

Answer Desk

Product Overview

Providing rapid responses to information inquiries can turn your help-desk functions into immediate answer resources. The Answer Desk (AD) Template from Texas Instruments logs and stores inbound problem reports, questions and requests for information. You can assign an orderly follow-up to each request according to the urgency of the request. Meaningful responses to the requests can then be routed to systems software users, application software users and hardware users.

Developed as an Information Engineering Facility™ (IEF™) application, the AD Template takes full advantage of the IEF's integrated computer-aided software engineering (I-CASE) features. The I-CASE benefits coupled with the flexibility of the AD Template can assist your help-desk functions in sharing vital technical information.

Features

The comprehensive features of the AD Template permit you to:

- Maintain request and response information
- Identify requestors, supporting staff and consulting vendors
- Retrieve activity intelligence with keywords
- Update product information while providing request responses

Request/Response Information: Each request causes the opening of a formal order that is given a severity level and assigned to a support person. As requests are researched and answered, the AD Template allows you to format responses to the requestors online and complete the transaction by closing the

information request. Answers can include problem solutions, work-around procedures or general replies. If necessary, requests can be assigned or re-assigned to vendor consultants for action.

Identifying Requestors, Support Staff, Vendors: By using this Template, you can promptly identify all Answer Desk users: requestors, supporting staff members and vendor consultants. You can appoint a support person as a request coordinator. Requestors and support staff can also interchange working roles. And, all users of the Answer Desk can share the common repository of information about the application, software or hardware tools being used.

Keyword Intelligence Retrieval: The body of intelligence pertaining to a given request and response is assigned a keyword identity to process both the inbound and outbound information rapidly. By using these keywords as abbreviated references, you can quickly access information requests or responses to the requests. This keyword assignment also allows you to search through all related activities to locate pertinent information.

Updating Product Information: During the exchange of information between requestors, support staff and vendor contacts, you can also update product-based data. In-house knowledge of your installed systems software, application software and hardware can then be updated effectively as a by-product of using the Answer Desk information interchange.



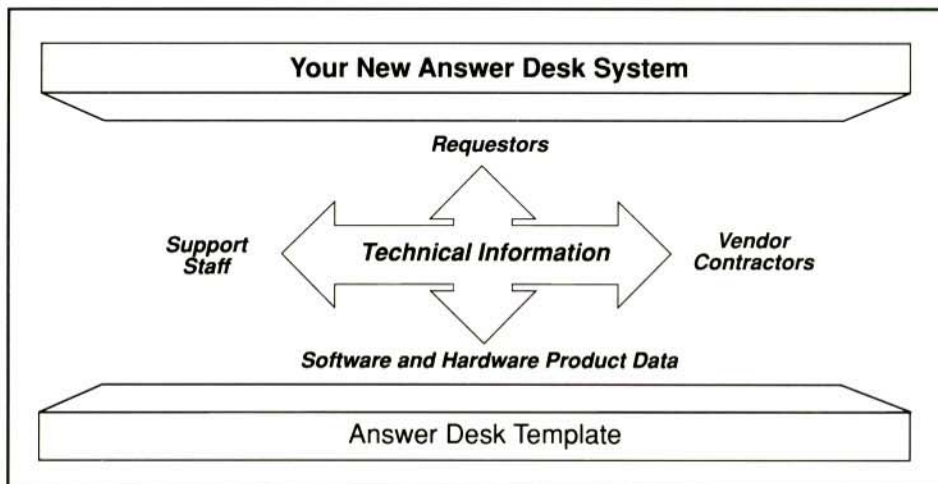
The Template Advantage

Help desks are excellent sources of information. The AD Template enables you to improve the operation of each help-desk function that you have established or plan to implement. Each of the following Template benefits allows you to alter the AD Template to handle new help desk requirements as they arise.

Customized Solution: The AD Template is provided in the form of an IEF model which can be easily tailored to meet the unique needs of your business. You make modifications at the diagram level, with consistency enforced by IEF software, instead of applying the changes to source code. This simplified approach gets you up and running more quickly with an operational system to handle the flow of information between your supporting staff and requesting users.

Ease of Maintenance: Maintaining systems used to mean adding, changing and deleting lines of code, a very tedious and time-consuming process. Now you can maximize maintenance productivity because IEF diagrams are modified, not code.

Multiple Platforms: IEF Templates can be ported to multiple hardware platforms, thus enabling you to move forward with technological advancements. With little or no extra work for your developers, you provide



The AD Template enhances the flow of information between requestors, support staff and vendor consultants to support systems software, application software and hardware needs.

the same functionality in different environments. This helps you leverage your investment in both hardware and software.

The Answer Desk Template Package

Components of the AD Template are:

- IEF model that can be customized
- Development guide

The IEF model contains 8 entity types, 27 online transactions and no batch transactions.

The development guide is a clearly written manual that is easy to follow. It contains detailed definitions of terms used throughout the Template and examples of every online screen.

Getting Answers Now

The free flow of information is essential to support the many knowledge requirements of your systems software, applications software and hardware installations. With the information-routing capabilities of the AD Template, you can greatly improve any help-desk functions that you have in place or are developing.

Technical Requirements:

Contact your Texas Instruments representative concerning technical requirements for using this Template.

IEF corporate offices are located in North America with regional offices in Europe and Asia.

North America

Texas Instruments
AIM Division
6550 Chase Oaks Boulevard
MS 8474
Plano, Texas 75023
800 527-3500

Europe

JMA Information Engineering
James Martin House
Littleton Road
Ashford TW15 1TZ
Middlesex, United Kingdom
Telephone: +44 [0] 784 245058
Fax: +44 [0] 784 243003

Asia

Texas Instruments
MS Shibaura Bldg., 9 Floor
13-23 Shibaura 4-Chome
Minato-Ku
Tokyo, Japan
Telephone: +81 [0] 3 3769 8788
Fax: +81 [0] 3 5232 5308

