



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 the type of your 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 structure, all queries and their solutions 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 of calls (problems) and their solutions (escalation management).

Acknowledgement of service level

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

Comprehensive support services

An information pool including all new, active as well as solved problems, workflow for escalation, full access to knowledge bases and supervision of reaction times guarantees a quick solving 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 to 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 surroundings, 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 of giving support to multiple clients
- fast reaction to work delays
- 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 of different branches of industry. It is designed both for giving support to the companies' employees as well as for managing 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 classified into type of call and time and allocated to clients.

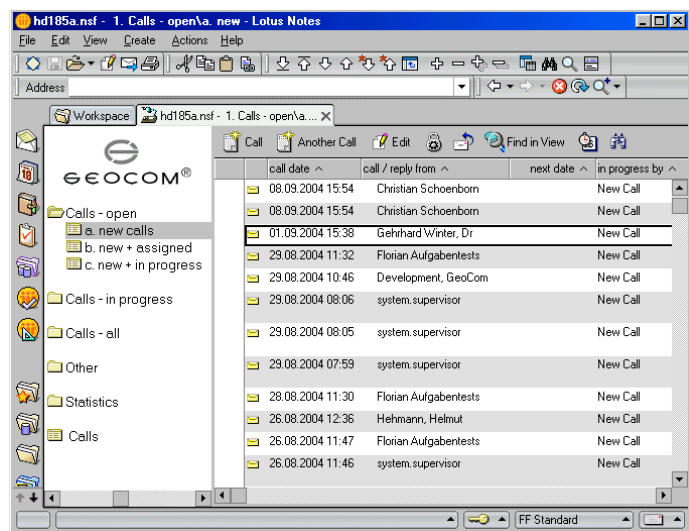


Illustration: Workspace, view "Calls – open – a. new calls"

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 program 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 effectively with the help of buttons and dialog boxes. Helpdesk staff members have direct access to a central information pool with all open calls as well as information to problems which have already been solved.

Using the automatic deadline monitoring you can fulfil customer specific service-level-acknowledgements. This allows superiors and staff members responsible for projects always to be 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)
- ✓ automatic deadline 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 statistics 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 internal employee or an external customer.

Then, based on particular knowledge or by systematic investigation in contemplated data bases, specialists evaluate the concerned call, resp. 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 three groups involved (user, first-level- support, second- level- support).

The screenshot shows a Lotus Notes window titled "Call - Lotus Notes" with a menu bar (Datei, Bearbeiten, Ansicht, Erstellen, Aktionen, Text, Hilfe) and a toolbar. The main content area contains a form for recording a call. The form fields are as follows:

- Requester: Dr. Ian Stafford
- Company: Winfield Ltd.
- Return info: no
- Call type: Phone
- Case ID: [empty]
- Urgency: high
- Alarm: Mail Standard
- Next action date: 18.12.2003 at 18:00
- Comment: [empty]
- Status: new from Florian Feldmann on 18.12.03 15:30
- Work logbook: GeoCom Helpdesk, Version 5.6, Testlizenz bis 31.12.2003
- Knowledge base: Knowledge Base
- Search result: Desktop-PC
- Problem: Defective hardware component
- Description: The monitor screen remains black.
- Solution: Tentatively, change connection cable. If no success, send back monitor to computer manufacturer.

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, different ways are possible:

- If the user has access to the application, he can use a specific form to enter a description of the problem.
- In case there is no direct access to the LAN or a computer cannot be used to transfer the trouble ticket, the user can inform the Hotline by telephone or 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 internal or external participant can send a standard e-mail that automatically appears within the support system as an enquiry.
- In addition to calls created by users themselves, so called task profiles can create calls regularly if certain conditions are met. Thus, e.g. warnings about too many new calls can be issued, or persistently recurring tasks can be included as calls into the Helpdesk system.

A call can 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 solved and answered 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).

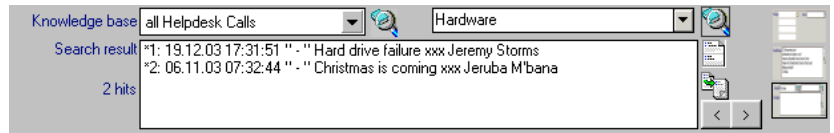


Illustration: Search within knowledge bases

In case no ways to solve a problem are known to the Hotline, they can classify the call (problem) with the help of GeoCom® Helpdesk.

By doing this, the appropriate member of the second- level- support who is qualified to tackle a problem of this kind can be identified. So the call can immediately be forwarded (delegated) to the corresponding specialist.

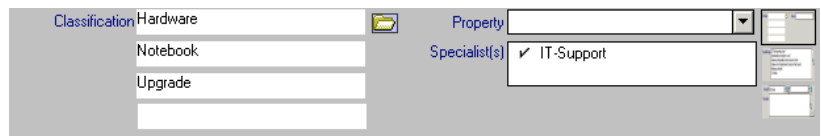


Illustration: Classification of a given problem in order to ascertain a specialist (second-level)

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 according to customer specific needs.

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), a corresponding message is automatically sent to the responsible employee.

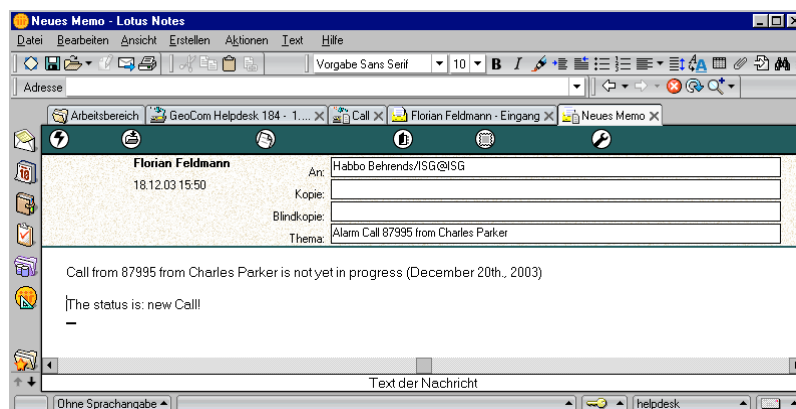


Illustration: Notification to responsible staff member

All deadline monitorings can be configured **customer specifically**, thus, several clients can be offered different support levels.

In this manner it is ensured 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 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 do not have to care about sending e-mails to the originator of a call.

Example

A first notification will be sent automatically to the requester as soon as his call has 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 precise registration of time needed to complete tasks respective to every member and project makes it possible to generate an exact calculation of costs and assignment to each client. As mentioned, support as a service for external clients can be realised with GeoCom® Helpdesk. A precise registration of working time to every single member and project sets a basis for an **exact calculation of costs**.

3.5 Configuration

GeoCom® Helpdesk offers a vast variety of configuration parameters. This enables the system administrator to precisely adjust the support system according to predefined requirements.

Basically a global configuration – i.e. settings that affect the complete application – and a personal configuration, that can be fixed by the user himself, can be distinguished.

Personal configuration

The personal configuration serves to 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 this will be fixed within the global configuration document.

Global configuration

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

In addition, system wide configuration parameters, such 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 these functions help to evaluate and co-ordinate available resources.

Moreover 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).

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 vulnerabilities of a given product or service will be uncovered.

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

year	month	date	start work	end work	count
2004					18
	12	2004			2
					1
		04.12.2004 11:50	04.12.2004 11:52	19.12.2004 11:31	1
					1
		11.12.2004 11:54	11.12.2004 11:54	19.12.2004 11:31	1
	11	2004			6
					2
		03.11.2004 17:23	03.11.2004 17:23	11.12.2004 11:57	1
		03.11.2004 17:23	19.12.2004 11:31	19.12.2004 11:31	1
					2
		03.11.2004 17:23	03.11.2004 17:23	11.12.2004 11:57	1
		05.11.2004 11:57	17.12.2004 12:38	17.12.2004 12:38	1
		05.11.2004 12:53	19.12.2004 11:31	19.12.2004 11:31	1
					1

Illustration: View "Statistics a. call open time"

4 Scenarios

Following you will find some examples for different fields of use for 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:

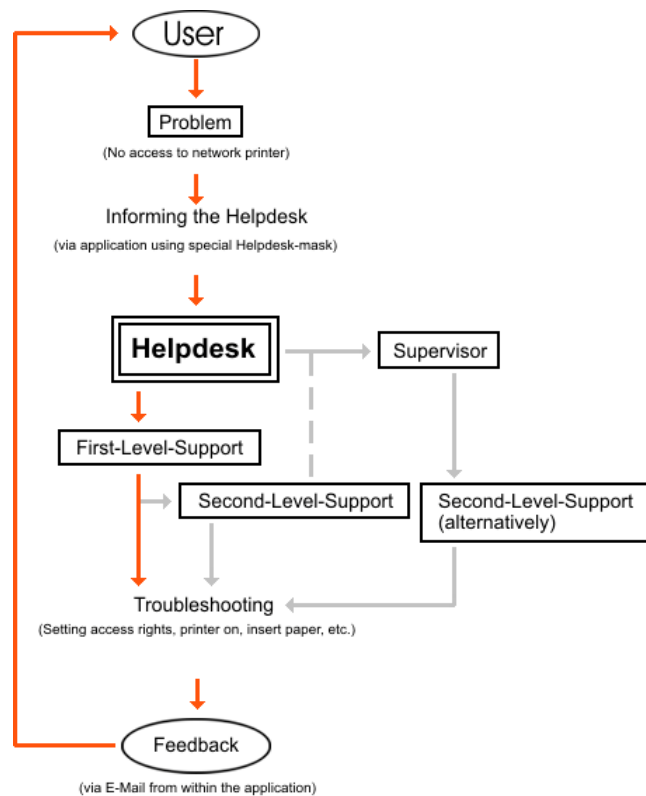
The user does not have access to the network printer, all of his printing orders are ignored. Therefore, he opens the application GeoCom® Helpdesk and fills in the corresponding call form.

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:

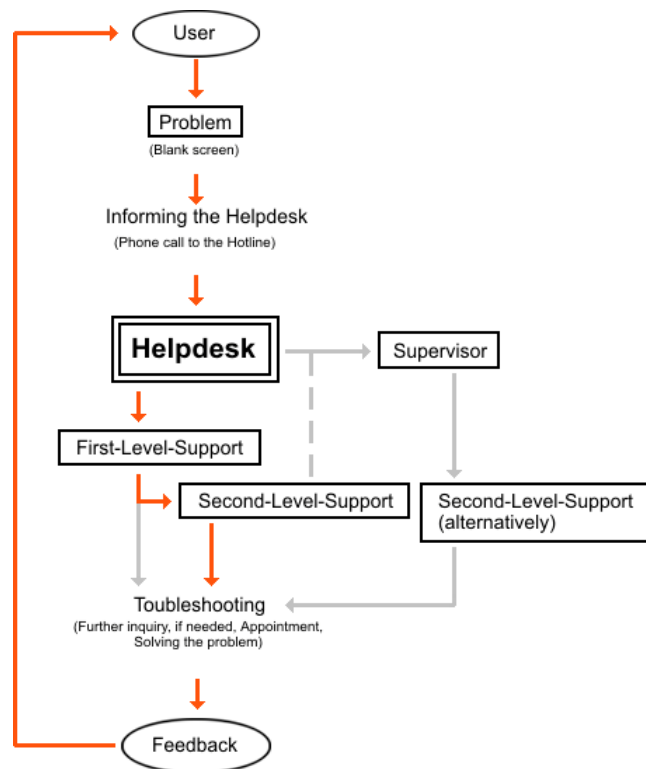
The user has serious problems with his computer and can't open the application GeoCom® Helpdesk on his desktop. Now, the user can ask a colleague to send in his order a notification of the problem to the Hotline. However, he decides to phone the Hotline directly in order to shorten the process.

2. Hotline:

The Hotline register the incoming call and ascertain additional details like inventory number of the computer or circumstances of the shut-down and finally delegate the problem to a responsible specialist of 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.

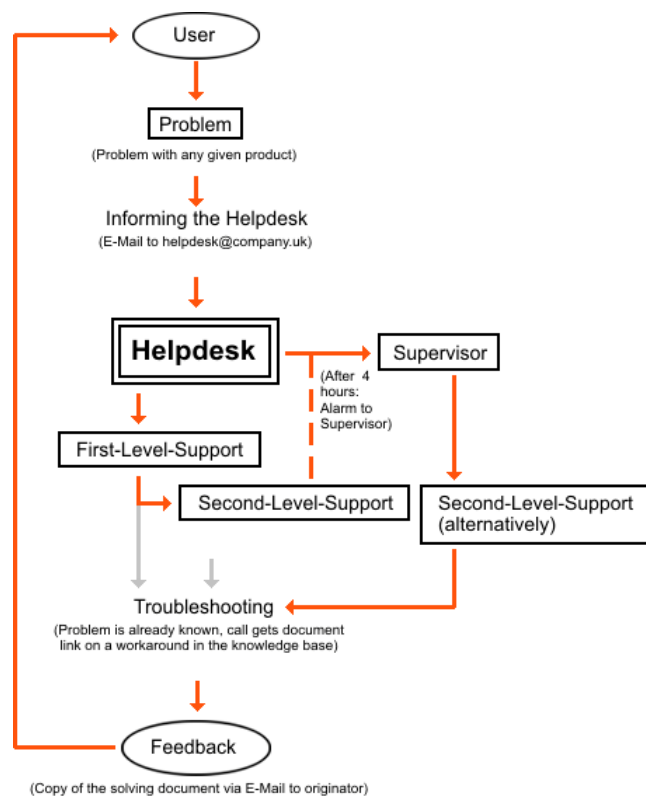
Nevertheless, after four hours the responsible specialist still has not done anything regarding this call. The supervisor gets a notification about the process. Now, he can delegate the task to another vacant specialist.

3. Second-Level-Support:

The problem regarding a product is already known, therefore a document-link on a workaround in the knowledge base is appended to the call. 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:

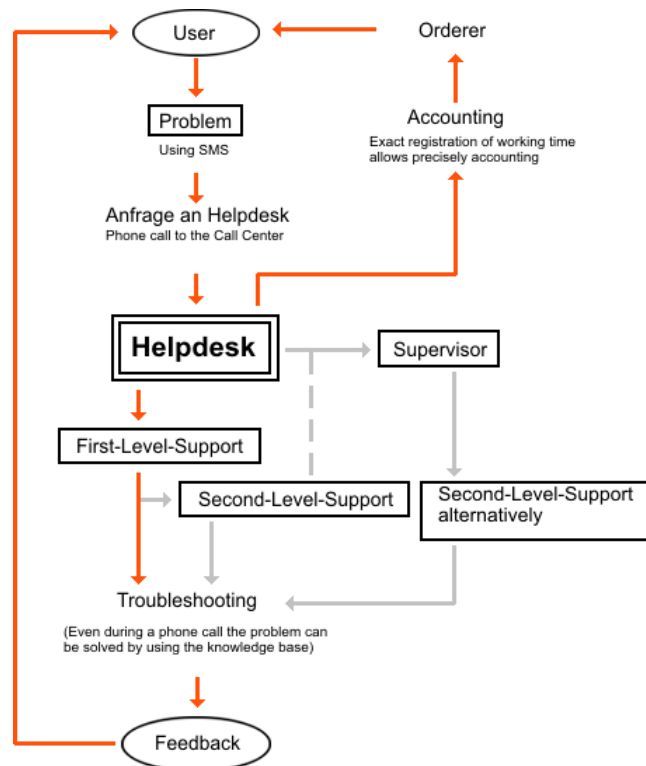
The customer of the external client either phones or sends a written (fax or letter) message to the Call-Center. The Hotline, equipped with GeoCom® Helpdesk, notes the incoming call by entering the problem into a special call form.

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 exact 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. Regular updates, e.g., can be implemented without interfering the working process. This facilitates not only the process flow, but also improves the performance of the support.

6 Enhancements

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

More information on: www.geocom.de