

Using the Call Management Centre

The Access Call Management Centre – User Guide

What is the Call Management Centre and what can you do there?

The Access Call Management Centre is an online tool available only to registered Access Customers where you can:-

- Log Calls
- Review open calls
- Check who's dealing with your call
- Upload screenshots and files
- Add your own comments
- Review your closed calls for 30,60 & 90 days at the click of a button...
- ...or just pick a date range!
- You can also export information on both open and closed calls to excel

Where can you find it!

Directly from this link - <http://www.theaccessgroup.com/help>

Register & login

Not registered?

The image shows a 'User registration' form with the following fields and callouts:

- Support reference**: A text input field with a callout box stating 'This is your Access Support Reference'.
- Display name**: A text input field with a callout box stating 'This is where you can call yourself anything you wish'.
- Email**: A text input field.
- Email confirm**: A text input field.
- Username**: A text input field with a callout box stating 'The ID you will login with'.
- Password**: A text input field.

At the bottom of the form is a 'Register' button.

About the Technology

The Call Management Centre runs on Microsoft Silverlight technology.

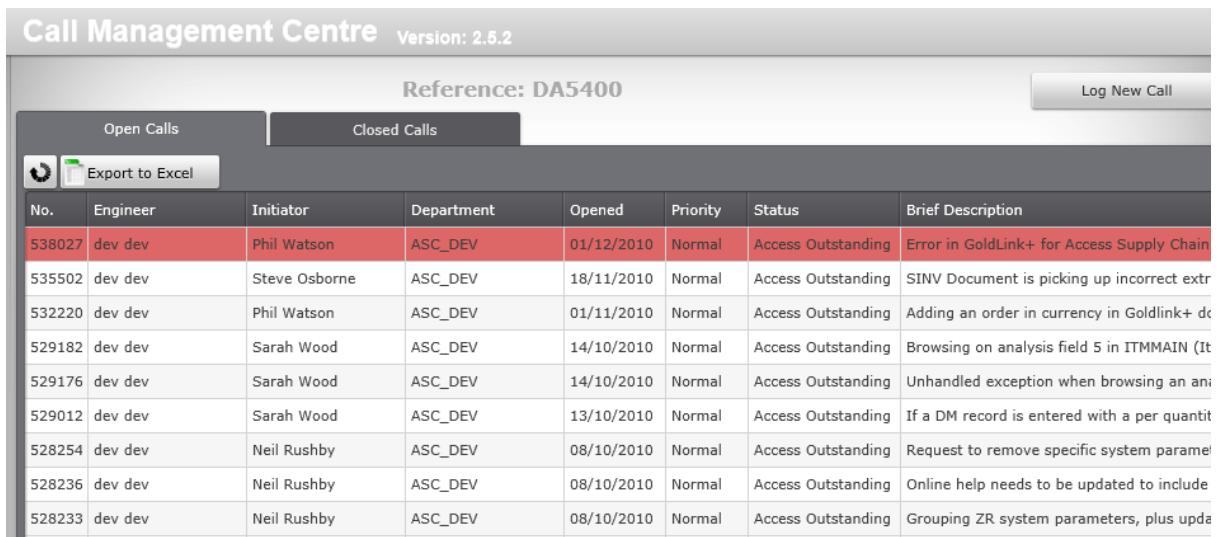
If you do not have Silverlight installed (you will be prompted to install it) if you are not able to install it, you will not be able to use the CMC unfortunately.

Once this process is complete, you will immediately be presented with your Company's outstanding calls.

Outstanding Calls

On this screen you will be able to see the following:-

- Call number
- Engineer dealing with your call
- Call initiator
- Access department the call is with
- Date opened
- Priority
- Status
- Brief description



Call Management Centre Version: 2.5.2
Reference: DA5400
Log New Call

Open Calls Closed Calls

Export to Excel

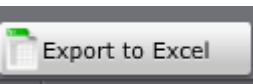
No.	Engineer	Initiator	Department	Opened	Priority	Status	Brief Description
538027	dev dev	Phil Watson	ASC_DEV	01/12/2010	Normal	Access Outstanding	Error in GoldLink+ for Access Supply Chain
535502	dev dev	Steve Osborne	ASC_DEV	18/11/2010	Normal	Access Outstanding	SINV Document is picking up incorrect extr
532220	dev dev	Phil Watson	ASC_DEV	01/11/2010	Normal	Access Outstanding	Adding an order in currency in Goldlink+ dc
529182	dev dev	Sarah Wood	ASC_DEV	14/10/2010	Normal	Access Outstanding	Browsing on analysis field 5 in ITMMAIN (It
529176	dev dev	Sarah Wood	ASC_DEV	14/10/2010	Normal	Access Outstanding	Unhandled exception when browsing an an
529012	dev dev	Sarah Wood	ASC_DEV	13/10/2010	Normal	Access Outstanding	If a DM record is entered with a per quantit
528254	dev dev	Neil Rushby	ASC_DEV	08/10/2010	Normal	Access Outstanding	Request to remove specific system paramet
528236	dev dev	Neil Rushby	ASC_DEV	08/10/2010	Normal	Access Outstanding	Online help needs to be updated to include
528233	dev dev	Neil Rushby	ASC_DEV	08/10/2010	Normal	Access Outstanding	Grouping ZR system parameters, plus upda



There is a maximum display of 18 lines – There is a scroll bar - and any subsequent calls will be on further pages



If you have just logged a call and it is not displaying, simply use the refresh button

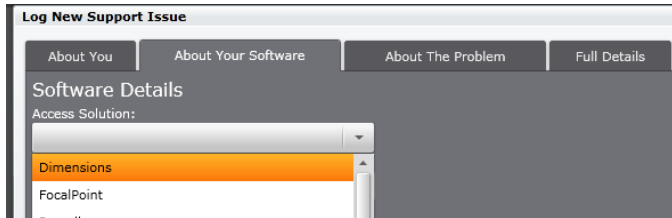


You can also export the list to an Excel spreadsheet using the following button

To log a new call

1. Select “Log New Call”

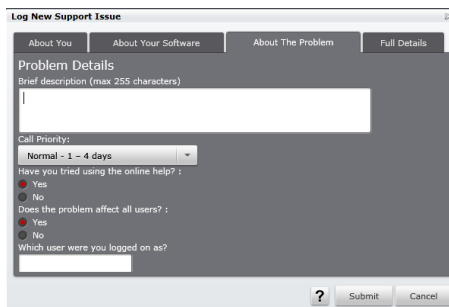
The “**About You**” tab should be pre-populated with the details registered to your login. (If it isn’t, go to the support home page, select “Edit your support web profile” from the right hand menu and check the box at the bottom of the page “Always use profile details”)



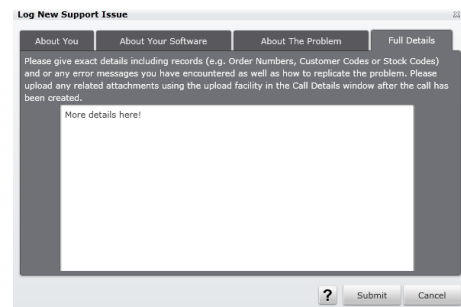
Select the “About Your Software” tab and your product/version details

It is important that this is completed to enable us to direct the problem to the correct team please refer to the Support Guidelines

2. Tell us a little bit about the problem



Then tell us more if you can!



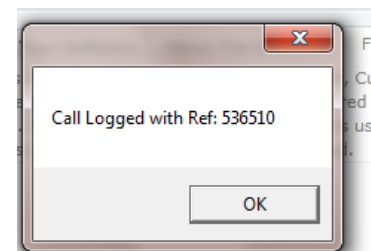
Information to Include for New Call

If your call concerns a number of separate issues, please indicate this so that each problem may be reviewed. The more you tell us the quicker we can help you - try to include the following information:

- What feature of the system are you trying to use?
- Have you used this feature before?
- What were you expecting to happen?
- What is happening?
- The precise nature of any error messages?
- Is the problem common to all users?
- Has the problem occurred before?
- Has this feature worked previously?
- If so has anything changed?
- Is the problem able to be reproduced?

3. Submit your issue

There will be short delay and then you will be assigned a reference number



Check Existing Calls & Update Ticket

1. Select the call you wish to edit/view and double click

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Issue Ref: 538027

Issue Details Issue Log Solution Files

Call Ref: 538027 Engineer: dev dev

Date Opened: 01/12/2010 Status: Access Outstanding Priority: Normal

Short Description

Error in GoldLink+ for Access Supply Chain: Table ASC_API_COR_TBL, Unique 165, Error 3305 - this item will use an invalid analysis 10001 at invoice time.

OK Cancel

The Issue details will show the short description of your problem + assignment details

Issue Ref: 538027

Issue Details Issue Log Solution Files

Issue Notes

Hi Phil,

As Colin says it's an issue with our API I've tested this and via the API when using the substitution as described it works OK.

Lucy - could Andrew test this through Goldlonk+ with an order type using an interface using 10+A8+I8+###

Fundamentally I don't think there is an issue with the API.

Rgds,

Steve.

System message generated on 16/12/10 16:20
Next action selected by 01SC
Engineer required to revisit site

Update Issue

OK Cancel

2. Select the Issue Log to review the contents of the call including discussions
3. If you want to update this call with more comments, select the "Update Issue" button.
4. Add your text – then select OK

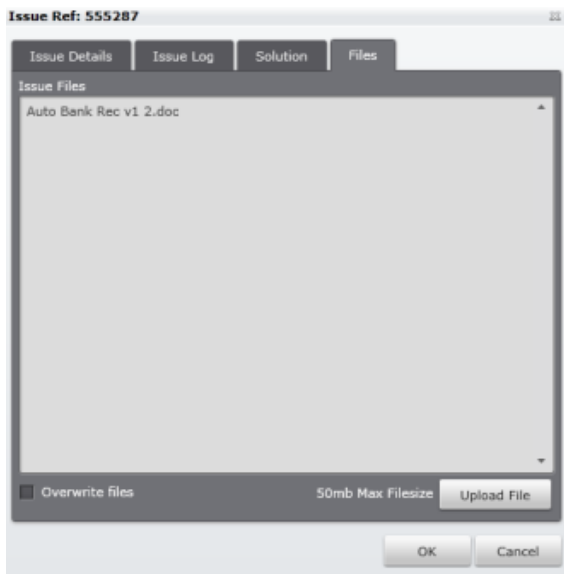
The Solutions Tab will not show any information on open calls.

Note: you can also use this feature to request that a call be closed

To upload a file



Select the Files Tab – if you are replacing a file remember to select the “Overwrite File” option



Upload your file and select OK

Review Closed Calls

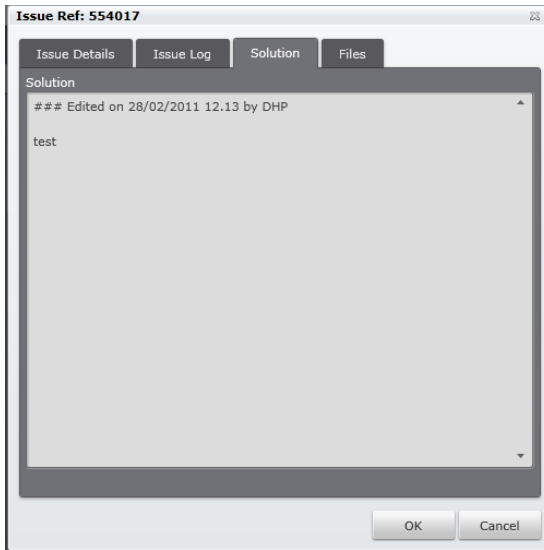
Select your date range (closed calls are available from 1st October 2010) or simply select whether you want the last 30, 60 or 90 days using the buttons.



Select the refresh button if you select a date range

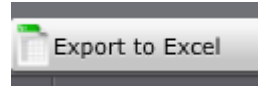


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Select the call you wish to review –the contents will be the same as per open calls

Select the Solutions tab to see the call closure comments



You can also export the list to an Excel spread sheet using the following button

If you have any questions about the Call Management Centre, please contact our Customer Services team (custserv@theaccessgroup.com)