

AL

AL ALMALAUREA

Day 2

Help desk

GRADUA Project
IT - Staff training meeting

Tirana
November 7 - 9, 2018

Until now we have seen:

- Student area
 - Registration
 - Reserved area
 - Questionnaire
 - CV
 - Job offer list & candidacy sending

- Enterprise area
 - Registration
 - Reserved area
 - CV search & bookmark & CV download
 - Job offer creation and approvance
 - Job offer candidacy analysis

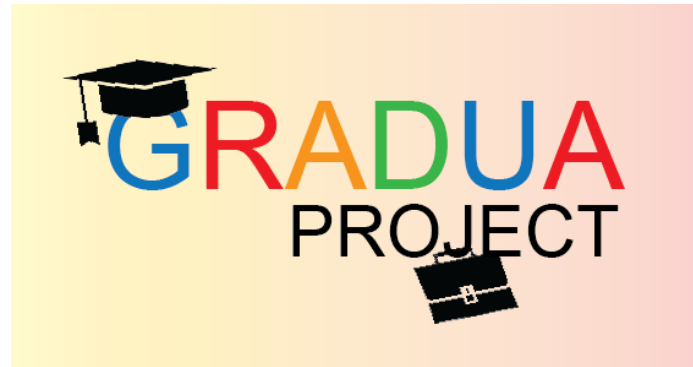
- Staff area
 - Enterprise staff area
 - Company search & modify
 - Company product assignment
 - CV
 - Job offers
 - Company disabling
 - Job offer search & modify
 - Job offer publication

And we practiced on enterprise staff tools

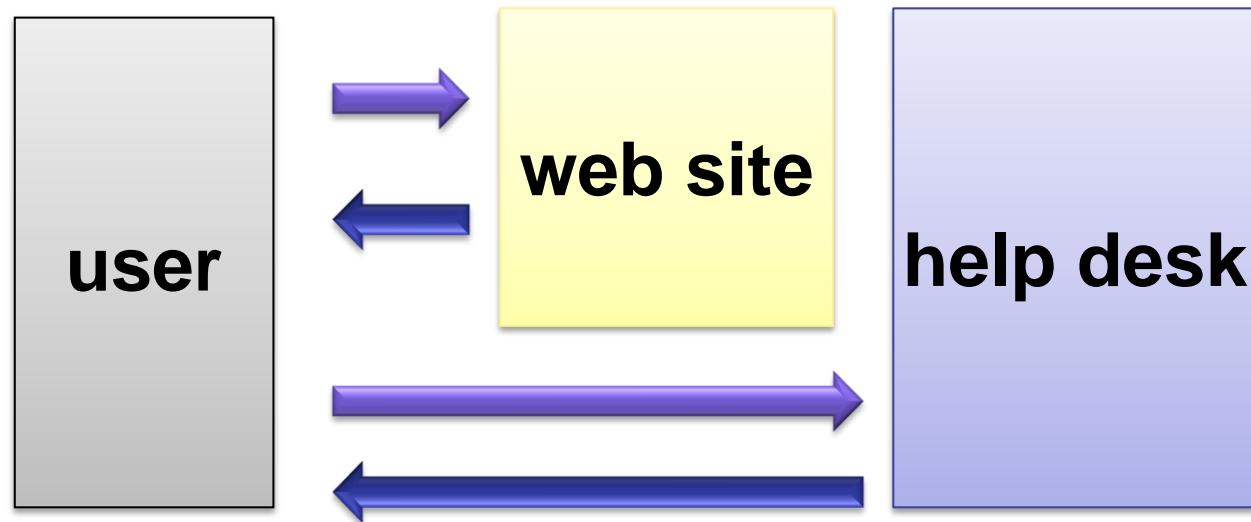
- Staff overview
- Help desk functions
 - Live overview:
 - Student research and management
 - Details
 - Ticketing management
 - National ID management
- Typical Use cases
 - Discussion and resolution

DEMO

Help desk area



- The interaction with the user is mediated by the local first-level-help
 - language
 - work distribution
 - minimize interaction
 - minimize steps in complex issues



- (non) issue (the user can solve by him/her self)
- configuration issue (the solution requires changes in configuration, updates in decode tables)
 - university staff provides the knowledge
 - project staff fix the configuration
- simple technical issue (bug)
 - university staff provides information to identify and fix the bug
 - project staff changes the code
- complex technical issue (improvement, out-of-design functionality)
 - university staff provides information to improve the system
 - project management evaluate the request-for-improvement
 - plan, analyze, build&test, deploy
 - archive for future releases

- Generic HOWTO
 - FAQ. if provided (and found by the user!)
 - HD. elsewhere (add the howto to the faq/manual)
- The user cannot login. Credential recovery
 - FAQ. Link to the automated password recovery procedure
 - the user knows the email address recorded during registration
 - the user can access that email box
 - HD. Password recovery managed procedure
- The user cannot register: personal identification code already in use
- The user cannot register: the course of study is not listed
- The user has to change certified (read only) information
- The user wants to delete his/her account

The user cannot register because his/her Personal Identification Number is already in use

Solution:

- Access the help desk tools
- Use function “search user by Personal Identification Number” to find who is using that code
 - If the user is the same that claimed the issue (!), we remind that he/she already registered to the system (goto “password recovery”)
 - Else, if the code has been associated to another user you have to verify who is wrong (the new user or the registered one):
 - in the first case we suggest to check the code and retry because he is using a wrong number
 - in the second case we have to fix the other user. We can solve immediately the issue allowing for a code duplication (temporary) for the new user (insert the code among the exceptions)

The user lost his/her password. Standard recovery is not possible because the user cannot remind the email address used in the registration or the email account is no more available

Solution:

- Access the help desk
- Find the user by name/surname
- Verify the identity asking some personal information recorded in the profile
- Update the user email with the new one provided by the user
- Send the password reset link to the new email address (function “send password”)
- The user receives a link that allows for password reset. The link is valid for 48 hours.

The user requests for a change of personal data (already certified)

Solution:

- Access the helpdesk
- Find the user profile
- Check user identity and verify if the update request is valid (a research in University digital or paper archives could be necessary)
- If the update request is correct you can modify the profile by the help desk
- Else you have to notify the user that the request is wrong and the stored data is correct

The user cannot register because he/she is not able to find the right course of study

Solution:

- Check in your database if the course request by the user exists or not
- If not, help the user to identify the right course
- If yes, access the student “course catalogue” functionality
- Search for the course of study requested by the user
- If the course is found help the user to identify it
- If not send to the Technical staff (AlmaLaurea) the data of the course in the prescribed format (course of study decode table) - Refer to the template
- When the AL staff has confirmed the loading of the new course in the database, contact the user to restart the registration.

The user ask to be removed from the database

Solution:

- Access the help desk
- Access the user profile
- Verify the user identity.
- Tell to the user that he/she can mantainn the profile making the CV invisible by companies
- If the user confirm his/her request, remind that all the data will be cleaned and the CVs will be no more available for recruitment
- If the user confirm press “delete profile” waiting for the end of the procedure

