

When to Use

Site availability: Dynamic and Hybrid.

The Help Desk page, when used in conjunction with the Problem Report page, provides the functionality for problem reporting and resolutions. These pages are pre-formatted with fields to submit problem reports and to provide solutions. You may not change the fields that are included on the Help Desk page type but you can add Introduction, Conclusion and Thank You information.

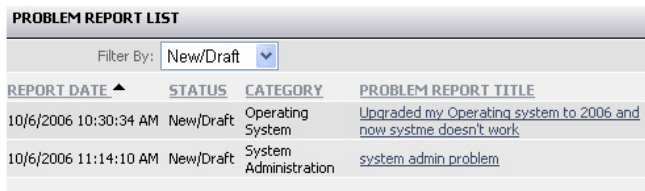
Before Creating the Page

- ▶ Read the Problem Report page type quick reference.
- ▶ Plan your list of problem categories. By creating Category or General Content child pages under the Help Desk page, you create the problem categories available in the form drop down list.

Examples of How to Use

- ▶ If your organization offers support services, you can use the Help Desk and Problem Report pages to allow your internal and external customers to report issues with products, services or maintenance. You can then use the Problem Report pages to provide this information to other site visitors with the same issues.

Help Desk Page Sections & Fields

Page Section	Field Name/Item	Description of usage
Problem Report List	Filter By	<p>You are not required to enter anything in this section.</p> <p>The drop-down in this section is used for organizing the list of problem reports. As each report is submitted on the Help Desk page, a new draft page is added to this section. The Filter By drop-down is used to view reports by New/Draft, In Approval, Published or All.</p>  <p>Click on the column headers (Report Date, Status, Category, and Problem Report Title) to reorganize the list of problem reports alphabetically by that column.</p>
Introduction HTML	n/a	<p>The text and graphics entered here are displayed at the top of the published page, above the problem reporting form.</p> <p>You may wish to add instructions for users to assist</p>

Page Section	Field Name/Item	Description of usage
		them with completing the Problem Report form.
Conclusion HTML	n/a	<p>The text and graphics entered here are displayed at the bottom of the published page, below the problem reporting form.</p> <p>You may wish to add information here describing how reports will be dealt with or when assistance can be expected.</p> <p>If you display the Problem Categories as child links on the Help Desk page, you can use the Conclusion text to explain how users can click on categories to view relevant problems and solutions.</p>
Thank You Message	n/a	The text and graphics you enter here are displayed after the problem report is submitted.

View mode of the Help Desk page appears as follows:

Help Desk

> [Active Content Manager Doc-Shop](#) > Help Desk

To ensure a prompt and effective response, complete all of the fields below. In the Description field, provide a description of the problem and steps to reproduce the problem (where applicable). **Introduction**

Reporter Email Address:
 user types this in

Problem Category:
 Help Desk child pages provide categories

Problem Title:
 user types this in

Problem Description:
 user types this in

You will be contacted by email with a resolution to your problem. **Conclusion**

- [Hardware & Peripherals](#)
- [Internet Connection](#)
- [Operating System](#)
- [System Administration](#)

Help Desk child pages - categories for problem reports

Problem Report Solutions

As problem reports are submitted they are listed in the Problem Report List section of the Help Desk page in Edit mode. The content providers responsible for problem reports must edit the Help Desk page, provide solutions to the reports, and submit them for publication.

To provide a solution:

1. Edit the **Help Desk** page (your problem reporting page).
2. In the **Problem Report List** section on the Content tab, use the **Filter By** field to assist in locating the report you wish to edit.
3. From the list of problem reports displayed, click on the **Problem Report Title** to edit the page.
4. Add information to the **Solution** text area.
5. Click **Save** and submit for publication.

View the published problem/solution report by navigating to the appropriate Problem Category, or make the Help Desk searchable by creating a Search page or pagelet.

Help Desk Page Tips!

- ▶ By utilizing the advanced settings of the Search page type, the Help Desk is fully searchable and also provides category level searching. Search capability is added to your Help Desk page by creating a Search page or pagelet that is limited to only your Help Desk and Problem Reports.
- ▶ Use the Help Desk in combination with the FAQ page type to list the frequently asked questions with their answers as a quick and easy resource for customers.
- ▶ Even though you can create a Problem Report page directly as a child page of the Help Desk, it is recommended that you always use the Help Desk form to submit problem reports. If you do not, your problem report will not have a useful date and there will be no Reporter name recorded with it.
- ▶ If you cannot locate a Problem Report in the list of problems on the Help Desk page in edit mode, be sure to select **All** from the **Filter By** drop-down box on the Help Desk page.
- ▶ You can move Problem Report pages from one category to another using the standard procedure for moving child pages within the ACM.