



# Technical Support Center

# User Guide

V2.0

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## 1.0 Module Overview

Meeting customer satisfaction is one of the objectives of Teczo.com's Online Business Solutions. The Technical Support Center (TSC) boosts customer satisfaction by streamlining the handling of inquiries on technical issues. Its development is aimed to establish continuous communication between concerned parties and to translate issues in improving the support services. This module helps businesses handle technical issues and provide solutions to technical difficulties for any types of organizations.

This module contains the descriptions of the unique features and user interfaces in Technical Support Center, as well as its corresponding terminologies.

## 2.0 Using the Module

### 2.1 Technical Support Center Summary Page

Upon clicking the Technical Support Center link in the Teczo home page, the user will be directed to the Technical Support Center Summary Page, which contains the Filter and Summary Table.

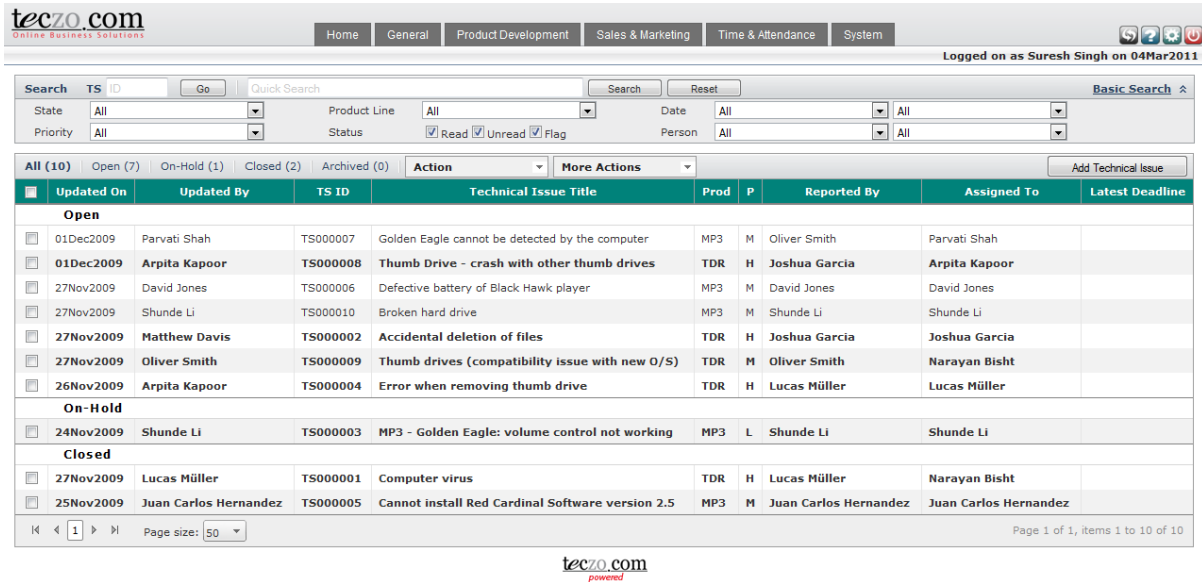


Figure 1: Technical Support Center Summary Page

#### 2.1.1 Technical Support Center Filter and Search

The table contains the descriptions of the terms used in the Technical Support Center filter:

TERM	DESCRIPTION
TS	Technical Support ID A unique technical issue number
Quick Search	Allows the user to enter keywords of any character string, except date type
State	Indicates the state of the technical issue Values: (Default Value: All) <ul style="list-style-type: none"> <li>• All</li> <li>• Open</li> <li>• On-Hold</li> <li>• Closed</li> <li>• Archived</li> </ul>

TERM	DESCRIPTION
Priority	<p>Indicates the priority level of the technical issue</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> <li>• All</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
Product Line	<p>Indicates the product line from where the technical issue is classified</p>
Status	<p>Indicates the current status of the technical issue</p> <p>Values: <i>(Default Values: All checked)</i></p> <ul style="list-style-type: none"> <li>• Read</li> <li>• Unread</li> <li>• Flag</li> </ul>
Date	<p>Allows users to search for technical issues within a specific date range</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> <li>• All (instances)</li> <li>• S On</li> <li>• Updated On</li> <li>• Closed On</li> <li>• All (days)</li> <li>• Today</li> <li>• Last 7 days</li> <li>• Last 30 days</li> <li>• Last 90 days</li> <li>• Last 360 days</li> </ul>
Person	<p>Allows users to search for technical issues involving specific persons</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> <li>• All (roles)</li> <li>• Reported By</li> <li>• Assigned To</li> <li>• Immediate Respondent</li> <li>• TSC Member</li> <li>• Updated By</li> <li>• Closed By</li> <li>• All (persons)</li> <li>• List of users</li> </ul>

**Table 1:** Definition of terms used in the Technical Support Center Filter

### 2.1.2 Technical Support Center Summary Table

Technical Support Center summary table shows all the technical issues where users have access rights.

All (10) Open (7) On-Hold (1) Closed (2) Archived (0) Action More Actions Add Technical Issue									
Updated On	Updated By	TS ID	Technical Issue Title	Prod	P	Reported By	Assigned To	Latest Deadline	
<b>Open</b>									
01Dec2009	Parvati Shah	TS000007	Golden Eagle cannot be detected by the computer	MP3	M	Oliver Smith	Parvati Shah		
01Dec2009	Arpita Kapoor	TS000008	Thumb Drive - crash with other thumb drives	TDR	H	Joshua Garcia	Arpita Kapoor		
27Nov2009	David Jones	TS000006	Defective battery of Black Hawk player	MP3	M	David Jones	David Jones		
27Nov2009	Shunde Li	TS000010	Broken hard drive	MP3	M	Shunde Li	Shunde Li		
27Nov2009	Matthew Davis	TS000002	Accidental deletion of files	TDR	H	Joshua Garcia	Joshua Garcia		
27Nov2009	Oliver Smith	TS000009	Thumb drives (compatibility issue with new O/S)	TDR	M	Oliver Smith	Narayan Bisht		
26Nov2009	Arpita Kapoor	TS000004	Error when removing thumb drive	TDR	H	Lucas Müller	Lucas Müller		
<b>On-Hold</b>									
24Nov2009	Shunde Li	TS000003	MP3 - Golden Eagle: volume control not working	MP3	L	Shunde Li	Shunde Li		
<b>Closed</b>									
27Nov2009	Lucas Müller	TS000001	Computer virus	TDR	H	Lucas Müller	Narayan Bisht		
25Nov2009	Juan Carlos Hernandez	TS000005	Cannot install Red Cardinal Software version 2.5	MP3	M	Juan Carlos Hernandez	Juan Carlos Hernandez		

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Figure 2: Default Summary Table

**A. Terminology**

The table contains the description of the terms used in the Technical Support Center summary table.

TERM	DESCRIPTION
<b>Default Shown Fields</b>	
Updated On	Indicates the date when the technical issue was last updated
Updated By	Indicates the name of the last user who updated the technical issue
TS ID	Technical Support ID A unique technical issue number
Technical Issue Title	Title of technical issue
Prod	Indicates the code of the product line from where the technical issue is being classified
P	Indicates the code of the priority of the technical issue  Values: <ul style="list-style-type: none"> <li>• H</li> <li>• M</li> <li>• L</li> </ul>
Reported By	Indicates the name of the user who created the idea of the technical issue
Assigned To	Indicates the name of the representative to whom the repair and fixing of the technical issue is assigned to
Initial Deadline	Indicates the original due date set during the creation of the technical issue

**Table 2: Summary Table Terminology**

**B. Summary Table**

A user can view all the technical issues they have access rights. By default, the user can view the summary table with the following fields:

- Updated On
- Updated By
- TS ID
- Technical Issue Title
- Prod (Product Line)
- P (Priority)
- Reported By
- Assigned To
- Initial Deadline

**Note:** Other general features of the Technical Support Center summary table are documented in Section 3.0 of the **Essential Features User’s Guide**.

**2.2 Technical Support Center Details**

The table contains the description of terms used in the Technical Support Center details:

TERMS	DESCRIPTION
TS ID	TS ID combined with Technical Issue Title.
Immediate Respondents	Indicates the names of the users who are asked to respond immediately
Priority	Indicates the priority of the technical issue Values: <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
Revised Deadline	Indicates the most recent deadline set to solve the technical issue
Initial Deadline	Indicates the original deadline set to solve the technical issue
Description	Contains the description of the issue
Product Line	Indicates the product line from where the technical issue arose from.
Submitted By	Indicates the name of the user who submitted a technical issue

Submitted On	Indicates the date when the technical issue was submitted
Reported By	Indicates the name of the user who created a report about the technical issue
Updated By	Indicates the name of the last user who updated the technical issue
Updated On	Indicates the date when the technical issue was last updated
Closed By	Indicates the name of the person who closed the technical issue
Closed On	Indicates the date when the technical issue was closed
State	Indicates the state of the technical issue Values: <ul style="list-style-type: none"> <li>• Open</li> <li>• On-Hold</li> <li>• Closed</li> <li>• Archived</li> </ul>
Keywords	Contains keywords relevant to the technical issue
Assigned To	Indicates the name of the representative to whom the repair and fixing of the technical issue is assigned to
Country	Indicates the country concerned
Customer Name	Indicates the name of the customer concerned
Software Version	Indicates the software version being used where the technical issue occurred
Hardware Version	Indicates the hardware version concerned
Operating System	Indicates the operating system working when the technical issue occurred
Update History	Indicates the recent changes of the technical issue details. <ul style="list-style-type: none"> <li>• Last Update – Date and time when the details were last updated or edited.</li> <li>• Field – Edited or changed fields in the technical issue details from the last update.</li> </ul>
Update History List	Link to view the update history list of all the changes made in the technical issue details.



Comments	Comments added by the users who have access rights to the technical issue
Quote	Quoted statements taken from a user's particular comment
Access Rights	Indicates the list of users who are allowed to access the technical issue

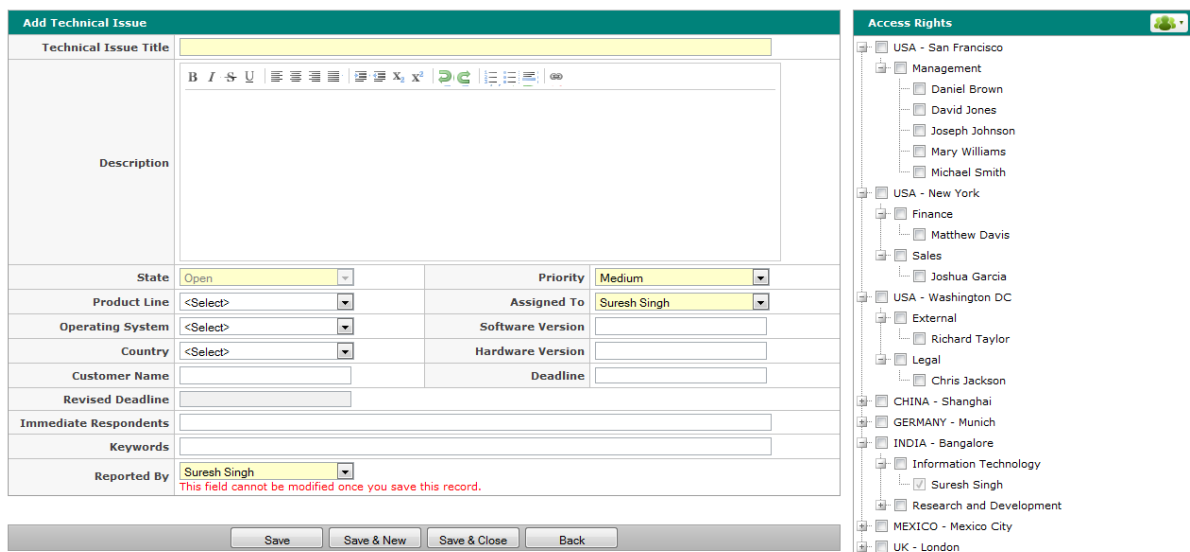
**Table 3:** *Technical Support Center Details Terminology*

**Note:** Other general features of the Technical Support Center details are documented in Section 4.0 of the **Essential Features User's Guide**.

## 2.3 Add/Edit Technical Issue and Comments

The Module Administrator, Submitter, Reporter and Assignee can edit all the fields indicated in the Edit details page of a technical issue.

The full features of the Add/Edit Technical Issue and Comments are documented in the **Essential Features User's Guide**, parts A and B of Section 5.0 respectively.



**Figure 3:** *Add Technical Issue Page*