

A photograph of a traditional Chinese temple at night, illuminated with warm lights. The temple has ornate roofs with dragons and intricate carvings. The scene is set in a courtyard with trees and a path.

# HelpDesk Express

## Vincent Oorsprong

# What is HDE ?

- › Web application developed by Data Access for handling your Data Access support requests
- › Contains all communication between you or anyone in your organization in tickets
- › Preferred way to communicate with you as anyone in our organization can fulfill the role of dispatcher
  - › Not all employees can know all the products completely

# Ticket attributes

- › To help you better each ticket has attributes to categorize
  - › For Data Access
    - › Products like DataFlex, DataFlex Reports, CKs, libraries etc
    - › Components like Studio, Integration.
    - › A revision
    - › An Operation system

# Ticket attributes

- › Each ticket has:
  - › A status; e.g. open, closed, waiting etc
  - › A priority; low, high, urgent etc
  - › One or more rows with replies; communication, notes
  - › One or more attachments
  - › An assignee; the person who is handling your support request

# Company based

- › All accounts are connected to a company
- › Accounts from another company cannot view / access your tickets
  - › Including attachments
- › Accounts from your colleagues can access the tickets

# Users / Agents

- › The users are categorized as agents and contacts
  - › Agents are employees of support company
    - › Data Access employees
    - › External agents
  - › Contacts are the persons that enter and read tickets

# Data Access ID

- › For <https://hde.dataaccess.eu> the login is connected to your Data Access ID. The same ID you use to download files, subscribe to events etc.

# How to get an account?

- › Go to <https://hde.dataaccess.eu> and create a HDE account based on your DAID
  - › If you don't have a DAID yet create one
  - › Specify the company you belong to
- › One of the Data Access support dispatchers receive your request and look up the company name in the system or create a new company
- › Assigning the account to an existing company requires the company admin to approve the registration



# Security

- › Each company has at least one administrator
- › Company admin should disable accounts from users who should no longer have access
- › An HDE account can only belong to one company
  - › If you work for more than one company you need to create more accounts



# Behind the scenes

# Product groups

- › Product groups

- › We support several groups of customers and the users should not see each other products and components

# Products

› Within a product group we have products

[Data Access](#) / Products

## Data Access

Manage custom fields

Add Product

Product

[not selected/unknown]	Delete	Update notifiers	Edit
HDE	Delete	Update notifiers	Edit
DataFlex	Delete	Update notifiers	Edit
DataFlex Reports	Delete	Update notifiers	Edit
DAW MSSQL CK	Delete	Update notifiers	Edit
DAW ODBC CK	Delete	Update notifiers	Edit
DAW P.SQL CK	Delete	Update notifiers	Edit
Graphics library	Delete	Update notifiers	Edit

# Product attributes

- › Default Assignee
- › Revisions
- › Active

NAME  
DataFlex

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PARENT  
Data Access

ASSIGNEE  
Vincent Oorsprong

ACTIVE

REVISIONS

15.0 x 14.1 x 14.0 x 12.1 x 12.0 x 11.1 x

15.1 x 16.0 x 16.1 x 5.0 x 17.0 x 17.1 x 6.0 x

19.0 x 18.1 x 18.2 x 11.0 x 18.0 x 19.1 x 8.0 x

8.1 x 8.2 x 8.3 x 9.0 x 9.1 x 10.0 x 10.1 x

NextGen x 19.9 (NextGen) x

20.0 (Technology Preview II) x [Unknown] x

20.0 (Alpha I) x 20.0 (Alpha II) x 20.0 (Beta 1) x

20.0 (RC1) x 20.0.10 x 20.0 x 8.0 (RC 2) x 20.1 x

REVISIONS (ordering)

17.0

16.1

16.0

15.1

15.0

14.1

14.0

12.1

12.0

# Components

- › Parts of the product
- › Can have different
  - › Revisions
  - › Default assignee
  - › Active

[Data Access](#) / [DataFlex](#) / Components

## DataFlex

Component

Studio/IDE

Webapp

General

Compiler

Demo Suggestion

Webservices

Virtual Machine (Runtime)

Database Explorer

# Tickets list

HelpDesk Express - Tickets

https://hde.dataaccess.eu/#Dashboard/Tickets

HelpDesk Express Tickets Reports Products Companies Settings Profile Log out: vincent.oorsprong@dataaccess.eu

### Tickets(7957)

SEARCH: Ticket nr Search / Tags DATE: From To [New ticket](#)

FILTER	#	Subject	Last updated   Owner	Status	Priority	Attachments
No filter	8427	Frequente vraag om Paswoord te resetten (Claim Portal (av...)	29-11-2021   10:11   Franky Cardoen	New		0   0
VISIBILITY All	8408	Brutto bedrag als approved amount. (Claim Portal (av...)	29-11-2021   10:06   Franky Cardoen	Awaiting Feedback		2   5
PRIORITY Search priority	7860	Machine toevoegen voor dealer. (Claim Portal (av...)	29-11-2021   10:03   Franky Cardoen	Implemented		26   30
ASSIGNEE Search assignee	8266	Vertalingen invoeren via Excel sheet (Halifax (SAC) Warranty)	29-11-2021   09:40   Sjoen Bomers	Awaiting Feedback		29   35
TYPE Search type	8420	DFERR_WEBAPP_ACTION_NOT_ALLOWED bei pbEnabled...	29-11-2021   09:22   Matthias Rathgeber	Open		2   5
STATUS Search status	8426	Email notificatie wanneer onderdelen zijn ontvangen (Halifa...	29-11-2021   08:39   Tom Klein Gunnewiek	Awaiting Feedback		1   1
COMPANY Search company	8419	eWebScanner - Multiple (DataFlex: Webapp)	29-11-2021   05:47   Thomas Murphy	Open		6   4
PRODUCT GROUP Search Product Group...	8422	Server not responsive (DataFlex: Webapp)	26-11-2021   15:05   Sam Cannone	Closed		5   5
	8378	Issues adding a manual relationship to an existing DD struct...	26-11-2021   13:44   Alberto Gutiérrez	Closed		18   17
	8413	AssignPreviewHWND is called too early (DataFlex Reports: ...)	26-11-2021   13:42   Gerrit Thelander	Closed		8   8
	8421	WCP Dealer Create new claim - Spirit 7200 geen modules b...	26-11-2021   11:55   Franky Cardoen	Closed		11   12
	8411	migratie VRReportaal van 18.2 naar 19.1 (VRReportaal: Alge...	26-11-2021   09:10   Koen Schoitus	Awaiting Feedback		3   2

# Ticket state

- › Each ticket starts as New and ticket status can be self configured

STATES		
Description	Active	Closing Stat
_Entry_	<input type="radio"/>	<input type="radio"/>
New	<input checked="" type="radio"/>	<input type="radio"/>
Open	<input checked="" type="radio"/>	<input type="radio"/>
Development	<input type="radio"/>	<input type="radio"/>

Navigation icons: Down arrow, Up arrow, Delete, Add, Edit





# Ticket flow

› The flow from New to Closed can be self configured

ACTIONS

Previous state	Action	Next state
Closed	Add reply by employee	Open
Closed	Add reply by client	Open
Open	Add reply by employee	Awaiting Feedback
Awaiting Feedback	Add reply by client	Open

# Reports

› For agents HDE contains reports to overview / manage the support requests that needs attention / follow up

The screenshot displays the HDE Reports interface. On the left is a sidebar menu titled "Ticket information" with the following items: "Time to Solve Tickets", "Company and User Statistics", "Tickets per Ticket Type", "Tickets per Product" (highlighted), "Tickets per Priority", "Ticket followed by Users", "Tickets followed by User", "Agents assigned to Tickets", and "Ticket Detail".

The main content area is titled "Filters" and "Tickets per Product". It contains several filter sections:

- Product Group:** Search Product Group... (with a search icon)
- Product:** Search Product... (with a search icon)
- Ticket Owner:** Search Ticket Owner (with a search icon)
- Ticket Status:** Search Ticket Status (with a search icon)
- From:** (with a dotted line for input)
- To:** (with a dotted line for input)
- Generation options:**
  - Full report
  - Details only
  - Sub/Grand totals only
- Show filters in report:**

# Dashboard

- › For users HDE contains a dashboard which contains widgets chosen by each user

The dashboard is titled "Dashboard" and includes a search bar. It is divided into four main sections, each with a list of tickets. The "Latest Modified Tickets" and "New Tickets" sections have expandable views. The "Followed Tickets" and "Assigned Tickets" sections also show ticket details.

Section	Ticket ID	Subject	Date
LATEST MODIFIED TICKETS	8427	Frequente vraagt om Paswoord te resetten	29-11-2021 10:11
	8408	Brutto bedrag als approved amount.	29-11-2021 10:06
	7860	Machine toevoegen voor dealer.	29-11-2021 10:03
	8266	Vertalingen invoeren via Excel sheet	29-11-2021 09:40
NEW TICKETS	8427	Frequente vraagt om Paswoord te resetten	
	8398	RecreateSession compiler error	
	8397	rand operation on max (big)int	
	8391	DwordToBytes issues	
FOLLOWED TICKETS	8200	Find's werken niet op text en citext velden via Post...	09-08-2021 17:42
	8233	Where do I find documentation	05-08-2021 11:01
ASSIGNED TICKETS	8411	migratie VRRreportaal van 18.2 naar 19.1	
	8425	DURV - Foutmeldingen na testen business migratie D	



**For your organization?**

# Yes!

- › In the first place to get support for your Data Access products
- › Second; you can use this to support your customers
- › Third; you can have it setup so that your customers can support their customers

# Plan

- › Available for your organization and/or your customers via a fair use subscription model
- › Several companies using our Halifax Warranty Portal make already use of this
- › You can also subscribe to a license model that includes the source code which makes customizations or borrowing of techniques for your own web applications possible



**Thank you!**  
**Are there any questions?**