GWI c.Support Configuration Worksheet

Support Reps - In the table below identify staff members that should be part of the reassignment process.

- Team Name – how would you like your team name to be identified?
- The Rep (person that will be working tickets for your team)
- 1st Level Manager (adds a layer of communication for reps and their 1st level manager. This could be a team lead. The initial configuration used the organizational chart)
- 2nd Level Manager (communication layer for the 2nd level manager)
- Phone number and Pager numbers for reps to be reached at.

Team Name					
Rep	1st Manager	2nd Manager	Rep's Phone #.	Rep's Alternate Phone #	Rep's Pager

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Processes we can include queues in each team for processes. If you have a duty that is shared by multiple individuals we can create a queue specifically for that process. An example of that is **– New-Team name**. This queue allows a new ticket to be placed in a queue without being required to know individual team members schedules. We can create other queue in the same manner. Other examples may be Purchase, Moved Inventory.

Process Queues	Who should receive notification
e.g. -New-	Team Mail list

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Categories identify a break down of work for the team. Using the chart on page 7 and 8 of the c.Support Manger's Training handout. Update or add the categories for your team. Intentions are for this field to be somewhat generic and possibly terms to be used for any team. Egg: Virus, ID, Software.

Categories

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Keywords can be used to specifically identify where the problem exists. When you identify keywords, think of headings for in a knowledge base. E.g. eDirectory, GWI, Basic Mail, CICS1.

Keyword

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SLA (Service Level Agreements) for any specific projects, people or applications.

SLA Name			
Priority	Hours	Notification	

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Scripts – assist the rep opening the ticket with specific requirements

Script Name	Category associated with this script	Describe the script to be used the the help desk coordinator