

# PHD Help Desk

<http://www.p-hd.com.ar>

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## 1 Introduction.

**PHD Help Desk** is the answer to the registry problem and management of incidents of the areas of Help Desk or Service Desk, their present functionalities have been deployment thanks to the contribution of hundreds of distributed users anywhere in the world.

It has been developed in **LAMP** environment (*Linux+Apache+MySQL+PHP*) that allows to install it in most of the servers of the present time, the client is executed in a Web navigator, reason why it is possible to use it in workstations with operating system as much Windows, Unix or Mac

Actualy is available in *English and Spanish*, but it is easy translated because the totality of texts of the software is in a file, **lang.inc**, reason why the conversion to another language does not imply to read and to modify all the sources.

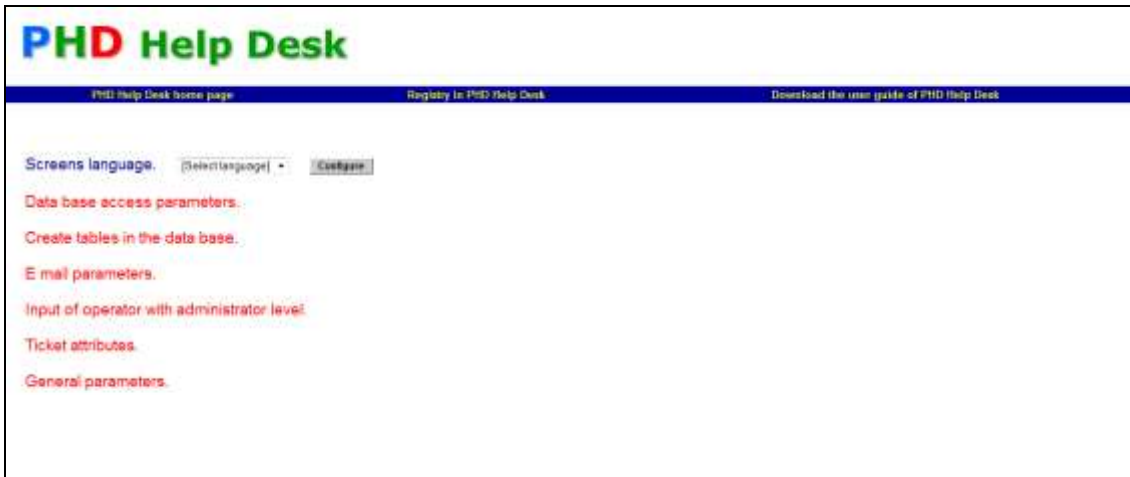
The language file also allows to configure **PHD Help Desk** for applications that you specify of follow of events that are not of Help Desk, for example follow up of bugs of applications in a testings areas, follow tasks in projects, news of customers, students, etc.

This feature is the reason that today is installed in organizations with diverse activities, not in all the cases is used like software of help desk, also like software for follow of diverse issues, projects, students, customers, etc.

## 2 Installation and initial setup.

The programs of **PHD Help Desk** are in the file `phd_2_12.zip`, is possible to be downloaded from <http://www.p-hd.com.ar/eng/download.php>

Once decompressed in the Web server the different files from **PHD Help Desk**, are due to accede to the program that guides step by step in the installation, this program was writing in *Spanish and English* and is in `/phd_2_12/setup/esp/` or `/phd_2_12/setup/eng/` according to the respective language.



ALERT: When you descompress **PHD Help Desk** a `/include/` directory is created, in this directory there are the `*.inc` files, this path is specified in the `$Include` variable, in the `config.inc.php` file. If you wish to use a different path you must specified in the `$Include` variable, or live it blanc and use the `include_path` variable of the `php.ini` file.

### 2.1 Screens language.

The language in which are the labels of the different screens are in the variables of the file `lang.inc`. **PHD Help Desk** has two groups with their variables initialized in English and Spanish, `lang_eng.inc` and `lang_esp.inc` respectively. Also it is possible to initialize these variables for another language, or to give values them of way so that software can be used to make the follow up of another type of events.

The setup program will copy the files `lang_esp.inc` or `lang_eng.inc` over the file `lang.inc`, which is the one that **PHD Help Desk** will use to initialize the labels of the screens. Maybe can happen that by problems in the permissions of the files this action cannot be made from the installer, for this reason you will have to be made the copy manually, for example, if your wished language is English you will copy the file `lang_eng.inc` over the file `lang.inc`.

## 2.2 Data base connection parameters.

PHD Help Desk store the data base connection parameters in the file *config.inc.php* variables, in this step ask you about these values to store there in this file. The values corresponds for the connection with the data base, these are name of host, name of the data base, user and password.



**PHD Help Desk**

PHD Help Desk home page    Registry in PHD Help Desk    Downloaded the user guide of PHD Help Desk

**Data base access parameters:**

\$Host:  Name of the MySQL data base server.

\$User:  User information PHD Help Desk will connect to the MySQL data base.

\$Contaseña:  User's password.

\$Base:  Data base name.

**IMPORTANT!** These values already must be created in the data base MySQL, otherwise it will not be able to continue advancing in PHD Help Desk installation.  
The variables are stored in the file *config.inc.php* that is in */phd\_2\_T2/*, in case of being necessary in the future to modify them, you will edit manually *config.inc.php* and writing the new values.

These variables are stored in the file *config.inc.php* and must already exist in the data base MySQL because after entering them the program it will verify that it can be connected with those parameters. For the correct installation of **PHD Help Desk** the user of the data base must have permissions of: **CREATE TABLE, SELECT, UPDATE** and **INSERT**.

## 2.3 Create tables in the data base.

In this step are created the necessary tables to **PHD Help Desk** works in the data base, make sure that tables with these names do not exist: *area, atributo, e\_mail\_error, ticket, hist\_pass, operador, parametros, sector, sigo\_ticket, solicitud, usuario, usuario\_area\_tmp* because the process will not continue in that case. If is happened that ALL tables exists in the data base, the installer will assume that they are the corresponding ones to **PHD Help Desk** and will skip this step.

## 2.4 E-mail server parameters.

Some operations can send an e-mail to the operators, and you must configure the e-mail server connection parameters. **PHD Help Desk** uses the PHPMailer 5.1 library, <http://phpmailer.worxware.com/>, to send the e-mails.

You can change this values in the *config.inc.php* file once the software is installed.

The screenshot shows the 'PHD Help Desk' logo at the top left. Below it is a navigation bar with three links: 'PHD Help Desk home page', 'Registry in PHD Help Desk', and 'Download the user guide of PHD Help Desk'. The main content area is titled 'E mail server parameters.' and contains several input fields: 'SMTP host' (with the example 'yourmailserver.com'), 'SMTP server', 'SMTP username' (with the example 'your\_email\_user@mail.com'), 'SMTP server user', 'SMTP class' (with the example 'mail\_pass' and a note 'user's password'), and 'SMTP port' (with the example '25' and a label 'Port'). A note below the fields states: 'These variables are stored in the config.inc.php file, that placed in /phd\_2\_12. In case of necessary change this values in the future you can modify it editing the file config.inc.php and write the new values in the variables.' At the bottom right of the form are two buttons: 'Save values' and 'Cancel'.

**2.5 Input of operator with administrator level.**

In order to enter for the first time to **PHD Help Desk** is necessary that an operator with permissions of Administrator exists. The code of the operator, the last name and names, password and e-mail will be enter. The e-mail of the operators is obligatory because in case of the PHP server can send mail, **PHD Help Desk** will send the passwords by this way.

The screenshot shows the 'PHD Help Desk' logo at the top left. Below it is a navigation bar with three links: 'PHD Help Desk home page', 'Registry in PHD Help Desk', and 'Download the user guide of PHD Help Desk'. The main content area is titled 'Operator with administrator level creation.' and contains several input fields: 'Operator code', 'Last and first name', 'Password', 'Retype password', 'E-mail', 'Sector code', and 'Sector name'. At the bottom right of the form are two buttons: 'Create operator' and 'Cancel'.

Also it will ask for the code and the name from the sector to which the operator belongs, because it be able to assign the incidents between the operators and to derive them to different sectors it is necessary that the operator belongs to some one.

**2.6 Ticket's attributes.**

The tickets have some attributes, these are: Contact, State, Process, Type and the Sub type corresponding to each Type. The configuration program suggests some attributes to facilitate its

input, considers that once they are in **PHD Help Desk** these cannot be eliminated, reason why in case of doubt is preferable do not to mark them.

Once you have installed, you can add or disable this attributes.

## 2.7 General parameters.

These parameters determine some software behavior.

The variables are:

- *validez\_psw*: amount of days of validity of the operator password.
- *dias\_psw*: amount of days that must pass until the operator can repeat a password.
- *max\_lines\_screen*: amount of lines that are by screen in the consultations.
- *max\_lines\_export*: amount of records that can be exported.
- *max\_diff\_min*: determines the amount of minutes of difference that can have between the clock of the server and the clock of the client. **PHD Help Desk** use like hour of input and last state of the incident the corresponding to the clock of the CPU of the client, although in case of altering them they will be stored both times in the registries in the data base, to prevent errors or possible alterations this method of control is used, that can be deactivated by set this variable with a number very high.

**WARNING:** In case of the difference between both clocks is upper than *max\_diff\_min*, the software alert to the operator this situation, if the operator has an administrator permissions he can change this value in the *Parameters* menu option, but if he hasn't this privilege, the operator can't enter to **PHD Help Desk** until this problem is solved.

- *max\_attach*: maximum size of an attached file in a ticket.
- *assign\_ticket*: If you check this field, the tickets should be assigned to an operator obligatorily.
- *from\_user\_request*: Is possible to configure an operator to receive an e-mail when a user input an user request in the web form, this variables indicates the from field of it.
- *from\_user\_psw*: The users need a password to input the *users* request, this password will send in a e-mail, this is the sender of this e-mail.
- *state\_alert*: You can set this variable when you need warning to the operator when a second ticket with the same state and user is loaded in **PHD Help Desk**, by example, you need to know when a *Pending* ticket is loaded for the same user.
- *date\_format*: display date format, admits dd/mm/yyyy, mm/dd/yyyy and yyyy/mm/dd.

Also from here you can set the default values to the *Contact*, *Process* and *State* fields in a new ticket.

*User request states*: **PHD Help Desk** has three states in the user request, at first it is when the user input the request and nobody takes any action, it is called PEN.

If the request have created a ticket, te state is PAS, while the request is cancelled, the state is CAN, from here this states are labeled.

Later yo can modify this values if you have administrator privileges, in the *Parameters* option.

**IMPORTANT:** Once you have made the changes, these has effect in the next session of **PHD Help Desk**.

All these values are stored in the *parametros* table.



### 3 Functionalities.

#### 3.1 Incidents registry.

The screenshot shows the 'New ticket' form in the PHD Help Desk application. The form is divided into several sections: 'User information' with fields for User, Last name and name, Area, Floor, Phone, and E-mail; 'Ticket information' with 'Incident' and 'Comment' text areas; 'Attach file' with a file input and an 'Example' button; and a bottom section with 'Priority' (3 - Medium), 'Process' (PHD Desk), 'State' (Pending), 'Assigned to' (dropdown), 'Type' (dropdown), 'Last state date' (02/06/2012 13:48:13), 'Private' (checkbox), and 'Submit' (checkbox). There are 'Save' and 'Cancel' buttons at the bottom right.

It's the core of the software, here is where the events are born of which we will make its follow up and control with **PHD Help Desk**.

It has the follow attributes:

Contact: is the way to contact with the help desk or contact center, by example, phone, personal, e-mail, etc.

User information:

The data of the user are indicative, being obligatory the User, Last name and name and the area code, has an alphabetical option search of them. The table of users is a help for the operator of the system, but it is possible to enter users and areas that do not exist in the data base, to the effects of not losing registries of incidents when you do not to have with information updated.

Ticket information:

It has two text fields, incident and comment. The incident field is used for the description of itself, according to the vision of the user, whereas the field comment is used by the operator to write down the observations that consider advisable, that is not information that the user has provided directly but is important in case of having to derive the incident. For example, the user calls and single he says us that "the printer does not work", the analyst of help desk interrogates to obtain details and possibly to solve it by telephone, all the questions can be written down in this place so that when the on site help arriving at the place the interrogation to the user is not reiterated.

Attach file: It is possible attach a file to the ticket, the maximum size of this file is defined in the variable `$Max_attach`, it is in the parameters file `config.inc.php`

Priority: It has five numbered levels from one (the lower) to five (the highest).

Assigned to: It is possible to assign the ticket to any operator of our sector or to operators of other sectors that have not been declared "private", that is to say, operators who only are available so that tickets in their area are assigned to him. This is one of the attributes that the assign the ticket between sectors allows, that is to say, that an incident that registers in our help desk or service desk it can be derived and to become the follow of it through the sectors from support of superior level.

Private: this attribute indicates that the ticket is private and only can be visualized by the operators who belong to the area that origin it. As we mentioned before, **PHD Help Desk** allows to handle and to follow the incidents between the different areas, but exists incidents that only must move within the area where they were generated, this attribute indicates this indeed, the marked incident as "Private" only will be visible for the operators of the area where it was created and it will not be able to be assigned to operators who do not belong to the same one. This attribute can at any time be changed by an operator of the area that originated it.

Process: Indicates the process of resolution of the incident for his later classification with the other attributes. For example my processes could be: Service Desk, On Site, Support networks, technical Support, etc. By this way I have an attribute that defines it of specific mode.

Type and sub type: they are used combined to classify the incidents by some criteria to determine, for example the origin of the incident: Qualification, Software, Hardware, Data network, etc. The subtype is used to be specific in some types that are very ample, for example Hardware we can as well classify it in Monitor, Keyboard, Mouse, etc.

State and Last state date: allows us to know the situation of each incident and the date of it, very useful when in our sector we counted on a SLA (Service Level Agreement) where the time is an important variable, because each ticket has the date and hour of entrance and the date and hour of its last state, for example closed, we can altogether determine with the other attributes the ranks of delays for each type of incident.

The date of last state of the incident is placed automatically when changing and is possible to modify it to the effects to obtain exactitude with the measurements that we obtain from these data, as we will see more ahead **PHD Help Desk** has a complete scheme of audit that allows to detect alterations in the data.

### 3.2 Web support request.

To offer to the user a contact with the help desk in addition of a traditional telephone and e-mail, **PHD Help Desk** has a simplified form to registry of incidents denominated “*Support Request*”.

The access to it is possible with the code of user and password, are suppressed most of the attributes of the ticket with exception of related to the user, the field where the reason for the request is described and the attach file. This form facilitates the later entrance of the incident by means of the option *Management of requests* that shows those that is pending to enter them, or not, to the data base of incidents.

The operators can be configured for receive and e-mail when a new support request is created. When a ticket is opened based in a support request, the operator can add comments to it, should check the “*Visible for the user*” checkbox.

### 3.3 News consult.

Is very easy consult about the last events, it's in the **Consults / News** option, here are the last movements between two dates, new tickets and changes in the old tickets.

Ticket	Title	Date	Operator	Area	Incident / Comment	Budget field	Previous value	New value
3	Follow up	87210888 16:27:50	OPERT		I must send a note to the administration of the deposit			
3	Follow up	87210888 16:40:49	OPERT		She is off again, now the monitor is working with a note			
1	Follow up	87210888 16:51:37	OPERT		Perhaps the plate has been burned, that was a technician	Process	On Site	Technical support
2	Follow up	87210888 16:52:45	OPERT		I was a paper in it	State	Pending	Close
5	Follow up	87210888 17:34:31	OPERT		Without the bounce we cannot know that if happened, the next time he must save it			
6	Follow up	87210888 17:39:54	OPERT		is the other project directory			
7	Follow up	87210888 17:31:43	OPERT		I was there but nobody knows about it	Type	Administrative	Others
						State	Pending	Cancelled
9	New	88280888 16:51:06	OPERT		My printer is not working, when I send the print command for a word file a ring			
9	Follow up	88280888 16:52:16	OPERT		I called out the doc I tell me what is the exact problem	Assigned to		DEMO
9	Follow up	88280888 16:52:41	OPERT			Assigned to		ADMIN
4	Follow up	88280888 16:52:55	OPERT			Assigned to		OPERT
1	Follow up	88280888 16:53:02	OPERT			Assigned to		OPERT
2	Follow up	12880888 17:16:10	ADMIN			Assigned to	OPERT	ADMIN
						State	Close	Pending
10	New	10880888 17:16:12	oper		The monitor is over			
10	Follow up	12880888 17:16:46	oper		We see you on Friday	Priority	3	1
						Assigned to		oper
						Process	Help Desk	On Site

### 3.4 Knowledge data base access.

When entering incident and documenting its resolution in **PHD Help Desk** we generated our own knowledge data base to which we can accede in a **Consults / Advanced query** option, of way to be construct to a complete catalogue of common problems and its resolution. This information can be to reduce to the time of qualification of the new analysts of help desk, as also to create our page of frequent problems to implement the self help of the users and this way to reduce the consultations by frequent problems or whose resolution is available in our Intranet for example. It is possible to accede by almost the totality of the attributes of the ticket, and also can be exported the information generated to a file that can be processed in a data sheet or a data base, this query is fundamental for the control and the management of the Help Desk or anyone of the areas that take part or register their incidents with the software, for example we can consult: Pending tickets assigned to an area or a operator, tickets finished in a certain period, tickets by type, priority etc. etc.

Advanced query

Ticket #  
 Input date from: (mm/dd/yyyy) to: (mm/dd/yyyy)  
 Input by:  Sector:   
 Contact:   
 User:  Area:   
 Assigned to:  Sector:   
 Priority:   
 Incident:   
 Comment:   
 Process:   
 Type:  Subtype:   
 State:  Last state date from: (mm/dd/yyyy) to: (mm/dd/yyyy)

When you export the information to a data sheet or data base is possible to group and to compare these data with our SLA (Service Level Agreement) in case of having it, if we have not made a SLA also we can measure the level of our service with this information.

Ticket	Priority	Date	User	Last name and name	Area	Incident	State	Last state date
1	3	07/21/2006 10:21:10	JALBERO	Aletri, Jaasi	DCONTAR	The monitor starts of burned 07/21/2006 10:40 - OPER1 - She is call again, now the monitor is working with a noise 07/21/2006 10:50 - OPER3 - Perhaps the plate has been burned, that was a falsestart	Pending	07/21/2006 10:21:10
2	4	07/21/2006 10:22:57	KM02Z	Kayra Mott	OVENTAS	The printer has a red light, whenever I wants to print 07/21/2006 10:52 - OPER3 - I was a paper in it	Pending	12/06/2006 17:16:38
3	3	07/21/2006 10:30:30	JRODR	Rodriguez, Alberto	GADMIN	Asking about for the creation of a new user in the management system of floor. 07/21/2006 10:37 - OPER1 - It must send a note to the administration of the deposit	Class	07/21/2006 10:30:00
4	3	07/21/2006 10:38:09	QPEREZ	Pirral, Gabriel	DCONTAR	There is the message "Error exception" when Ie open the Modem	Pending	07/21/2006 10:38:00
5	3	07/21/2006 10:55:58	DALCON	Daniel Acosta	GSIST	He sends an e-mail to webmaster and Q's bounced, he expect the bounce 07/21/2006 11:04 - OPER1 - Without the bounce we cannot know that it happened, the next time he must save it	Class	07/21/2006 10:58:24
6	3	07/21/2006 11:02:54	VGLUCO	Valeria Guado	GSIST	How she can save a file in a project file directory 07/21/2006 11:09 - OPER1 - In the other project directory	Class	07/21/2006 11:05:15
7	2	07/21/2006 11:05:06	UN000	Smith, Martin	DCONTAR	He need help, but not specify what is the problem 07/21/2006 11:21 - OPER1 - I was there but nobody knows about it 12/06/2006 17:23 - oper - He call again	Pending	12/06/2006 17:22:59
8	3	07/21/2006 12:10:30	MDIAZ	Makiko Okai	OVENTAS	It opened the coffee on the keyboard	Pending	07/21/2006 12:10:30
9	3	09/28/2006 10:51:39	JALBERO	Aletri, Jaasi	DCONTAR	My printer is work again, when I send the print command it sound like a ring 09/28/2006 10:52 - OPER1 - I called but she don't tell me what is the exact problem	Pending	06/05/2006 10:51:06
10	3	12/06/2006 18:18:13	MHARRERO	Baheri, Marcelo	OVENTAS	The monitor is ok! 12/06/2006 17:58 - oper - We see you on friday 12/06/2006 18:20 - MHARRERO - OK, I will start my job at 18:00	Pending	12/06/2006 18:18:13

From the result of the search you can acced to the complete information of each incident, is possible to be ordered the resulting set by number of ticket, priority, date of registry, user, Last name and name of the user, area, state and date of last state. The priority assigned has a color code that allows to identify quickly the tickets for criticity.

### 3.5 History and audit.

PHD Help Desk provides all the information necessary to determine that operators were working with each incident and which were the modifications that on the initial datas where made.

Date	Operator	User	Modified field	Previous value	New value	Comment	Attached file
07/21/2006 10:40:49	OPER1		Process	On file	Technical support	She is call again, now the monitor is working with a noise	
07/21/2006 10:51:37	OPER3		Assigned to		OPER1	Perhaps the plate has been burned, that was a falsestart	
09/28/2006 10:53:02	OPER1		Assigned to		OPER1		

The screen of the ticket is divides in two sections, in the superior part can be seen the present data and attributes of the incident and can be modified or to add the commentaries that are considered opportune. In the inferior part it is the follow up of the incident, is where shows all

the events that were happening throughout the life of the incident. Any attribute that is modified will be registered in this section of the screen.

Additionally each registry of the tables that compose **PHD Help Desk** has the information of operator and date that inserted it and that made the last update.

### 3.6 Work group – Work flow.

**PHD Help Desk** allows that their operators belong to different sectors, the tickets can be initiated in anyone of these sectors and to assign to an operator of an own sector or another different one, constituting a true tool for work in group. This characteristic does not prevent that certain tasks can be handled within an only sector or that any task is assigned to any person, for this **PHD Help Desk** counts with the attributes “*Private*” for the tickets and operators.

How the attribute “*Private*” works in a ticket?

Let us suppose that the operators of the sector Support of Networks enter incidents that do not wish that they are visible and/or derivatives to operators of other sectors, when a ticket is private only can be seen and be modified by the operators belonging to the sector, this attribute can be deactivated/activated at any time by the operators belonging to the area that entered the incident.

¿How the attribute “*Private*” works in a operator?

Now we suppose that the operators of the Service Desk derive tickets to the sector of Technical Support, that has three operators, to which of they derive it? with this attribute the tickets will be able to be assigned only to the operators who are not private. In the previous case the director of Technical Support can be a public operator, that is to say, who is not private, and only they will be able to derive tickets to him, who will derive as well the tickets to the technicians of his sector.

**PHD Help Desk** shows in its main menu the operator’s assigned tickets with the state defined in the parameter *main\_screen\_state*.

Ticket	Priority	Date	User	Last Name and Name	Area	Incident	State	Last Update Date
1	4	07/21/2009 10:22:57	KMOZJ	Karna Mocz	DVENTAG	The printer from a red light whenever it wants to print 07/21/2009 10:23 - OPER3 - it was a paper roll.	Pending	02/09/2009 17:15:00
2	3	07/21/2009 11:00:36	LMQWV	Smith, Mathis	DDCVTHB	He need help, but not specify what is the problem. 07/21/2009 11:31 - OPER3 - I was there but somebody knew about it 12/08/2009 17:23 - oper - He call again	Pending	02/09/2009 17:22:59
3	2	07/21/2009 12:11:39	MDIAZ	Herrera Diaz	DVENTAG	It opened the coffee on the keyboard.	Pending	07/21/2009 12:10:30

## 4 Options of operator with administrator level.

Exists tables to which it is acceded to its administration by a special menu, the menu of Administration, available for those operators who has on this level of access.

### 4.1 Operators administration.

The operators are those people who accede to **PHD Help Desk** with a code of operator and password. They have three levels of access to the software:

Operator: can enter, modify and consult incidents, with exception of those incidents that have been declared like "Private" in areas to which the operator does not belong.

Administrator: hasto the permissions of Operator and are added to him the options of administration of Areas, Operators, Users and Attributes of the ticket.

No access: cannot accede to **PHD Help Desk**.

The screenshot displays the 'Operator administration' page in the PHD Help Desk system. At the top, there are navigation tabs: Home, New ticket, Contacts, Reports management, Password change, Administration, and Exit. Below the tabs, there is a form for creating or editing an operator. The form includes fields for 'Operator ADMIN', 'Lastname and name' (Administrator), 'E-mail' (admin@phd.com.ar), 'Access level' (Administrator), 'Sector' (GOST - Information Technology), 'Private' (checkbox), 'Assign alert' (checkbox), and 'Alert user request' (checkbox). There are 'Cancel', 'Apply', and 'Save' buttons.

Below the form is a table listing operators. The table has columns for Operator, Lastname and name, Sector, Access level, Private, Assign alert, and Alert user request. The table shows five operators: ADMIN (Administrator, GOST, Administrator), ADMIN (Admin, GOST, Administrator), OPER (Operator, GOST, Operator), OPER (Operator, GOST, Operator), and OPER (Operator, GOST, Operator). The 'Access level' column shows 'No access' for the OPER (Operator, GOST, Operator) entry.

Operator	Lastname and name	Sector	Access level	Private	Assign alert	Alert user request
ADMIN	Administrator	GOST	Administrator			
ADMIN	Admin	GOST	Administrator			
OPER	Operator, CEO	GOST	Operator			
OPER	Operator, First	GOST	Operator			
OPER	Operator, Second	GOST	No access			
OPER	Operator, Last	GOST	Operator			

The password is sent to the operator's e-mail, in case of not being able to send it the password will be informed to the operator that generating the new password, this only can use to enter for the first time to **PHD Help Desk**, then the operator will have to change it.

The *Private* attribute indicates if can assign a ticket from his own sector or external sectors, see about it in **3.6 Work group – Work flow**. at page14.

The *Assign Alert* attribute will send an e-mail to the operator when a ticket is assigned to him, if this function is available in your installation.

The *Alert user request* attribute will send an e-mail to the operator when a support request is created for a user.

#### 4.2 Sectors administration.

The operators belongs to a sector, from this option you can administrate it.

#### 4.3 Attributes administration.

The attributes of the incident are administered here, these are: Contact, State, Process, Type and the Sub type corresponding to each Type. Once register in **PHD Help Desk** the attributes cannot be eliminated, in case of being obsolete can be set like non Active, by this way they will not be options selectable when entering a ticket. Exists an exception to this behavior, is the Pending State, **PHD Help Desk** shows at the time of entering the ticket the pending incidentes of a the user is not possible to set like non Active this attribute, in fact at the time of the installation this attribute is created obligatorily.

#### 4.4 Users administration.

User is who origin an incident. Normally this information is created and administered from some external software to **PHD Help Desk**, typically the system of Human resources, reason why is insert into the application by means of some external method as INSERT command, LOAD DATA INFILE of MySQL or using the *Load users and areas from a file.* option (pag. 16). Despite this **PHD Help Desk** has an option of administration of users for whom want to do it from here.



The screenshot displays the 'Users administration' page in PHD Help Desk. At the top, there are navigation tabs: Home, New ticket, Contacts, Requests management, Password change, Administration, and Exit. The main area contains a form for adding a new user. The 'User' field is set to 'DALCON', and the 'Last name and name' field is 'Daniel Acosta'. There is a 'Generate new password' button. Below this, there are fields for 'E-mail', 'Phone', and 'Area' (set to 'GGST - Gerencia de Sistemas'). An 'Active' checkbox is checked. There are 'Cancel' and 'Add' buttons. Below the form is a table listing existing users. The table has columns for 'User', 'Last name and name', 'Area', and 'Active'. The table shows 9 users, with the first one being 'DALCON' and the last one being 'VIGUERO'. The 'Active' column shows green checkmarks for most users and a red 'X' for 'BENAZ'.

User	Last name and name	Area	Active
DALCON	Daniel Acosta	GGST	Active
GPerez	Pablo Garcia	DCONTAB	Active
JALBERO	Ricardo Jara	DCONTAB	Active
JACOBIN	Rodrigo Alberto	SACMIN	Active
KMOJZ	Karen Maza	DVENTAS	Active
MSAHERO	Sandra Sarralde	DVENTAS	Active
BENAZ	Mariana Diaz	DVENTAS	Not Active
BLINDEZ	Maria Lopez	DVENTAS	Active
VIGUERO	Valeria Gustin	GGST	Active

It is not possible from **PHD Help Desk** to erase a user, in case of being necessary is possible to be set like *non active*.

#### 4.5 Load users and areas from a file.

Maybe it not easy load manually one by one all the users in **PHD Help Desk**, this option is use to load them from a CSV format file.

This is the content of each field:



- User code.
- Last and first name.
- E-mail.
- Floor.
- Phone.
- Area code.
- Area name.

The fields are delimited by comma, semicolon or tab. Each time you load the file, you should have all the users in the CSV file, because if one user do not in the file, it will be deactivated in the database.

#### 4.6 Areas administration.

The users and the operators must belong to an area. As in the case of the users it is probable that the areas are administered from an external software, reason why are worth the observations made on the matter in the users case.

#### 4.7 Parameters administration.

You can modify the parameters from this option.

See the details of these variables at **2.7 General parameters.** on page 7.

The screenshot displays the 'Parameters administration' page in the PHD Help Desk. The page has a navigation bar with options: Home, New ticket, Console, Requests management, Password change, Administration, and Exit. The main content area lists various parameters:

- validity\_pass:** 30 (Amount of days of validity of password for an operator)
- days\_pass:** 30 (Amount of days in which a previous password like new password cannot be used)
- max\_lines\_screen:** 40 (Maximum lines that are in a query by screen)
- max\_lines\_export:** 24888 (Maximum lines that can be exported of the data base)
- max\_diff\_min:** 48336 (Max difference in minutes that can have between the client who accesses PHD Help Desk and the database server. If it does not wish that PHD Help Desk controls this difference place this value in 1440 or high)
- max\_attach:** 200000 (Maximum size in bytes of an attached file to the ticket, this value do not pass 1000000)
- assign\_ticket:**  (If you check this field, the tickets must be assigned to an operator)
- from\_user\_request:** admin@phd.com.ar (Sender of the e-mail that send to an operator when a support request is loaded)
- from\_user\_pwd:** admin@phd.com.ar (E-mail from address that will send to the users when they change the password)
- state\_start:** Pending (State value that starts to an operator when other ticket for the same user is loaded)
- date\_format:** mm/dd/yyyy (Date format)
- main\_screen\_state:** Pending (Operator assigned tickets state that show in the main screen)

Below the parameters list, there are sections for 'Default ticket values' and 'User request states':

**Default ticket values**

Contact:	(None)	Process:	Help Desk	State:	Pending
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**User request states**

FD1:	Pending	First user request state, do not exists ticket yet.
FD2:	Processed	User request state when the ticket was created.

#### **4.8 E-mail error log.**

Here are the error messages generated by the PHPMailer library.

## 5 The PHD Help Desk project.

**PHD Help Desk** is distributed under GNU General Public License, read the terms of it at <http://www.gnu.org/licenses/gpl.html>

You can download **PHD Help Desk** from:

- <http://www.p-hd.com.ar/eng/>
- <http://sourceforge.net/projects/phd/>

The download is free, if you wish to collaborate economically with the project can do it at <http://www.p-hd.com.ar/eng/>

If software has been good for you, we will be thankful to take few minutes for registered at <http://www.p-hd.com.ar/eng/registro.php>

Go to our forum at <http://www.p-hd.com.ar/eng/foro.php>, here you can:

- Do consultations about installation or configuration.
- Ask for support, do consultations about use and functionalities.
- Suggest improvements or new features.
- Contact with others PHD Help Desk users.
- Report bugs.
- Etc., etc., etc.

This is a free software *but* we appreciate so much your collaboration via Western Union transfer, contact us.