

Sample Support Database Procedures

Action	Procedure To Be Followed
Incoming call received.	Answer phone and create new record in support database.
Obtain caller's full name, FDID and location, phone number, and email address.	Record information in Caller Identification fields.
Obtain full description of caller's problem or request.	Describe problem or request as fully and completely as possible in the Problem Description field.
Determine problem category.	Select Problem Category from the pull-down list.
Determine how problem will be assigned.	<ul style="list-style-type: none"> • If you are able to resolve the problem yourself, select your name from the pull-down list for the Assigned To field. • If you assign the problem to another support staff member, select that individual's name from the pull-down list. Send an email message to the staff member to notify him/her of the assignment. • If you are unable to determine the appropriate assignment of the problem, select To Be Determined from the pull-down list and send an email to your supervisor asking that an appropriate assignment be made. • If you are unable to resolve the problem locally (e.g., State, county, or department), assign the problem to the State or national support desk.
Problem Resolution	When the problem is resolved, enter a complete description of how the problem was resolved. If several different resolutions are tried, annotate them incrementally along with the results obtained. If the resolution is that the problem was forwarded to a different level in the system, note that as the resolution and then add the resolution by that level when complete.
Last Action	Select the appropriate last action from the pull-down list. Select Assigned if the problem is being assigned to another staff member or to a different level in the system.
Last Action Date	Enter the date you took the last action noted in the Last Action field. You may enter the date in this field several times during the processing of the problem or request.
Expected Completion Date	The date 7 calendar days from the date of the incoming call is automatically entered in this field when the new record is created. NOTE: Our goal is to resolve all problems within one week of problem receipt.

