

How to use Call Logger



Call Logger is a program which allows users to book Problems with their IT Equipment or any Building Problems \ Requirements.

Press F1 or click the Help buttons at any time to get Help

When you first run Call Logger (Fig 1), it will already know who you are and what Pc you are on, the View calls screen will show, this will display all the current calls made by you.

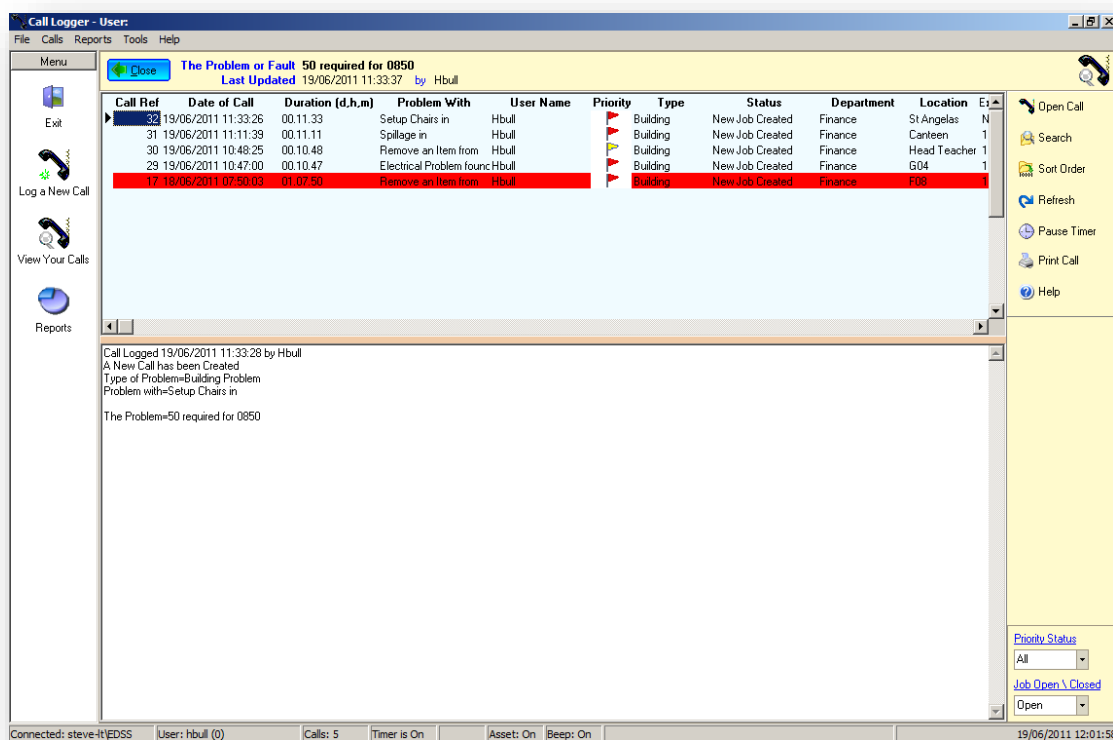


Fig 1

Logging a Call:

To Log a call click the “Log a New Call” button, you will now see screen (Fig 2) Click each section which says “Please Select” and select from the right hand screen,

When finish type in a reason for this call, and then click the “Save this Call” button.

Your Call has now been logged into the database, and the relevant people will now be able to action your call.

They can update the Call, Close the Call, and even email you the result etc.

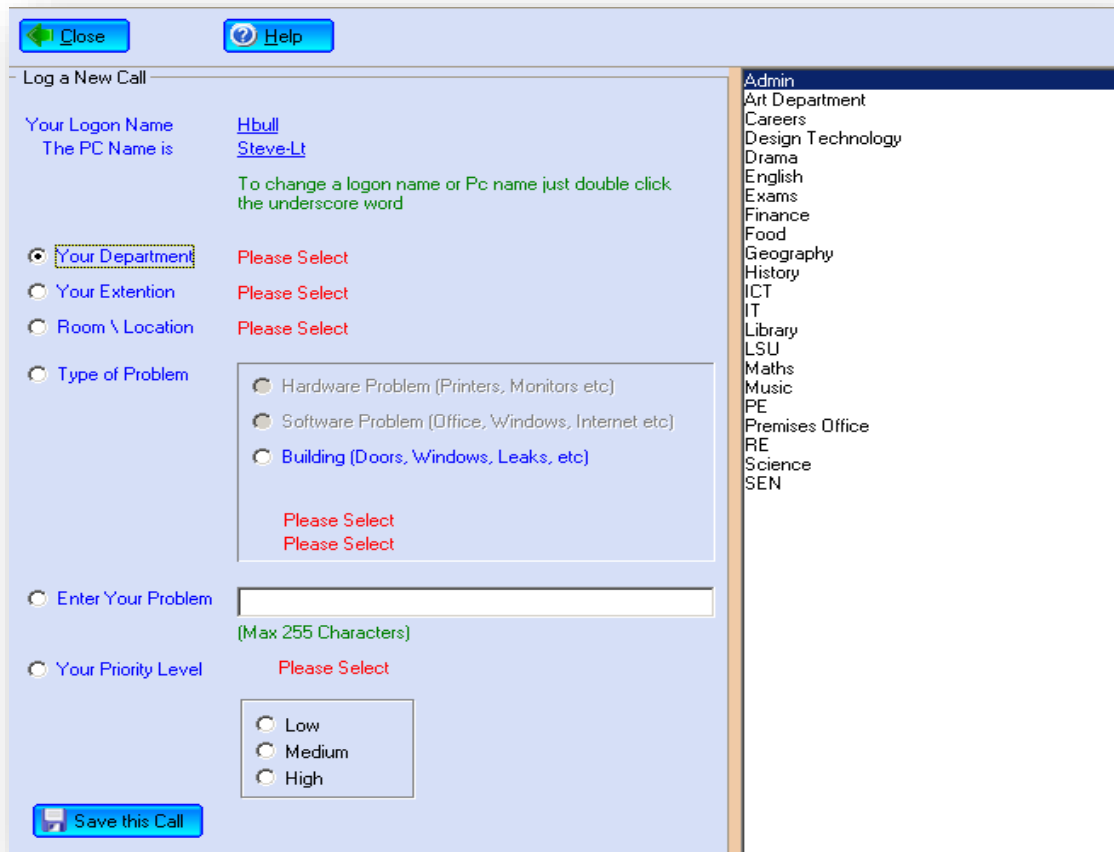


Fig 2

Viewing Your Call:

Click the button “View your Calls” and you will see your calls, to read or update the call click the “Open Call” button or double click the select call.

This screen will appear (Fig 3)

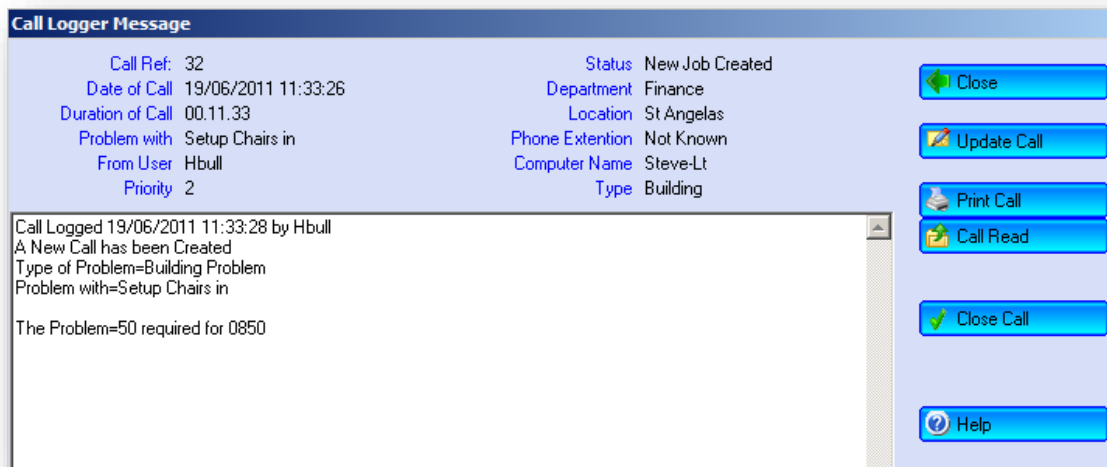


Fig 3

Commands use in this program:

Close

This will close this screen.

Update Call

Will allow you to add a comment to this call.

Print Call

Print this call to your printer.

Call Read

Will add a comment "Call has been read", to let others know that you have read any comments that have been made.

Close Call

Will close this call to say that it is finished.

Other Commands used:

Search

Will allow you to search for information of these calls.

Sort Order

You can sort by the field on this screen, ascending or descending.

Refresh

Just refreshes the view screen.

Pause Timer

This will stop the screen from Refreshing.

Priority Status

View what type of Call there, All, Low, Medium or High calls.

Job Open \ Close

View Open or Closed calls.

Close Call & Email

Will send an email to the user telling them that their call is closed.

Change Status

Allow you to change the status of the call, if you are waiting for parts etc., you can let others know this by changing the call status.

Change Priority

You can change the Priority to Low, Medium or High.

Edit Call

This screen will allow you to change the details of this call.

Forward Call

This will allow you to email a user this call so they can action it.

Email Update

This will send an email to the user with a update.

Any questions or comments then please let me know.

Thank You

Steve Riley