

Vocosa Helpdesk Quick Start Guide

What is Vocosa DeskPro?

Vocosa DeskPro is a helpdesk platform. You can find support and raise tickets for any request you have via the helpdesk. All information and communication regarding your request will be captured in the ticket until it is resolved. You will be notified via e-mail with updates and resolutions to your request.

Accessing the Helpdesk

Using your school identifier will help you select the correct sign-in option. You will automatically be signed-in without the need to enter any username or password. All requests will be logged against your account.

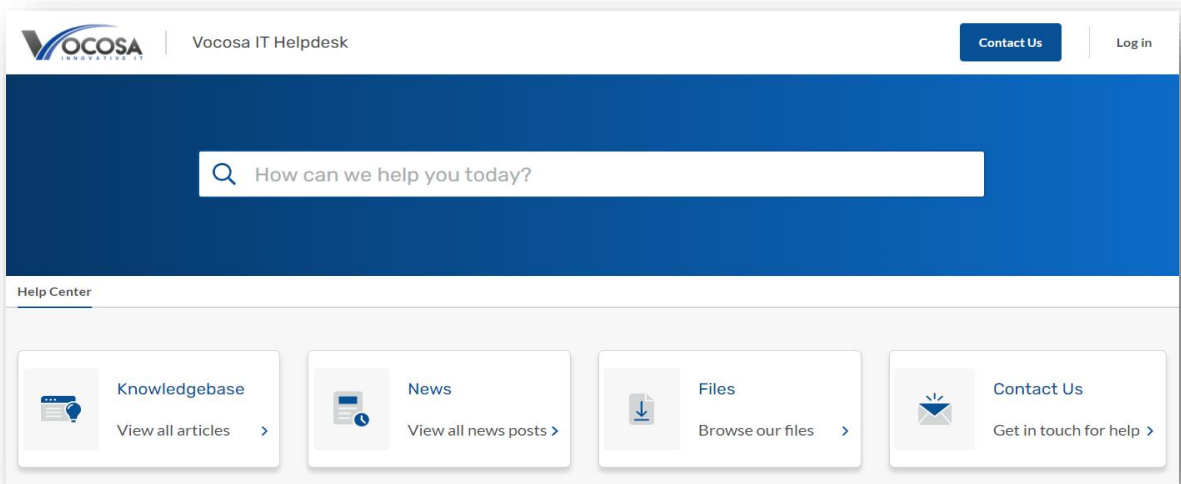


Azure Platform Schools



Google Schools

Navigating the User Interface



Knowledgebase	News	Files	Contact Us
Find support articles	Latest news & info	Download an IT support file	Log a support ticket

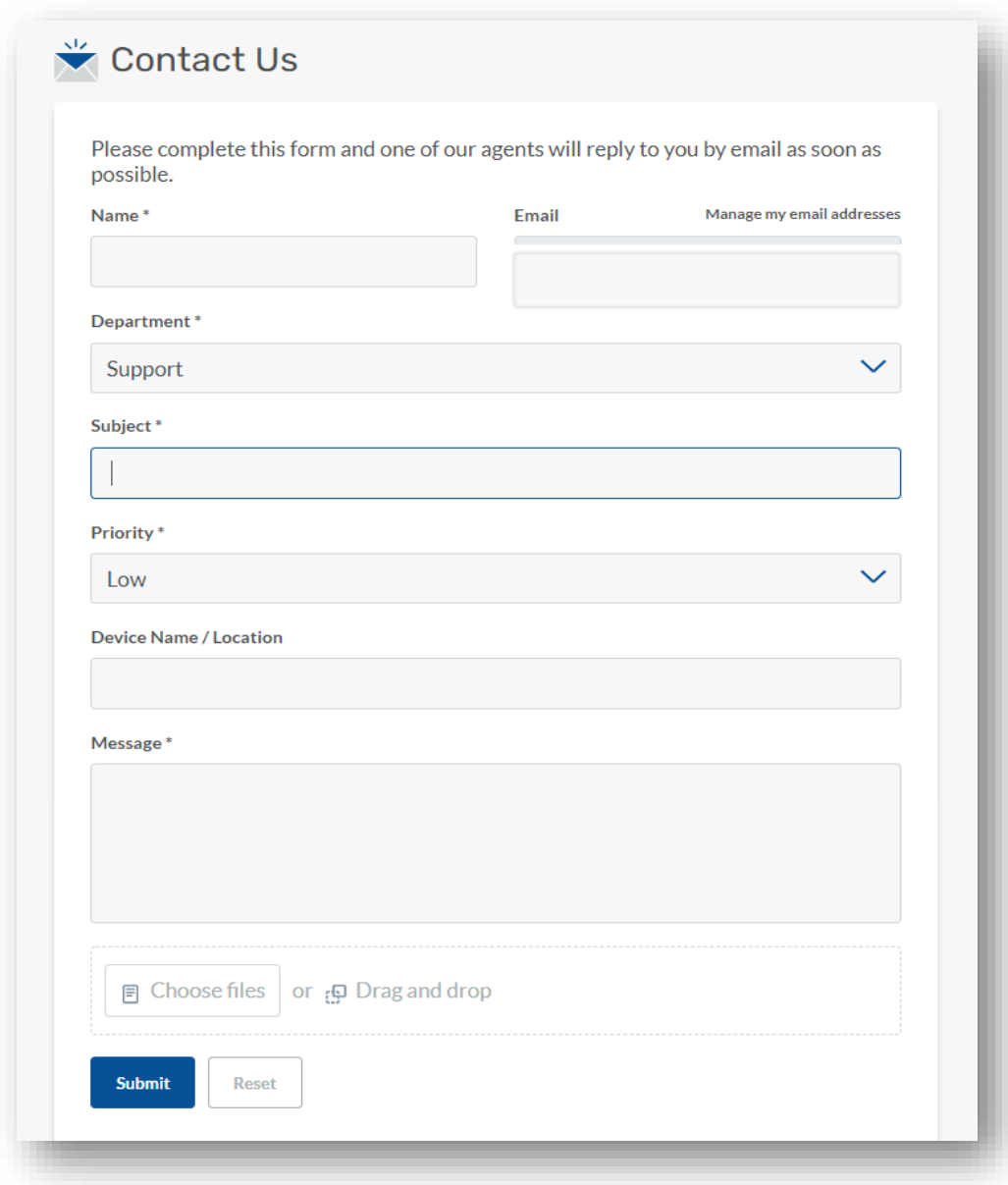
Raising a Ticket


Email

We offer support by e-mail and through our Tickets interface. To log a support ticket by email, use: contact@vocosa.deskpro.com

Tickets

When you click the 'Contact Us' button, you will be presented with the page below. Please fill out the form with as much detail as possible relating to your request. Your ticket will be assigned to an agent who will assist you with your request and make contact with you.



 **Contact Us**

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name * Email [Manage my email addresses](#)

Department *
Support

Subject *

Priority *
Low

Device Name / Location

Message *

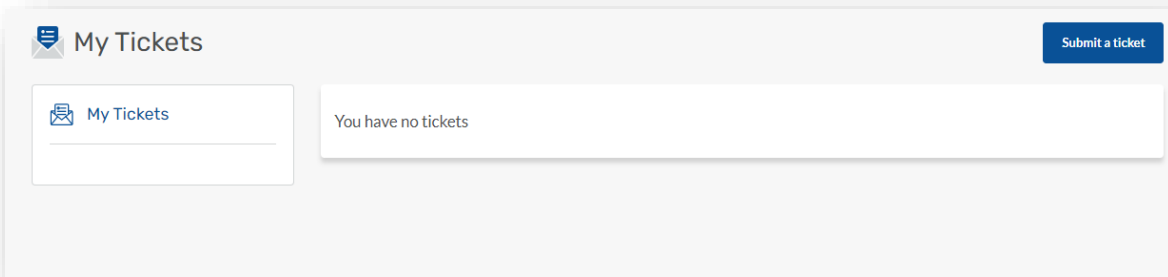
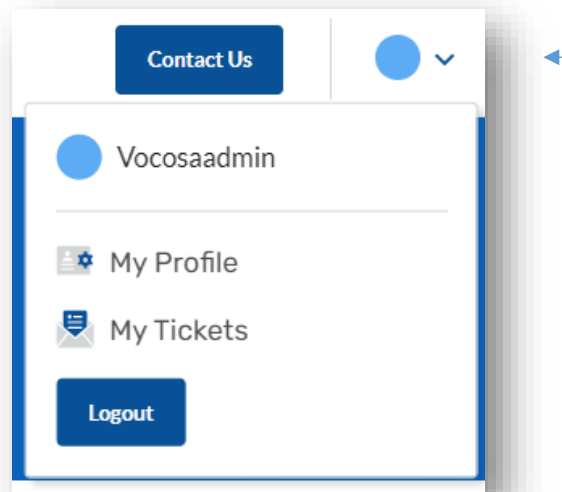
or

Ticket History



You can view all your previous support requests under your account.

Click your profile picture:



Service Level Reporting in Vocosa DeskPro

Vocosa DeskPro collects information for service level reporting purposes. When you go into the Deskpro client portal, you will be asked to select the Urgency and the Impact. This information is used to inform the Priority of the ticket, against which a service level is assigned for reporting purposes.

Please select an Urgency and an Impact when you raise a ticket. ***If an Agent raises a ticket on your behalf, they cannot assign Urgency and Impact and the ticket will not be counted in the SLA statistics.***

Impact	Urgency		
	High (critical Service affected)	Medium (non-critical service affected)	Low (non-time sensitive task affected)
High (affects whole organisation)	1	2	3
Medium (affects group of users)	2	3	4
Low (affects single user)	3	4	4

