

Support System for Hotline

Reply to written exam in user interface design, Jan 2006

Author: Nikola Uzonovic

Translated by: Soren Lauesen

The assignment included these questions:

1. E/R data model
2. Tasks
3. Graphical version of the supporter's screens
4. Specification of all "buttons" on the screens
5. Two test tasks ready for usability testing

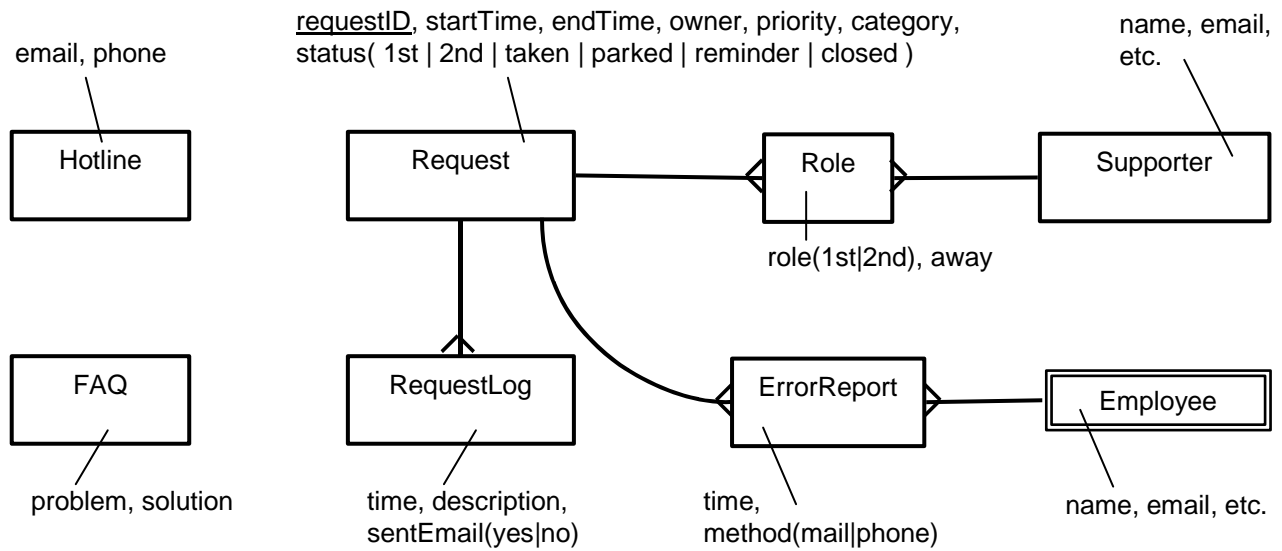
The exam text explicitly excluded tasks and screens for statistics and for maintenance of cause lists, employees, etc.

Total time available: 4 hours

Question 1 and 2 dealt with requirements specification. Question 3 and 4 asked for a detailed design of the solution. In this reply there are some innovative solution examples in the right-hand columns of the task.

Since this is a submission to the use case experiment, we only show the replies to question 1 and 2.

Nikola's solution where among the top 15%

Question 1: E/R model

Question 2: Task descriptions

Work area: Hotline support

T1.1 Work session for a supporter

All subtasks are optional, repeatable and may be done in almost any order.

Subtasks:	Solution:
1 Receive call by mail/phone.	Possible to do T1.1-2 at the same time
2 Record request. Problem: Record a phone request.	Automatic request creation with user identified by phone number
3 Change request status. Problem: The right problem/cause	Problem entered on the web (with automated expert support), rather than email.
4 Assign category Problem: Who is the expert and on level 1/2 today.	List of competencies or FAQ
5 Transfer the request Problem: Misunderstandings, vacation/illness	Email to the person getting the mail. Possibility for further transfer.
6 Solve the problem / handle the request, status/priority etc.	
7 Get overview of (open) requests	Overview of oldest requests and overdue requests. Use of request log
8 Open a request	
9 Take on a request	
10 Change supporter level	
11 Add a line in the request's log	

Work area: The IT user

T2.1 Record a problem

Subtasks and variants:	Solution:
1 By mail phone Problem: Lacks technical insight	Record through web site (expert system). Guide the user through relevant questions.

T2.2 Follow up

Subtasks and variants:	Solution:
1 The supporter or the IT-user has solved the problem. Problem: Must be recorded	Provide means for adding log lines or sending mail when the state changes