



ITC HELP DESK PROCEDURES

ROUTING HELP DESK CALLS

The purpose of this procedure is to optimize productivity and support in a timely manner via the TrackIt Help Desk Management System.

STEPS

1. Extension 6143 will consist of two choices:
 - a. Press 1 for ITC Administrative Assistant (6143)
 - b. Press 2 for Helpdesk (6555)
2. Calls forwarded to extension 6555 will be routed between:
 - a. The User Services Coordinator (6072), and
 - b. The Manager of the Information Technology Training Center (6147)
3. Calls forwarded to 6143 will be directed to the Administrative Assistant.
4. The Administrative Assistant answers extension 6143, two choices exist:
 - a. The Administrative Assistant will handle all calls for 6143 appropriately.
 - b. The Administrative Assistant will transfer all calls for the Helpdesk to extension 6555.
5. After pressing option #1 and the Administrative Assistant does not answer, the call will default to extensions 6072 and 6147.
6. The Administrative Assistant, User Services Coordinator and Manager of the ITTC will monitor and assign all work orders via the Track It Help Desk system.