



Response Desk

Quick Start Guide

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Contents

Introduction.....	3
Create a Response Desk issue	3
Collect detailed information.....	3
Log an issue	3
Issue management	5
Issue list	5
Update an issue	6
Close an issue	7
Response Desk communications	7
Maintaining customer contacts.....	8

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.

Response Desk



The Response Centre provides a way for registered individuals to raise support issues and track their resolutions.

To use this service: you will first need to obtain a username and password from us.

Usually our project manager at your site will be able to help you with this process, alternatively please send a request via email to responsecentre@dialog.com.au who will be very happy to help.

Armed with the appropriate credentials please log in and try out the service.

Hint. Ticking the new issues box on the login screen takes you directly to a page to do just that.

NB This service is provided to registered individuals in organisations that have a support agreement with us.

Login

Username

Password

Log an issue now

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	<p>Low-level issues such as:</p> <p>Questions - requesting information or guidance, or misunderstanding about the software that require explanation.</p> <p>Documentation Faults - the reporting of any inaccuracies or ambiguities in any documentation.</p> <p>Requests – such as cosmetic issues, additional reports, training etc.</p>
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.

Response Desk		New issue		Test Customer User 1 Help Log out				
Job Number	Customer Reference	Title	Status	Contact	Modified date	Assignee	Estimate	
R28508	PO2222222	Create new Response Desk account for Sue Smith	New	Test Customer User 1	26/06/2013	Dialog Consultant	0	
R28496		Review latest version	New	Dialog Consultant	26/06/2013	Dialog Consultant	0	
R28429		How to Print Aged Accounts Receivable report	Reopened	Melissa Smith	02/05/2013	Dialog Consultant	0	
R28428	PO111225	How do I run the Aged Accounts Payable report?	In Progress	Melissa Smith	26/06/2013	Dialog Consultant	1	

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**.

Search

Clear All

Job number

Issue Status not include

@closed x

Severity

All

Last modified

Before

After

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.

How do I run the Aged Accounts Payable report? Dialog Fin Sys

Sample Customer | Sample Client Project 13/03/2013 14:48 by Melissa Smith

Summary
How do I run the Aged Accounts Payable report?

Description
I am trying to run the Aged Accounts Payable (Backdating) report with a filter for Global Dimension 1- DEPT and I am not seeing any detail in the report.
Please refer to the attached screen shot of how I set the Options and also the

Cause (optional)

Solution
close call now

job#: R28428

Contact
Melissa Smith (mels)

Status
In Progress **3**

Severity
2 High

Area:
Navision

Assignee
Dialog Consultant **2**

Customer Reference
PO111225

Submit Cancel

History **New comment 1**

contact is asking consultant questions?????

Created: Melissa Smith - 01/05/2013 15:38 Id: 631

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.

Add new comment
✕

Issue: How do I run the Aged Accounts Payable report? **Job #:R28428**

Comment

Extra information for resolution of this issue.

Attachments (Optional)

✕ Test document.docx

Attach file

Return to Dialog Consultant

Submit

Cancel

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

History	New comment
Extra information for resolution of this issue.	Created: Test Customer User 1 - 04/08/2014 16:46 Id: 707
Attach file • R28429_Aged Acc Rec Report.docx	Created: Melissa Smith - 14/03/2013 10:43 Id: 529

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.