

Help desk Activities from February 1999 to April 1999

Following the resignation of David Williams early February this year as the Help desk coordinator, the help desk was reorganized in order to further enhance our customer service performance. The following main service areas were affected: **Training/evaluation, On-line call assistance, FAQ web page, Software sales reporting, and Complimentary software tracking .**

- **Training/evaluation:** Need assessment visit to counties was proposed to rap with count agents on their training needs and how best we can improve our support to them. The visit will commence on Wednesday (04/21/99) with Gadsden county followed by Columbia , Pasco and Charlotte. Also, in order to further enhance training, a specialist was hired to specifically focus on improving on-campus and county training as well as advancing the current curriculum.
- **On-line call assistance:** A database was developed with a centralized switchboard manager for use in managing and tracking calls for both IFAS Network systems and the Help desk. This will help better serve callers by effectively tracking their calls as well as allowing for performance evaluation of the help desk by callers.
- **FAQ web page:** The FAQ page was updated this month and improved to reflect the different categories of problems frequently received. Visitors are also linked to other FAQ sites. Please visit our FAQ page at <http://help.ifas.ufl.edu/faqs.html>
- **Software sales reporting:** A new sales reporting procedure based on spread sheet is being developed that will help in tracking Afor sale software@ inventory and sales.
- **Complimentary software tracking:** The issuance of complimentary software is to be documented and tracked through a spread sheet that will record names and numbers of such software issued to any individual in any given month. The program should enable reports to be generated on total number of software issued as complimentary every month or year as well as the recipient.

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