



QuickCalls Guide

QuickCalls are a call template for quickly creating a call for frequent or repeat issues. You can use QuickCalls to build up a portfolio of common calls, providing a swift way of completing the call details.

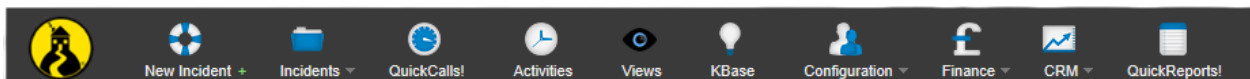
In conjunction with HouseForms, you can associate a Form with a QuickCall for logging specialist issues such as a 'New Starter' or Equipment Request'. (Refer to the HouseForms Guide for further information.)

Adding QuickCalls

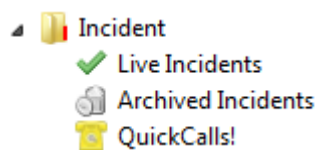
Supervisor logins can enter a new QuickCall directly in to the QuickCalls Folder associated with the type of call, such as Incidents by clicking the QuickCalls icon towards the right hand side of the call navigation bar in the WebServer. QuickCalls entered in this location can only be used when creating calls of this type.



General QuickCalls for use in any call folder are created by clicking the QuickCalls icon in the system navigation bar (or the explorer margin present in earlier styling).



In the SupportDesk Windows interface the equivalent locations are found in the explorer margin. Use the link presented when you expand a specific folder.



In the SupportDesk Windows interface, QuickCall templates can also be created from an existing call by clicking the **Subject** label and selecting **<Add to QuickCalls>**. The details of the current Call are used to populate the new QuickCall.

The subject field is used as an identifier for the QuickCall.

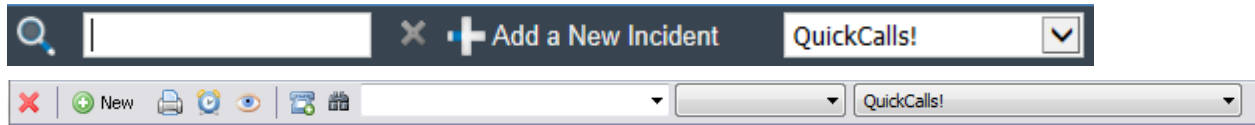
All the fields are the same as for any other call. If you include Activities on the QuickCall, they are automatically added when you create a call from the QuickCall.

It is advisable to keep the list to a manageable size so that a repeat issue can be located easily.

There is no archive Folder for QuickCalls but a Supervisor can delete redundant ones.

Creating Calls from QuickCalls

Discern the required QuickCall from the subject. They are listed in the QuickCalls drop down at the main summary in WebServer and Windows interface.



Alternatively, you can populate a new call from a QuickCall by clicking the link associated with the **Subject** label. A list of QuickCalls is presented and you simply select the relevant one.

The information held on the QuickCall is substituted in to the new call which can then be completed as normal.

Use the settings in the WebServer to determine whether WebGuests can select from a QuickCalls list when logging a new call. Only QuickCalls not marked as Internal (on the Extra fields tab in the windows interface) are presented to WebGuests.

Use the KPI Monitor to schedule QuickCalls on a regular basis. (Refer to the KPI Monitor guide.)