HelpLINE Frequently Asked Questions
SUPPORT ANALYST

Questions your support analysts might ask about using HelpLINE.

Q. How do I know which incidents are assigned to me?

A. When you logon to HelpLINE, your home page immediately tells you how many incidents are currently assigned to you. Simply click on the link to see the list, and open up any of the incidents to work on them. When a new incident is assigned to you, a notification email will be sent to you (if configured), containing all the relevant information.

Q. Can I easily send an email from HelpLINE and keep a record of it, without having to cut-and-paste to or from Outlook?

A. Yes, you can create a diary entry (diary note) in a HelpLINE incident and send that in an email to the customer. A record of the email is then already recorded in the incident. Various pre-defined templates can be used, which can include details of the incident and your normal email signature. Depending on your system configuration, these emails can be sent from the Service Desk, or from your personal email address.

Q. I prefer to use Firefox as my browser. Do I have to use Internet Explorer for HelpLINE?

A. No, you can use Internet Explorer or Firefox (or any Mozilla-based browser).