

## **Part one:**

### **Introduction**

The HelpDesk Application has been designed as an online application to assist in the logging of calls directed to a call centre. In Version 1.0 there are three main Roles a user can assume:

1. Administrator
2. Logger
3. Technician

### **The Administrator Role**

The administrator role functionality has two functions defined in this version namely the set up of the HelpDesk System and the production of reports pertaining to activities by Loggers and Technicians.

#### ***Setup***

The Setup of the HelpDesk System is the most important aspect of the application and it is crucial that the administrator understands and setups the HelpDesk System correctly to maintain an efficient and useful application. In this manual you will find details on how to Setup the various options correctly.

#### ***Reports***

The Reporting functionality of this application lets administrators generate and distribute reports according criteria selected. The purpose of reports is to determine the efficiency of the HelpDesk System staff at attend callers calls. Callers will now on be referred to as clients. The reports enable the administrator to assess trends in the client's calls and the response of the HelpDesk System staff.

### **The Logger Role**

The logger role primary functionality is to log client's calls and assign the calls to a suitable category, department and technician so that a quick and relevant solution to the client's problem can be delivered.

### **The Technician Role**

The technician role primary function is to attend to clients calls as logged by the loggers. Technicians belong to predefined departments which could represent geographical locations or organisational structures. For each call any number of technicians can be assigned, however it is recommended that only the minimum number of technicians should be assigned to a call. Additionally a call must be assigned a lead technician who has the authority to manage the calls final outcome (in other words – the solution delivered to the client on the summation of the call).

# Front Desk Training Manual For Medical Practices

**S Baum**



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