

# ABT Web Helpdesk User Guide



## Web based support call logging



[abtgroup.com.au](http://abtgroup.com.au)



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The purpose of this document is to provide the step by step instructions for ABT Helpdesk service clients on how to use the website to manage the service calls and their users.

For each ABT Helpdesk client, there are 2 levels of access:

1. **User Admin** access – this role access can create/manage users within the organisation, as well as log and edit calls. This access should only be given to 1 or 2 of the users within the organisation.
2. **User** access - users with this access can create and manage calls within the organisation.

## 1. USER ADMIN

### LOGGING IN

From website [HTTPS://HELPDESK.ABTGROUP.COM.AU/#/LOGIN](https://helpdesk.abtgroup.com.au/#/LOGIN), enter your username (email address) and password

#### Login | Enter login details

Username or Email address

Password

Remember my username

[Forgot your password?](#)

#### Note:

- For forgotten password, click the [Forgot your password](#) link to have a password reset e-mail delivered to the registered e-mail address.
- **After 3 unsuccessful log in attempts, the account will be locked.** The user will need to contact the ABT Service Coordinator by calling 02 9878 7111, or sending email to [help@abtgroup.com.au](mailto:help@abtgroup.com.au) to have the account unlocked.



#### Forgot Password

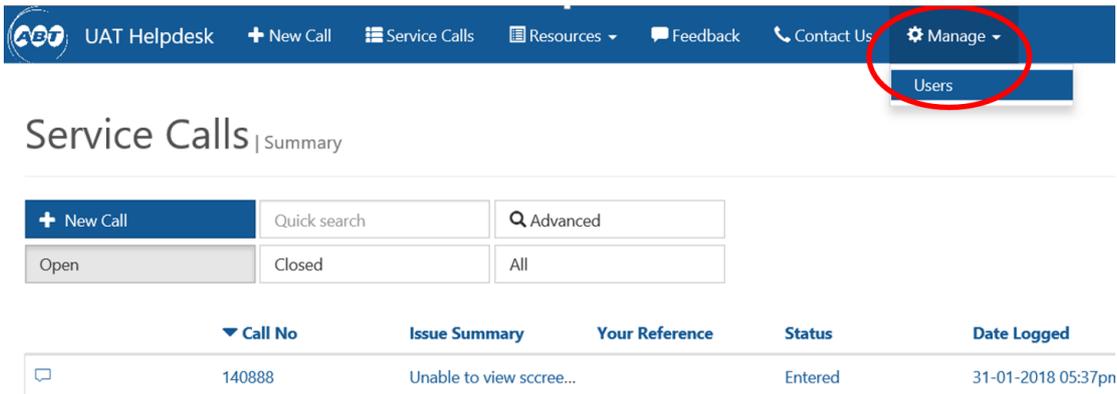
The reset password link will be sent to the specified email address below.

Login email address

## CREATING A NEW USER

Client user with this role access is able to create/manage users within their own organisation to log and edit calls. This access should only be given to 1 or 2 of the users within the same organisation.

1. From the **Service Calls** main screen, click on **Manage** then select **Users**



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Manage

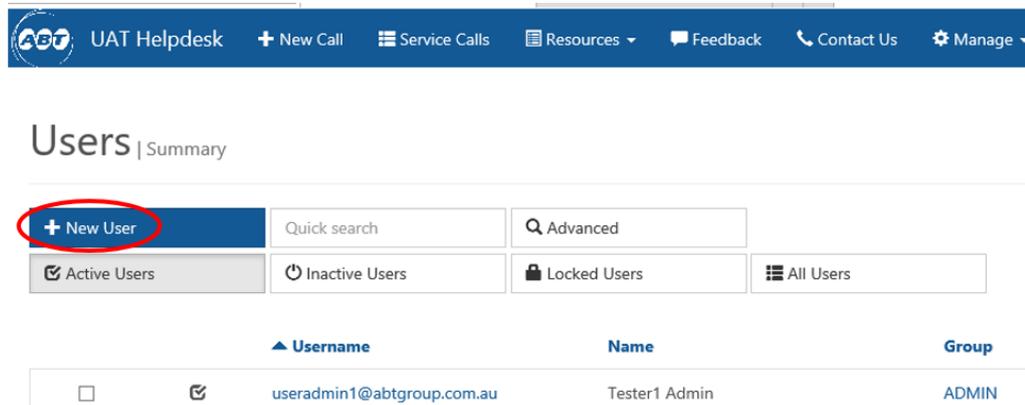
Service Calls | Summary

+ New Call Quick search Advanced

Open Closed All

Call No	Issue Summary	Your Reference	Status	Date Logged
140888	Unable to view scree...		Entered	31-01-2018 05:37pm

2. Click on + **New User**



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Manage

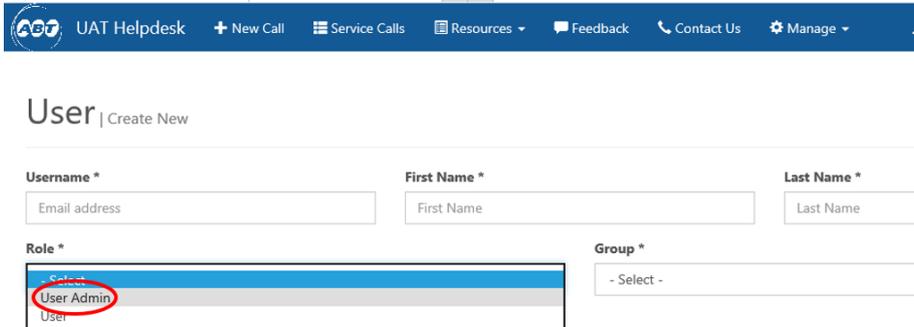
Users | Summary

+ New User Quick search Advanced

Active Users Inactive Users Locked Users All Users

Username	Name	Group
useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN

3. Complete all fields in the **User Create New** screen and save
  - a. **Role** – Select available role from the drop down options
  - b. **Group** – Select the correct company name from the drop down options. In most cases, there is only one company to click. If there are multiple companies from the drop down list, select the **non ABTON** option for your company.

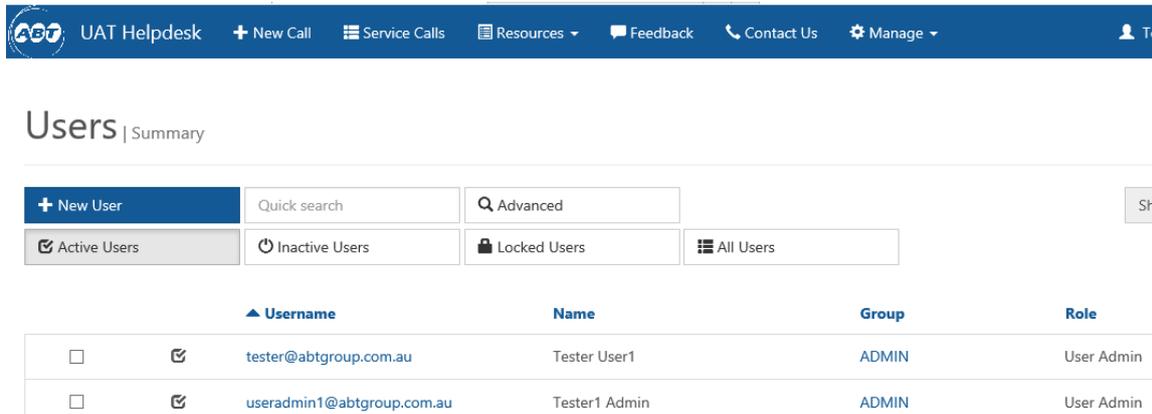


**Note:**

- i. *Username* is email address of new user
- ii. Roles:
  - *User Admin* – allows call creation, view calls list and user creation/management
  - *User* – allows call creation, updates and view calls list
- iii. *Group* – Select your default company from the drop down list
- iv. *Password* – tick the box next to *Force password change on the next login*
- v. In *Special Permissions* field, tick all of the boxes for the *User Admin* role created

4. Click *Save* to create the record

5. Once saved, the new user record is displayed in the *Users Summary* screen:

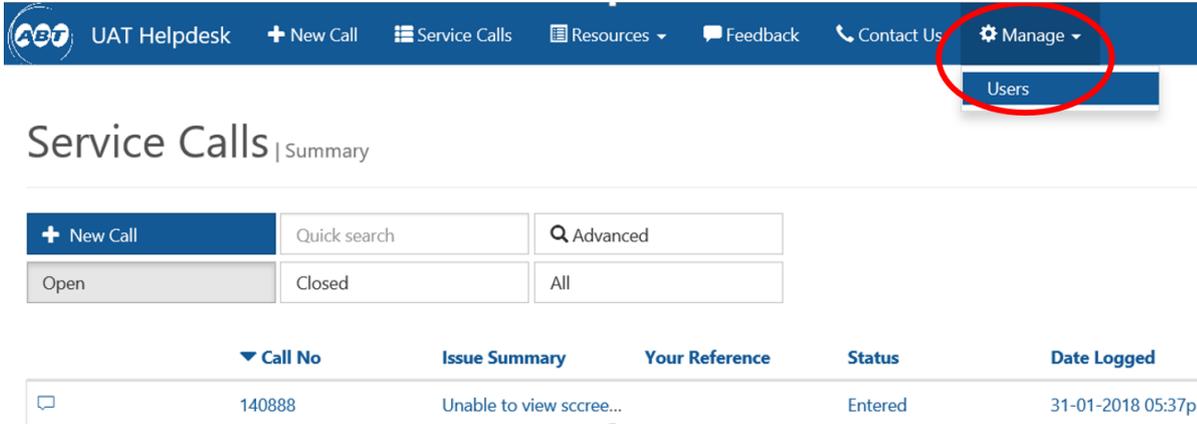


	Username	Name	Group	Role
<input type="checkbox"/>	tester@abtgroup.com.au	Tester User1	ADMIN	User Admin
<input type="checkbox"/>	useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN	User Admin

6. New user will receive an email notification with instructions to log on to the system.

**SETTING USERS TO INACTIVE**

1. From the *Service Calls* main screen, click on *Manage* then select *Users*



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Manage

Users

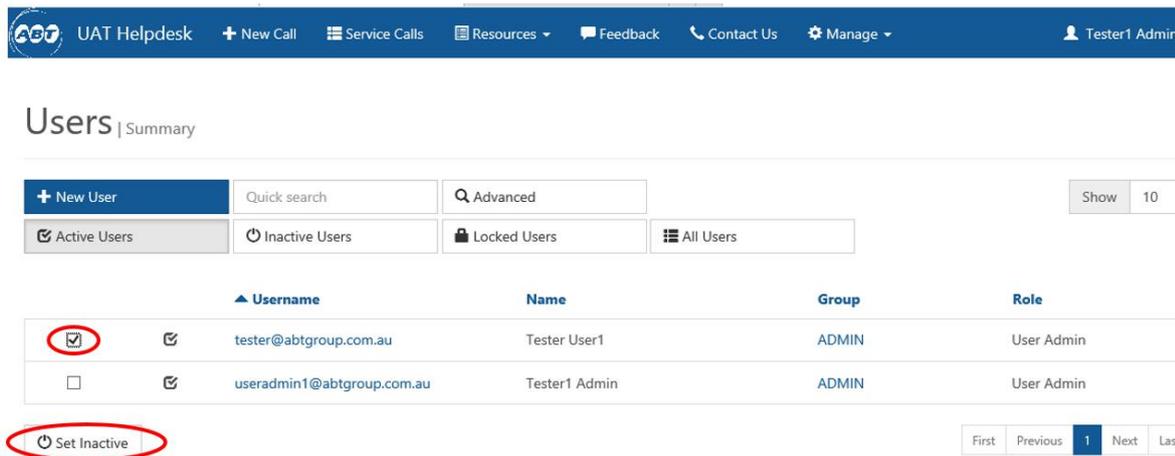
### Service Calls | Summary

+ New Call Quick search Advanced

Open Closed All

Call No	Issue Summary	Your Reference	Status	Date Logged
140888	Unable to view scree...		Entered	31-01-2018 05:37pm

2. Check the left hand box on the user you wish to deactivate and click *Set Inactive*



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Manage Tester1 Admin

### Users | Summary

+ New User Quick search Advanced Show 10

Active Users Inactive Users Locked Users All Users

Username	Name	Group	Role
<input checked="" type="checkbox"/> tester@abtgroup.com.au	Tester User1	ADMIN	User Admin
<input type="checkbox"/> useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN	User Admin

Set Inactive First Previous 1 Next Last

### SETTING USERS TO ACTIVE

1. From the *Service Calls* main screen, click on *Manage* then select *Users*
2. Click on *Inactive Users*



The screenshot shows the 'Users | Summary' page in the UAT Helpdesk. The top navigation bar includes 'UAT Helpdesk', '+ New Call', 'Service Calls', 'Resources', 'Feedback', 'Contact Us', and 'Manage'. Below the navigation, there are buttons for '+ New User', 'Quick search', and 'Advanced'. A row of tabs includes 'Active Users', 'Inactive Users' (circled in red), 'Locked Users', and 'All Users'. Below the tabs is a table with columns for 'Username', 'Name', and 'Group'. One user is listed: 'useradmin1@abtgroup.com.au' with name 'Tester1 Admin' and group 'ADMIN'. A 'Set Inactive' button is located below the table.

3. Select user(s) you wish to activate and click *Activate Selected Users*

The screenshot shows the 'Users | Summary' page with the 'Inactive Users' tab selected. The table lists two users: 'shane@gmail.com' (Shane Naidu, ADMIN) and 'tester@abtgroup.com.au' (Tester User1, ADMIN). The checkbox for the second user is circled in red. Below the table, the 'Activate Selected Users' button is also circled in red, along with the 'Delete Selected Users' button.

4. The same screen also provide the option of **delete** selected users by clicking the *Delete Selected Users* button.

**Note:** Only inactive users can be deleted.

## UNLOCK USERS

User account will be locked after 3 unsuccessful log in attempts. The person with User Admin access can help the user to unlock the account by following these steps:

1. From the **Service Calls** main screen, click on *Manage* then select *Users*
2. Click on *Locked Users*



### Users | Summary



The screenshot shows the 'Users | Summary' page with the 'Locked Users' tab selected. The table below lists the locked users.

		Username	Name	Group
<input type="checkbox"/>	<input checked="" type="checkbox"/>	tester@abtgroup.com.au	Tester User1	ADMIN
<input type="checkbox"/>	<input checked="" type="checkbox"/>	useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN

Buttons: + New User, Quick search, Advanced, Active Users, Inactive Users, Locked Users, All Users, Set Inactive.

3. Select the user(s) you wish to unlock and click *Unlock Selected Users*



### Users | Summary



The screenshot shows the 'Users | Summary' page with the 'Locked Users' tab selected. The table below lists the locked users. The checkbox for the user 'useradmin1@abtgroup.com.au' is selected, and the 'Unlock Selected Users' button is highlighted.

		Username	Name	Group
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN

Buttons: + New User, Quick search, Advanced, Active Users, Inactive Users, Locked Users, All Users, Unlock Selected Users.

4. Once unlocked, back in the Active Users screen, the padlock next to the unlocked user would turn to ✓



## Users | Summary

+ New User Quick search Advanced

Active Users Inactive Users Locked Users All Users

	Username	Name	Group
<input type="checkbox"/>	 tester@abtgroup.com.au	Tester User1	ADMIN
<input type="checkbox"/>	 useradmin1@abtgroup.com.au	Tester1 Admin	ADMIN

Set Inactive



## 2. USER

### LOGGING IN

1. From website [HTTPS://HELPDESK.ABTGROUP.COM.AU/#/LOGIN](https://helpdesk.abtgroup.com.au/#/login) , enter your username (email address) and password

## Login | Enter login details

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Remember my username

[Forgot your password?](#)

**Note:**

- If you have forgotten your password, click the [Forgot your password](#) link to have a password reset e-mail delivered to your registered e-mail address.
- After 3 unsuccessful attempts, the account will be locked. The user need to contact the person with User Admin access with the organisation or ABT Service Coordinator by calling 02 9878 7111, or by emailing [help@abtgroup.com.au](mailto:help@abtgroup.com.au) to have the account unlocked.

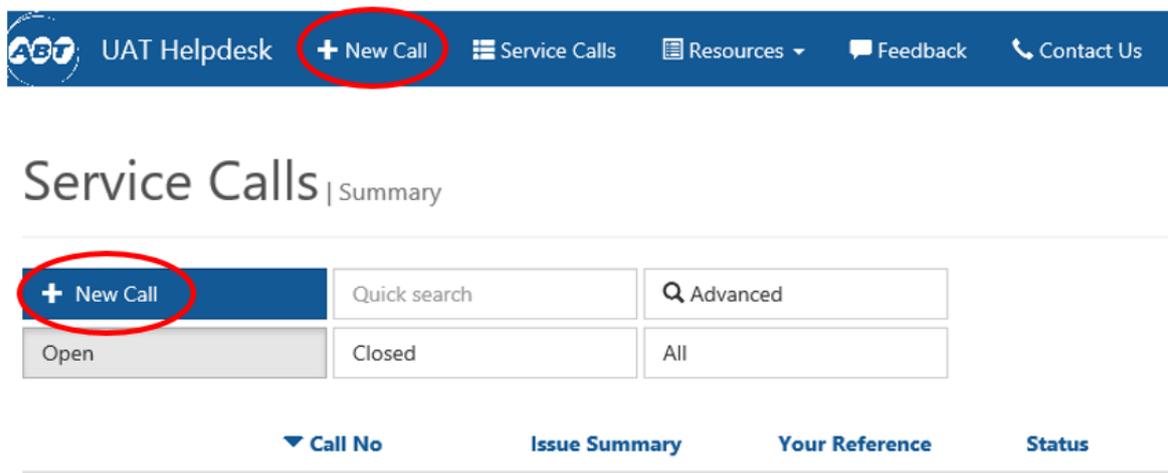


## Forgot Password

The reset password link will be sent to the specified email address below.

## CREATING A NEW CALL

1. Once logged in successfully, from the **Service Calls Summary** screen, click **+ New Call** button on the top menu bar or within service calls options menu:



The screenshot shows the UAT Helpdesk interface. At the top, there is a dark blue navigation bar with the ABT logo, 'UAT Helpdesk', and several menu items: '+ New Call' (circled in red), 'Service Calls', 'Resources', 'Feedback', and 'Contact Us'. Below this is the 'Service Calls | Summary' section. In the options menu, the '+ New Call' button is circled in red. Below the options menu, there are filters for 'Open', 'Closed', and 'All'. At the bottom, there are columns for 'Call No', 'Issue Summary', 'Your Reference', and 'Status'.

2. In the **Service Calls Create** screen, enter required details and click **Submit**

**Note:**

- i. Fields marked with \* are mandatory.
- ii. **Customer Code** – This is the pre-assigned Pronto Customer Code from ABT. It is pre-populated and cannot be changed by the user.
- iii. **Customer Name** – User's company name. This field is also pre populated.
- iv. **Attachment** – Attach files and/or screen shots for the fault by clicking **Browse**, and select the file needs to be attached.
- v. **Notification List** – Enter the user email address that needs to be notified for this call. Click **Add to Mailing List** button to add. Once added, the user email address will appear in the **Notification List for this Service Call** field.
- vi. Multiple users can be added to the **Notification List**. However, only users set up to access ABT helpdesk can be added to the **Notification List**.



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Tester User1

## Service Calls | Create

### Call Information

Fields marked with \* are mandatory.

Customer Code \*  Customer Name \*

Requested By \* (10 of 20)  Contact Phone No. \* (10 of 10)

Your Reference (10 of 20)

Issue Summary \* (10 of 50)

Functionality \*  Company or Data Set (10 of 40)

Version \*  Program or Module & Function (10 of 40)

Can you reproduce the problem? \*  Screen Customiser or custom program(s) used? \*

Full Description (include steps to recreate issue) \* (10 of 10000)

Business Impact (10 of 20000)

### Attachments

Filename	Size	Status	Progress
<input type="text"/> <input type="button" value="Browse..."/>			

### Notification List

User emails   Notification List for this Service Call

Username



- 3. Once submitted, a *Call Number* is issued. Initially the number generated might be starting with WEBxxxx, this number will change to a 6 digit numeric Pronto call number, eg 140927. This is the number that will be referred to in the email confirmation and is to be used for future reference:



## Service Call | Detail of 140927

[← Back To Summary](#) [+ New Call](#) [✎ Edit](#) [🗉 View Conversation](#) [✖ Close Call](#)

### Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		
Status	Entered	Date Logged	12-02-2018 04:29pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678
Urgency	Normal	Call Owner	tester@abtgroup.com.au
Consultants			
Description	* FUNCTIONALITY: Training * VERSION: 710.2 * CUSTOMISATIONS: None * USER CAN REPRODUCE: Yes  FULL DESCRIPTION OF ISSUE: Test logging call		

### Attachments

📎 1518413099-sample\_test\_screen\_1.JPG

### Notification List

Notification List for this Service Call

**Username**

tester@abtgroup.com.au



4. In the **Service Calls Summary** screen, new call is added to the list with allocated call number.

The screenshot shows the 'Service Calls Summary' interface. At the top, there is a navigation bar with 'UAT Helpdesk', '+ New Call', 'Service Calls', 'Resources', 'Feedback', and 'Contact Us'. Below this, the page title 'Service Calls | Summary' is displayed. A filter section includes a '+ New Call' button, a 'Quick search' input, an 'Advanced' search button, and status filters for 'Open', 'Closed', and 'All'. The main content is a table with the following data:

	Call No	Issue Summary	Your Reference	Status
	140927	Test logging call	TEST CALL - 001	Entered

### UPDATING A CALL

The following fields can be updated after a call is created:

- *Requested By* – Requester’s name
- *Contact Phone No.* – Requester’s phone number
- *View Conversation* – Adding conversation
- *Upload Attachments* – Any extra files to be added to the call
- *Notification List* – Any users to be added/removed for the call

1. From **Service Calls Summary** screen, select the call record that requires update:

This screenshot is identical to the one above, showing the 'Service Calls Summary' interface with the call record for ID 140927 circled in red.



2. Click on the record. The selected call detail displays as follow:



## Service Call | Detail of 140927

- Back To Summary
- New Call
- Edit
- View Conversation
- Close Call

### Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		
Status	Entered	Date Logged	12-02-2018 04:29pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678
Urgency	Normal	Call Owner	tester@abtgroup.com.au
Consultants			
Description	* FUNCTIONALITY: Training * VERSION: 710.2 * CUSTOMISATIONS: None * USER CAN REPRODUCE: Yes  FULL DESCRIPTION OF ISSUE: Test logging call		

### Attachments

1518413099-sample\_test\_screen\_1.JPG

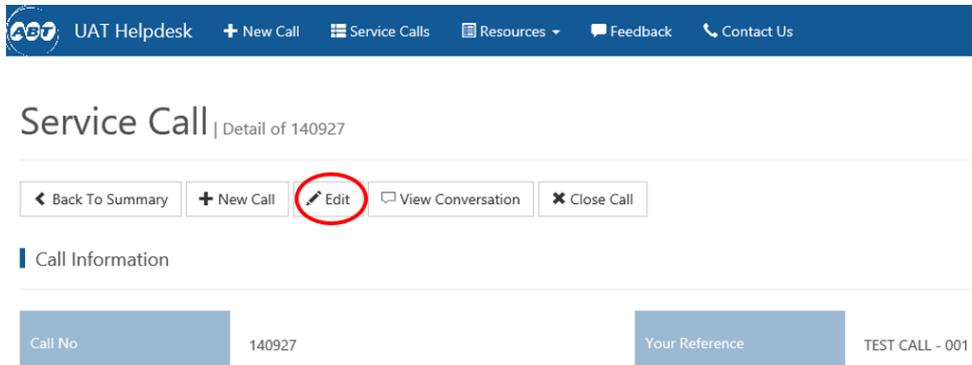
### Notification List

Notification List for this Service Call

**Username**

tester@abtgroup.com.au

3. Click *Edit* within the call



UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us

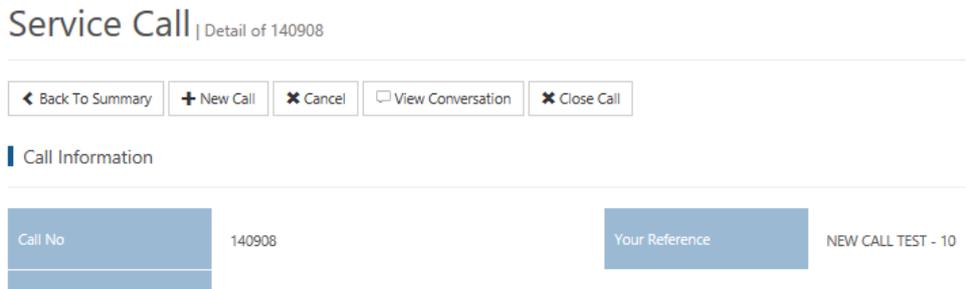
### Service Call | Detail of 140927

< Back To Summary + New Call **Edit** View Conversation ✕ Close Call

Call Information

Call No	140927	Your Reference	TEST CALL - 001
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4. **Service Call Details** edit screens will appear with available change options:



### Service Call | Detail of 140908

< Back To Summary + New Call ✕ Cancel View Conversation ✕ Close Call

Call Information

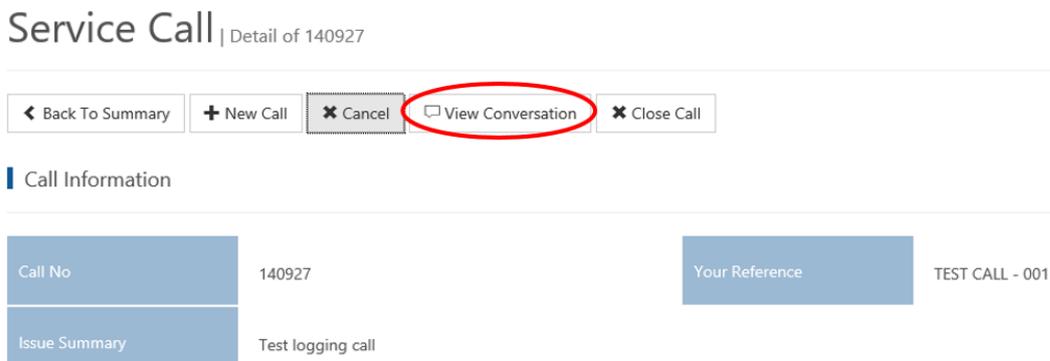
Call No	140908	Your Reference	NEW CALL TEST - 10
---------	--------	----------------	--------------------

5. Update details as required and click *Submit*

#### **View/add conversation**

The conversation feature will allow you to message the assigned engineer of a call that has been logged by you.

- i. From **Service Call Detail** screen, click *View Conversation* within the call



### Service Call | Detail of 140927

< Back To Summary + New Call ✕ Cancel **View Conversation** ✕ Close Call

Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		

- ii. Enter the message in the conversation box. User can also attach any supporting document in the *Attachments* field if required, and click *Submit*

UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Tester User1

### Conversation | Service Call Conversation for 140927

< Call Details

Customer Name	ABT ADMIN (10) INTERNAL	Requested By	Tester User1
Your Reference	TEST CALL - 001	Contact Phone No.	02 12345678
Issue Summary	Test logging call		

Test conversation

#### Attachments

Filename	Size	Status	Progress
Sample test screen - conversation attachment.JPG	33.8 kB		Complete

Browse...

Submit Preview Cancel

- iii. An email confirmation will also be sent to the users on the notification list with the details of the conversation.
- iv. An email will be sent to the user requested the call when assigned ABT consultant has responded to you via conversation feature.
- v. To view each conversation attachment, click on *View Conversation* in the **Service Call Detail** screen, the conversation attachment link will display within each conversation:

Conversation | Service Call Conversation for 140927

< Call Details

Customer Name	ABT ADMIN (10) INTERNAL	Requested By	Tester User1
Your Reference	TEST CALL - 001	Contact Phone No.	02 12345678
Issue Summary	Test logging call		

Add to the call conversation here

#### Attachments

Filename	Size	Status	Progress
Browse...			

Submit Preview Cancel

Tester User1 12-02-2018 05:11pm

Test conversation

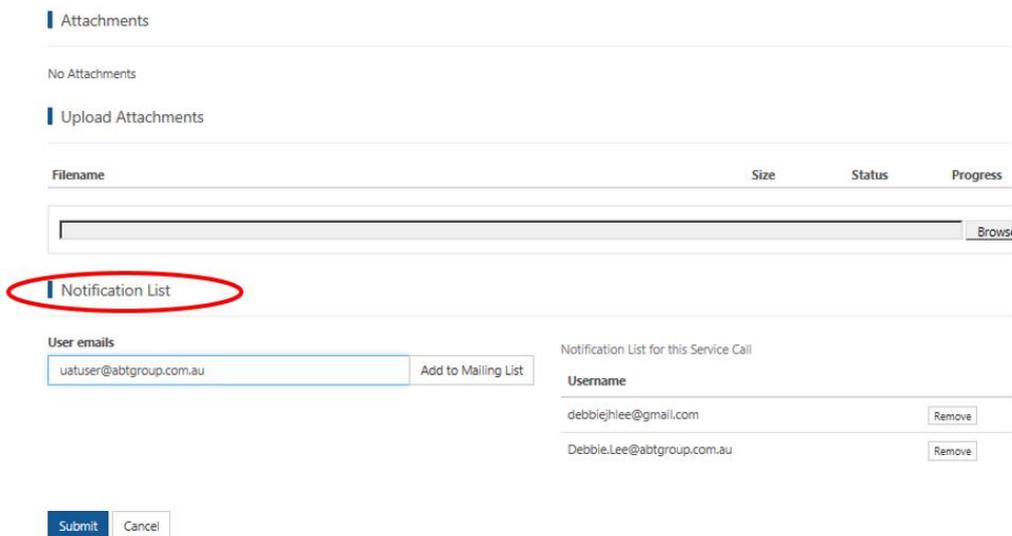
Attachments:

1518415642-Sample\_test\_screen\_-\_conversation\_attachment.JPG

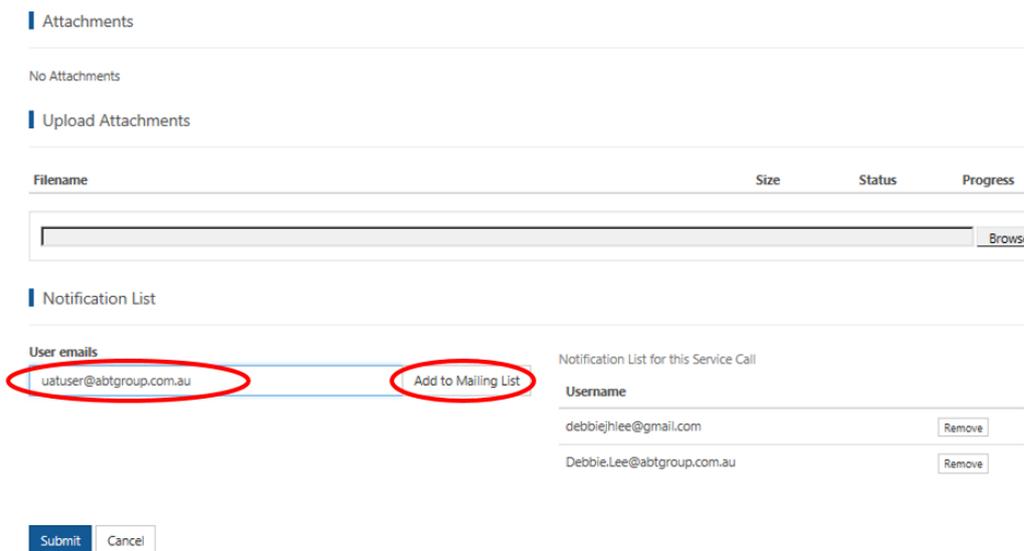
**Edit notification list for a service call**

The *Notification List* feature allows other users that involved in this call to be informed throughout the call progress. An email message is sent to the users on the *Notification List* each time the call is updated

- i. From *Service Call Detail* screen, click *Edit* and scroll down to the bottom where *Notification List* field is:



- ii. Fill in the *User emails* field and click *Add to Mailing List* button



- iii. The new user email will be added to the *Notification List for this Service Call* field:



Notification List

User emails  Add to Mailing List

Notification List for this Service Call

Username	
debbiejhlee@gmail.com	<button>Remove</button>
Debbie.Lee@abtgroup.com.au	<button>Remove</button>
uatuser@abtgroup.com.au	<button>Remove</button>

- iv. To remove any users from the notification list, click on the *Remove* button next to the user name and the user will be removed:

Notification List

User emails  Add to Mailing List

Notification List for this Service Call

Username	
debbiejhlee@gmail.com	<button>Remove</button>
Debbie.Lee@abtgroup.com.au	<button>Remove</button>
uatuser@abtgroup.com.au	<button>Remove</button>

### Consultant information

Once an ABT service engineer/consultant is assigned to the call, the name will display in the Consultants field in the Service Call Detail screen:

### Service Call | Detail of 140927

[← Back To Summary](#)
[+ New Call](#)
[View Conversation](#)

#### Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		
Status	Customer requests call closure	Date Logged	12-02-2018 04:29pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678
Urgency	Normal	Call Owner	tester@abtgroup.com.au
Consultants	Adam Jones		
Description	* FUNCTIONALITY: Training * VERSION: 710.2 * CUSTOMISATIONS: None		

## CLOSING A CALL

1. From the **Service Call Detail** screen, click on the **Close Call** button

### Service Call | Detail of 140927

Navigation: [← Back To Summary](#) [+ New Call](#) [✎ Edit](#) [🗨 View Conversation](#) [✖ Close Call](#)

#### Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		
Status	In Progress	Date Logged	12-02-2018 04:29pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678

2. The **Close service call** pop up screen allows user to input comments before closing the call. Once the comment is entered, click **Close Call** button at the bottom left corner to complete the request.

### Close service call

Testing call closure

[Close Call](#) [Cancel](#)

3. Once the request is saved, an email will be sent out to the originator of the call as well as all users on the **Notification List**, informing the call closure request, including any notes. The call **Status** is changed to **Customer requests call closure**:



## Service Call | Detail of 140927

[← Back To Summary](#) [+ New Call](#) [View Conversation](#)

### Call Information

Call No	140927	Your Reference	TEST CALL - 001
Issue Summary	Test logging call		
Status	Customer requests call closure	Date Logged	12-02-2018 04:29pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678
Urgency	Normal	Call Owner	tester@abtgroup.com.au

**Note:** Once the call closure request is saved, the user is unable to edit the call any further.



### NOTIFICATION LIST

The *Notification List* feature allows to add other Helpdesk users to be notified of any updates on the call. Multiple users can be added to the *Notification List*. However, only users set up to access ABT Helpdesk can be added to the *Notification List*.

From the **Service Calls** detail screen

1. Click *Edit* within the call

#### Service Call | Detail of 140928

Navigation: < Back To Summary | + New Call | **Edit** | View Conversation | ✕ Close Call

**Call Information**

Call No	140928	Your Reference	
Issue Summary	Test notification		
Status	Entered	Date Logged	12-02-2018 05:54pm
Customer Name	ABT ADMIN (10) INTERNAL	Customer Code	ZZABT10
Requested By	Tester User1	Contact Phone No. *	02 12345678

2. Once in edit screen, scroll down to the bottom section of the call, in the *Notification List* -> *User emails* field, enter email addresses of users, click *Add to Mailing List* and then click *Submit*

UAT Helpdesk | + New Call | Service Calls | Resources | Feedback | Contact Us | Tester User

**Attachments**

No Attachments

**Upload Attachments**

Filename	Size	Status	Progress
<input type="text"/> <input type="button" value="Browse.."/>			

**Notification List**

User emails

useradmin1@abtgroup.com.au  **Add to Mailing List**

Notification List for this Service Call

Username



- Once the change is saved, the message "Service call updated" will appear at the bottom of the screen and the added user address will show in the "Notification List for this Service Call" field:

The screenshot shows the UAT Helpdesk interface. At the top is a navigation bar with the following items: UAT Helpdesk, + New Call, Service Calls, Resources (with a dropdown arrow), Feedback, and Contact Us. Below the navigation bar, the text "FULL DESCRIPTION OF ISSUE: Test notification" is displayed. There are two sections: "Attachments" and "Notification List". The "Attachments" section shows "No Attachments". The "Notification List" section is titled "Notification List for this Service Call" and contains a table with one row. The table has a header "Username" and a value "useradmin1@abtgroup.com.au". A red circle highlights the email address. Below the table, a green message box contains the text "Service call updated."



### CONVERSATION

The conversation feature allows user to communicate with the assigned engineer of a call.

1. From **Service Calls Summary** screen, select the call record that requires to add conversation:

UAT Helpdesk + New Call Service Calls Resources Feedback Contact Us Test

### Service Calls | Summary

+ New Call Quick search Advanced Show

Open Closed All

Call No	Issue Summary	Your Reference	Status	Date Logged	Requested By
140928	Test notification		Entered	12-02-2018 05:54pm	Tester User1
140927	Test logging call	TEST CALL - 001	Customer requests ca...	12-02-2018 04:29pm	Tester User1

First Previous 1 Next

2. Click on the record. From the next Service Call Detail screen, click **View Conversation** within the call

### Service Call | Detail of 140928

Back To Summary + New Call Edit View Conversation Close Call

#### Call Information

Call No	140928	Your Reference
Issue Summary	Test notification	

3. Enter the message, attach extra files if required, and click **Submit**:

## Conversation | Service Call Conversation for 140928

← Call Details

Customer Name	ABT ADMIN (10) INTERNAL	Requested By	Tester User1
Your Reference		Contact Phone No.	02 12345678
Issue Summary	Test notification		

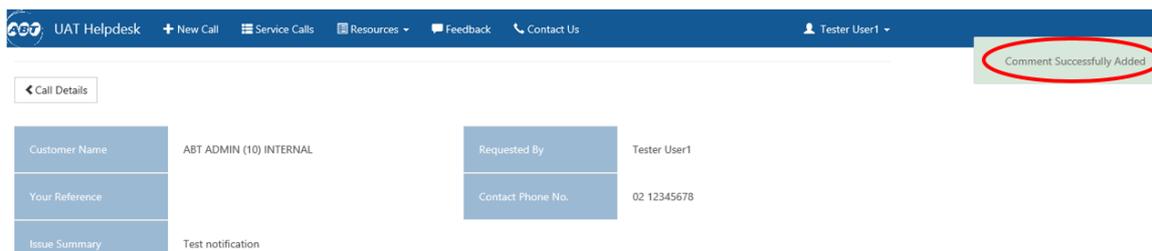
Test message

Attachments

Filename	Size	Status	Progress
<input type="text"/> Browse...			

Submit Preview Cancel

- A message appears on the top right corner to confirm the conversation is added successfully.



- An email confirmation will also be sent to the users on the *Notification List* with the details of the conversation.
- An email will be sent to you when assigned ABT consultant has responded to you via conversation feature



### CALL STATUS

Call status are displayed in the **Service Calls Summary** screen as follow:

#### Service Calls | Summary

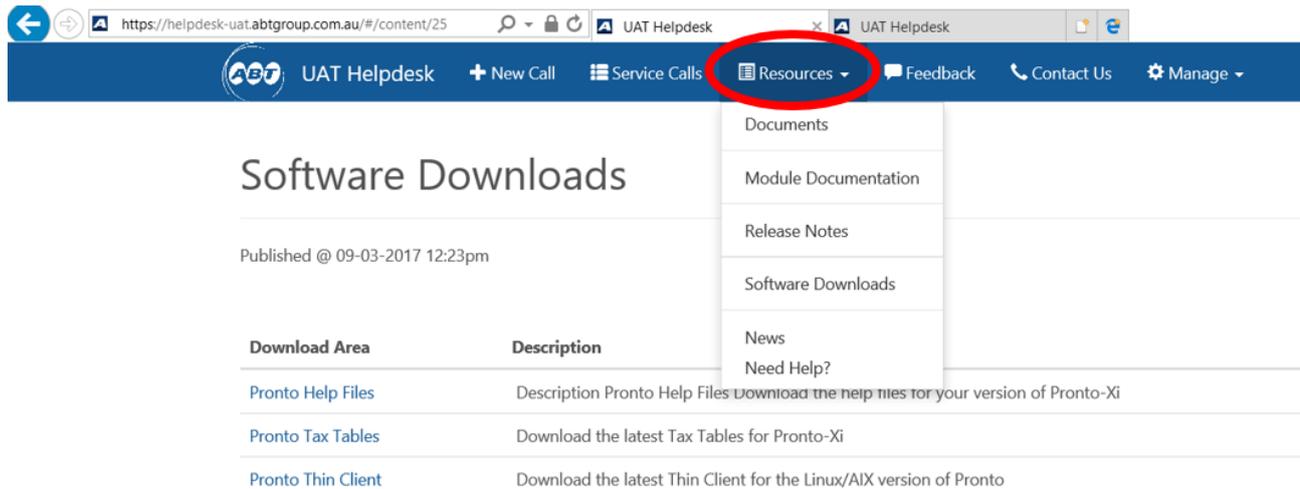
<a href="#">+ New Call</a>		<input type="text"/>	<input type="text" value="Q Advanced"/>	<input type="button" value="Show"/> <input type="text" value="10"/>		
<input type="button" value="Open"/>	<input type="button" value="Closed"/>	<input type="button" value="All"/>				
<input type="checkbox"/>	Call No	Issue Summary	Your Reference	Status	Date Logged	Requested By
<input type="checkbox"/>	140930	Test call status 2		Action with customer	13-02-2018 10:58am	Mary Claire
<input type="checkbox"/>	140929	Test Call status		Entered	13-02-2018 10:57am	John Holland
<input checked="" type="checkbox"/>	140928	Test notification		In Progress	12-02-2018 05:54pm	Tester User1
<input checked="" type="checkbox"/>	140927	Test logging call	TEST CALL - 001	Customer requests ca...	12-02-2018 04:29pm	Tester User1
<input type="button" value="First"/> <input type="button" value="Previous"/> <input checked="" type="button" value="1"/> <input type="button" value="Next"/> <input type="button" value="Last"/>						

#### Status definitions:

- *Entered* – Call is logged and waiting to be assigned to an ABT consultant
- *In Progress* – Call is being worked on and not closed
- *Customer requests call closure* – Call is pending to be closed by ABT administrator
- *Action with customer* – Call is on hold due to customer request
- *Pending Close* – Call is requested to be closed by either the user or ABT consultant
- *Finished* – Call is closed

### 3. RESOURCES

The resources tab has a variety of downloadable items available



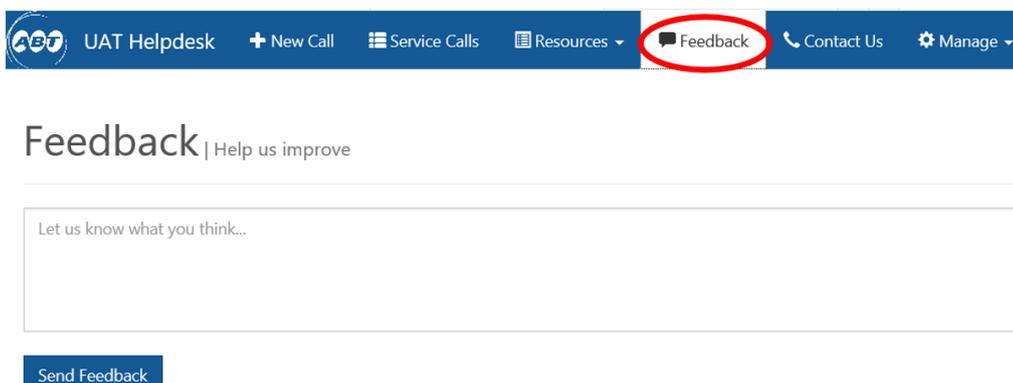
The screenshot shows the UAT Helpdesk interface. The 'Resources' menu item in the top navigation bar is circled in red. Below the navigation bar, the page title is 'Software Downloads'. A dropdown menu is open from the 'Resources' button, listing: Documents, Module Documentation, Release Notes, Software Downloads, News, and Need Help?. Below the dropdown, there is a table with the following content:

Download Area	Description
<a href="#">Pronto Help Files</a>	Description Pronto Help Files <del>download the help files</del> for your version of Pronto-Xi
<a href="#">Pronto Tax Tables</a>	Download the latest Tax Tables for Pronto-Xi
<a href="#">Pronto Thin Client</a>	Download the latest Thin Client for the Linux/AIX version of Pronto

- System Administration and Reference Manuals
- Specification Guides
- BI content catalogues
- ABT helpdesk user manual
- ABT brochures
- Pronto release notes
- Pronto help files
- Pronto tax tables
- Pronto thin clients

### 4. FEEDBACK

This feature allows you to send any feedback you may have regarding the ABT Helpdesk system



The screenshot shows the UAT Helpdesk interface with the 'Feedback' menu item in the top navigation bar circled in red. Below the navigation bar, the page title is 'Feedback | Help us improve'. There is a text input field with the placeholder text 'Let us know what you think...'. Below the input field is a blue button labeled 'Send Feedback'.