



AcaNotion Help Desk – Client Web Interface

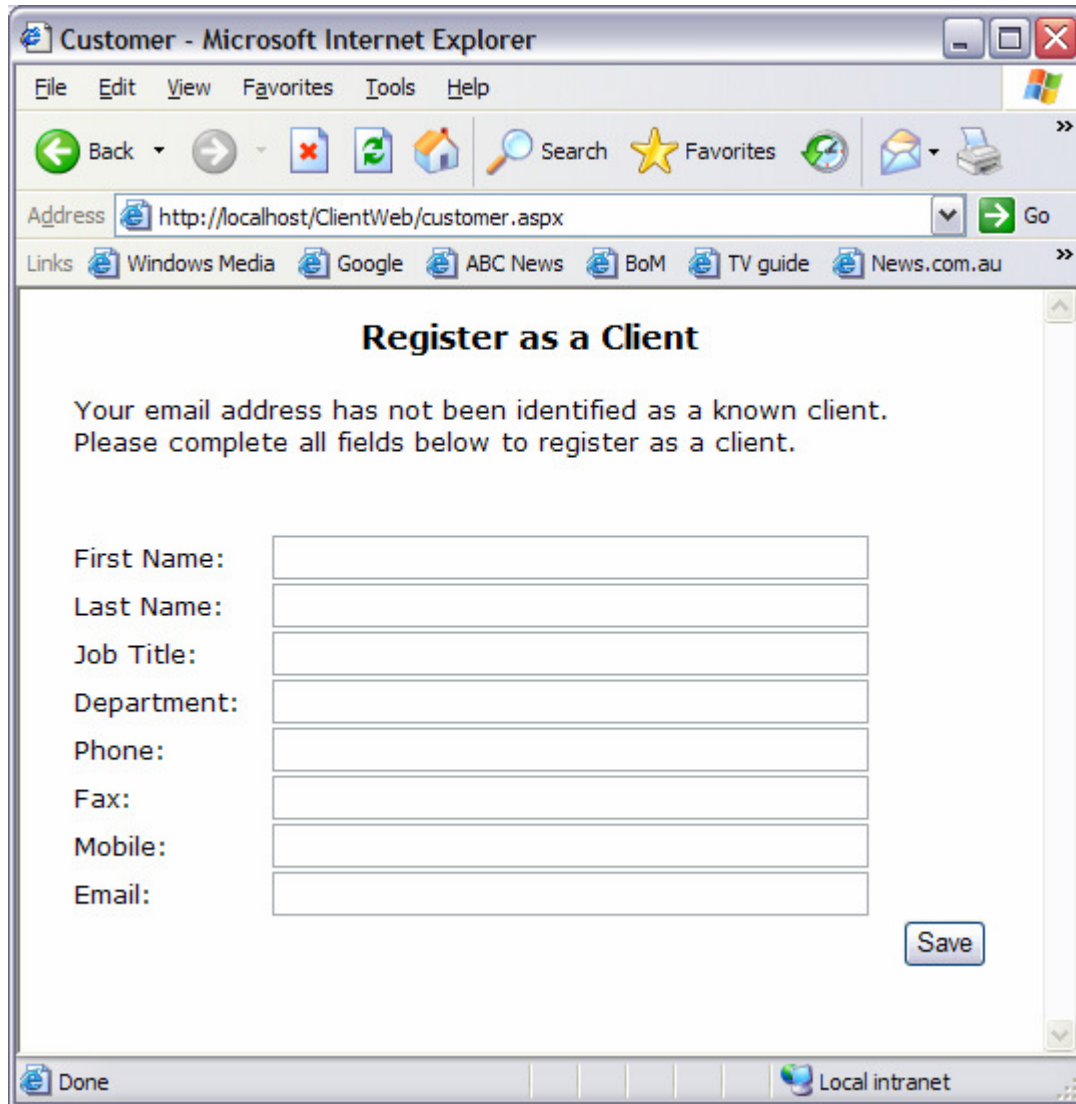
Screen shot 1 – Client Job Entry screen

Clients can submit their own requests to the help desk and they will enter AcaNotion Help Desk via the administrators chosen job queue. (see screen shot 3).

A screenshot of a Microsoft Internet Explorer browser window displaying the "JobEntry" page. The browser's address bar shows the URL "http://localhost/ClientWeb/JobEntry.aspx". The page content includes the AcaNotion Help Desk logo at the top, followed by the text "Client Web Interface - Submit your jobs directly to your help desk team." Below this is a form with four input fields: "Job Title:" (a single-line text box), "Job Description:" (a multi-line text area), "Email Address:" (a single-line text box), and "Category:" (a dropdown menu currently showing "Hardware"). A "Save" button is located to the right of the form. At the bottom of the page, contact information is provided: "Help Desk Software Australia Pty Ltd | www.helpdesksoftware.com.au | sales@helpdesksoftware.com.au". The browser's status bar at the bottom shows "Done" and "Local intranet".

Screen shot 2 – Self registration as a client.

If your client is not yet registered in your AcaNotion Help Desk system, they can self register as a client before logging a new job request.



The screenshot shows a Microsoft Internet Explorer browser window titled "Customer - Microsoft Internet Explorer". The address bar displays "http://localhost/ClientWeb/customer.aspx". The page content includes a heading "Register as a Client" and a message: "Your email address has not been identified as a known client. Please complete all fields below to register as a client." Below this message are seven text input fields labeled "First Name:", "Last Name:", "Job Title:", "Department:", "Phone:", "Fax:", "Mobile:", and "Email:". A "Save" button is located at the bottom right of the form area. The browser's status bar at the bottom shows "Done" and "Local intranet".

Register as a Client

Your email address has not been identified as a known client.
Please complete all fields below to register as a client.

First Name:

Last Name:

Job Title:

Department:

Phone:

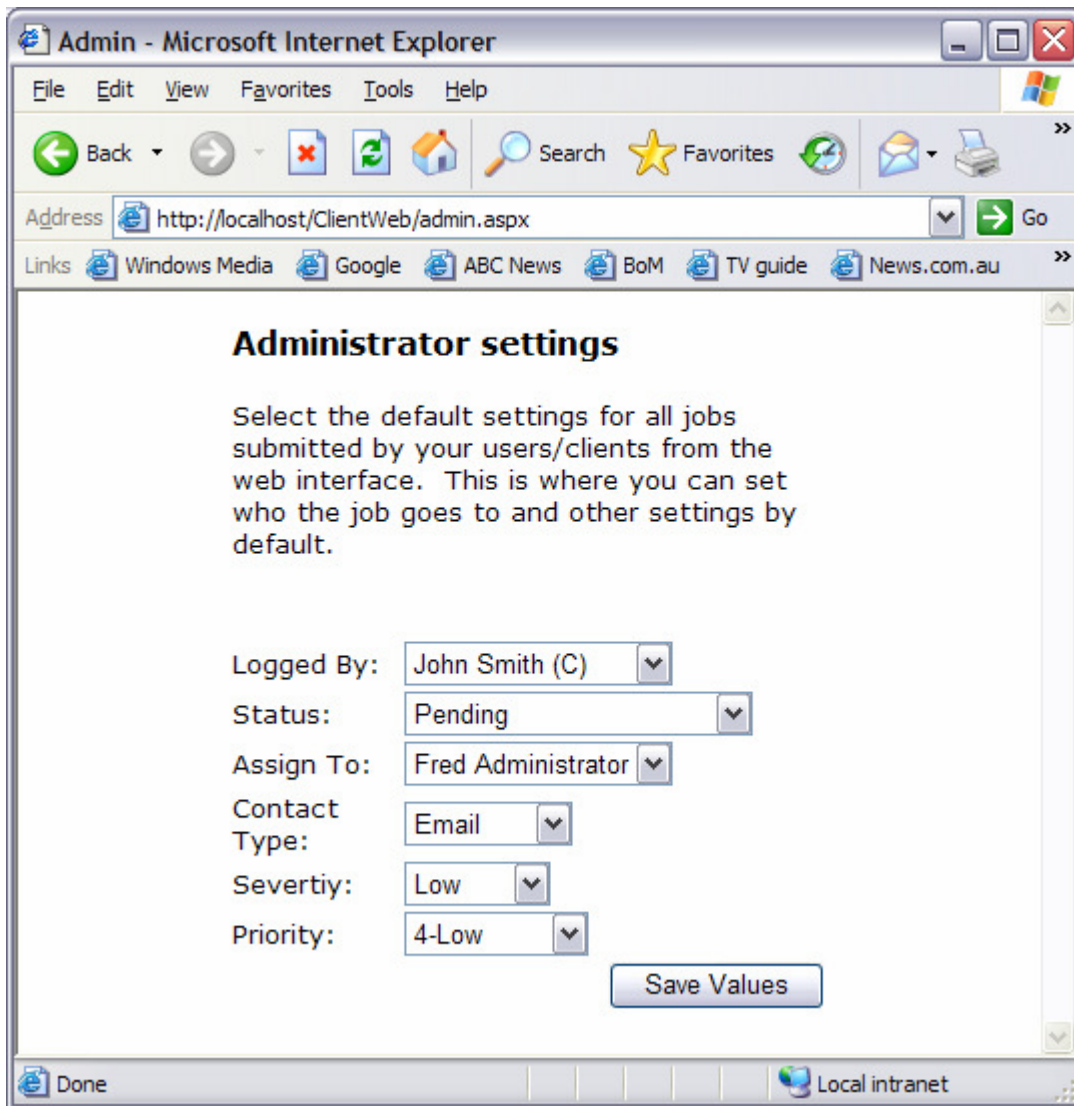
Fax:

Mobile:

Email:

Screen shot 3 – Admin Settings

The administrator can choose how the client job requests are received into the system. This includes who the job requests should go to. They could be to an existing staff member or to a *dummy*, un-assigned queue, for staff to manage and re-assign jobs to themselves or other *real* staff members.



Administrator settings

Select the default settings for all jobs submitted by your users/clients from the web interface. This is where you can set who the job goes to and other settings by default.

Logged By: John Smith (C) ▼

Status: Pending ▼

Assign To: Fred Administrator ▼

Contact Type: Email ▼

Severtiy: Low ▼

Priority: 4-Low ▼

Save Values

Done Local intranet

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