Task 15 HelpDesk

Name: Date: / /

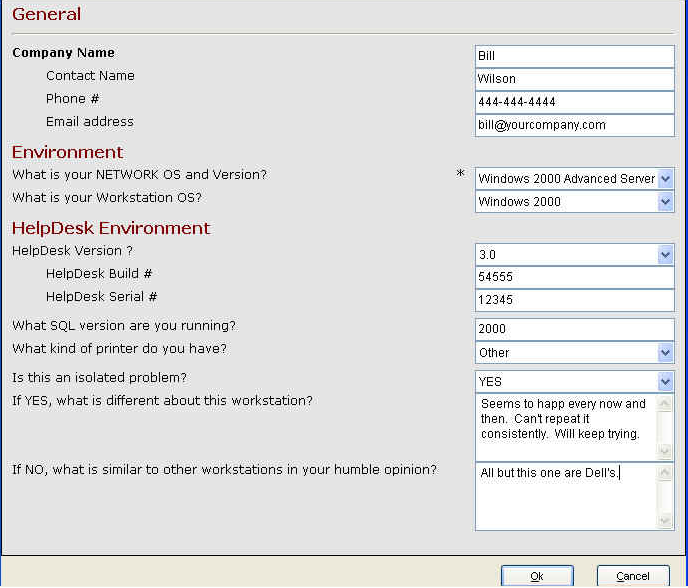
Additional Resources:

<http://www.google.com.au/search?hl=en&source=hp&q=HelpDesk+contact+form&btnG=Google+Search&aq=f&aqi=&aql=&oq=&gs_rfai>=

**QUESTIONS**

**20 marks per question, put answers on your wikispace.**

1. Create a client contact records for your HelpDesk at Lander Toyota in a WORD document and include details for your workstation, problem description, urgency, etc, example: **Uploaded to wiki.**



1. Read the article:

<http://www.callcentres.net/CALLCENTRES/LIVE/me.get?site.sectionshow&CALL713>

* 1. Explain where helpdesks will be located in future and why?

**Answer:** Help desk centres will most likely be in located in India, the Philippines or Malaysia. They will be located in these countries due to the cost per call offered by their businesses compared to other countries.

* 1. Explain main differences between the future HelpDesk and the current HelpDesk

**Answer:** The future help desk will most probable be

* Run from home whereas the current help desks are run in large offices.
* They will also use VOIP to further reduce their costs.
* Remote access of client’s pcs will become more common.
* Clients will use email and web forms to access the help desk.
* Clients will use instant messaging rather than using the telephone.
  1. How will they arrange parts replacement such as a faulty keypad or hard drive

**Answer:** The part will be automatically logged into the help desk data system and then will be integrated with the parts database and an inventory management system so that back ordering can occur automatically as stocks become low.

* 1. Will the service be better and cheaper? Explain your answer.

**Answer:** The service may not necessarily become better because of the specific technical nature of some of the problems. Only if the call is routed to the correct technical area then this system could be more efficient.

The service will certainly be cheaper to implement and run because the cost per call will be reduced due to the cheaper cost of labour, hardware such as VOIP against the traditional telephone exchange and the use of instant messaging.

* 1. Microsoft 365 cloud service

<http://b4tea.com/information/softwares/microsoft-office-365-cloud-service-microsoft-answers-google-apps>

Have a look at this service and answer the following:

* What is it? Cloud computing is where the apps are kept on an online server and accessed by the user as needed.
* How much does it cost? It costs between $6 and $27 per month per user.
* Is it available in Australia? Microsoft Office 365 Cloud Service will be available in Australia from next year.
* When would you recommend it to a client of the HelpDesk? I would recommend it to a business that is small so that they can access all the applications that would normally be too expensive to purchase outright. It also allows them to free up space on their hard drive because all of the applications are kept online.

1. The proposed marketing event at Lander Toyota associated with the 2010 Commonwealth Games was oversubscribed. Many clients have decided to stay and view in Australia rather than travel in these uncertain times.
   1. Create a diagram showing how the matches can be recorded on DVD while watching live, for example using a PVR using Visio, WORD, EDraw or similar.

**Television**

**HD set top box**

**Computer with DVD burner**

**Portable hard drive**

Completed DVD

* 1. Create a hardware list for the existing conference room to be equipped and supported as a viewing theatre/studio with recording PVR and DVD burning and associated software.

# Hardware List

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Cost** | **Description** | **URL** |
| Computer | $2495.00 | HP Envy 15-1104tx i7 | http://www.cworld.com.au/product\_info.php?ID=171879 |
| DVD burner | Included in above |  |  |
| DVD burning software | $149.95 | Nero 10 multi media suite platinum | http://www.nero.com/ena/store-nero10-hd.html |
| PVR | $699.00 | Topfield TRF7160 | http://www.cnet.com.au/topfield-trf7160-339302678.htm |
| Portable hard drive | Hard drive is included in above PVR |  |  |

Total = $3343.95

Notes: The above price will depend upon purchasing the models chosen, if a PVR is chosen that does not have an inbuilt hard drive then an external hard drive must be purchased.

* 1. Create an instruction manual for using small in-house DVD recording that includes screen captures.

**Answer:** For DVD recording please refer to the following manual: http://www.dvd-recorder-review.com/support-files/sonyrdrgx7.pdf

1. Read the article:

<http://www.cnet.com.au/tag/reviews/pvr.htm>

<http://www.cnet.com.au/top-5-tips-for-buying-a-pvr-339298833.htm>

Research and explain how you could respond to clients requiring a DVD copy of an event, for example,

* 1. Advise whether you can use Telstra T-Box to record to DVD

**Answer:** Telstra T-Box content cannot be recorded to dvd, only an external hard drive which can then only be played back on a T-Box.

* 1. Whether Telstra T-Box is available on time

**Answer:** Telstra T-Box is available now.

* 1. Any disadvantages of the Telstra T-Box:

**Answer:**

* Cannot record content to DVD
* Content recorded onto external hard drive can only be played back on a T-Box
* User must have a high speed internet connection
* The content is currently only standard definition
* The content can be expensive
* The user must be a Telstra Bigpond customer
  1. Any advantages of the Telstra T-Box
* Content is unmetered for Bigpond customers
* Users can record seasons of series
* Users can record two programs at once
* No recording media is required as it has a built in hard drive
  1. Advise 5 alternative PVR in the following table:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model** | **Good features** | **Bad features** | **RRP** | **URL** |
| Topfield TRF7160 | * 500 GB hard drive * Playback many formats * Pause live TV | * Hard to set up networking * Remote control is hard to use | $699.00 | http://www.cnet.com.au/ topfield-trf7160-339302 678.htm?src=pvr |
| LG MS408 HD DVR | * Dual tuners * Media streaming * Second internal hard drive can be installed * 250 GB internal hard drive | * No DVD recorder | $449.00 | http://www.2ndsworld. com.au/product/lg- wireless-network-250gb-hdd-recorder-with-twin-hd-tuner-ms408d/supa-buy?utm\_source=get price&utm\_medium=cpc |
| LG MS409 HD DVR | * Dual tuners * Easy to use * 500 GB internal hard drive | * Expensive | $529.00 | http://www.2ndsworld.com.au/ product/lg-wireless-network- 500gb-hdd-recorder-with-twin- hd-tunerms409d/supabuy?utm\_ source=getprice&utm\_medium=cpc |
| Dvico TVIX HD M-6600N | * Up to 1 TB of user replaceable hard drive * Wireless network capable | * Not user friendly * Not stable – reboots regularly | $409.00 | http://www.bettercomputers.com.au/dvico-tvix-hd-m-6600n-plus-media-player.html |
| Panasonic DMR-XW450 | * Twin tuners * You tube viewing * Easy to set up * 500 GB hard drive | * Difficult to use * Doesn’t buffer content automatically * Access to you tube and picassa is slow * Expensive | $1218.00 | http://www.mwave.com.au/ sku-29040177-Panasonic\_DMR\_ XW450\_DVD\_Recorder\_16:9 \_Twin\_HD\_Tuner\_500GB\_HDD \_VIErA\_Cast\_HDMI\_DV |

* 1. Explain to Pinko how parts of the video system may be **outsourced** and copies given to clients that missed out on the livecast.

**Answer:**

1. Copy the content onto the PVR
2. Transfer content onto DVD via recording device (computer, DVD recorder etc.)
3. Sent DVD to video editing company such as DiskBank <http://www.diskbank.com.au/dvd-duplication-and-replication/> for editing and duplication
4. Distribute copies to clients

g. Advise to Pinko any likely costs associated with this.

**Type:** 50 pressed DVDs with full colour printed face packed into a plastic DVD case including a one page leaflet

**Cost:** $260.00

1. What do you think personally should be outsourced for this promotion at Lander Toyota?

The copy of the steamed Commonwealth games events.

1. Read the articles:

<http://www.educause.edu/Resources/MeasuringtheFutureMITandStanfo/156874>

* 1. How can we use our IT systems to better manage HelpDesks?

**Answer:**

IT systems can better manage help desks by keeping track of all aspects of the help desk so that this data can be analysed for faults and area that are lacking.

This system will show where time is being wasted and the type of issues that are continually being raised so that this area or issue can be improved.

It will also show where the costs of running the help desk are going, such as is too much being spent on second level help desk or in one certain area such as marketing or on a certain hardware items that could be replaced instead of costing money continually repairing them.

* 1. What weekly performance measures can be used to benchmark HelpDesk performance?

**Answer:** Weekly performance measures that can be used to benchmark the help desk performance are random customer satisfaction surveys. These allow selection of customers to give their opinion on how well their call was handled.

Another performance measure is the employee satisfaction survey so that the staff can have input into how the help desk is running**.**

Also the staff is given weekly feedback into their weekly performance.

* 1. How does Stanford and MIT HelpDesks compare to others?

**Answer:** I believe that it compares very favourably to other help desks.

This is because of:

* The standard customer interface
* They have a single university wide tracking system
* There is self service password reset