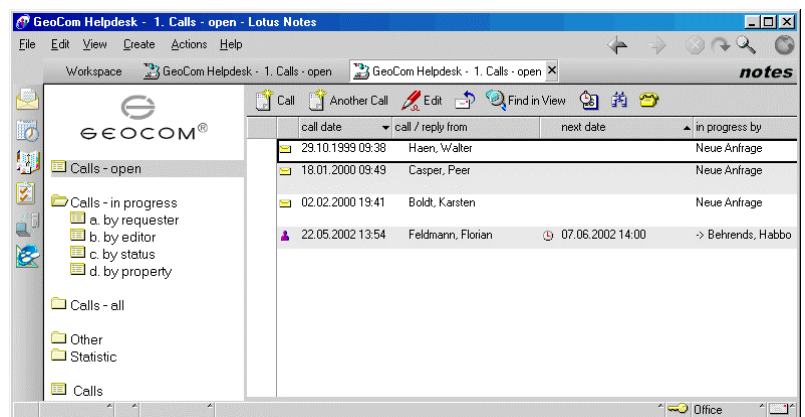


Illustration: Views within the navigator

The view **“Calls - open”** not only lists all new calls, but also shows all delegated calls (personally or to a group). This makes it possible not only to get an overview of how many new calls are within the Helpdesk but also to see how many new calls are just delegated to experts. It contains information to the call date, the requester (the person who sent the e-mail), the next date, and the name of the person who should solve the problem (in progress by). Finally the view shows a brief description of a problem.

The view **“Calls – in progress”** shows only those calls that are in progress.

This view can be subdivided into four different sub-views in order to get a completely structured overview of actual working processes. These are as follows:

- a. by requester
- b. by editor

- c. by status
- d. by property

In a similar manner the view "**Calls – all**" can be subdivided into five different sub-views. These are as follows:

- a. by requester (requester's name in alphabetical order)
- b. by editor (names of all Helpdesk-experts, including calls with action date, calls in progress, personally delegated calls, solved and closed calls)
- c. by status (number of calls in progress, personally delegated calls, solved and closed calls)
- d. by property (number of calls respective to previously fixed properties)
- e. by category (number of calls respective to previously fixed categories, e.g. hardware, software)

Finally the view "**Other**" can be subdivided into three different sub-views. These are as follows:

- Alarm profiles
- Categories
- Standard solutions

The sub-view "Categories" shows an overview of all previously fixed categories (including sub-categories, e.g. "software" more specific "usage" more specific "MS-Excel")

The sub-view "Standard solutions" shows an overview of all solutions that are saved to the database for future solving strategies.

The sub-view "Alarm profiles" shows an overview of all defined and distributed alarm profiles. The views also contains information to the status, to the specific action as well as to the trigger (status not changed for XX hours).

By some mouse-clicks authorised persons can retrieve documents to edit them.

Supervisor

The supervisor as one of the responsible persons within the process gets through the support system GeoCom® Helpdesk a detailed structured overview of the actual working process including full access and possibility of intervention.

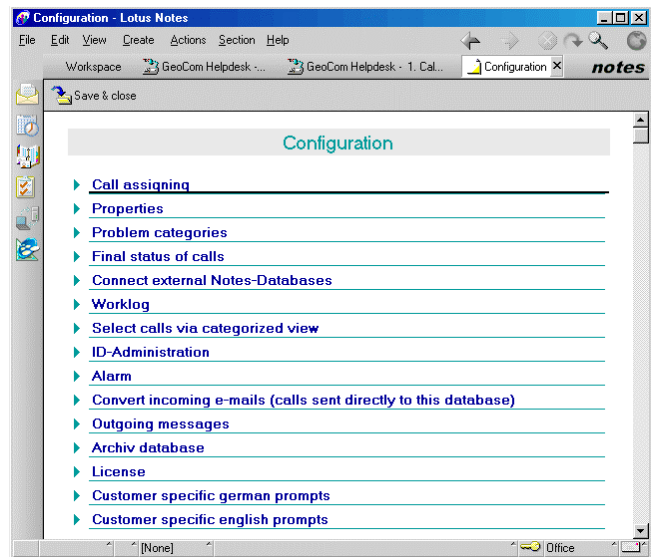


Illustration: Global configuration document

Configuration by the supervisor

The supervisor configures the support system, creates categories, fixes up appropriate specialists on the different support-levels, and has to look for the electronically activation of the supervision of reaction periods regarding the agreement to each customer.

The supervisor decides about the registration of calls (including with its solution) to a Knowledge base. All modifications respective the content within the databases can easily replicated to other locations.

Supervision of reaction time regarding the agreement with customers

The supervision of the reaction time can be realised by alarm-functions, which are individually configurable.

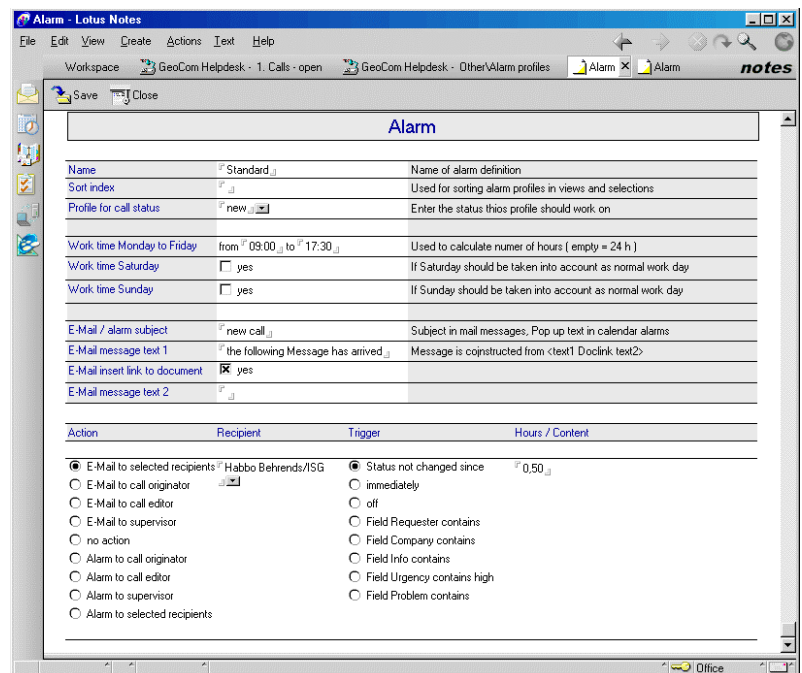


Illustration: Configuration of reaction times regarding the agreement with customers

By activation of the **supervision of reaction periods** the supervisor has the possibility to examine the entire working process for each call. In case of mismanagement he sends a reminder to the corresponding member working on the problem.

Transmission of the solution

Members of the support transmit the solution to the user, e.g. as copy of the corresponding document. The transmission can be done by e-mail, telephone or via fax (letter).

- Now, the user himself can eliminate the problem instantly
- Or, if the solution of the problem requires special Know-how, the Helpdesk determines responsible persons (experts), who are able to eliminate the problem locally.

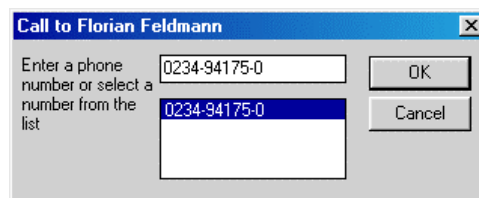


Illustration: Dialog box to set the way of transmission of solutions

If no access to the LAN is available (mostly in cases when GeoCom® Helpdesk is used as a service for external clients) the transmission of the solution can also be done by telephone. Via the integrated automatically dialling system, **TAPI-System**, members of the Helpdesk can phone to each client immediately without abandoning the database.

Registration of working time and job

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

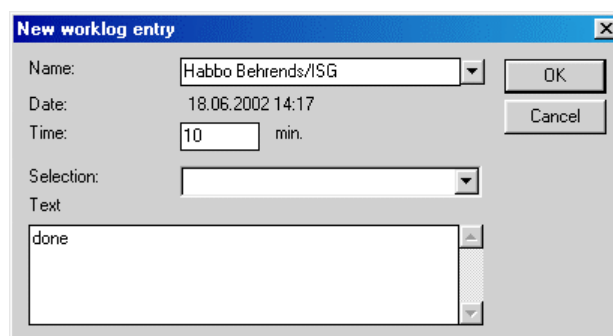


Illustration: Dialog box to create a new work log (registration of working time and job)

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. This makes GeoCom® Helpdesk suitable for any kind of support.

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**.

Statistics

This view provides an overview regarding to every kind of information like descriptions of calls or documentation of the solution processes. Every call with it's history is retrievable and can be selected in different views, e.g. by date (year, month, day) or working time (reaction-time in hours)

Illustration: View statistics

Registration of calls

The procedure of registration of calls can be done in different ways: Messages from customers and company members who have no access to the LAN will also be registered by Helpdesk members as well as calls from internal employees who count with a direct access to the Helpdesk. Calls can be either transmitted electronically (e-mail; telephone) or written (fax or letter) to the Helpdesk.

For the electronically transmission (description of the problem, screenshot and/or attachment of data files) the user has a special mask available on his personal computer. Beside this, he can also send an e-mail to the Helpdesk.

And, even in case of serious problems with the PC and its installation (neither access to e-mail nor to the Helpdesk mask) the user can inform the Helpdesk simply by telephone-call or via fax.

Nevertheless, it is also possible to send a message from another computer. However, in this case the user has to deposit an address to that the solution can be transmitted.

Personal configuration

The user-interface of GeoCom® Helpdesk can be configured individually according to several parameters like settings to the dialog-language (English resp. German) or the definition of a knowledge database.

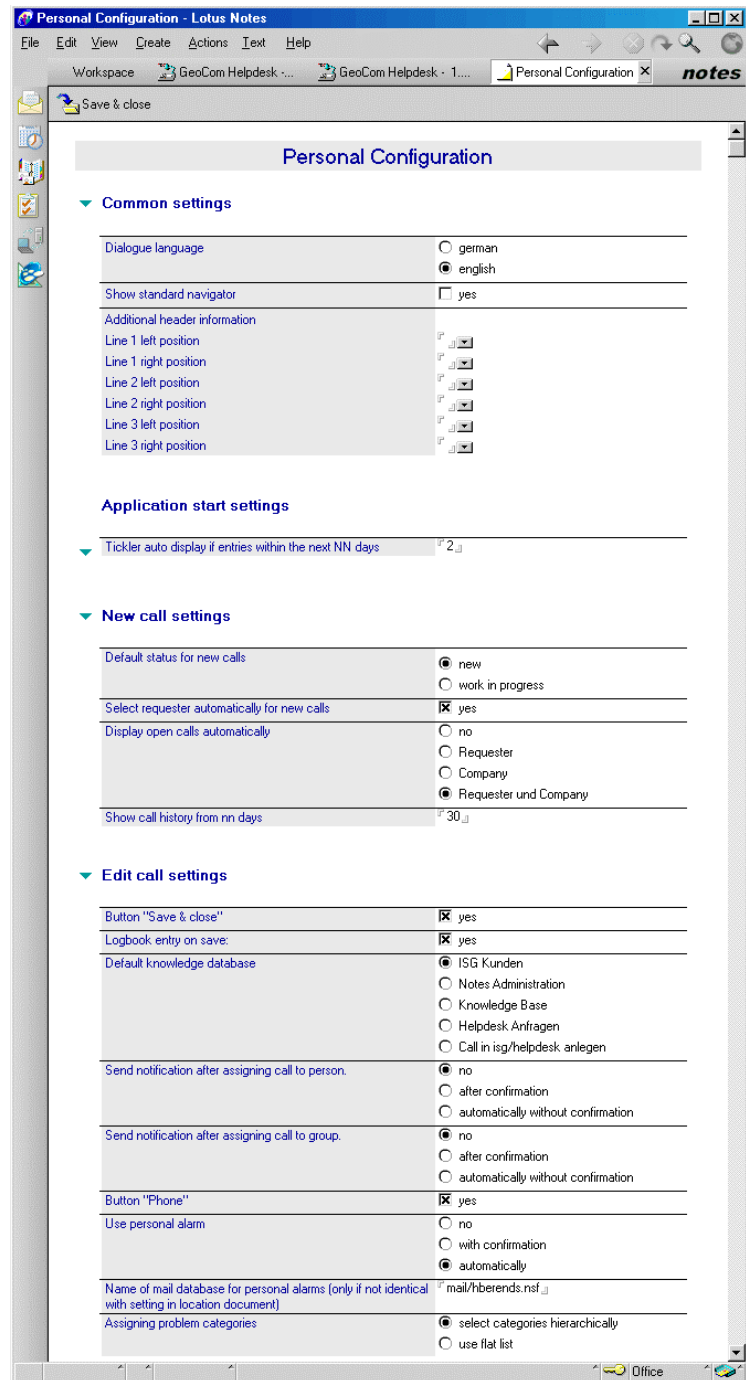


Illustration: Personal configuration document

Scenario

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

Example # 1:

No access to the network printer

1. Registration: The user inserts a brief description of the problem into the mask of the application GeoCom® Helpdesk and saves this new document into the database.

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 the 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.

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.

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

Example # 4:

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.