

iPlan provide a Helpdesk service as second line of support, addressing issues that our clients are unable to resolve internally. Any issue that cannot be resolved by the helpdesk is assigned to the most appropriate consultant considering availability and degree of urgency. All helpdesk calls assigned to a consultant are first submitted for approval; unless extremely urgent and the client gives the immediate go ahead simultaneously with the request for help.



THE HELPDESK PROCESS

1. The **Client** logs a call with the helpdesk for any type of work, e.g. error or enhancement, by contacting the helpdesk using any of the above means of communication.
2. The call information is captured and first off assigned to the **helpdesk** operator who ensures all the relevant information is captured. If the issue/ task cannot be resolved by the **helpdesk** it is assigned to the most appropriate consultant considering availability and degree of urgency.
3. A quote is prepared for all work requested by the **assigned consultant**, unless the call is logged as extremely urgent and the Client gives the immediate go ahead simultaneously with the request for help. In this latter case the task is completed as soon as possible. The quote is a task duration estimate and actual hours are billed for on a time and material basis or deducted from the allocated hours, depending on the specific support agreement and SLA.
4. The **Client** approves the quote before work starts.
5. The **assigned consultant** completes the task as per the call information. The consultant liaises directly with the Client in resolving the issue.
6. Once the task is complete the **Client** is notified via the helpdesk to test the solution. If the solution is approved, it is loaded in the live environment (*where applicable*). If the solution is not satisfactory, the call is routed back to the consultant or to a different consultant.
7. If the solution is accepted the cause and solution details are captured against the call on the helpdesk system and the call is closed by **the helpdesk**. All call information is available to the Client in the knowledge base on the helpdesk system. All information captured on the helpdesk system is available for reporting purposes.



How to reach the Helpdesk:

A service request can be logged with the helpdesk in a number of ways:

Internet: <http://iplan.sysaidit.com/Login.jsp>
 Email: helpdesk@iplan.co.za
 Telephone: +27 12 644 2623

