Glossary of SDS HelpDesk Terms

A - B - C

Add Button	When clicked, adds a new record to the database.
Attachments *(Issue Manager*)	Any support files such as word processing documents, spreadsheets, CAD drawings, or faxes. These files provide more detail for an issue and can be viewed directly from Issue Manager.
Back Button *(Issue Manager)*	Lets you scroll backwards through the issue list.
Calendar *(Scheduler)*	Used to set the date and time for a follow-up item.
Cancel By *(Service Contracts)*	The name of the person who notifies you to cancel a service contract.
Category *(Issue Manager)*	A grouping of similar items. Most issues can be grouped into general categories, such as product defect, how-to questions, broken equipment, warranty work, etc.
Clear Button *(All Modules)*	Used to clear all information from the module window and give you a blank screen.
Condition *(Issue Manager)*	A circumstance that can have an effect or influence on an issue. Example: The operating system, memory, network, and printer are all conditions of a computer.
Contact Name	Any person you may work with such as internal employees, customers, prospects, contractors, tenants, vendors, etc. Contacts can be individuals or members of an organization.
Contact Type	Used to group your contacts into categories depending on your relationship with them (e.g., internal employees, customers, contractors, tenants, vendors, or individuals).
Contract (*in Service Contracts*)	This is a unique contract code/number that is issued whenever a new service contract is added. The system administrator can set the format of the contract code to include fixed text, date/time, your company name, and an incrementing number.
Contracts Box *(Issue Manager)*	The box is green when a service contract is valid. It is red when there is no service contract or the contract has expired.
Customer	A customer is a category of contact. A customer is any contact who notifies you of an issue, and then expects assistance from you to resolve it.

D - E - F - G

Date Opened *(Issue Manager)*	The date and time an issue is first entered into the system. The program enters this information for you automatically.
Delete Button *(All Modules)*	Click this button to remove a record from the database. Once a record is deleted, it cannot be put back without reentering the information.
Dialog Box	A window that appears temporarily. Some dialog boxes are launched from within a module; others automatically open when you take certain actions.
Drop Down List	Can be used to select previously entered information.
Duration *(Service Contracts)*	The time period a service contract is valid (e.g., annual, quarterly, 13 months, 120 days). When you add a new time period, you will be asked to enter the number of days that period covers.
End Date *(Service Contracts)*	The month, day, and year a service contract ends. The program calculates and enters this date for you. It is based on the service contract duration.
ExecReport	Used when you want a detailed printout for a group of records. For example, the contacts at a certain company, or the issues that are still open for a certain contact.
Export *(Other System Items)*	To move the database information, in text format, to another database or application.
Find Button *(All Modules)*	Once you set your search criteria, this button is used to launch the search engine. The search engine then scans the database to find the records that meet the criteria you set.
Found Box *(All Modules)*	When the search engine finishes scanning the database, a number is displayed in this box. The number indicates how many items match your search criteria.
Get Button	Used in both the Customize Issue Code and Customize Service Contract Code dialog boxes. Click the Get button to see the current format.

Glossary of SDS HelpDesk Terms

H - I - J - K

History Button *(Issue Manager)*	Used to open the Issue History log. The log records key issue events.
Identifier (*in Address Book*)	Some contacts, such as internal employees, may have an ID number. If so, that unique number goes in this box.
Issue *(Issue Manager)*	The reason a customer contacts you for support. An issue can be a problem, a question, a broken piece of equipment, a feature request, a suggestion, a program bug, a complaint, etc.
Issue History Log *(Issue Manager)*	A record of key issue events. The system automatically logs when an issue is opened, who enters it, status changes, escalations, and priority changes. Users can also add comments manually to the log.
Issue Location Labels *(Issue Manager)*	The location table is used to indicate where an issue has occurred. Your system administrator can define up to four location levels. The labels that tell you what these levels represent can be customized for your company's situation. These labels are displayed in the Issue Manager module.
Issue Notes *(Issue Manager)*	Used to send and log messages to issue work group members.
Issue Title *(Issue Manager)*	Where the Issue code/number is displayed.
Issue Work Group *(Issue Manager)*	A group of internal and/or external people who work together and have the expertise needed to resolve an issue.
Keywords	Words or phrases that are used as search criteria.
Knowledge Base	Provides solutions to repeat issues. It can be used for step-by-step instructions, how-to information, scripts, parts lists, tools or materials needed to do a job, etc.

Glossary of SDS HelpDesk Terms

L - M - N - O

Level *(Service Contracts)*	The various types of support service levels (e.g., unlimited, on-site, warranty, per-incident).
Limit *(Service Contracts)*	The total number of per-incident issues that are covered by a service contract.
Lookup Tables	Used to create, maintain, and standardize commonly used information. The information entered in Lookup Tables is displayed in drop down lists and PickLists in other modules. Lookup Tables help you save time, avoid typing errors, and ensure high quality data entry.
Mandatory Field	A green box surrounds the field. Information must be entered for mandatory fields.
Merge Duplicates *(Lookup Tables)*	Lets you combine information for similar items into one record.
Messaging System *(Issue Manager)*	Enables work group members to send issues and notes to each other. It notifies work group members that an issue has been sent to them, and acts as a forum for discussion.
 Button	Used to delete information in a subsection of a module screen.
Module	An area in SDS HelpDesk where related tasks or functions are performed.
Next Button *(Issue Manager)*	Lets you scroll forward through the list of issues.
Notes	Notes boxes are used to attach comments or notes to the selected record. Notes can contain a maximum of 256 characters.
Notes Button *(Issue Manager)*	Used when you want to send a message to other issue work group members. This is similar to the Send button, but it takes you directly to the Issue Memorandum.
On-the-fly	You can start using the program, then add new information as you need it directly from the screen where you are working.

Glossary of SDS HelpDesk Terms

P - Q - R

Password	An encrypted code that authorized users enter to logon to SDS HelpDesk.
PickList	Used to enter repetitive data (e.g., organizations, categories, subcategories, issue locations, priorities, statuses, contract limits and durations, conditions, skills, and contact types. Just bring up the appropriate PickList, select the data you want, and it is entered for you automatically. The information that is entered in Lookup Tables is displayed in PickLists.
+ Button	Used to add information in a subsection of a module screen.
Print Button *(Except Report Manager)*	Used to print a SnapShot Report. The SnapShot Report shows information for a currently selected record.
Print Button *(Report Manager)*	Used to print an ExecReport from the Report Manager module.
Priority	Indicates how critical the resolution of an issue is. Broken equipment, installation problems, and emergency issues should have a higher priority. The priority can be changed as needed.
Rate *(Address Book)*	You can enter a contractor’s hourly rate in this box.
Real Time	There is no delay between the time an action is taken and recorded by one user and the time other users can see what has been entered into the system.
Record	Related pieces of information. For example, a contact and his/her address, phone number, and issues.

Glossary of SDS HelpDesk Terms

S - T - U

Search Dates *(Issue Manager)*	Used to find issues that were opened on a specific date or were opened between a range of dates.
Search Engine	Scans the database for information you specify using search criteria. Search criteria can be as broad or narrow as desired. You can search by category, location, condition, status, priority, organization, keywords, or dates.
Search Keywords *(Issue Manager)*	Words or phrases that are used as search criteria.
Send Button *(Issue Manager)*	Used when you want to send an issue to a work group member for review. Similar to the Notes button, except that it opens the Issue Work Group dialog box first.
Sender *(Main Window)*	The issue work group member who has sent an issue to you for review.
Service Contract	Service contracts are used to define the kind of technical support that is provided to contacts at an organization. Contracts can cover different service levels and different time durations.
Skill	The expertise or knowledge that a contact has. Skills are used in many of the modules to help you find just the right people to help you resolve an issue.
SnapShot Report	Use when you want a printout of information for a currently selected record.
Start Date *(Service Contracts)*	The month, day, and year a service contract begins. The format used is mm/dd/yy.
Status	Indicates the progress towards resolution of an issue. The status can be changed as the issue moves closer to resolution.
Subcategory *(Issue Manager)*	When an issue category can be broken down further. Example: The category, Broken Equipment, can be broken into multiple subcategories (e.g., copy machine, printer, etc).

System Administrator	The person in your organization who is responsible for initially setting up SDS HelpDesk, authorizing users, setting passwords, and other system items. This should be someone who is familiar with the Windows 95 or Windows NT operating system.
Update Button	Used to save changes when you modify record information.
User *(Issue Manager)*	The support professional who is entering an issue into the system. In most cases, this will be you.
User Name	The name that is used when a user logs on to SDS HelpDesk. The user name must be unique. It can be any combination of alpha numeric characters up to 10 characters in length.
User Permissions	The system administrator can give certain authorized users special permissions. Permissions include acting as another system administrator, accessing and modifying Lookup Tables, and being able to add, modify, or delete reports.

V - W - X - Y - Z

Valid *(Service Contracts)*	The box is green for current contracts and red for expired, canceled, or non-existent service contracts.
Value *(Issue Manager)*	A subcategory of a condition (something that can have an effect or influence on an issue). Example: A computer has a condition called “operating system.” That condition can have multiple values such as Windows 95, Windows NT 3.51, Windows NT 4.0, or OS/2.
View *(Issue Manager)*	The Attachment View button is used to look at an issue’s supporting files.
Work Group *(Issue Manager)*	An Issue Work Group exists solely for the purpose of resolving a single issue. Any SDS HelpDesk user can be added to a work group.

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