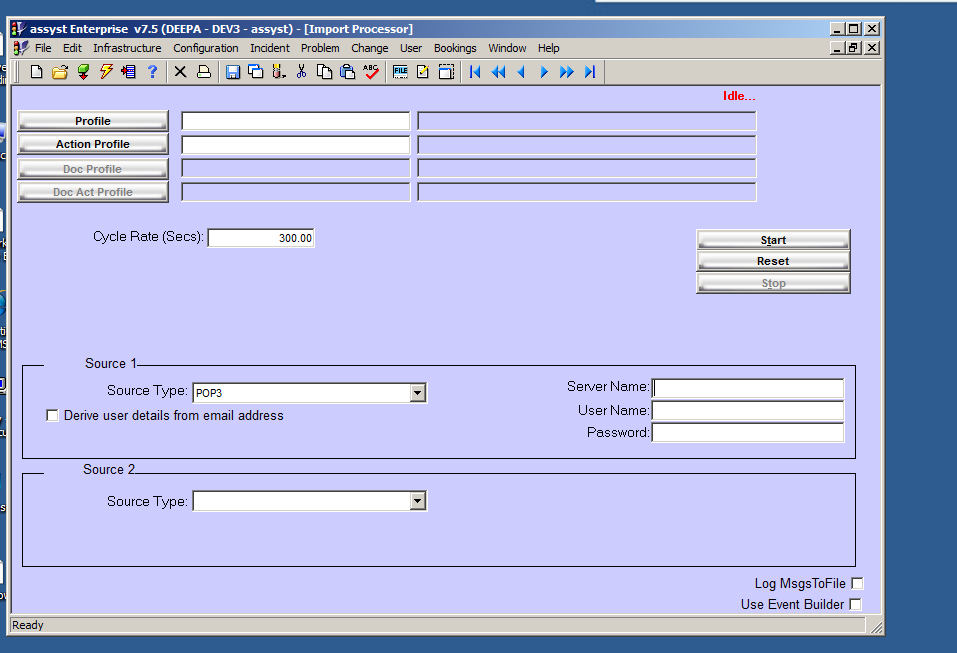
Help Desk Cover Tasks

1. Log into telephones
2. Run Import processor



This will display all class logged in online. All these calls will be allocated to Service Desk.

Log Incident:-

Item/Service A should show the problem that the person is having eg. Active Directory; Event Recording etc.