



One Identity Manager 8.1

Help Desk Module User Guide

## Copyright 2019 One Identity LLC.

### ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC.

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.  
Attn: LEGAL Dept  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

### Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

### Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at [www.OneIdentity.com/legal](http://www.OneIdentity.com/legal). All other trademarks are the property of their respective owners.

### Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

# Contents

<b>Help desk</b> .....	<b>5</b>
Basic data for logging and processing calls .....	5
Setting up staff .....	6
Setting up staff groups .....	6
General master data .....	7
Organizational master data .....	7
User-defined master data .....	8
Calls received .....	8
Call status .....	9
Call types .....	9
Call priorities .....	10
Severity codes .....	11
Escalation levels .....	11
Escalation procedures .....	12
Service agreements .....	13
Products .....	15
Logging and processing a call .....	16
General master data for a call .....	17
Solution description of a call .....	19
Contact .....	19
User-defined master data .....	20
Creating a call attachment .....	20
Creating a call history .....	21
Creating a knowledge base .....	22
Determining call reaction and solution time .....	23
Logging call processing times .....	25
<b>Appendix: Configuration Parameters for the Helpdesk Module</b> .....	<b>27</b>
<b>About us</b> .....	<b>30</b>
Contacting us .....	30
Technical support resources .....	30



## Help desk

The integrated help desk functionality in One Identity Manager encompasses logging a problem, linking the data and information with employees, hardware and workdesks as well as chronological tracking of the steps and measures taken to work out a solution to the problem. Problems can be forwarded for processing or deferred for resubmitting.

One Identity Manager components for report subscription are available when the configuration parameter "Helpdesk" is set.

- Check whether the configuration parameter is set in the Designer. Otherwise, set the configuration parameter and compile the database.

## Basic data for logging and processing calls

Enter basic data for reporting and processing a call in the One Identity Manager. This data describes:

- Support staff and teams
- How the call was received (telephone, fax, email, post, for example)
- Priority
- Call types
- Severity
- Specified escalation levels
- Escalation procedures to put into effect
- Product definitions
- Service agreement data

# Setting up staff

## ***To edit support staff master data***

1. Select the **Employees | Employees**.
2. Select an employee in the result list and run **Change master data**.
3. Change to the **Miscellaneous** tab.
4. Set **Help desk employee**.
5. Select **System user** "viHelpdesk".

The help desk login has to take place through an employee related authentication module. Thus support staff who are going work on the help desk are issued with a system user. "viHelpdesk" is supplied as default system user. This system user has the necessary permissions and the user interface to use Manager to access the help desk resources of the database.


6. Check the **Default email address**.
7. Save the changes.

**NOTE:** Each employee is shown in **Help Desk | Basic configuration data | Support staff** and can also be edited there.

# Setting up staff groups

In addition to help desk support you can define support teams which are assigned several support staff. Support teams should be seen as virtual help desk support that is available for responding to calls. Membership in support teams determines the calls displayed for the currently logged in help desk support. All the calls that a support team member has processed, and the calls that other support team members have processed, are displayed.

## ***To edit support team master data***

1. Select **Help Desk | Basic configuration data | Staff groups**.
2. Select the support team in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Enter the required data on the master data form.
4. Save the changes.

### To add a help desk employee to a support team

1. Select **Help Desk | Basic configuration data | Staff groups**.
2. Select the support team in the result list and run **Assign employees** in the task view.

Assign employees in **Add assignments**.

**TIP:** In the **Remove assignments** area, you can remove the assignment of employees.

#### To remove an assignment

- Select the employee and double click .

3. Save the changes.

All the calls that a support team member has processed, and the calls that other support team members have processed, are displayed.

## General master data

Enter the following data on **General**:

**Table 1: General master data for a support team**

Property	Description
Display name	The display name is used to display the group in the One Identity Manager tools user interface.
Email address	Support team's email address.
Group	Name of the group.
Description	Spare text box for additional explanation.
Deactivated	Specifies whether the user account is disabled. Set this option if you want to block usage by this support team.

## Organizational master data

Enter the following master data on the **Organizational** tab.

**Table 2: Organizational master data for a support team**

Property	Description
Department	Department to which the team is assigned.

Property	Description
Location	Location to which the team is assigned.
Cost center	Cost center to which the team is assigned.
Office mailbox	Office mailbox.

## User-defined master data


**Table 3: User Defined Master Data**

Property	Description
Spare field no. 01 ... Spare field no. 10	Additional company specific information. Use Designer to customize display names, formats and templates for the input fields.

## Calls received

Define the different possible types of incoming calls, such as telephone, fax, email, post.

### **To edit master data for incoming calls types**

1. Select **Help Desk | Basic configuration data | Call input types**.
2. Select the incoming call type in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the master data.

**Table 4: Master data for calls received**

Property	Meaning
Call received	Type of call received, for example, phone, fax, email, letter.
Description	Description for the call received.
Disabled	ID indicating whether or not the call received is used.


4. Save the changes.



# Call status

Log the possible call statuses to describe each processing stage of a call.

## **To edit call status master data**

1. Select **Help Desk | Basic configuration data | Call status**.
2. Select the call status in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the master data.

**Table 5: Master data for call status**


<b>Property</b>	<b>Meaning</b>
Call Status	Type of call status, for example, editing, closed.
Description	Description for the call status.
Disabled	ID indicating whether or not the call status is used.
Closed	Calls with this status cannot be edited.
Placed on hold	This status temporarily stops a call from being edited.

4. Save the changes.

# Call types

Enter call types if you required further categorization.

## **To edit call type master data**

1. Select **Help Desk | Basic configuration data | Call types**.
2. Select the call type in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.

3. Edit the master data.

**Table 6: Master data for call types**


<b>Property</b>	<b>Meaning</b>
Call type	The type of call type, for example, device error, software error, operating error.
Parent call type	By specifying a parent call type, you can represent a hierarchical structure
Product	To log possible error types for a product, assign a product to the call type.
Description	Description for the call type.
Disabled	ID indicating whether or not the call type is used.

4. Save the changes.

## Call priorities

Enter priorities for calls if you want to grade them in order of importance.

### **To edit call priority master data**

1. Select **Help Desk | Basic configuration data | Priorities**.
2. Select the call priority in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the master data.

**Table 7: Master data for call priorities**


<b>Property</b>	<b>Meaning</b>
Priority	Name of call priority.
Description	Description for the call priority.
Disabled	ID indicating whether or not the call priority is used.

4. Save the changes.

# Severity codes

Define severity codes for call in order to grade the level of disturbance to work through an error.

## **To edit a severity code**

1. Select **Help Desk | Basic configuration data | Severity**.
2. Select the severity code in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the master data.

**Table 8: Master data for severity codes**


<b>Property</b>	<b>Meaning</b>
Severity code	Name of the severity code.
Description	Description of the severity code.
Disabled	ID indicating whether or not the severity code is used.

4. Save the changes.

# Escalation levels

Enter escalation levels to define handling procedures for incoming calls.

## **To edit master data for an escalation level**

1. Select **Help Desk | Basic configuration data | Escalation levels**.
2. Select the escalation level in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.

3. Edit the escalation level's master data.

**Table 9: Master data for escalation levels**

<b>Property</b>	<b>Meaning</b>
escalation level	Name of the escalation level.
Description	Description of the escalation level.
Disabled	ID indicating whether or not the escalation level is used.


4. Save the changes.

## Escalation procedures

The escalation level helps to define which action should be started for which call event. Actions such as, for example:

- Executing CMDs or VB.Net statements
- Executing SQL procedures
- Sending emails
- Entering files or logs

### ***To edit master data for an escalation procedure***

1. Select **Help Desk | Basic configuration data | Escalation procedures**.
2. Select the escalation procedure in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the escalation procedure's master data.

**Table 10: Master data for escalation procedures**

<b>Property</b>	<b>Meaning</b>
Escalation procedure	Name of the escalation procedure.
Calls that meet the condition	Condition that triggers the escalation level. The condition has to be entered in SQL syntax for which a wizard is available.
Event to be triggered	The menu offers all events that you defined in the Process Editor of the Designer for the TroubleTicket base object.

4. Save the changes.

## Escalation procedure example:


If the condition specified for a call is Severity code 2 and priority 2, the escalation procedure `Check(Severity,Priority)` should be triggered. A schedule checks regularly whether a call has fulfilled the defined condition. If this is the case, the escalation procedure triggers the event `CallPrio2`. This causes a mail to be sent to the person dealing with the call.

Escalation procedure	<code>Check(severity, priority)</code>
Calls that meet the condition	<code>ID_TroubleSeverity = '2' and ID_TroublePriority = '2'</code>
Event to be triggered	<code>CallPrio2</code>

## Service agreements

A service agreement link is integrated into the help desk function that can be attached to departments, cost centers, locations, business roles, devices, and products. This allows call reaction and solution times to be determined automatically and escalation procedures that are connected to the service agreement to be triggered.

### ***To edit service agreement master data***

1. Select **Help Desk | Basic configuration data | Service agreements**.
2. Select the service agreement in the result list and run **Change master data** in the task view.
  - OR -
  - Click  in the result list toolbar.

3. Edit the master data.

**Table 11: Master data for service agreements**

<b>Property</b>	<b>Meaning</b>
service agreement	Name of the service agreement.
manager	Manager/supervisor of the service agreement.
Start date	Date from when the service agreement is valid.
End date	Date until when the service agreement is valid.
Reaction time [min]	Reaction time in minutes after call entry.
Solution time [h]	Solution time for call in hours.
Disabled	ID indicating whether or not the service agreement is used.
Description	Description for the service agreement.

4. Save the changes.

#### ***To assign service agreements to business roles and organizations***

1. Select **Help Desk | Basic configuration data | Service agreements**.
2. Select the service agreement in the result list.
3. Select **Assign business roles and organizations** in the task view.
4. Assign business roles and organizations in **Add assignments**.  
- OR -  
In the **Remove assignments** area, remove the business roles and organizations.
5. Save the changes.

#### ***To assign service agreements to a product***

1. Select **Help Desk | Basic configuration data | Service agreements**.
2. Select the service agreement in the result list.
3. Select **Assign products** in the task view.
4. Assign products in **Add assignments**.  
- OR -  
In the **Remove assignments** area, remove the products.
5. Save the changes.

#### ***To assign service agreements to an escalation procedure***

1. Select **Help Desk | Basic configuration data | Service agreements**.
2. Select the service agreement in the result list.
3. Select **Assign escalation procedures** in the task view.

4. Assign escalation procedures in **Add assignments**.
  - OR -
  - In the **Remove assignments** area, remove the escalation procedures.
5. Save the changes.


#### ***To assign service agreements to devices***

1. Select **Help Desk | Basic configuration data | Service agreements**.
2. Select the service agreement in the result list.
3. Select the task **Assign devices**.
4. Assign the devices in **Add assignments**.
  - OR -
  - In the **Remove assignments** area, remove the devices.
5. Save the changes.

## **Products**

Calls taken by default in the One Identity Manager are about devices and workdesks. You can set up products to, for example, enter calls for applications, resources and also departments, cost centers, locations.

#### ***To edit product master data***

1. Select **Help Desk | Basic configuration data | Products**.
2. Select the product in the result list and run **Change master data**.
  - OR -
  - Click  in the result list toolbar.

3. Edit the master data.

**Table 12: Master data for products**

<b>Property</b>	<b>Meaning</b>
Product	Name of the product.
Request level	Numerical value expressing the product's entitlement to call processing.
Product manager/supervisor	The product manager.
Description	Description of the product.
Disabled	ID indicating whether or not the product is used.
Spare option no. 01-Spare option no. 05	You can use the options to define other proprietary product labels.

4. Save the changes.

#### ***To assign call types to a product***

1. Select **Help Desk | Basic configuration data | Products**.
2. Select an object in the result list.
3. Select **Assign call types** in the task view.
4. Assign call types in **Add assignments**.  
- OR -  
In the **Remove assignments** area, remove the call types.
5. Save the changes.

#### ***To assign service agreements to a product***

1. Select **Help Desk | Basic configuration data | Products**.
2. Select an object in the result list.
3. Select **Assign service agreements**.
4. Assign service agreements in **Add assignments**.  
- OR -  
In the **Remove assignments** area, remove the service agreements.
5. Save the changes.

## **Logging and processing a call**


Calls can be added for:



- Employees that reports the problem
- Products that have contract conditions specified
- Device that caused the problem
- Workdesk that caused the problem

Calls are filtered in the **Help desk** category by different criterion. The logged in support team member views all the calls they have to process and as well as the calls of their support team. There are also filters defined that trigger particular actions when they come into effect, for example, checking call activity. If the specified time limit is exceeded, the call wanders from the "In limit" filter to the "At the limit" filter and so on. You can implement company specific filters. These do not have a time limit but can refer to priorities, status, products, problem type or a member of support.

### ***To edit the master data of a call***

1. Select the category **Help Desk** and select a filter.
2. Select the call in the result list and run **Change master data** in the task view.  
- OR -  
Click  in the result list toolbar.
3. Edit the master data.
4. Save the changes.

### **Detailed information about this topic**

- [General master data for a call](#) on page 17
- [Solution description of a call](#) on page 19
- [Contact](#) on page 19
- [User-defined master data](#) on page 20
- [Creating a call attachment](#) on page 20
- [Creating a call history](#) on page 21
- [Creating a knowledge base](#) on page 22
- [Determining call reaction and solution time](#) on page 23
- [Logging call processing times](#) on page 25

## **General master data for a call**

- i** **NOTE:** When a call is added an internal call number is issued. A display name is created from the call number and the name of the employee that logged the call. The call can be found in the different user interface filters by using this name.

Enter the following data on **General**:

**Table 13: Call Master Data**

Property	Description
Date	Time when the call was logged. The date that the call was entered is the current date.
Reported by	Employee that reported the problem.
Staff	Support. The employee that is currently logged in is entered as help desk support for this call. This however, can be changed. <p><b>NOTE:</b> If the support is deleted from the database at a later date, then a backup of the calls for this support is shown. The calls can no longer be processed.</p>
Phone	Employee's telephone number.
Product	Product for which the call was logged.
To solve by	Time by which to resolve the call.
Respond by	Time by which to respond to the call.
Description	Problem description.
Measure	Measures put in place.
Call type	Type of the call.
Workdesk	Workdesk that caused the problem.
Device	Device that caused the problem.
Cost center	Cost center for booking.
Placed on hold on	Date on which the call was put on hold.
Max. on hold [days]	Maximum number of days a call can remain on hold.
Call added to thesaurus	Specifies whether the call was added to the knowledge base.
Main call active	Main call for this call.
Main call	Specifies whether this call the main call. You can reference all other calls the main call.

**Related Topics**

- [Determining call reaction and solution time](#) on page 23
- [Creating a knowledge base](#) on page 22

# Solution description of a call

Enter the following data on the **Solution** tab.

**Table 14: Master data for solution description**

Property	Description
Problem solution	Description of the solution to the problem.
Closed on	Date on which the call was closed.
Short call	Specifies whether the call being dealt with is short. If the solution time for a call is less than 5 minutes, it can be classified as a short call. This call is therefore considered to be closed.
Invoiced	Specifies whether the call should be invoiced.
Placed on hold	Specifies whether the call is on hold. This option is set if the call is given the corresponding processing status.
Closed	Specifies whether the call is closed. This option is set if the call is given the corresponding processing status.
Archived	Specifies whether the call is archived. This option is set with the schedule "Mark help desk calls as history". The task checks the date of closed calls at regular intervals. All calls that have been closed for more than a year are archived.
Program error	Specifies whether the call is dealing with a program error.
Process errors	Specifies whether the call is dealing with a processing error.
Operating error	Specifies whether the call is dealing with an operating error.
Manufacturer error	Specifies whether the call is dealing with a manufacturer error.

## Contact

Enter the following master data on the **Contacts** tab.

**NOTE:** The personal data for the contact person are taken from the employee and cannot be changed.

**Table 15: Contacts**

<b>Property</b>	<b>Description</b>
Reported by	Employee that reported the problem.
First name	Employee's first name.
Phone	Employee's telephone number.
Last name	Employee's last name.
Fax	Employee's fax number.
Description	Spare text box for additional explanation.
Mobile phone	Employee's mobile number.
Additional staff	Additional staff to used as a contact.
First name	Employee's first name.
Phone	Employee's telephone number.
Last name	Employee's last name.
Fax	Employee's fax number.
Description	Spare text box for additional explanation.
Mobile phone	Employee's mobile number.
Location description	Detailed description of the location.

## User-defined master data

**Table 16: User Defined Master Data**

<b>Property</b>	<b>Description</b>
Spare field no. 01 ... Spare field no. 10	Additional company specific information. Use Designer to customize display names, formats and templates for the input fields.

## Creating a call attachment

**Table 17: Configuration parameter for call attachments**

<b>Configuration parameter</b>	<b>Meaning</b>
Helpdesk\Attachment\CreatePathScript	This configuration parameter contains the name

Configuration parameter	Meaning
	of a script for adding the attachments directory. An example implementation is in script "VI_AE_CreateAttachmentPath".
Helpdesk\Attachment\DialogScript	Script for generating the directory path for calls repository. An example implementation is in script "VI_AE_GetAttachmentPath".
Helpdesk\Attachment\RootPath	This parameter contains the root path for call attachments, for example "\\SERV01\Attachments".

You can store attachments with a call. Specify the path to the attachments directory in the configuration parameter "Helpdesk\Attachment\RootPath". When a call is saved, a directory is added that is named by the internal call number.

### To edit an attachment

1. Select the category **Help Desk** and select a filter.
2. Select the call in the result list and run **Attachments** in the task view.  
This opens the attachment directory. You can add, show, and edit files in this directory.
3. Save the changes.

## Creating a call history

**Table 18: Configuration parameter for call history**

Configuration parameter	Meaning
Helpdesk\TroubleHistory	This configuration parameter specifies whether a call history is created. An entry is created in the call history for each action.

In order to follow through incoming calls, a history is available which shows each step in the help desk procedure and the measures that were taken.

- NOTE:** The call history is only written when the configuration parameter "Helpdesk\TroubleHistory" is set.

### ***To display the call history***

1. Select the category **Help Desk** and select a filter.
2. Select the call in the result list and run **History** in the task view.

You can view detailed information for each entry, the support team member and the measures taken for the call.


## **Creating a knowledge base**

You have the option to build up a knowledge base of reported calls. The thesaurus serves as a catalog where calls are combined under a particular term. The terms that are used do not have to be included in the call description.

### ***To display the knowledge base***


- Select **Help Desk | Knowledgebase**.

### ***To define an item for the knowledge base***

1. Select **Help Desk | Basic configuration data | Thesaurus**.
2. Click  in the result list toolbar.
3. Define an item in the thesaurus.
4. Save the changes.

### ***To assign items to calls***

1. Select the category **Help Desk** and select a filter.
2. Select the item in the result list.
3. Select **Thesaurus** in the task view.
4. Assign the items in **Add assignments**.  
- OR -  
In the **Remove assignments** area, remove the entries.
5. Save the changes.

 **NOTE:** Calls that are added to the thesaurus are labeled **Call accepted in Thesaurus**.

### ***To assign call types to an item***

1. Select **Help Desk | Basic configuration data | Thesaurus**.
2. Select the item in the result list.
3. Select **Assign call types** in the task view.

4. Assign call types in **Add assignments**.
  - OR -
  - In the **Remove assignments** area, remove the call types.
5. Save the changes.

## Determining call reaction and solution time

**Table 19: Configuration parameters for reaction and solution times**

Configuration parameter	Meaning
Helpdesk\HoliDayRule	The configuration parameter maps working hours, weekends, and public holidays in the help desk. These are taken into account when reaction and solution times are calculated.
Helpdesk\ReactionTime	This configuration parameter contains the default time in minutes in which a reaction should take place.
Helpdesk\SolutionTime	This configuration parameter contains the default time in hour in which the problem has to be solved.

If a call is logged by an employee, the following information is collected in order to calculate the reaction and the solution time:

- Service agreements from the employee’s cost center
- Service agreements via the employee’s department
- Service agreements via the employee’s business roles
- Service agreements for the product
- Default settings from configuration parameters

Minimum reaction and solution times are determined from all these agreements. Subsequently all the data that has been determined is rounded up to the next working day. The working day is determined by taking the employee’s public holidays into account. Public holiday are entered by state (county) in the One Identity Manager. You can add separate public holidays for states.

Take into the account the following variations in order of priority to find out to which state the employee is assigned.

- Priority 1:  
The employee is assigned directly to a state.

- Priority 2:  
The employee's location is assigned to a state.
- Priority 3:  
The employee's business role is assigned to a state. If there are several business roles with different states they are sorted alphabetically and the first state is taken.

Employees that come into consideration:

- The employee that logged the call
- Help desk support that logged the call

Because different states could be determined for these employees, processing is controlled by the configuration parameter "Helpdesk\HoliDayRule".

**Table 20: Values of configuration parameter "Helpdesk\HoliDayRule"**

Value	Meaning
0	With this option, working hours are 24 hours from Monday to Friday. Saturday and Sunday are counted strictly as weekend. Public holidays are not taken into account.
1	With this option, the caller's location determines working hours, weekends, and public holidays.
2	With this option, the help desk staffer's location determines working hours, weekends, and public holidays.
3	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the maximum taken from both.
4	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the minimum taken from both.

When the working hours are calculated, the following configuration parameters are also observed:

- If the **QBM | WorkingHours | IgnoreHoliday** configuration parameter is enabled, holidays are excluded from the working hours calculation.
- If the **QBM | WorkingHours | IgnoreWeekend** configuration parameter is enabled, weekends are excluded from working hours calculation.



# Logging call processing times

**Table 21: Configuration parameter for call processing times**

Configuration parameter	Meaning
Helpdesk\AutomatedTroubleWorkTimes	This configuration parameter specifies how call processing time should be recorded. If the parameter is set, the time from opening the call to saving the call is measured and entered as call processing time. If the parameter is not set, processing times have to be entered manually.

The total time and effort is calculated by totaling all processing times. Internal overheads are calculated from processing times that are marked with the option **internal**. The remaining call processing times make up billable overheads.

## ***To display a call's processing time***


1. Select the category **Help Desk** and select a filter.
2. Select the call in the result list and run **Time and effort** in the task view.

This provides you with an overview of the total processing time required for a call and detailed information about the processing time required for each individual call.

## ***To log processing time automatically***

- Enable the configuration parameter "Helpdesk\AutomatedTroubleWorkTimes".  
The time from opening the call on a call master data form to the time when it is saved is measured and used as the processing time.

## ***To enter processing times manually***

1. Select the category **Help Desk** and select a filter.
2. Select the call in the result list and run **Time and effort** in the task view.
3. Use the  button on the form to open the time keeping.

4. Enter the required data:

**Table 22: Time sheet**

<b>Property</b>	<b>Meaning</b>
Date	Processing date.
Duration	Processing time duration in minutes.
Internal	Defines whether the processing time was spent internally.
Remarks	Remarks about the processing time.

5. Save the changes.

## Appendix: Configuration Parameters for the Helpdesk Module

The following configuration parameters are additionally available in One Identity Manager after the module has been installed.

**Table 23: Configuration parameters for the Helpdesk Module**

Configuration parameter	Description
Help desk	Preprocessor relevant configuration parameter to control the component parts for the Helpdesk Module. If the parameter is set, the help desk components are available. The database must be recompiled after changes have been made to the parameter.
Helpdesk\Attachment	This configuration parameter specifies whether there is call attachment data.
Helpdesk\Attachment\CreatePathScript	This configuration parameter contains the name of a script for adding the attachments directory. An example implementation is in script "VI_AE_CreateAttachmentPath".
Helpdesk\Attachment\DialogScript	Script for generating the directory path for calls repository. An example implementation is in script "VI_AE_GetAttachmentPath".
Helpdesk\Attachment\RootPath	This parameter contains the root path for call attachments, for example "\\SERV01\Attachments".
Helpdesk\AutomatedTroubleWorkTimes	This configuration parameter specifies how call processing time should be recorded. If the parameter is set, the time from opening the call to saving the call is measured and entered as call processing time. If the parameter is not set, processing times have to entered

Configuration parameter	Description												
	manually.												
Helpdesk\ExcludeColumns	The configuration parameter contains a list (comma delimited) of TroubleTicket columns excluded by the blocking logic of IsClosed and IsHistory.												
Helpdesk\HoliDayRule	The configuration parameter maps working hours, weekends, and public holidays in the help desk. These are taken into account when reaction and solution times are calculated.												
<p><b>Table 24: Values of configuration parameter "Helpdesk\HoliDayRule"</b></p> <table border="1"> <thead> <tr> <th>Value</th> <th>Meaning</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>With this option, working hours are 24 hours from Monday to Friday. Saturday and Sunday are counted strictly as weekend. Public holidays are not taken into account.</td> </tr> <tr> <td>1</td> <td>With this option, the caller's location determines working hours, weekends, and public holidays.</td> </tr> <tr> <td>2</td> <td>With this option, the help desk staffer's location determines working hours, weekends, and public holidays.</td> </tr> <tr> <td>3</td> <td>With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the maximum taken from both.</td> </tr> <tr> <td>4</td> <td>With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the minimum taken from both.</td> </tr> </tbody> </table>		Value	Meaning	0	With this option, working hours are 24 hours from Monday to Friday. Saturday and Sunday are counted strictly as weekend. Public holidays are not taken into account.	1	With this option, the caller's location determines working hours, weekends, and public holidays.	2	With this option, the help desk staffer's location determines working hours, weekends, and public holidays.	3	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the maximum taken from both.	4	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the minimum taken from both.
Value	Meaning												
0	With this option, working hours are 24 hours from Monday to Friday. Saturday and Sunday are counted strictly as weekend. Public holidays are not taken into account.												
1	With this option, the caller's location determines working hours, weekends, and public holidays.												
2	With this option, the help desk staffer's location determines working hours, weekends, and public holidays.												
3	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the maximum taken from both.												
4	With this option, the caller's and the help desk staffer's local working hours, weekends, and public holidays are calculated respectively and the minimum taken from both.												
Helpdesk\PersonInTroubleChangeable	The configuration parameter specifies whether problem reported can be changed.												
Helpdesk\ReactionTime	This configuration parameter contains the default time in minutes in which a reaction												

Configuration parameter	Description
Helpdesk\SolutionTime	<p data-bbox="756 271 999 300">should take place.</p> <p data-bbox="756 320 1394 416">This configuration parameter contains the default time in hour in which the problem has to be solved.</p>
Helpdesk\TroubleHistory	<p data-bbox="756 445 1385 544">This configuration parameter specifies whether a call history is created. An entry is created in the call history for each action.</p>

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

## Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos at [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

## C

### call

- attachment 20
- escalation level 11
- escalation procedure 12
- history 21
- input type 8
- knowledge base 22
- log 16
- priority 10
- processing steps 21
- processing time 25
- product 15
- reaction time 23
- sequence 21
- service agreement 13
- severity code 11
- solution time 23
- staff 6
- staff group 6
- status 9
- time and effort 25
- type 9

### system user

- viHelpdesk 6

## H

### help desk 5

- staff 6
- staff group 6

## S

### service agreement 13