 **HELP DESK LOG FORM**

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| *Client Details* |  |
| Name | John in Accounts |
| Phone | 0212345678 |
| Machine No | 25 |
| Building | Computers Are You Pty Ltd. |
| Street Address | 15 Fix St, Sydney, NSW 2000 |
| *Department Use* |  |
| Date | 11/09/10 |
| Time | 10:30am |
| Officer Name | Jo |
| Date Completed | 11/09/10 |
| Time Completed | 10:40am |

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| *Problem Description* |
| John doesn’t know how to add addresses to outlook address book. |
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| *Problem Solution* |
| Talked John through the options in Outlook that he needs to choose in order to add the email |
| addresses: ‘Open ‘Outlook’, choose ‘contacts’, and double click on the person’s name. Enter the |
| email address in the Email’ dialogue box found on the right side of the screen.’ |
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| Problem Escalated | ~~Yes~~/**No** | **Escalation Details** |  |
| **Date Escalated** |  | **Dept Escalated to:** |  |
| **Officers Name** |  | **Result of Escalation** |  |

 **HELP DESK LOG FORM**

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| *Client Details* |  |
| Name | Pinko in Marketing Department |
| Phone | 0212345679 |
| Machine No | 6 |
| Building | Computers Are You Pty Ltd. |
| Street Address | 15 Fix St, Sydney, NSW 2000 |
| *Department Use* |  |
| Date | 12/09/10 |
| Time | 10:00am |
| Officer Name | Jo |
| Date Completed | 12/09/10 |
| Time Completed | 11:30am |

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| *Problem Description* |
| The floppy disk is jammed and they can’t remove the floppy disk drive. |
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| *Problem Solution* |
| The problem is passed onto Maria. Maria goes to Pinko’s computer and is able to remove the |
| floppy disk by using a paddle pop stick to maneuver the disk out. The metal on the top of the disk |
| had bent, and by using the paddle pop stick she was able to level out the metal, and pull out the |
| floppy disk. |
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| Problem Escalated | **Yes**/~~No~~ | **Escalation Details** | Minor hardware problem |
| **Date Escalated** | 12/09/10 | **Dept Escalated to:** | Local support officer |
| **Officers Name** | Maria | **Result of Escalation** | Problem solved |

 **HELP DESK LOG FORM**

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| *Client Details* |  |
| Name | James in Marketing |
| Phone | 0212345677 |
| Machine No | 12 |
| Building | Computers Are You Pty Ltd. |
| Street Address | 15 Fix St, Sydney, NSW 2000 |
| *Department Use* |  |
| Date | 13/09/10 |
| Time | 1:15pm |
| Officer Name | Jo |
| Date Completed | 13/09/10 |
| Time Completed | 4:00pm |

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| *Problem Description* |
| The version Of MYOB they are using is older than the version in the Finance Department. Needs |
| to update the version. |
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| *Problem Solution* |
| The problem is escalated to a higher authority for approval. The software manager approves the |
| upgrade and registers the upgrade. |
| Then a level 2 help desk support person performs the upgrade. |
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| Problem Escalated | **Yes**/~~No~~ | **Escalation Details** | Software upgrade |
| **Date Escalated** | 13/09/10 | **Dept Escalated to:** | Software/Support level 2 |
| **Officers Name** | Silvio | **Result of Escalation** | Successful |