It Service Desk

TouchPaper

Customer Web Access
Getting Started:

Log on to the Touchpaper customer web client using the link on the IT Service Desk web page http://www.murdoch.edu.au/itservicedesk/ or go directly to this address: https://www.murdoch.edu.au/itservicedesk/login.edo
If you are a frequent user, create a shortcut on your desktop.

Basic Features:
The main functions available are; logging incidents and viewing/updating incidents.

Login using your Murdoch ID as your Murdoch username and your Murdoch password.
Clicking the ‘New Incident’ shortcut, creates a new incident with pre-entered user details.

**Customer Information:**
- **Customer information:** Your name and onsite contact details are completed according to your login details, please add alternative contact details in the Incident description field.

- **Incident Information:** A brief and concise description of the problem or request, i.e. if this is a request for a PC or additional e-mail address, or whether you are simply reporting a computer problem.
  - As mentioned above, if you have a telephone extension on campus, this would already be recorded in the ‘Customer Details’ section, if the information in this section is incorrect, please add the correct details in the description and any alternative contact details i.e. mobile and home numbers etc.
  - If you are experiencing e-mail problems, please inform us of an alternative e-mail address if possible.

- **Incident Location:** Murdoch University has many locations, the precise location of a person and problem is imperative to resolving a problem, the location is entered, it is recommended that the following input format is used: Building Name, Room Number and campus, when this is not on the South Street campus, if you are experiencing problems off campus, please note this in the ‘Incident Location field.

- **Summary:** This is the short informative summary of request or problem. The ‘Impact’ field can be left blank.

- **Completing the logging process:** Click ‘OK’ to complete the logging process, this will bring up the logged incident, the number is located on the left hand side of the screen, above ‘Action Tracks’. Please make a note of this number as you will need it to monitor the progress when checking it online or when contacting the It Service Desk on ext 2000.
Viewing an Incident

What happens next?:

When an incident has been logged, you will receive an e-mail informing you of this. Of course, if you are having e-mail trouble, with a Murdoch account, we will endeavour to e-mail you the information to any alternative addresses you have given in the ‘Incident Description’ field.

The incident will be assessed and prioritised and then assigned to a person or support group that can resolve the incident. To check on the progress of the incident; login to the customer web client using the same procedure as when you first logged the incident, type your incident ID number into the quick lookup field [add screenshot], click GO to display the incident (*2).

If you don’t know your incident ID number then click on the ‘List incidents’ option. This will bring up the ‘List Incident’ (*1) screen. Click on okay to view a complete list of your incidents, or narrow your search by selecting a date range. Selecting your incident from the list will display the incident (*2).
Incident Notes and Incident Closure

Incident notes are an important and useful tool in TouchPaper, this is the communications link to other support staff and in the end, the customer. Notes are always added whenever there is a change of the scope in a job, when the incident is reassigned, for whatever reason, or when the resolution has progressed. Examples of the use of incident notes:

Examples:
In the example to the right, a running record of all correspondence has been kept and is easily accessible from the incident tree.
To view incident notes already stored; expand the 'Incident Notes' tree, by clicking on the plus sign to the left of the heading (*4). Click on the note you wish to read, this will bring up the 'Open' (*5) option, by clicking on this option, the incident note will be displayed.

If your situation has changed, please add a 'Note' to the incident. To add an incident note: click on the 'Add Note' button (*1), this will bring up the incident Notes dialogue box (*2)

Add Note

Not all options in the 'Notes Type' menu (*3) relates to Murdoch, it is not compulsory to choose a menu item, it is however advisable to choose the 'User Called' and 'Progress Update' when appropriate.

An incident has been closed:
When an incident has been resolved, it is closed, the support officer closing the incident enters a 'Closure Note', this note is e-mailed to the customer who logged the incident, in most instances the message is perfectly clear, but at times this message is quite complex as it may refer to incident notes. Please contact the It Service Desk if your incident has been closed without being resolved.

You can close your own incident by clicking on 'Close Call' while viewing the incident, see (*2) on the previous page, or by clicking on 'Resolution' (*4) and then 'Close'. Enter a description of the incident resolution on the 'Closure Details' screen and click on OK.

Hints when adding notes:
- When adding a note, consider having the first four words in the note describe the information in the note i.e. E-mail from customer or; call customer, no answer left VM. Etc.
- Always keep the language in the notes neutral and politically correct, as customers and support staff has access to this area.
Some incidents are highly complex and require the involvement of more than one person or a number of complex tasks, to enable effective management of such tasks. ActionTracks are used. Consider ActionTracks a number of more or less individual tasks that has to be completed in a particular way or order. At times, ActionTracks contain information that would normally be found in the Incident Notes.

**Examples:**
In the example below, the incident tree has a PLUS sign in front of the ActionTracks, this means that there are ActionTrack relating to the incident. To expand the and thus view the ActionTracks click on the PLUS sign, by clicking on the ActionTrack heading, the control menu for the individual track, the options for Open (to view), Resolve (To Close) and New ActionTrack Note (To add a note).

**WARNING:** ActionTracks are meant to enable support groups to ‘build’ large or complex resolution models and it is recommended that customers ONLY view the information, by OPENING the ActionTracks and NOT add (New Call Actio…) or RESOLVE any ActionTracks as this will severely impact on the resolution time of an incident.