

Help Desk Service Request

Web Reports

School Year 2003-2004

Southern Westchester BOCES
www.lhric.org

**Southern Westchester BOCES Help Desk Service Request
Web Reports**

Table of Contents

Web Report Requirements	Pg. 3
Printing Specifications	Pg. 3
Accessing the Web Reports	Pg. 3
Logging On	Pg. 4
Viewing the “Help Desk Closed Call Report”	Pgs. 6-10
Printing the “Help Desk Closed Call Report”	Pg. 11
Viewing the “Help Desk Open Call Report”	Pgs. 13-15
Printing the “Help Desk Open Call Report”	Pg. 16
Viewing the “Help Desk Single Ticket Call Report”	Pgs. 18-22
Printing the “Help Desk Single Ticket Call Report”	Pg. 23

**In order to run your Southern Westchester BOCES Help Desk Service
Request Web Reports, you will need the following:**

- Internet Explorer 5.0
- A minimum of 128MB (although 256MB would be better)
- Adobe Acrobat Reader version 4 or higher.
 - If using Adobe Acrobat Reader 5.0, we found that a default needs to be disabled in order for this Cognos Web Report to work. If you encounter an error message that reads "Error Reading linearized hint data", do the following solution:
 - Close all windows of your browser except Adobe Acrobat Reader version 5.0 on your PC.
 - In the Edit Menu, select "Preferences"
 - Select "Options" from the left-side menu
 - Uncheck the box on the right called "Allow Fast Web View" in the Web Browser Options section
 - Save changes by closing the application
 - Reopen the web browser and the Acrobat Reader plug-in should display correctly.

Printing Specifications:

If user's web browser is running on an NT workstation, we recommend the user prints to a network printer as the network printer driver is fully compatible with an NT workstation.

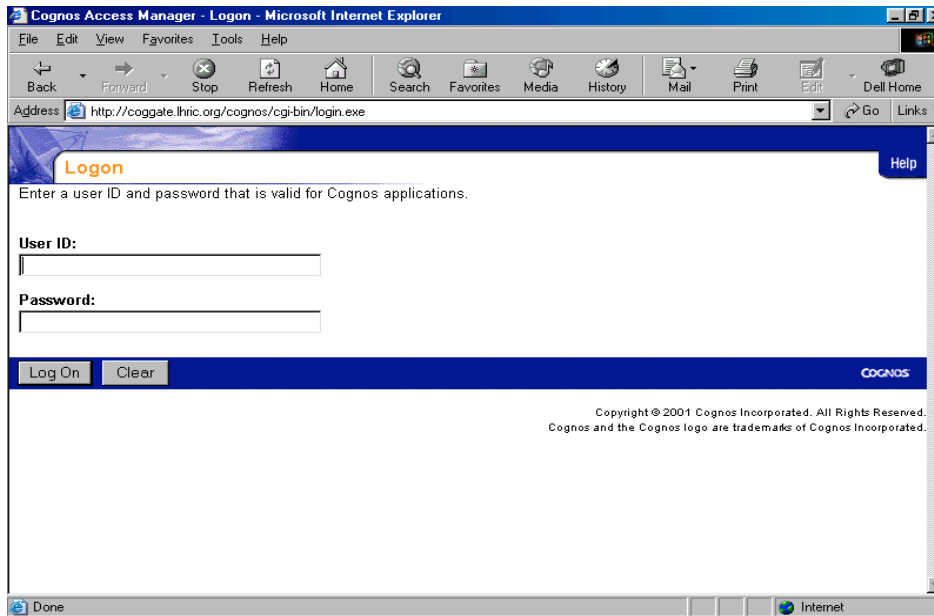
If user's web browser is running on a PC desktop (Window 95, 98), we recommend the user prints to a local printer as the local printer driver is fully compatible with Windows 95 or 98.

To access the Web Reports, please see our Southern Westchester BOCES homepage: www.lhric.org; click on "Help Desk"; on the right under "Accessing the Reports", click on "Help Desk Reports".

Logging On

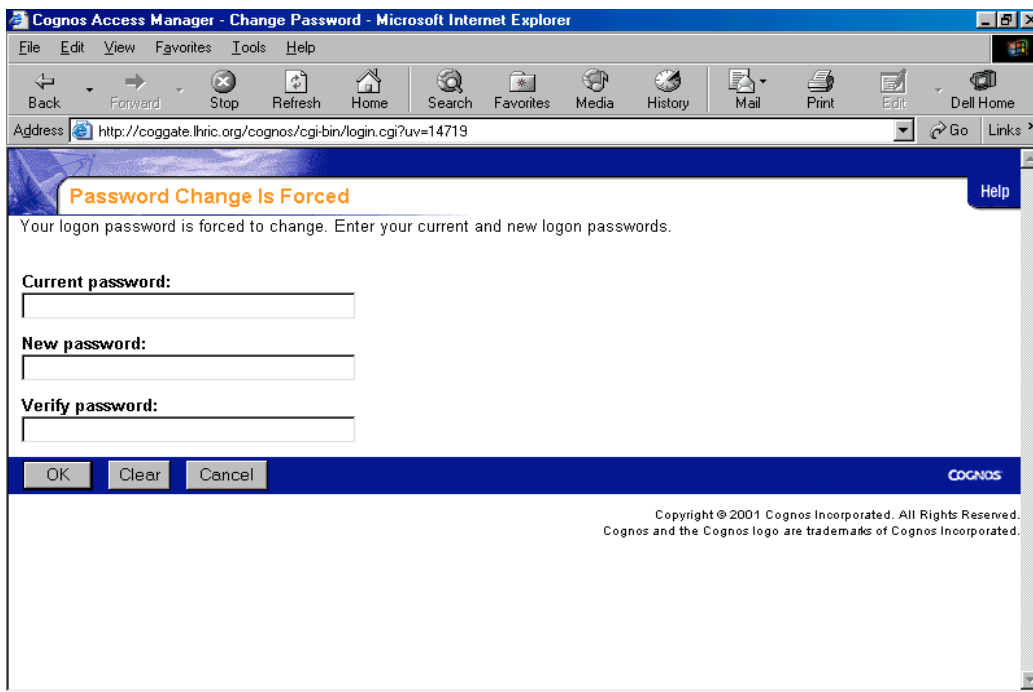
To access the Web Reports, please see our Southern Westchester BOCES homepage: www.lhric.org; click on “Help Desk”; on the right under “Accessing the Reports”, click on “Help Desk Reports”.

This will bring you to the following page where you will type in your **User ID** and **Password**. Click “**Log On**”.



The screenshot shows a Microsoft Internet Explorer browser window titled "Cognos Access Manager - Logon". The address bar displays "http://coggate.lhric.org/cognos/cgi-bin/login.exe". The page content includes a "Logon" header, a "Help" button, and instructions: "Enter a user ID and password that is valid for Cognos applications." Below this are two input fields: "User ID:" and "Password:". At the bottom of the form area are "Log On" and "Clear" buttons. The Cognos logo is visible in the bottom right corner of the page content. A copyright notice at the bottom reads: "Copyright © 2001 Cognos Incorporated. All Rights Reserved. Cognos and the Cognos logo are trademarks of Cognos Incorporated."

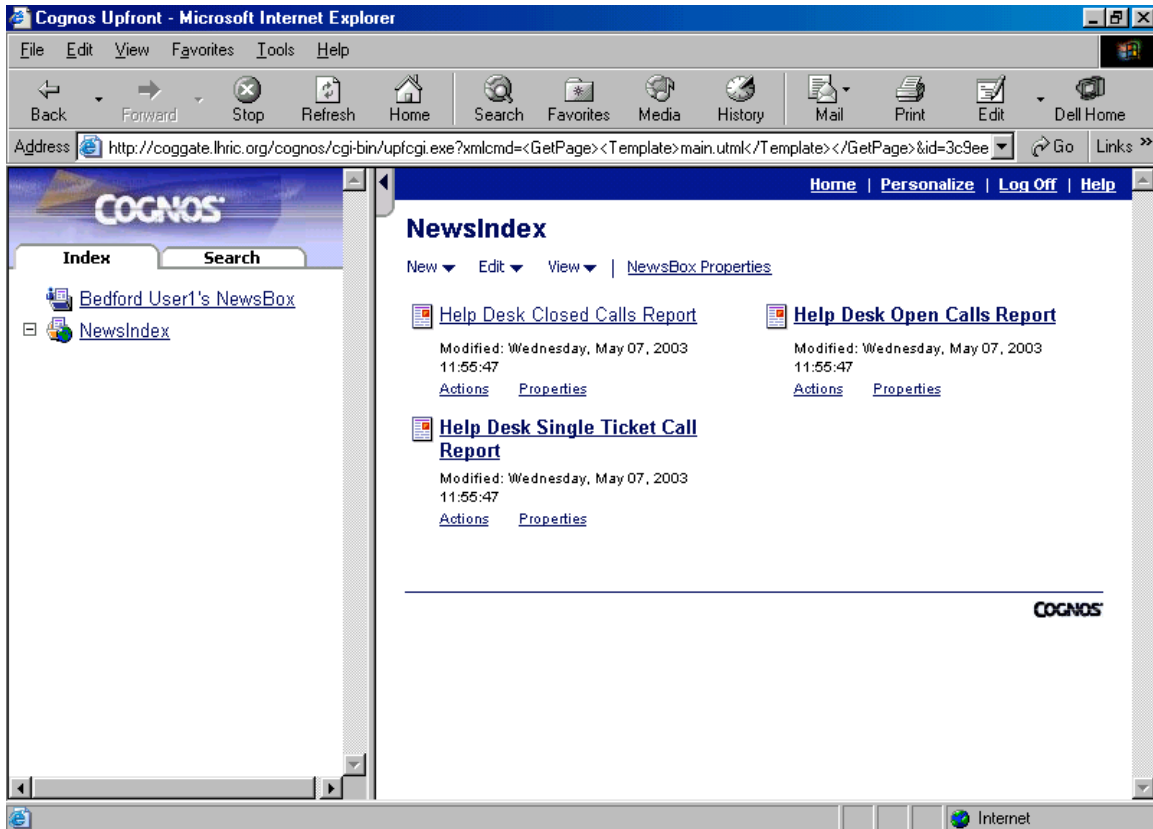
**Please note, some users may get the following screen if they’ve never logged on before or if you’re a new district added to our Cognos system. If so, please change your password by entering the current password you just signed in with; type in a new password; verify that new password by typing it again. Click “OK”.



The screenshot shows a Microsoft Internet Explorer browser window titled "Cognos Access Manager - Change Password". The address bar displays "http://coggate.lhric.org/cognos/cgi-bin/login.cgi?uv=14719". The page content includes a "Password Change Is Forced" header, a "Help" button, and instructions: "Your logon password is forced to change. Enter your current and new logon passwords." Below this are three input fields: "Current password:", "New password:", and "Verify password:". At the bottom of the form area are "OK", "Clear", and "Cancel" buttons. The Cognos logo is visible in the bottom right corner of the page content. A copyright notice at the bottom reads: "Copyright © 2001 Cognos Incorporated. All Rights Reserved. Cognos and the Cognos logo are trademarks of Cognos Incorporated."

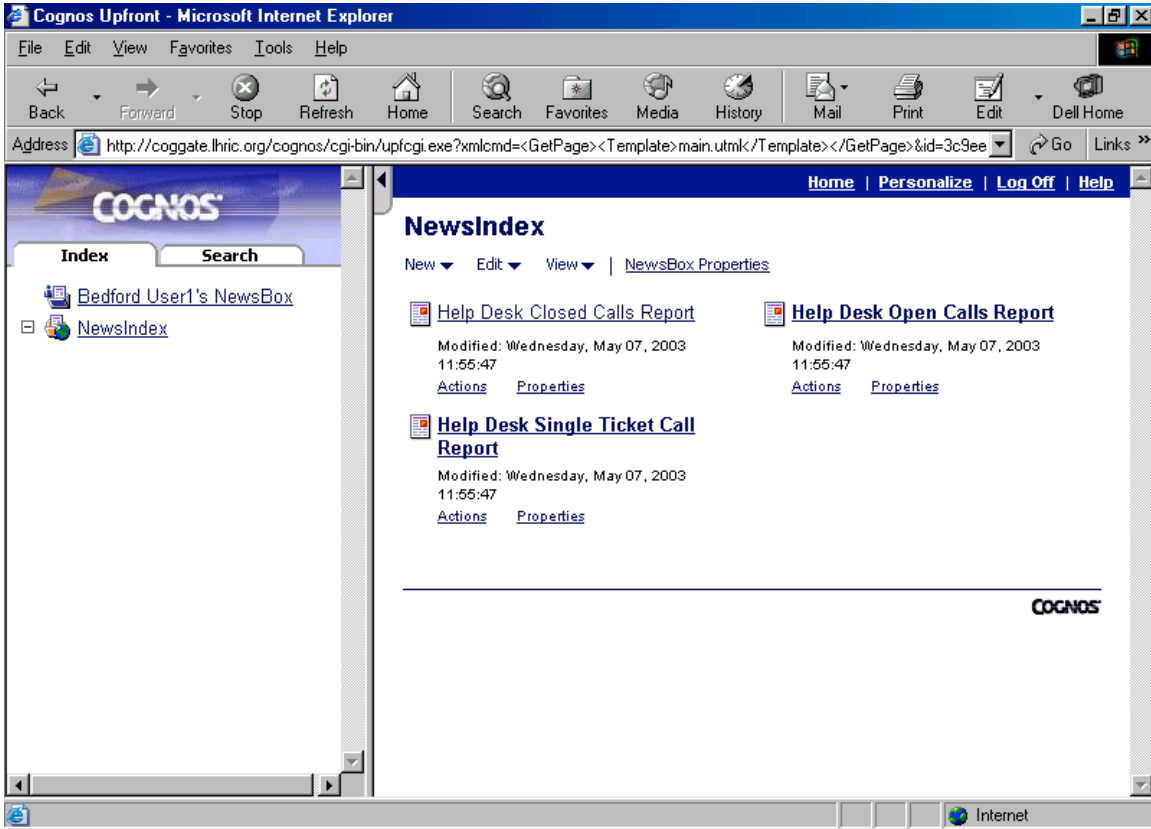
After you've logged on, the following screen will appear that gives you the option of viewing your:

- **“Help Desk Closed Call Report”**
- **“Help Desk Open Call Report”**
- **“Help Desk Single Ticket Call Report”**

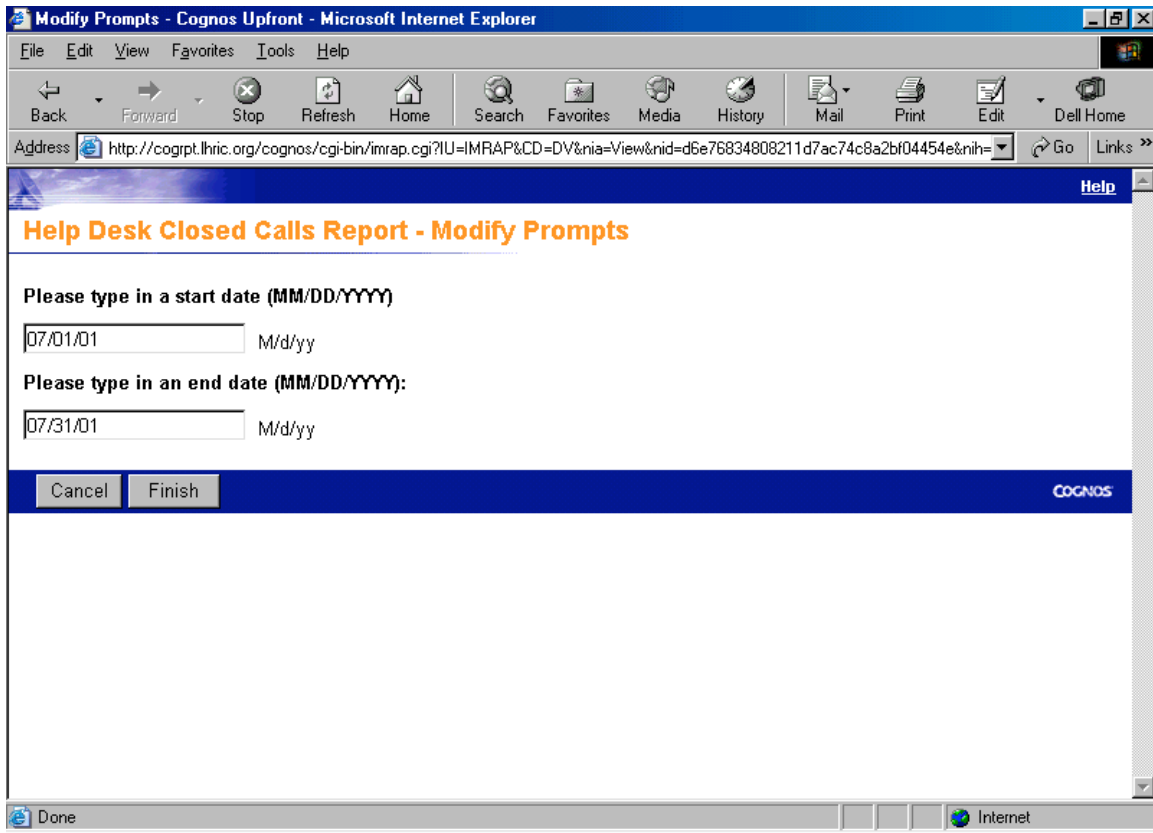


[To View your “Help Desk Closed Call Report”](#)

Single click “Help Desk Closed Call Report” on the screen below:

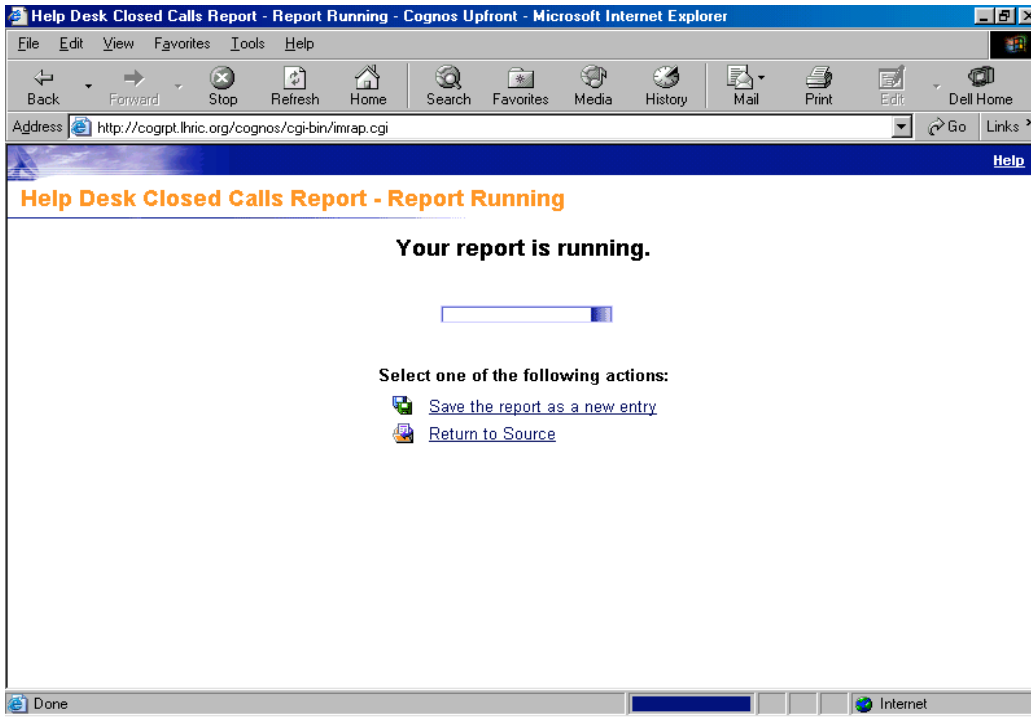


After single clicking “Help Desk Closed Call Report”, the following screen appears:

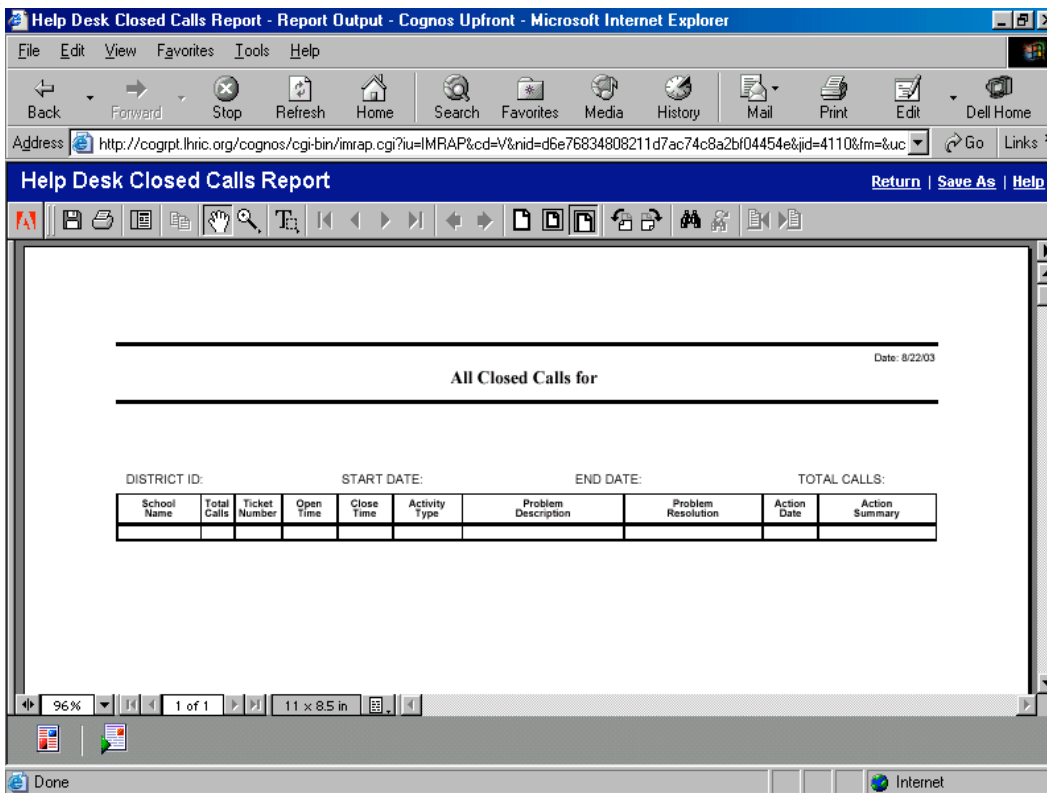


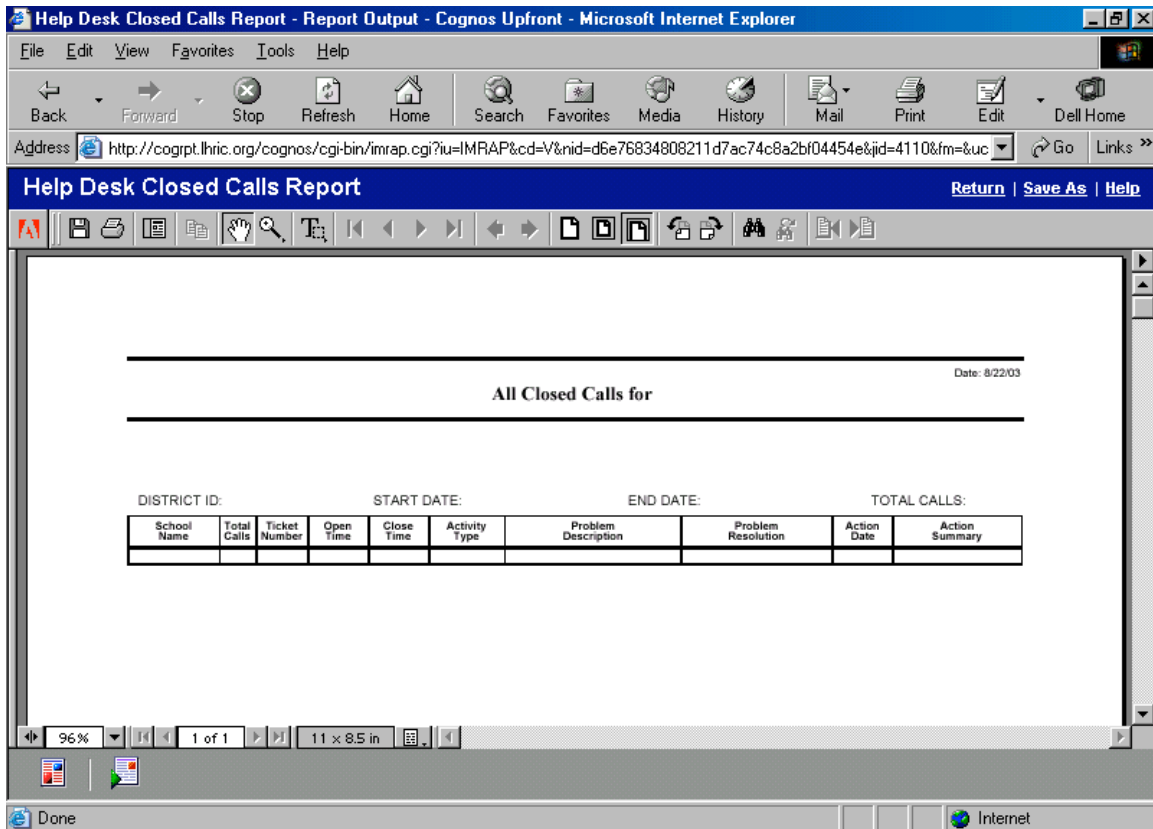
Insert the start and end dates of the report you'd like to view. Please be sure it is in the following format: MM/DD/YYYY. Click **“Finish”**.

After clicking “**Finish**”, the following screen will appear as it searches for your requested report:



Immediately following the above screen, your “Help Desk Closed Call Report” will appear in the format as follows:





Report Descriptions:

School Name: Name of school

Total Calls: Total number of calls for school

Ticket Number: Service Request Number (SR#) or reference number of ticket

Open Time: Date and time of when the service request was opened

Closed Time: Date of when the service request was closed

Activity Type: Describes how a service request was billed, if at all.

Billable-HW: Technical Svcs. billable hardware job

Billable-WR: LAN billable networking job

Contract-TS: Technical Svcs. contractual non-billable hardware job

Project: An on-going Project that has taken place

SC: LAN non-billable Service Call

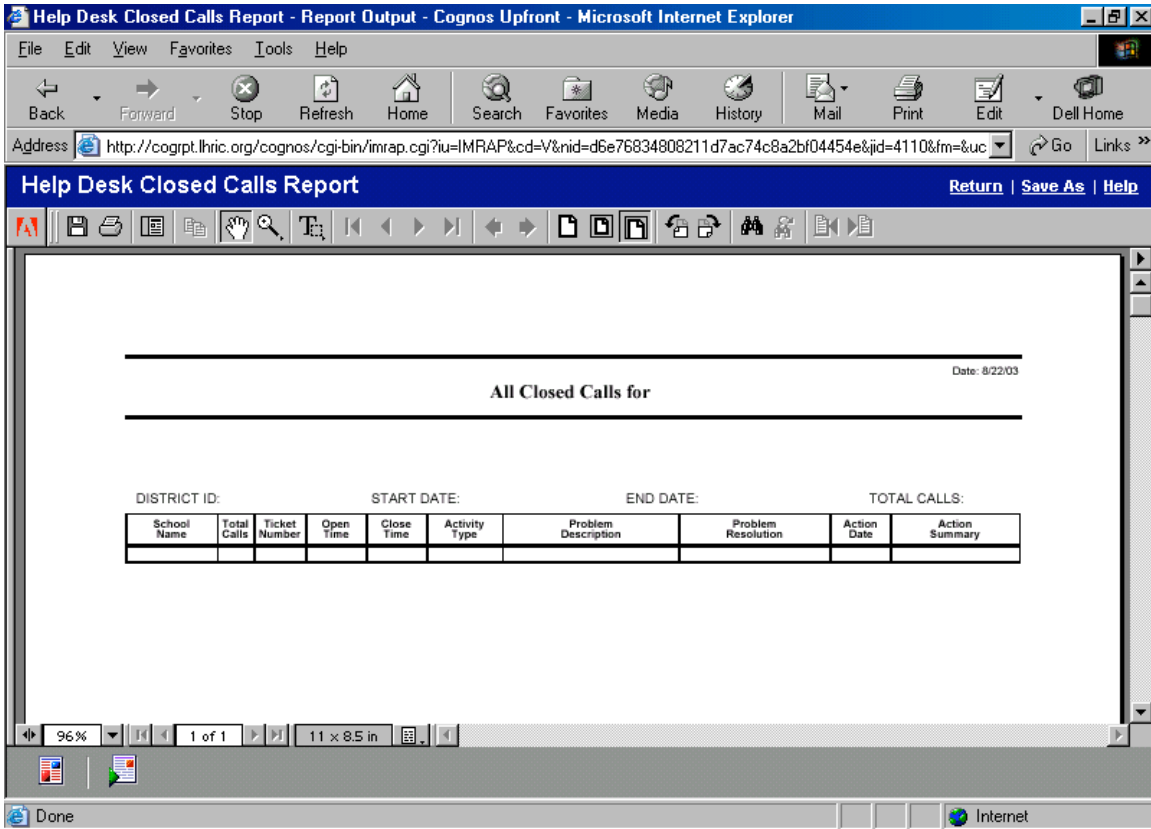
Warranty Undet.: Technical Svcs. job on a Dell machine where warranty status is unknown at time of service call

Warranty-23: Technical Svcs. job on a Dell machine where warranty status is in its second or third year of warranty; non-billable

Warranty-WR: Technical Svcs. job on a Dell machine where warranty status is in its first year of warranty; non-billable

0098-Rock. BOCES: Special Ed. call billable to Rockland BOCES

8100-Spec. Ed.: Special Ed. call billable to Southern Westchester BOCES



Report Descriptions (con't):

Problem Description: Description of the service request

Problem Resolution: Resolution of the service request

Action Date: Date(s) of any “action(s)” or procedure(s) that may have taken place in regards to the service request

Action Summary: Description of “action” or procedure that may have taken place including any additional notes

Printing your “Closed Call Report”

If you’d like to print your “Closed Call Report”, **single** click the “**Printer**” icon on your Cognos Impromptu Tool Bar. This is the third icon from the left as shown below with “**Print**” displayed underneath:

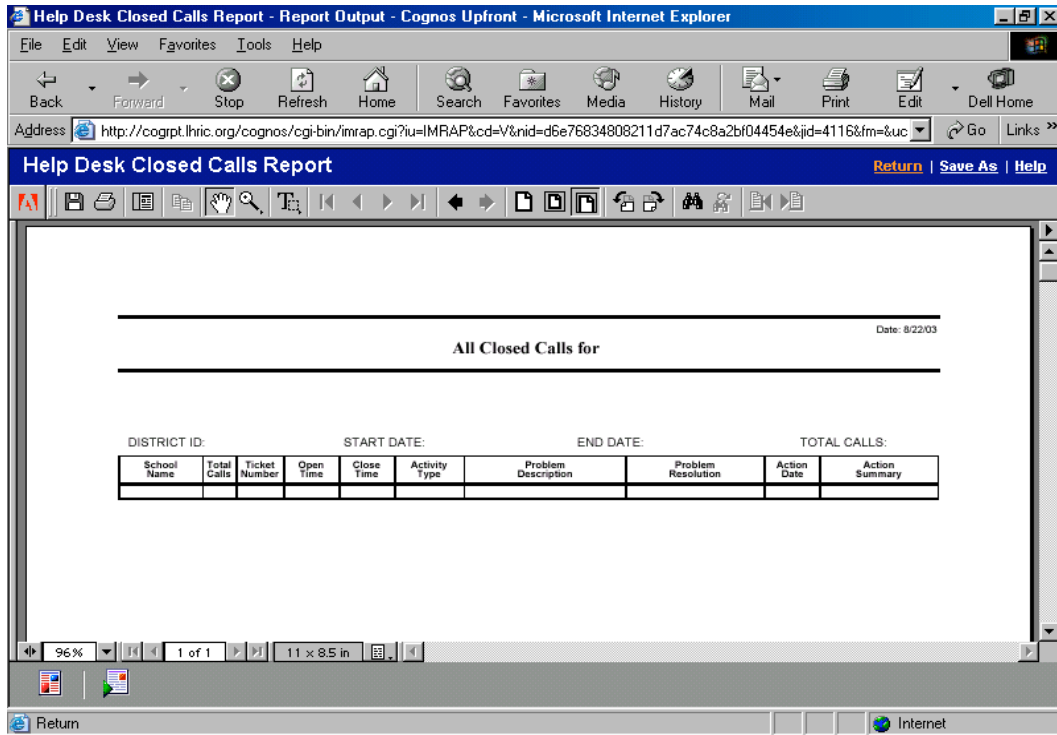
The screenshot shows a Microsoft Internet Explorer window displaying a Cognos report. The browser's address bar shows the URL: <http://cogpt.lhric.org/cognos/cgi-bin/imap.cgi?iu=IMRAP&c=d=V&nid=d6e76834808211d7ac74c8a2bf04454e&jid=41116&fm=&uc>. The report title is "Help Desk Closed Calls Report".

The report content includes a "Print" button in the top left corner. Below it, the text "All Closed Calls for" is centered, with "Date: 8/22/03" to its right. A table is displayed below the text, with columns for DISTRICT ID, START DATE, END DATE, and TOTAL CALLS. The table has a header row with sub-columns: School Name, Total Calls, Ticket Number, Open Time, Close Time, Activity Type, Problem Description, Problem Resolution, Action Date, and Action Summary.

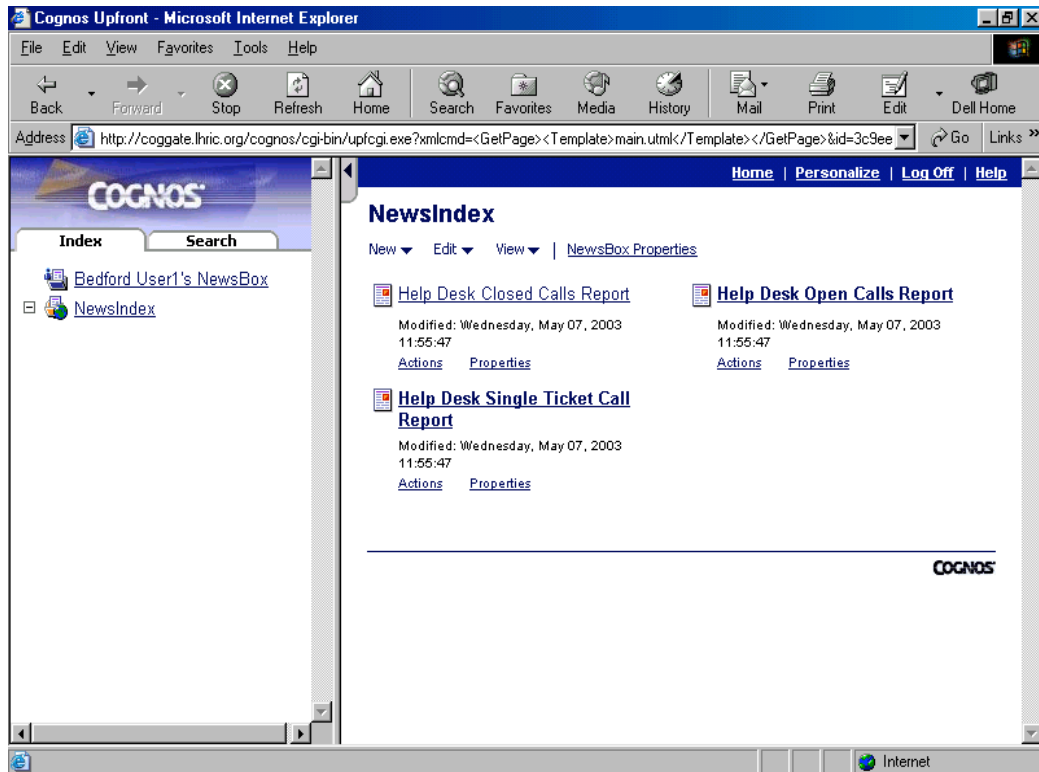
DISTRICT ID:		START DATE:			END DATE:			TOTAL CALLS:		
School Name	Total Calls	Ticket Number	Open Time	Close Time	Activity Type	Problem Description	Problem Resolution	Action Date	Action Summary	

The browser's status bar at the bottom shows "Done" and "Internet".

To return to the “Main Menu” or “NewsIndex” of your BOCES Web Reports, single click “Return” at the upper right-hand corner of the screen shown below:

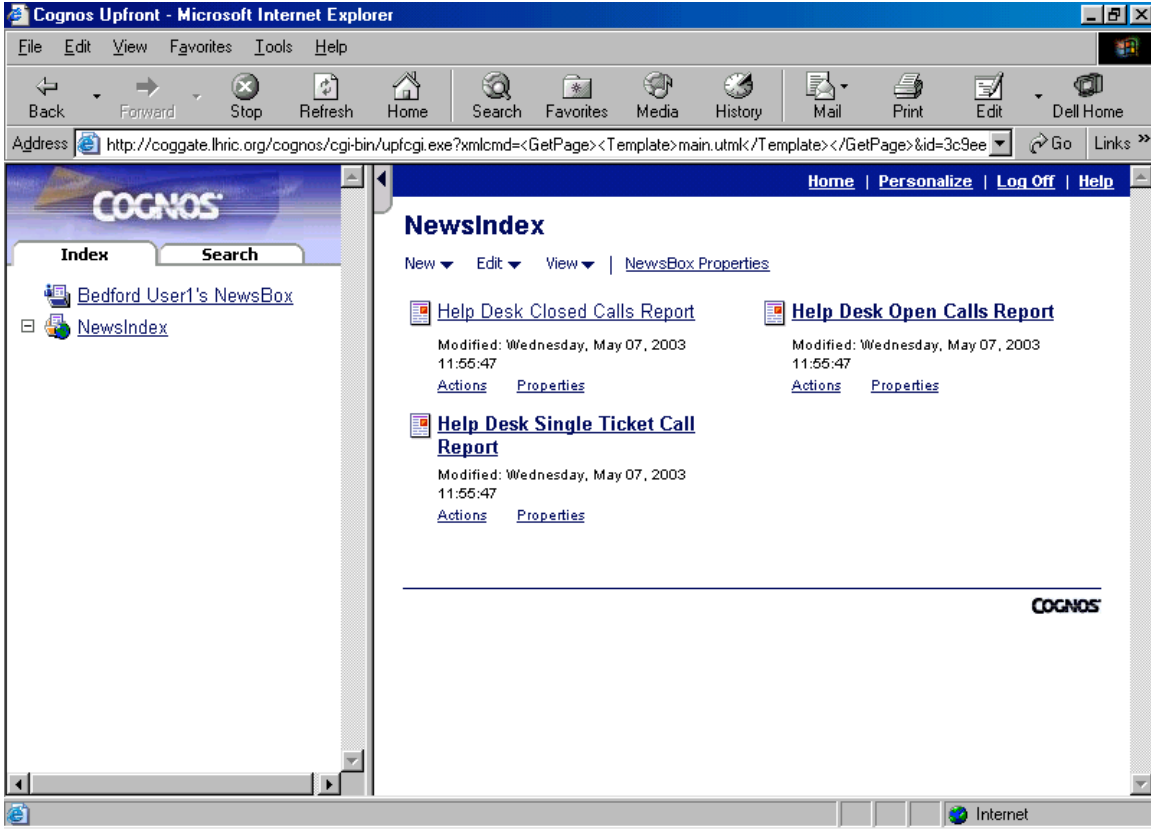


After clicking “Return”, the following “Main Menu” or “NewsIndex” of your BOCES Web Reports will appear:

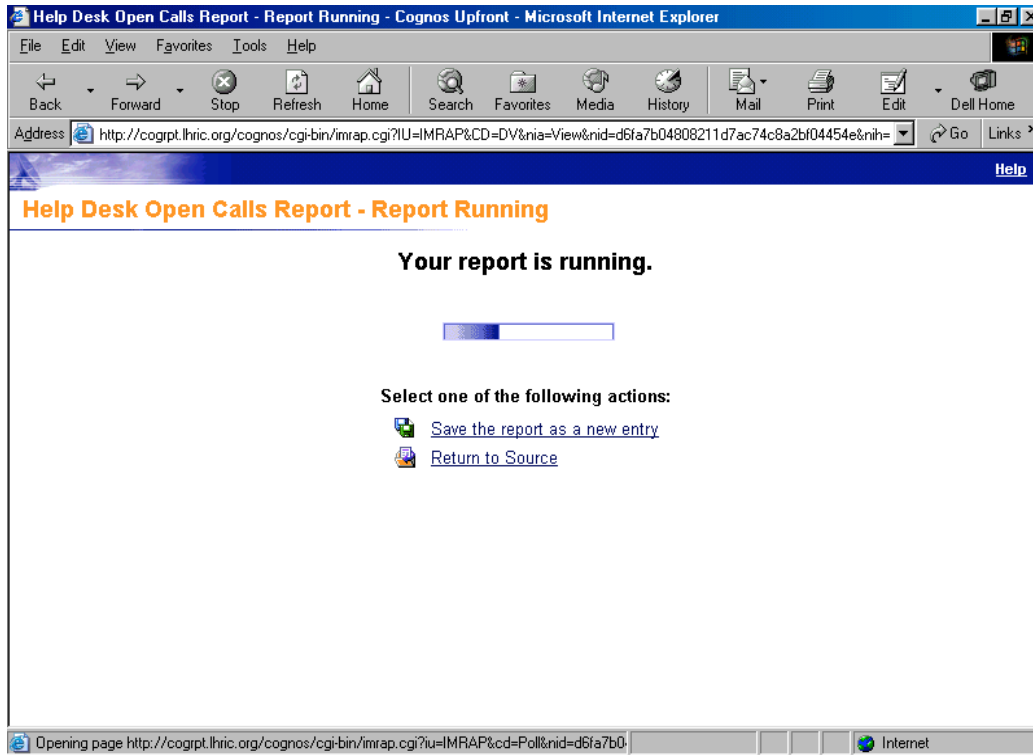


To View your “Help Desk Open Call Report”

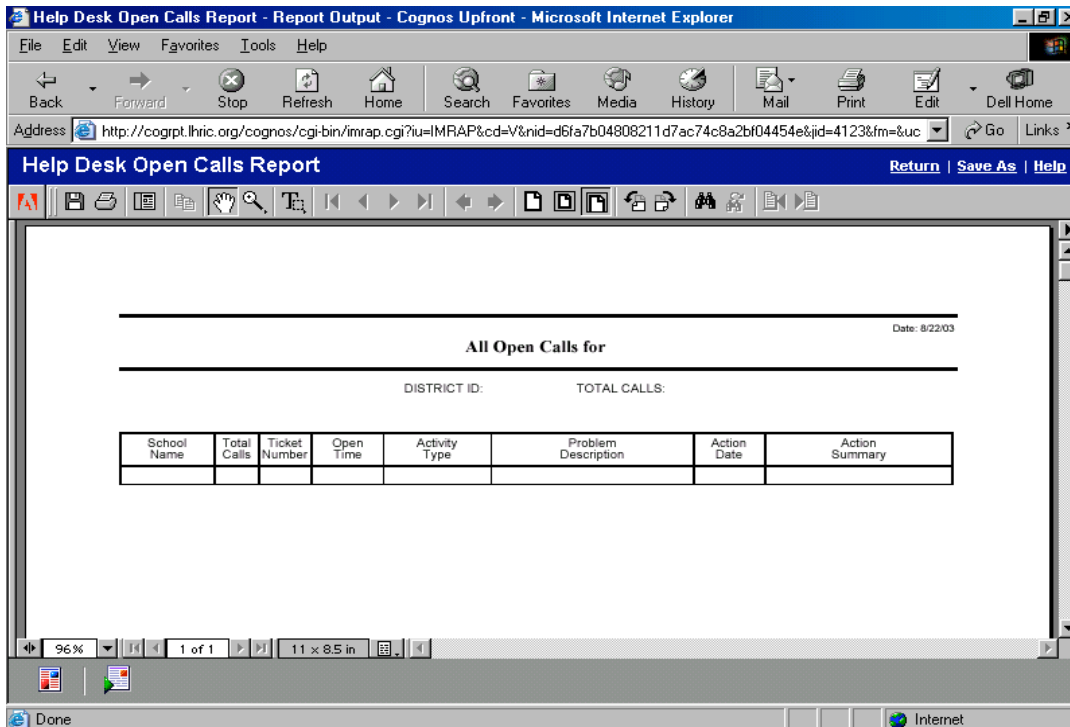
Single click “Help Desk Open Call Report”:

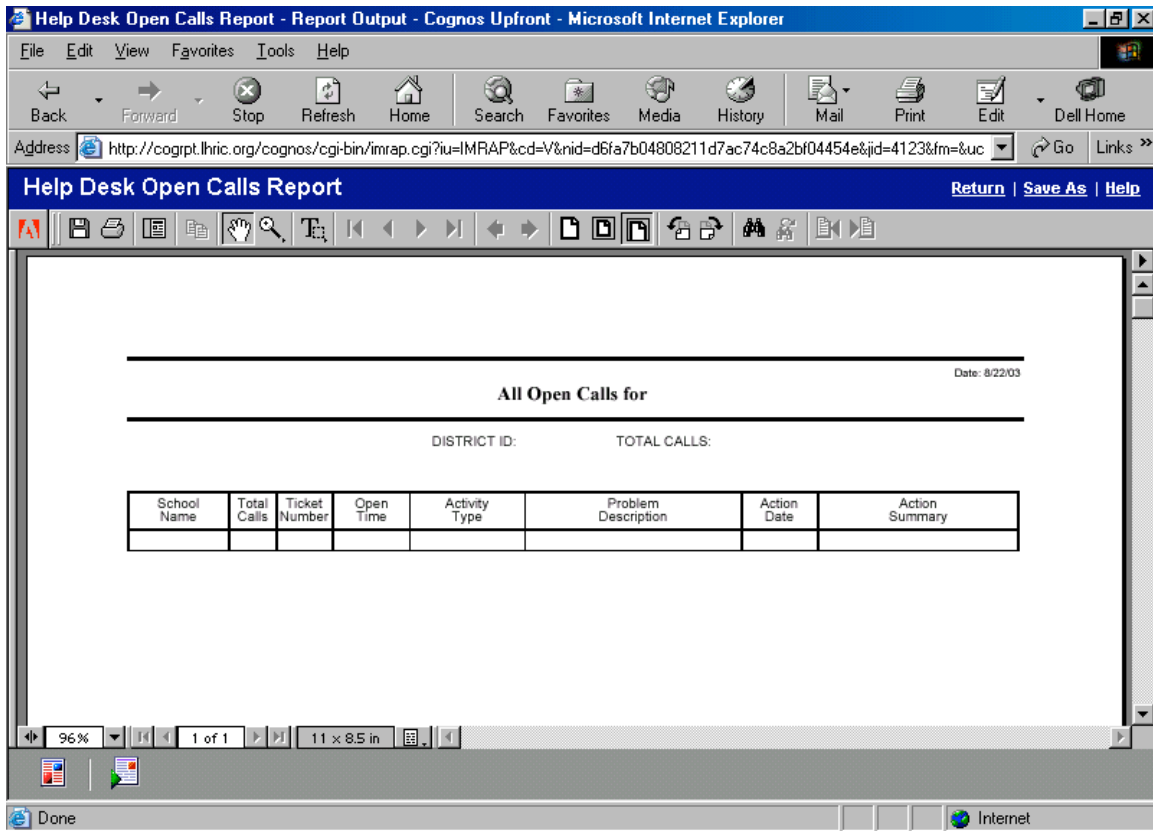


After single clicking “**Help Desk Open Call Report**”, the following screen will appear as it searches for your requested report:



Immediately following the above screen, your “**Help Desk Open Call Report**” will appear in the format as follows:





Report Descriptions:

School Name: Name of school

Total Calls: Total number of calls for school

Ticket Number: Service Request Number (SR#) or reference number of ticket

Open Time: Date and time of when the service request was opened

Activity Type: Describes how a service request was billed, if at all (**See page 9 for descriptions**)

Problem Description: Description of the service request

Action Date: Date(s) of any “action(s)” or procedure(s) that may have taken place in regards to the service request

Action Summary: Description of “action” or procedure that may have taken place with any additional notes

Printing your “Help Desk Open Call Report”

If you’d like to print your “**Help Desk Open Call Report**”, single click the “**Printer**” icon on your Cognos Impromptu Tool Bar. This is the third icon from the left as shown below with “**Print**” displayed underneath:

Help Desk Open Calls Report - Report Output - Cognos Upfront - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit Dell Home

Address <http://cogpt.lhric.org/cognos/cgi-bin/imrap.cgi?iu=IMRAP&c=d=V&nid=d6fa7b04808211d7ac74c8a2bf04454e&iid=4123&fm=&uc> Go Links »

Help Desk Open Calls Report [Return](#) [Save As](#) [Help](#)

Print

Date: 8/22/03

All Open Calls for

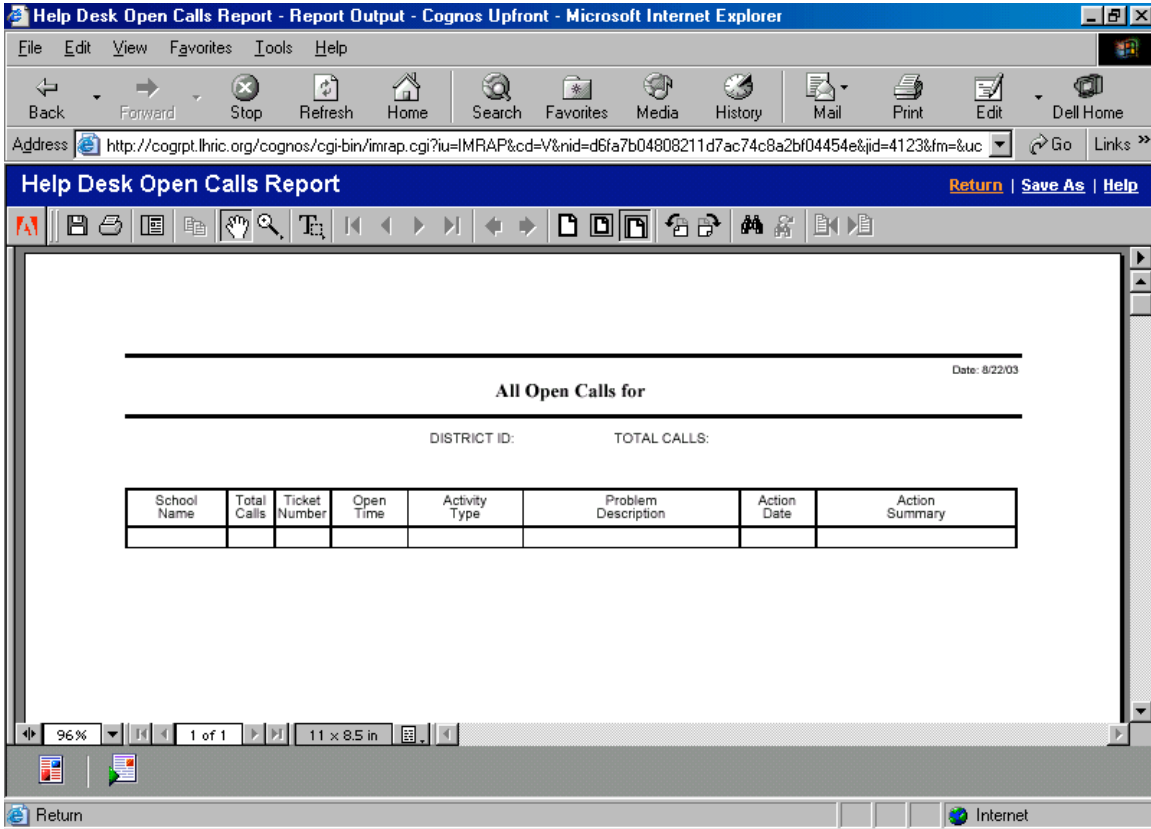
DISTRICT ID: TOTAL CALLS:

School Name	Total Calls	Ticket Number	Open Time	Activity Type	Problem Description	Action Date	Action Summary

96% 1 of 1 11 x 8.5 in

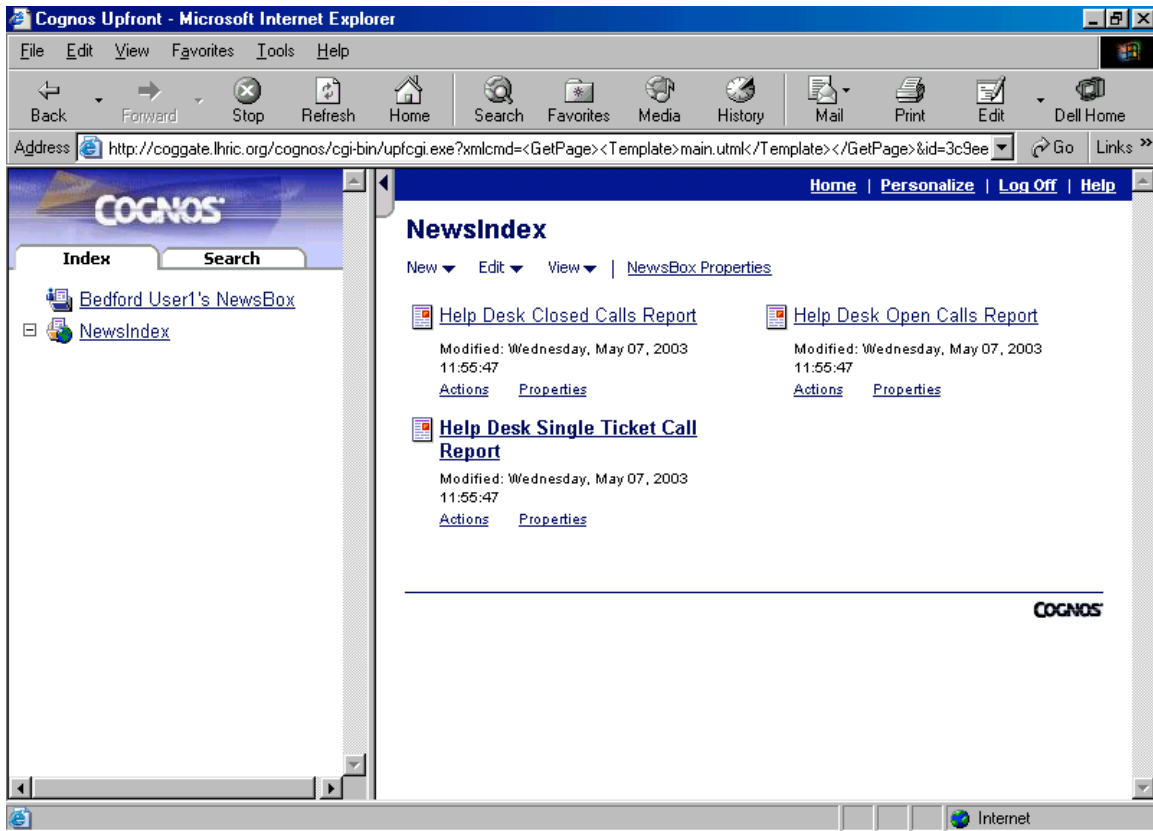
Done Internet

To return to the “Main Menu” or “NewsIndex” of your BOCES Web Reports, **single** click “Return” at the upper right-hand corner of the screen shown below:

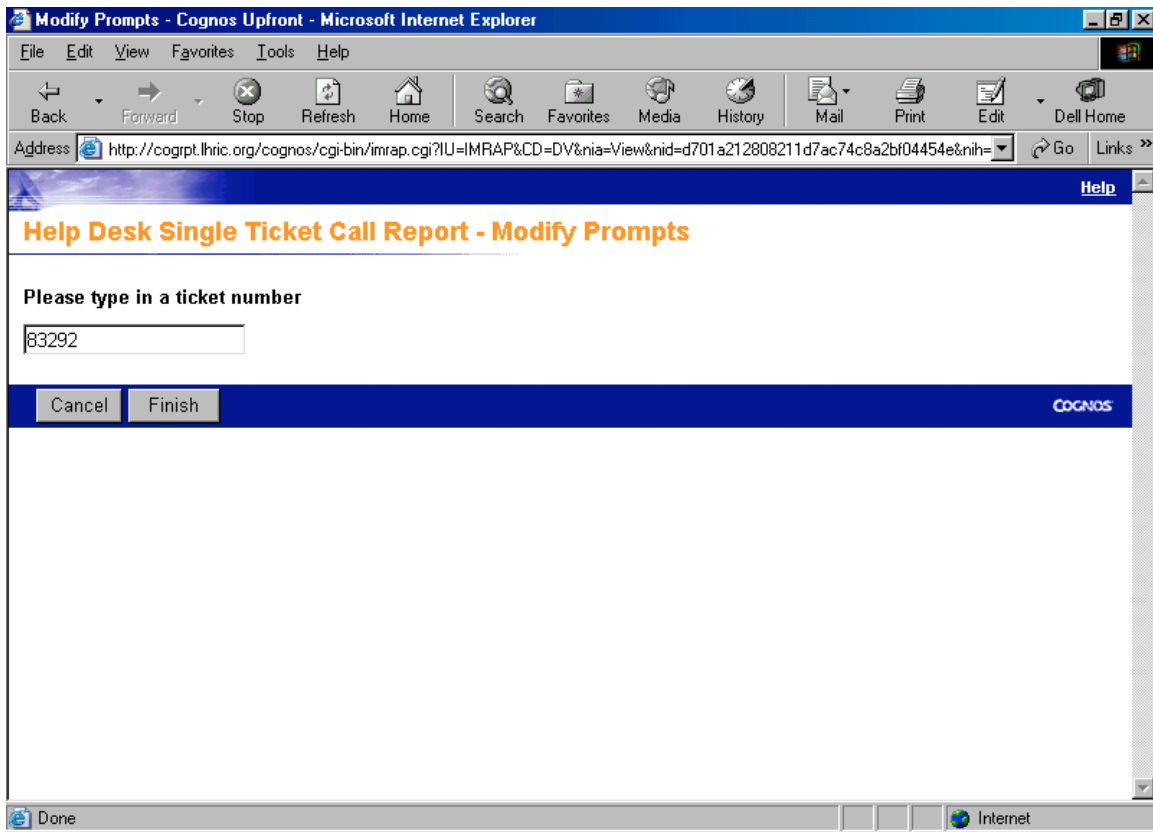


To View your “Help Desk Single Ticket Call Report”

Single click “Help Desk Single Ticket Call Report”:



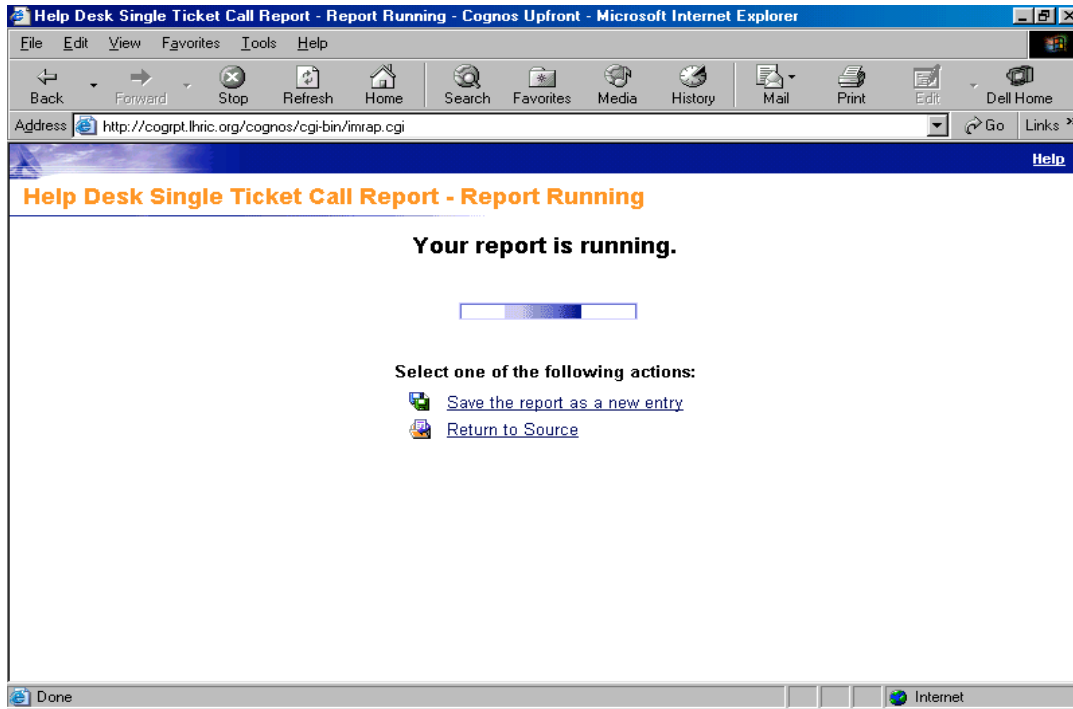
After single clicking “**Help Desk Single Ticket Call Report**”, the following screen appears:



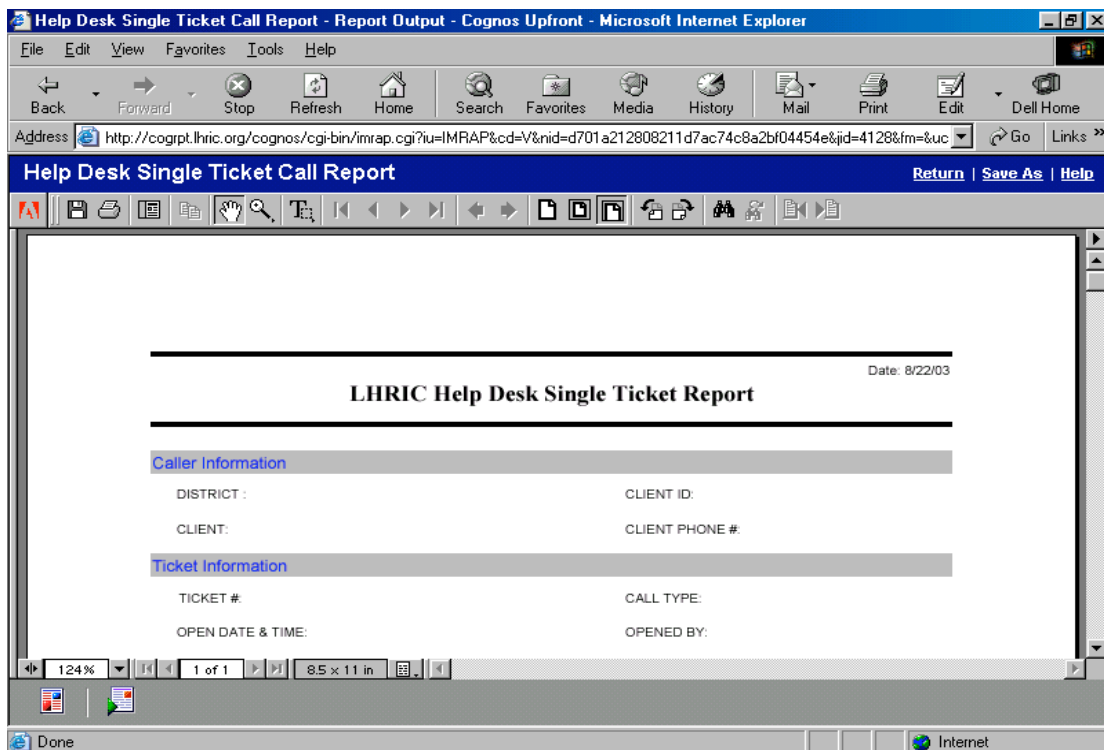
Type in the **Ticket or SR#** of the service request you’d like to view.

Click “Finish”.

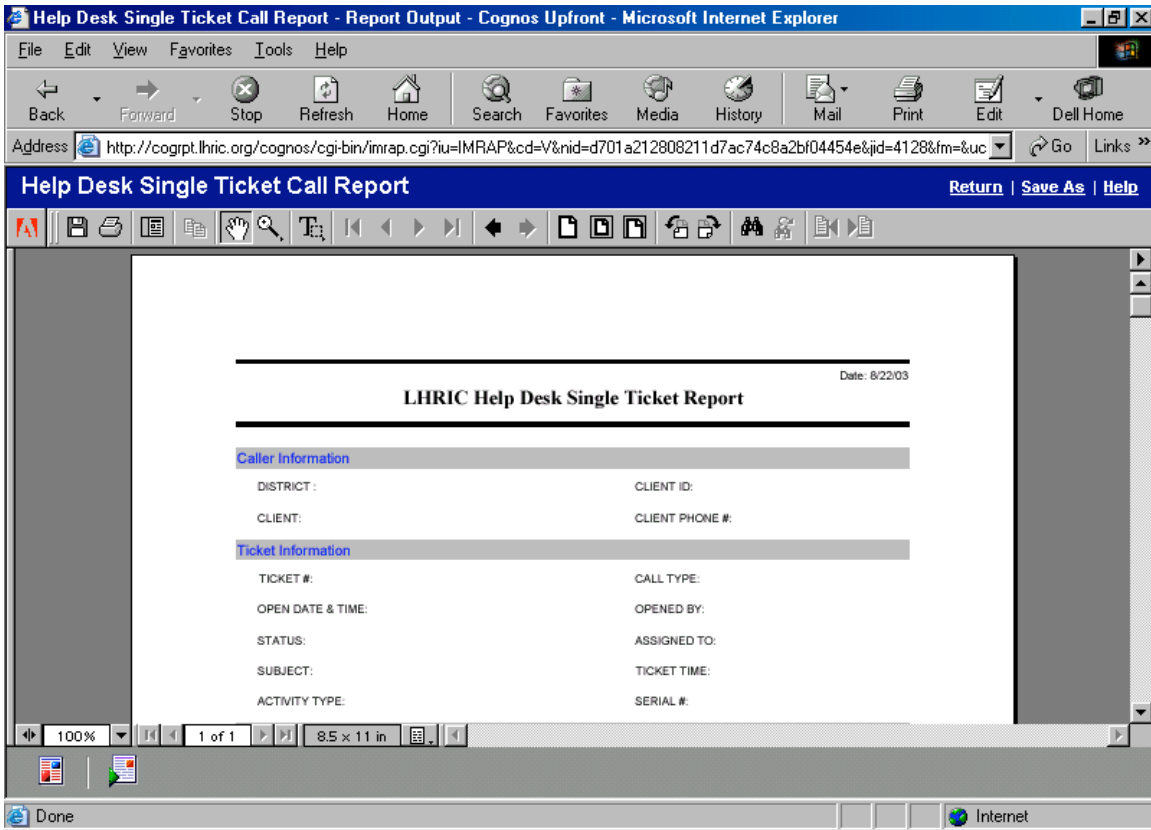
After clicking “**Finish**”, the following screen will appear as it searches for your requested report:



Immediately following the above screen, your “**Help Desk Single Ticket Report**” will appear in the format as follows:

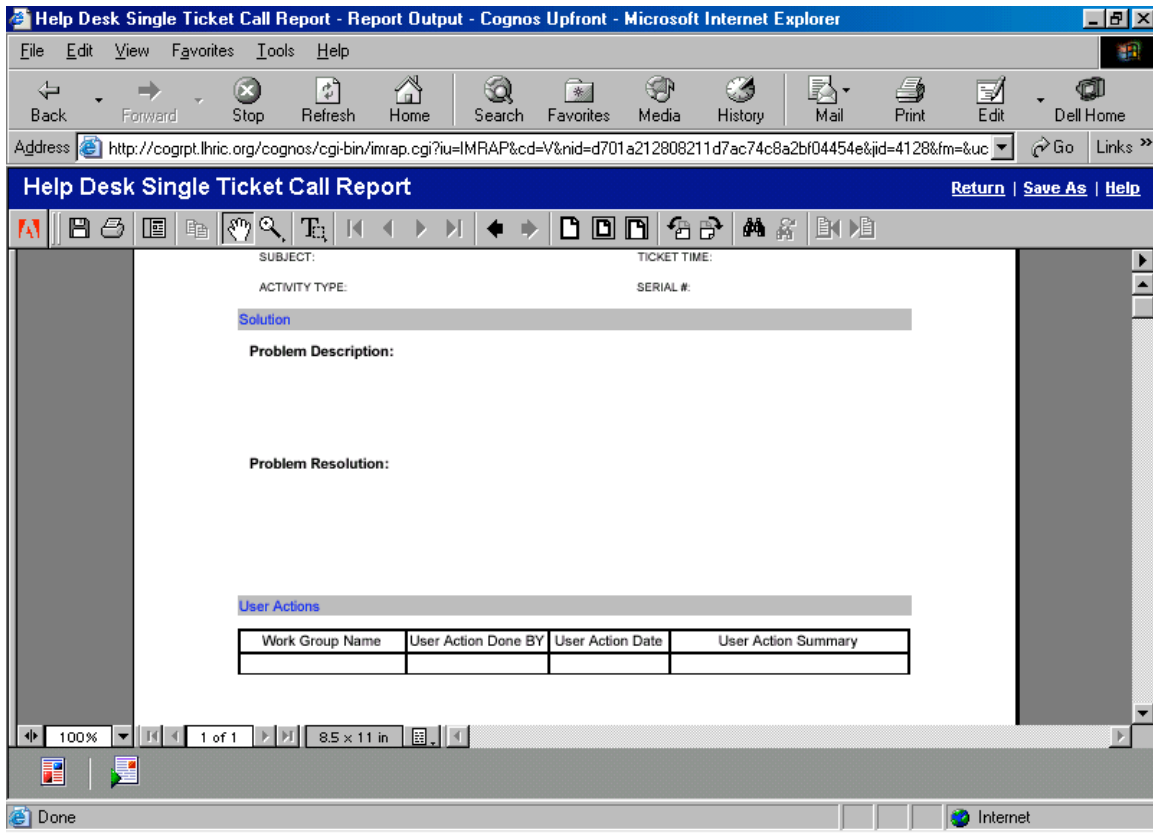


Your “**Help Desk Single Ticket Call Report**” will appear in the format shown on the following two (2) pages:



Report Descriptions (from left to right):

- District:** District name
- Client ID:** District number
- Client:** District building
- Client Phone #:** District building phone #
- Ticket #:** Ticket or SR#
- Call Type:** How service call was made to Helpdesk (Phone, Webpage)
- Open Date & Time:** Date service call was opened
- Opened By:** BOCES employee who created the service call
- Status:** Status of service call - **C** = Closed; **O** = Open
- Assigned To:** BOCES employee who was assigned the service call
- Subject:** General subject description (application issue, install issue, Hardware Dell CPU issue etc.)
- Ticket Time:** Amount of time BOCES employee spent on call from start to finish
- Activity Type:** Describes how a service request was billed, if at all (**See page 9 for descriptions**)
- Serial #:** Serial number of the machine in question (**Field may not be populated**)



Report Descriptions (from left to right con't):

Problem Description: Description of the service request

Problem Resolution: Resolution of the service request

Work Group Name: Work group call assigned to

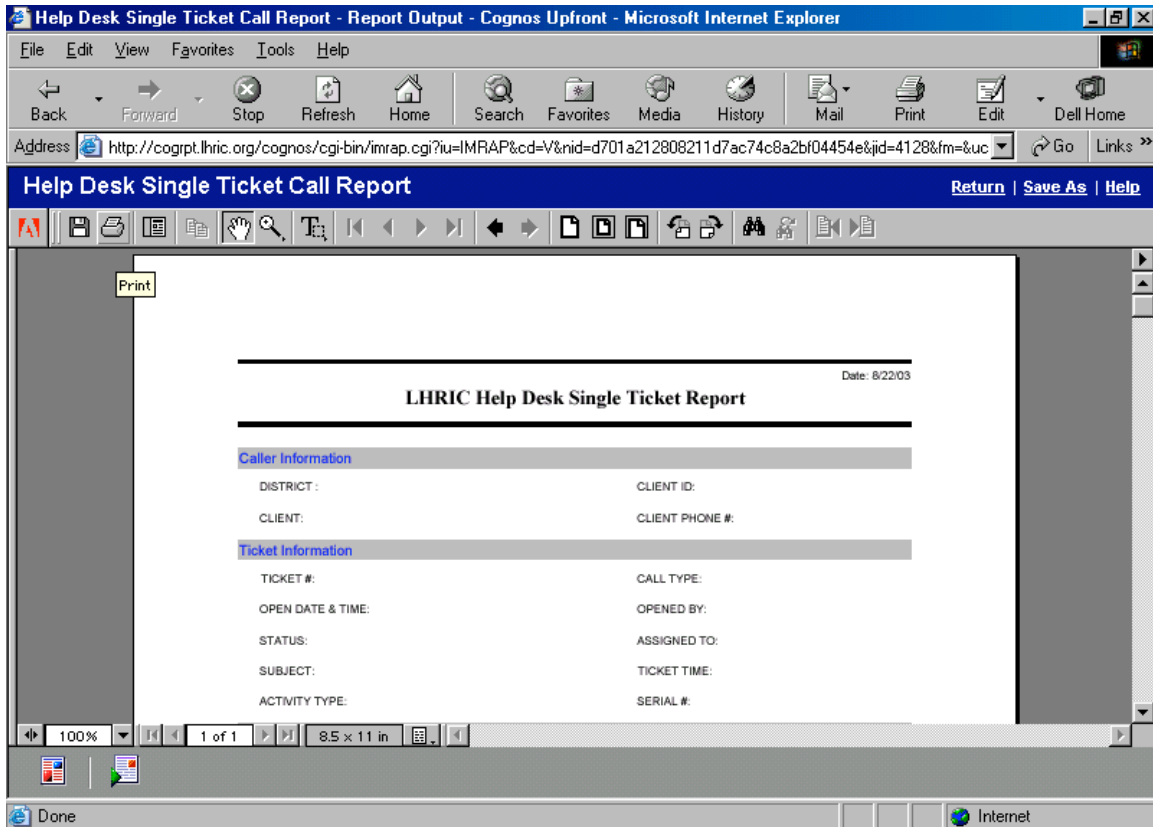
User Action Done By: BOCES employee who created “action” or procedure that may have taken place in regards to the service call

User Action Date: Date(s) of any “action(s)” or procedure(s) BOCES employee performed

User Action Summary: Description of “action” or procedure that may have taken place with any additional notes

[Printing your “Help Desk Single Ticket Call Report”](#)

If you'd like to print your “**Single Ticket Call Report**”, **single** click the “**Printer**” icon on your Cognos Impromptu Tool Bar. This is the third icon from the left as shown below with “**Print**” displayed underneath:



To return to the “Main Menu” or “NewsIndex” of your BOCES Web Reports, **single** click “Return” at the upper right-hand corner of the screen shown below:

