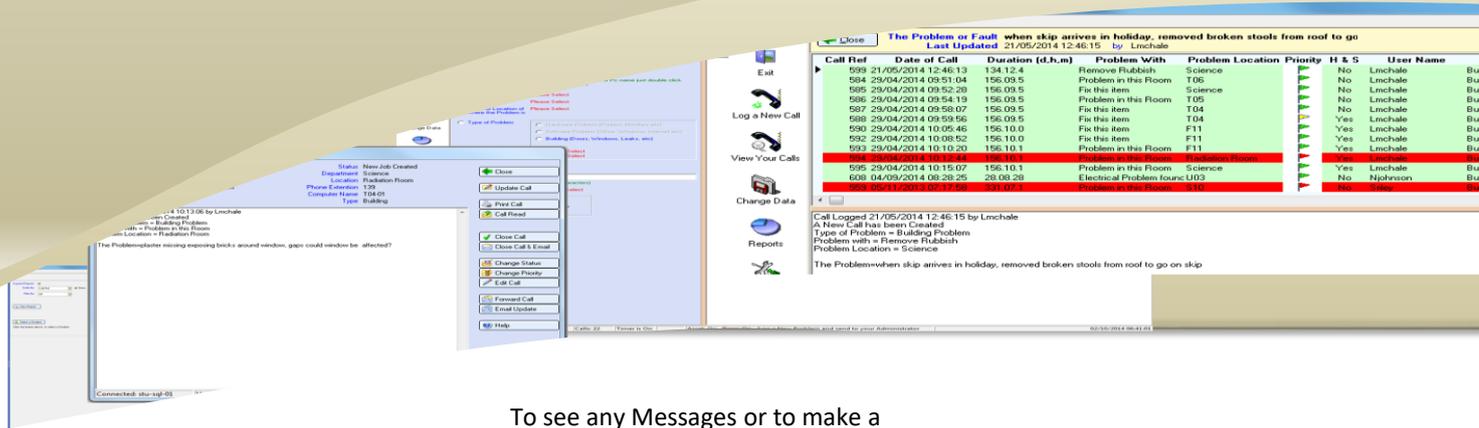# Call Logger

Call Logger

Call Logger is used to Log Problems which have occurred. e.g. if you have a blocked Sink, then you can log a call and the Site Team will look at the Call Logger system and will attend.

The system will keep a record of all the messages between Site Office and the person who logged a call.

e.g. Say you had a broken window frame. The Site team will look at it but it needs to be measured for a new Frame, Site team will put a note on the system and when the person logs back onto the program they will see the note that the Site team had left, this saves the person trying to chase up the Site Team to find out what's happening.
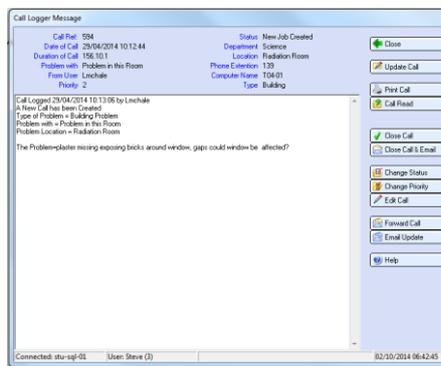
To Log a Call, click the "Log a New Call" button.
Click the Radio button "Your Department" then Click the Department you are in,
then click "Your Extension" select your Phone Extension,
click the "Room or Location", select the Room of where the problem is, and so on.
You can type in what your problem is and the assign a Priority level, Low, Medium or High
Then click the "Save" button to log your call, a message will appear telling you what your Reference number is.
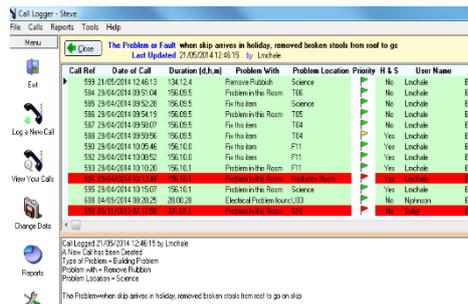
Click "View your Calls" to see the calls that you have made.

To see any Messages or to make a comment, highlight your call, then click "Open Call", a screen will appear where you can change: Status, Priority, Email Call, Forward the Call to someone etc.
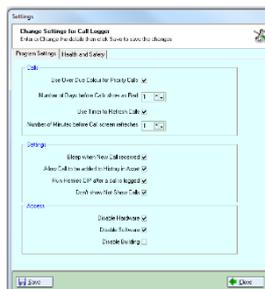

In the bottom right hand corner you can select to view Priority Status and Open or Closed calls only.
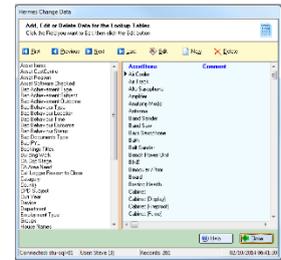
Some more screens:

In the Settings screen there are some Settings that be customize to suite you

Admin Settings:

You may need to add Some Lookups, click File from the Menu (or Press F8) and the Change Data screen will appear, from here you can change the Lookup data which is in Hermes.

Programs in Hermes

Other Programs in the Hermes Suite:
After School Club
Allocation
Alternative Education
Asset Manager
Bookings
Call Logger
Confiscated Items
Controlled Assessment
Detention
Forms On Line
ID Cards
Learning Identification Sheet
Network Devices
Parental Engagement
Photos
Seating Plan
Software Audit
Stock Control
User Display
Visitor Log
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Visit the website to find out more
All Programs can be Customised to your Needs

Hermes Software
Tel: 0203 239 2399
www.hermessoftware.co.uk
hsinfo@hermessoftware.co.uk