Response Desk

Quick Start Guide

26 June 2015

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Introduction

Response Desk is used to ensure that both Dialog and our customers have a central view of all active issues, and that their priority is handled adequately. When calls are not logged via the Response Desk, Dialog cannot guarantee that the issue will receive an appropriate level of attention.

The only way to ensure a timely response is to log your issues on the Response Desk website, even if you are dealing with a specific consultant on a regular basis. If you would like a specific consultant to look at your issue please include this request in the issue description.

Create a Response Desk issue

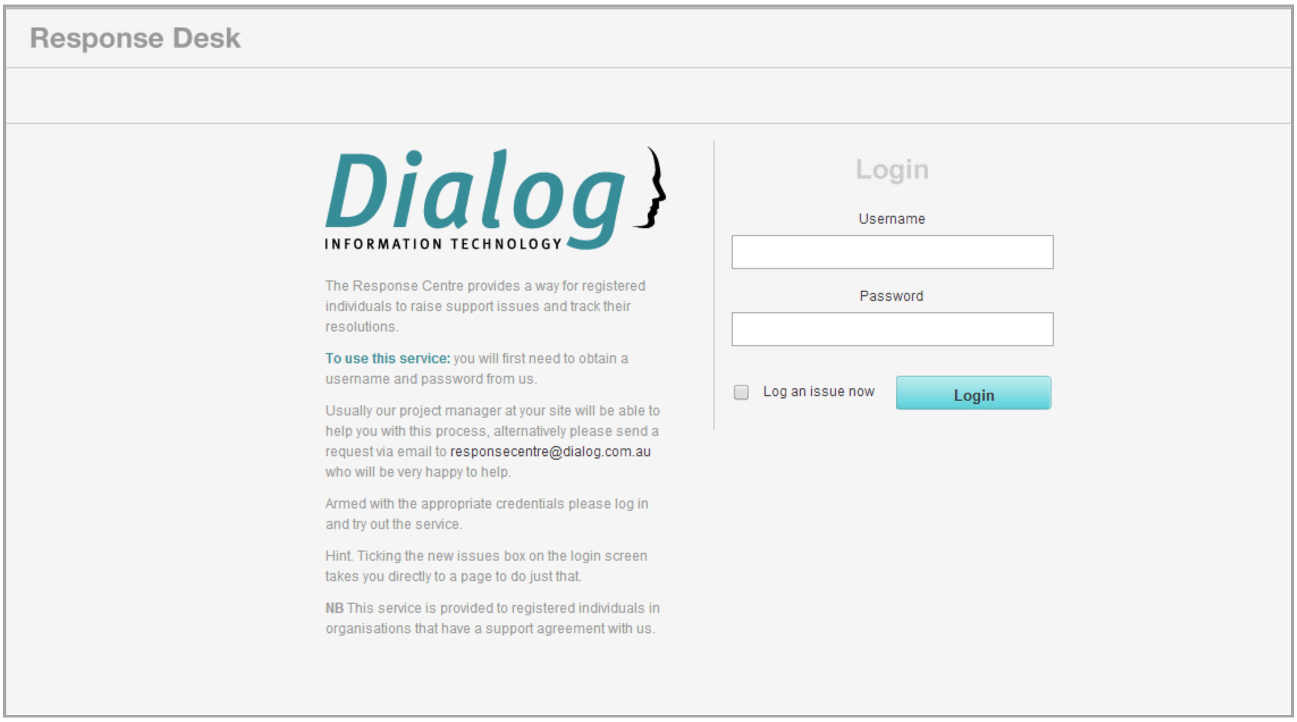
Collect detailed information

Collect the details of your issue, including:

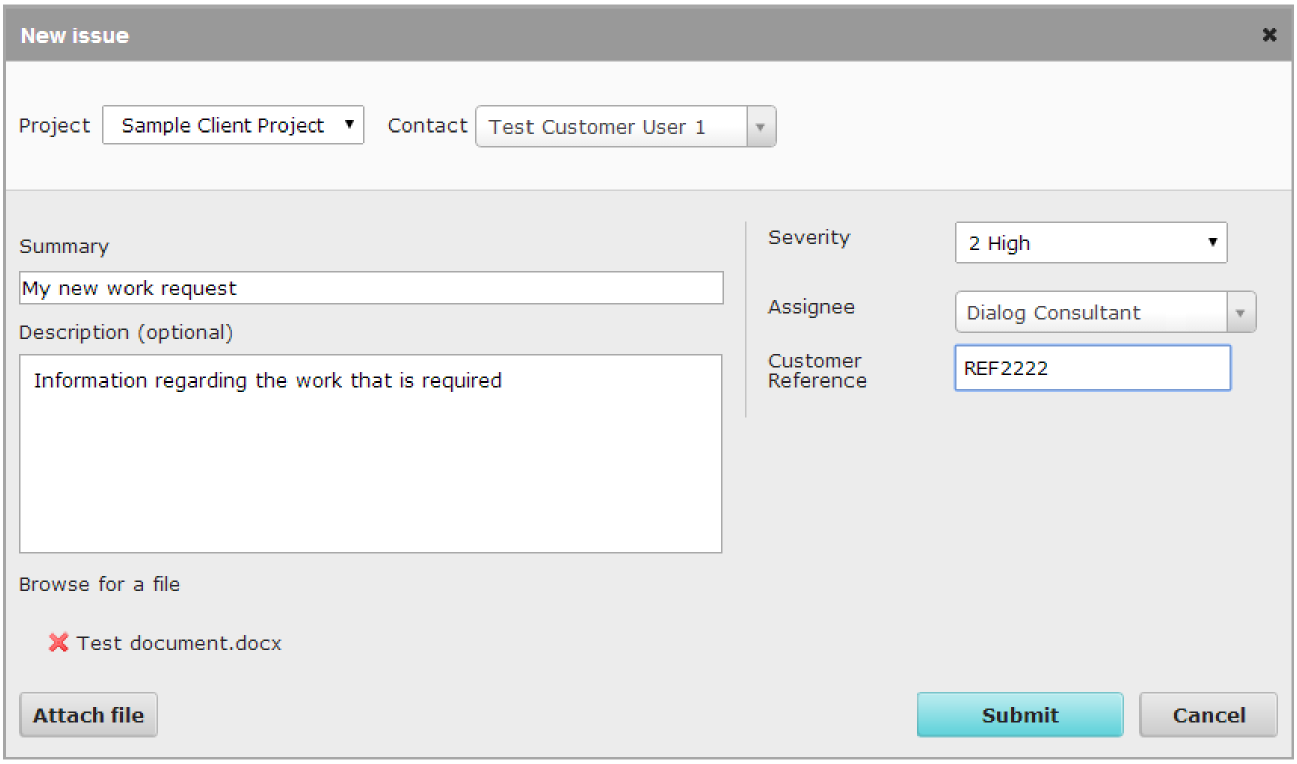
- Adequate information to describe the issue;
- Screen shots or other documents to be added to the issue.

Log an issue

Open your browser and go to http://support.dialog.com.au/ to log in.



If you tick the **Log an issue now** option when you are logging in you will be taken to the **New Issue** page.



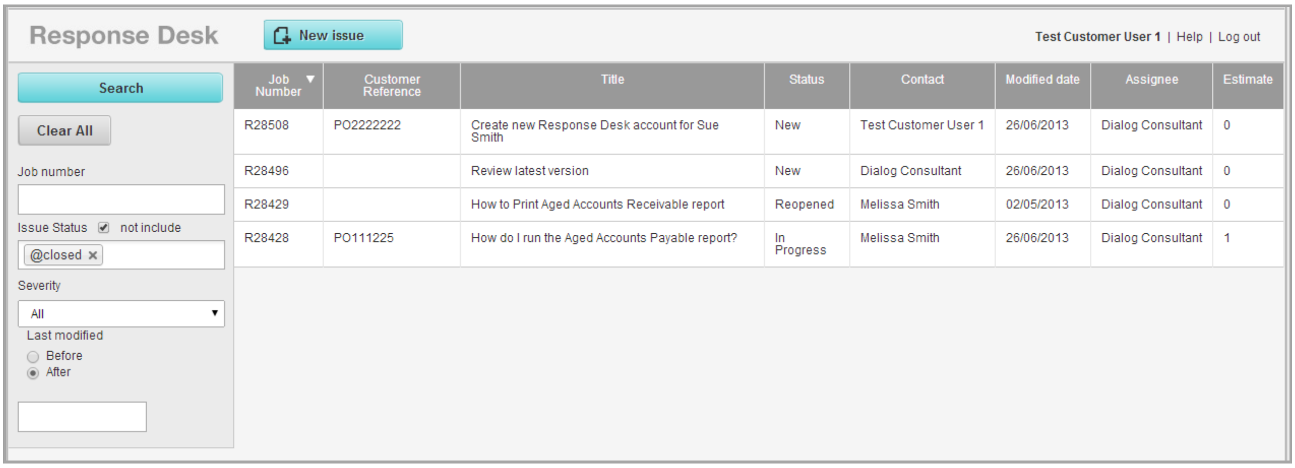
Enter the details of your issue and click **Submit** for the issue to be registered.

Project	Select the relevant project. You may only have one.	
Contact	This field will populate with your name. You are able to change this to another person in your company if they will be the contact for this issue.	
Summary	Enter a title for this issue. This summary will appear on the issues list page, and also the job that appears on related Dialog invoices, so it is important to make this meaningful.	
Description	Provide specific details for the consultant to easily investigate the Issue. It is recommended that you provide screen shots of errors, data entry screen or a menu location that will assist the consultant.	
Attach File	Use this button to attach screen shots or other files that will help to investigate the issue.	
Severity	1 Critical	Total operational failure due to a critical system fault.
	2 High	Major operational disruptions where a large part of the system is unavailable
	3 Medium	Minor system disruptions

	4 Low	Low-level issues such as: Questions - requesting information or guidance, or misunderstanding about the software that require explanation. Documentation Faults - the reporting of any inaccuracies or ambiguities in any documentation. Requests – such as cosmetic issues, additional reports, training etc.
Assignee	Select the person who is currently responsible for this issue. This will default to Dialog Consultant, but there may be times when you want to initially assign it to someone in your company.	
Customer Reference	This field is available for customers who need to reference issues to a company reference. This may be a Purchase Order number, or a reference from an internal system. It is not a mandatory field.	

Once you have submitted an issue, the person listed as the **Contact** will receive an email to confirm that the issue has been logged. This email includes a job number. The **Assignee** also receives an email to notify them that they have been assigned to work on an issue. In most cases this will be Dialog.

Upon successful submission of your issue, you will be taken to the **Issues List** page. This lists the job number as well as summary details.



From here you can:

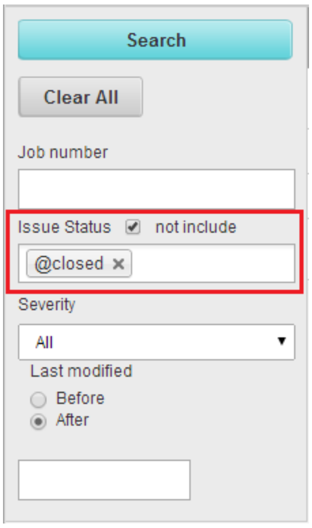
- Manage existing issues;
- Click **Log out** in the top right hand corner of the screen.

Issue Management

Each issue is managed through to resolution by adding additional information as it progresses, and reassigning it to the person required for the next step.

Issue List

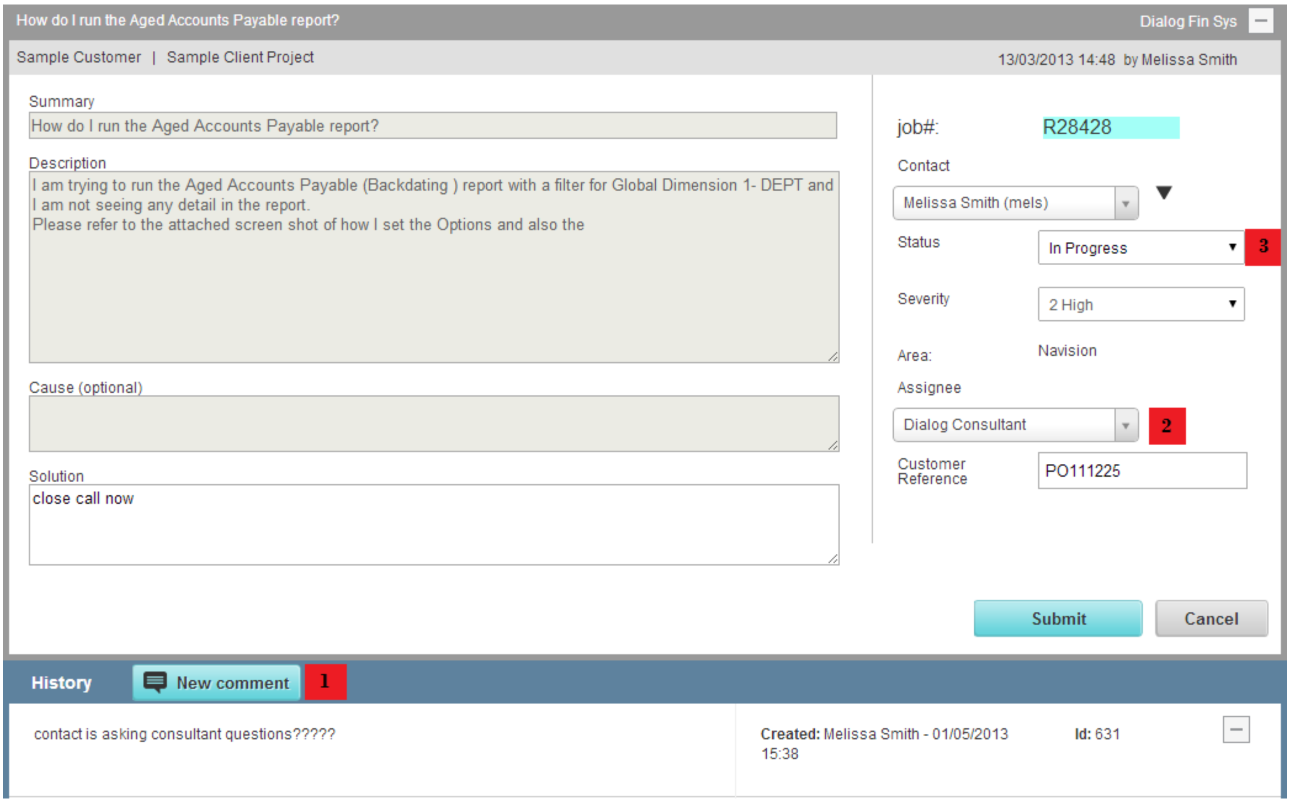
The **Issue List** provides you with a summary of your company's issues. This list can be filtered in a number of ways, but is most commonly filtered to not include issues that are **Closed**.



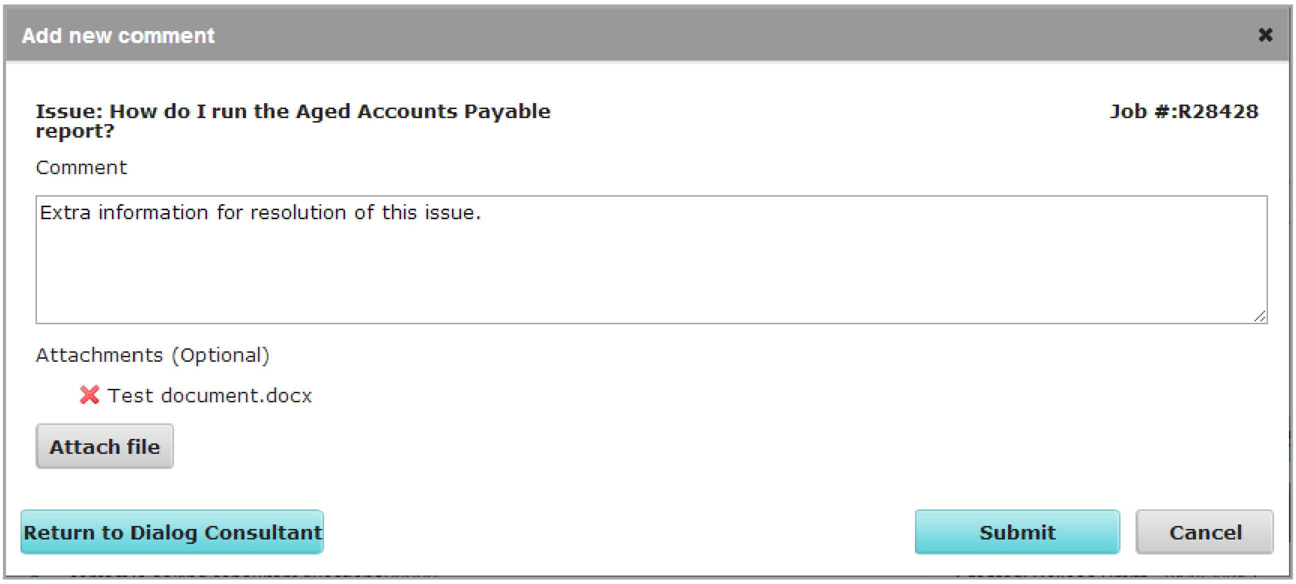
Update an issue

To update an issue click on an issue in the list. This will open the **Edit Issue** page. There are several activities you will commonly do from this page:

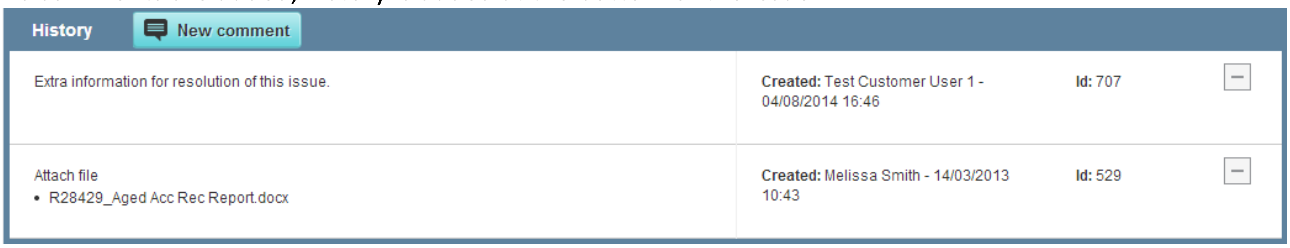
1. Add a comment;
2. Change the Assignee to the person who needs to action the issue next. This will be either another person in your company, or back to Dialog;
3. Change the Status.



Adding a comment is the main form of communication. You are able to add text and attach documents. If you select **Submit** when you are finished you will be returned to the Edit Issue screen. If you select **Return to Dialog Consultant** the Assignee will also be updated to Dialog Consultant.



As comments are added, history is added at the bottom of the Issue.



Close an issue

An issue is considered be resolved when its status is set to **Closed**. A closed issue cannot be modified. It is possible to re-open an issue if necessary if additional work or support is required.

Response Desk communications

Managing an issue triggers email notifications for the following actions:

- **Creation:** When an issue is created Response Desk sends two emails out, one to the Contact on the issue, and one to the Assignee.
- **Add comment:** When a comment is added Response Desk sends two emails out, one to the person who added the comment, and one to the Assignee.
- **Change Assignee:** When an issue is reassigned Response Desk sends an email to the new Assignee. There will be times when Dialog assigns an issue for work by our customer, most commonly for testing completed development.
- **Change Contact:** When the Contact on an issue is changed Response Desk sends an email to the new Contact.
- **Open/Close Status:** When the status of an issue is changed from Open to Closed, or Closed to Open Response Desk sends two emails out, one to the Contact, and one to the Assignee.

Maintaining Customer Contacts

We understand that staff come and go over time. When a staff member needs to be added or removed from your authorised contacts please create a Response Desk issue:

- Name, email and phone number are required to add a contact
- Name only is required to deactivate a contact.

Please ensure that new users of Response Desk have been provided with a copy of this user guide and are familiar with your company's policy regarding the use of Response Desk.

Dialog assumes that all Customer Contacts have been given authority to request work and incur costs associated with responding to those work requests.