

PHD Help Desk

<http://www.p-hd.com.ar>

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PHD Help Desk

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1 Introduction.

PHD Help Desk is the answer to the registry problem and management of incidents of the areas of Help Desk or Service Desk, their present functionalities have been deployment thanks to the contribution of hundreds of distributed users anywhere in the world.

It has been developed in **LAMP** environment (*Linux+Apache+MySQL+PHP*) that allows to install it in most of the servers of the present time, the client is executed in a Web navigator, reason why it is possible to use it in workstations with operating system as much Windows, Unix or Mac

Actualy is available in *English and Spanish*, but it is easy translated because the totality of texts of the software is in a file, **lang.inc**, reason why the conversion to another language does not imply to read and to modify all the sources.

The language file also allows to configure **PHD Help Desk** for applications that you specify of follow of events that are not of Help Desk, for example follow up of bugs of applications in a testings areas, follow tasks in projects, news of customers, students, etc.

This feature is the reason that today is installed in organizations with diverse activities, not in all the cases is used like software of help desk, also like software for follow of diverse issues, projects, students, customers, etc.

2 Installation and initial setup.

The programs of **PHD Help Desk** are in the file `phd_1_43.zip`, is possible to be downloaded from <http://www.p-hd.com.ar/eng/download.php>

Once decompressed in the Web server the different files from **PHD Help Desk**, are due to accede to the program that guides step by step in the installation, this program was writing in *Spanish and English* and is in `/phd_1_43/setup/esp/` or `/phd_1_43/setup/eng/` according to the respective language.



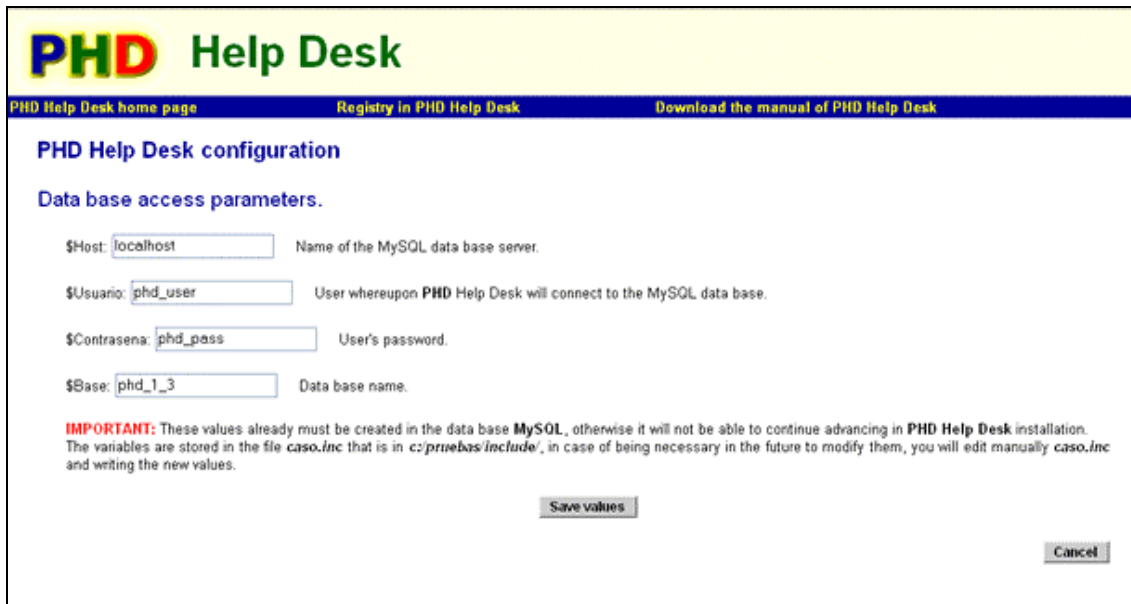
ALERT: When you descompress **PHD Help Desk** a `/include/` directory is created, in this directory there are the `*.inc` files, and these files do not access directly by the software, you need specify the path of the includes files in the `include_path` variable of the `php.ini` file, or other way to specify this path. Ask about it to your server administrator.

2.1 Screens language.

The language in which are the labels of the different screens are in the variables of the file `lang.inc`. **PHD Help Desk** has two groups with their variables initialized in English and Spanish, `lang_eng.inc` and `lang_esp.inc` respectively. Also it is possible to initialize these variables for another language, or to give values them of way so that software can be used to make the follow up of another type of events. The setup program will copy the files `lang_esp.inc` or `lang_eng.inc` over the file `lang.inc`, which is the one that **PHD Help Desk** will use to initialize the labels of the screens. Maybe can happen that by problems in the permissions of the files this action cannot be made from the installer, for this reason you will have to be made the copy manually, for example, if your wished language is English you will copy the file `lang_eng.inc` over the file `lang.inc`.

2.2 Data base connection parameters.

PHD Help Desk store the data base connection parameters in the file *caso.inc* variables, in this step ask you about these values to store there in this file. The values corresponds for the connection with the data base, these are name of host, name of the data base, user and password.



The screenshot shows the 'PHD Help Desk configuration' window. At the top, there is a yellow header with the 'PHD Help Desk' logo. Below the header is a blue navigation bar with three links: 'PHD Help Desk home page', 'Registry in PHD Help Desk', and 'Download the manual of PHD Help Desk'. The main content area is titled 'PHD Help Desk configuration' and 'Data base access parameters.' It contains four input fields with labels: '\$Host: localhost' (Name of the MySQL data base server), '\$Usuario: phd_user' (User whereupon PHD Help Desk will connect to the MySQL data base), '\$Contraseña: phd_pass' (User's password), and '\$Base: phd_1_3' (Data base name). Below these fields is an 'IMPORTANT!' note stating that these values must already exist in the MySQL database. At the bottom, there are 'Save values' and 'Cancel' buttons.

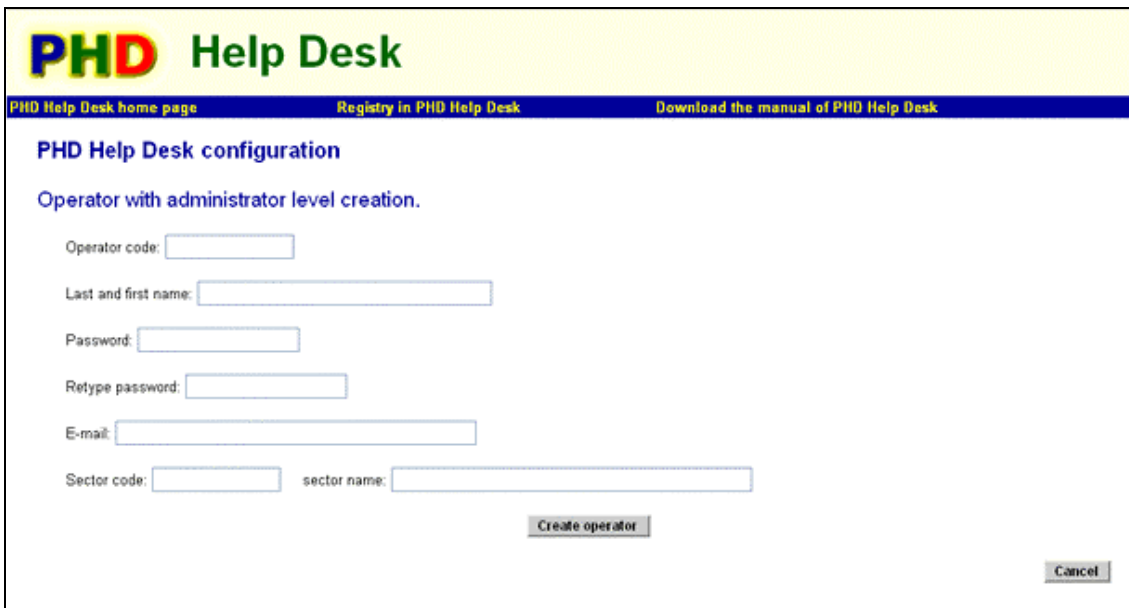
These variables are stored in the file *caso.inc* and must already exist in the data base MySQL because after entering them the program it will verify that it can be connected with those parameters. For the correct installation of **PHD Help Desk** the user of the data base must have permissions of: **CREATE TABLE, SELECT, UPDATE** and **INSERT**.

2.3 Create tables in the data base.

In this step are created the necessary tables to **PHD Help Desk** works in the data base, make sure that tables with these names do not exist: *area, atributo, caso, hist_pass, operador, parametros, sector, sigo_caso, solicitud, usuario*, because the process will not continue in that case. If is happened that ALL tables exists in the data base, the installer will assume that they are the corresponding ones to **PHD** and will skip east step.

2.4 Input of operator with administrator level.

In order to enter for the first time to **PHD Help Desk** is necessary that an operator with permissions of Administrator exists. The code of the operator, the last name and names, password and e-mail will be enter. The e-mail of the operators is obligatory because in case of the PHP server can send mail, **PHD Help Desk** will send the passwords by this way.



The screenshot shows the 'PHD Help Desk configuration' page. At the top, there is a yellow header with the 'PHD Help Desk' logo. Below the header is a blue navigation bar with three links: 'PHD Help Desk home page', 'Registry in PHD Help Desk', and 'Download the manual of PHD Help Desk'. The main content area is titled 'PHD Help Desk configuration' and contains the following fields and buttons:

- Operator code:
- Last and first name:
- Password:
- Retype password:
- E-mail:
- Sector code: sector name:
-
-

Also it will ask for the code and the name from the sector to which the operator belongs, because it be able to assign the incidents between the operators and to derive them to different sectors it is necessary that the operator belongs to some one.

2.5 Ticket's attributes.

The tickets have some attributes, these are: Contact, State, Process, Type and the Sub type corresponding to each Type. The configuration program suggests some attributes to facilitate its input, considers that once they are in **PHD Help Desk** these cannot be eliminated, reason why in case of doubt is preferable do not to mark them.

Once you have instaled, you can add or disable this attributs.

2.6 General parameters.

These paremeters determines some software behavior.

The variables are:

- validez_psw: amount of days of validity of the operator password.
- dias_psw: amount of days that must pass until the operator can repeat a password.
- max_lines_screen: amount of lines that are by screen in the consultations.
- max_lines_export: amount of records that can be exported.
- max_attach: maximun size of an attached file in a ticket.
- max_dif_min: determines the amount of minutes of difference that can have between the clock of the server and the clock of the client. **PHD Help Desk** use like hour of input and last state of the incident the corresponding to the clock of the CPU of the client,

although in case of altering them they will be stored both times in the registries in the data base, to prevent errors or possible alterations this method of control is used, that can be deactivated by set this variable with a number very high.

WARNING: In case of the difference between both clocks is upper than `max_diff_min`, the software alert to the operator this situation, if the operator has an administrator permissions he can change this value in the *Parameters* menu option, but if he hasn't this privilege, the operator can't enter to **PHD Help Desk** until this problem is solved.

The screenshot shows the 'PHD Help Desk configuration' page. At the top, there is a navigation bar with three links: 'PHD Help Desk home page', 'Registry in PHD Help Desk', and 'Download the user guide of PHD Help Desk'. Below this, the page title is 'PHD Help Desk configuration'. Underneath, there is a section for 'General parameters.' which contains a table of configuration options:

validez_psw:	<input type="text" value="60"/>	Amount of days of validity of password for an operator.
dias_psw:	<input type="text" value="90"/>	Amount of days in which a previous password like new password cannot be used.
max_lines_screen:	<input type="text" value="40"/>	Maximum lines that are in a query by screen.
max_lines_export:	<input type="text" value="60000"/>	Maximum lines that can be exported of the data base.
max_diff_min:	<input type="text" value="10"/>	Max difference in minutes that can have between the client who executes PHD Help Desk and the database server. If it does not wish that PHD Help Desk controls this difference place this value in 1440 or high.
max_attach:	<input type="text" value="120000"/>	Maximum size in bytes of an attached file to the ticket, this value do not pass 16000000.
from_user_request:	<input type="text" value="admin@p-hd.com.ar"/>	Sender of the e-mail that send to an operator when a support request is loaded.
state_alert:	<input type="text" value="[None]"/>	State value that alerts to an operator when other ticket for the same user is loaded.

Below the general parameters, there is a section for 'Default ticket values' which contains three dropdown menus: 'Contact: [None]', 'Process: [None]', and 'State: [None]'.

- `from_user_request`: Is possible to configure an operator to receive an e-mail when a user input an user request in the web form, this variables indicates the from field of it.
- `state_alert`: You can set this variable when you need warning to ahe operator when a second ticket with the same state and user is loaded in **PHD Help Desk**, by example, you need to know when a *Pending* ticket is loaded for the same user.

From here you can set the default values to the *Contact*, *Process* and *State* fields in a new ticket.

Later you can modify this values if you have administrator privileges, in the *Parameters* option.

IMPORTANT: Once you have made the changes, these has effect in the next session of **PHD Help Desk**.

All these values are stored in the *parametros* table.

3 Functionalities.

3.1 Incidents registry.



The screenshot displays the PHD Help Desk interface for incident registration. At the top, it shows the date (21/03/2008 09:50:17), the operator (admin - Administrator), and a contact dropdown menu. Below this is the 'User information' section with fields for User (with a search button), Last name and name, Area, Floor, Phone, and E-mail. The 'Ticket information' section includes a large text area for the Incident description and another for the Comment. Below these are fields for Attach file (with an 'Examine' button and a 'Max. 120 Kb' limit), Priority (set to 3 - Medium), Assigned to (dropdown), Private (checkbox), Process (dropdown), Type (dropdown), Subtype (dropdown), State (set to Pending), and Last state date (21/03/2008 09:50:17). At the bottom, there are 'SAVE' and 'CLOSE' buttons.

It's the core of the software, here is where the events are born of which we will make its follow up and control with **PHD Help Desk**.

It has the follow attributes:

Contact: is the way to contact with the help desk or contact center, by example, phone, personal, e-mail, etc.

User information:

The data of the user are indicative, being obligatory the User, Last name and name and the area code, has an alphabetical option search of them. The table of users is a help for the operator of the system, but it is possible to enter users and areas that do not exist in the data base, to the effects of not losing registries of incidents when you do not to have with information updated.

Ticket information:

It has two text fields, incident and comment. The incident field is used for the description of itself, according to the vision of the user, whereas the field comment is used by the operator to write down the observations that consider advisable, that is not information that the user has provided directly but is important in case of having to derive the incident. For example, the user calls and single he says us that "the printer does not work", the analyst of help desk interrogates to obtain details and possibly to solve it by telephone, all the questions can be written down in

this place so that when the on site help arriving at the place the interrogation to the user is not reiterated.

Attach file: It is possible attach a file to the ticket, the maximum size of this file is defined in the variable *\$Max_attach*, it is in the parameters file *caso.inc*

Priority: It has five numbered levels from one (the lower) to five (the highest).

Assigned to: It is possible to assign the ticket to any operator of our sector or to operators of other sectors that have not been declared "private", that is to say, operators who only are available so that tickets in their area are assigned to him. This is one of the attributes that the assign the ticket between sectors allows, that is to say, that an incident that registers in our help desk or service desk it can be derived and to become the follow of it through the sectors from support of superior level.

Private: this attribute indicates that the ticket is private and only can be visualized by the operators who belong to the area that origin it. As we mentioned before, **PHD Help Desk** allows to handle and to follow the incidents between the different areas, but exists incidents that only must move within the area where they were generated, this attribute indicates this indeed, the marked incident as "Private" only will be visible for the operators of the area where it was created and it will not be able to be assigned to operators who do not belong to the same one. This attribute can at any time be changed by an operator of the area that originated it.

Process: Indicates the process of resolution of the incident for his later classification with the other attributes. For example my processes could be: Service Desk, On Site, Support networks, technical Support, etc. By this way I have an attribute that defines it of specific mode.

Type and sub type: they are used combined to classify the incidents by some criteria to determine, for example the origin of the incident: Qualification, Software, Hardware, Data network, etc. The subtype is used to be specific in some types that are very ample, for example Hardware we can as well classify it in Monitor, Keyboard, Mouse, etc.

State and Last state date: allows us to know the situation of each incident and the date of it, very useful when in our sector we counted on a SLA (Service Level Agreement) where the time is an important variable, because each ticket has the date and hour of entrance and the date and hour of its last state, for example closed, we can altogether determine with the other attributes the ranks of delays for each type of incident.

The date of last state of the incident is placed automatically when changing and is possible to modify it to the effects to obtain exactitude with the measurements that we obtain from these

data, as we will see more ahead **PHD Help Desk** has a complete scheme of audit that allows to detect alterations in the data.

3.2 *Web support request.*

To offer to the user a contact with the help desk in addition of a traditional telephone and e-mail, **PHD Help Desk** has a simplified form to registry of incidents denominated “*Support Request*”. The access to it is possible without being validated like user in the software, are suppressed most of the attributes of the ticket with exception of related to the user, the field where the reason for the request is described and the attach file. This form facilitates the later entrance of the incident by means of the option *Management of requests* that shows those that is pending to enter them, or not, to the data base of incidents.

The screenshot displays a web form titled "Support request" on a light blue background. At the top left, it says "PHD Help Desk" and "Date: 21/03/2008 09:52:41". The main heading is "Support request". Below this is a section "Input your data" containing several input fields: "User:" with a "Search" button, "Last name and name:", "Area:", "Floor:", "Phone:", and "E-mail:". Underneath is "Reason for the request" with a "Detail:" label and a large yellow text area. At the bottom left is "Attach file:" with an "Examine" button and "(Max. 120 Kb.)". At the bottom center is a "SAVE" button and at the bottom right is a "CLEAN" button.

3.3 *Knowledge data base access.*

When entering incident and documenting its resolution in **PHD Help Desk** we generated our own knowledge data base to which we can accede in a **Advanced query** option, of way to be construct to a complete catalogue of common problems and its resolution. This information can be to reduce to the time of qualification of the new analysts of help desk, as also to create our page of frequent problems to implement the self help of the users and this way to reduce the consultations by frequent problems or whose resolution is available in our Intranet for example. It is possible to accede by almost the totality of the attributes of the ticket, and also can be exported the information generated to a file that can be processed in a data sheet or a data base, this query is fundamental for the control and the management of the Help Desk or anyone of the areas that take part or register their incidents with the software, for example we can consult: Pending tickets assigned to an area or a operator, tickets finished in a certain period, tickets by type, priority etc. etc.

PHD Help Desk Advanced query

Ticket #:

Input date from: (dd/mm/yyyy) to: (dd/mm/yyyy)

Operator: Sector:

Contact:

User: Search Area:

Assigned to: Sector:

Priority:

Incident:

Comment:

Process:

Type: Subtype:

State: Last state date from: (dd/mm/yyyy) to: (dd/mm/yyyy)

When you export the information to a data sheet or data base is possible to group and to compare these data with our SLA (Service Level Agreement) in case of having it, if we have not made a SLA also we can measure the level of our service with this information.

Close

Pag. 1

Ticket	Priority	Date	User	Last name and name	Area	Incident	State	Last state date
1	1	21/07/2006 10:21:10	JALBERIO	Alberio, Juana	DCONTAB	The monitor smells of burned 21:07/2006 10:40 - OPER1 - She is call again, now the monitor is working with a noise 21:07/2006 10:51 - OPER3 - Perhaps the plate has been burned, that sees a technician	Pending	21/07/2006 10:21:10
2	4	21/07/2006 10:22:57	KMOZZ	Karina Mozz	DVENTAS	The printer has a red light whenever it wants to print 21:07/2006 10:52 - OPER3 - It was a paper in it	Close	21/07/2006 10:47:57
3	5	21/07/2006 10:30:30	JRODRI	Rodriguez, Alberto	GADMIN	Asking about for the creation of a new user in the management system of stock 21:07/2006 10:37 - OPER1 - It must send a note to the administration of the deposit.	Close	21/07/2006 10:33:03
4	1	21/07/2006 10:39:09	GPerez	P?rez, Gabriel	DCONTAB	There is the message "Error exception" when he open the Mozilla	Pending	21/07/2006 10:39:09
5	3	21/07/2006 10:56:58	DALCON	Daniel Alc?n	GSIST	He sends an e-mail to webmaster and it's bounced, he erases the bounce. 21:07/2006 11:04 - OPER1 - Without the bounce we cannot know that it happened, the next time he must save it.	Close	21/07/2006 10:59:24
6	1	21/07/2006 11:02:54	VGUIDO	Valeria Guido	GSIST	How she can save a file in a project file directory 21:07/2006 11:09 - OPER1 - In the others/project directory	Close	21/07/2006 11:05:15
7	2	21/07/2006 11:05:36	UNKQW	Smith, Martin	DCONTAB	He need help, but not specify what is the problem 21:07/2006 11:31 - OPER3 - I was there but nobody knows about it	Canceled	21/07/2006 11:31:03
8	1	21/07/2006 12:10:30	MDIAZ	Mariano Diaz	DVENTAS	It spilled the coffee on the keyboard	Pending	21/07/2006 12:10:30
9	3	29/09/2006 10:51:09	JALBERIO	Alberio, Juana	DCONTAB	My printer its work wrong, when I send the print command its sound like a ring 29:09/2006 10:52 - OPER1 - I called but she don't tell me what is the exact problem	Pending	29/09/2006 10:51:09

Total tickets: 9

From the result of the search you can acced to the complete information of each incident, is possible to be ordered the resulting set by number of ticket, priority, date of registry, user, Last name and name of the user, area, state and date of last state. The priority assigned has a color code that allows to identify quickly the tickets for criticity.

3.4 History and audit.

PHD Help Desk provides all the information necessary to determine that operators were working with each incident and which were the modifications that on the initial datas where made.

Ticket: # 1
 Date: 21/07/2006 10:21:10 Operator: OPER1 - Operator, First / GSIST Contact: Phone

User information
 Usuario: JALBERIO Last name and name: Alberio, Juana Area: DCONTAB
 Floor: 6 Phone: 8888 E-mail: Dirección de Contabilidad

Datos del caso
 Incident: The monitor smells of burned
 Comentario:

Priority: 1 - Low Assigned to: OPER1 - Operator, First / GSIST Private
 Process: Technical support Type: Hardware Subtype: Monitor
 State: Pending Last state date: 21/07/2006 10:21:10 Pending by: OPER1

TICKET FOLLOW UP					
Date	Operator	Modified field	Previous value	New value	Comment
21/07/2006 10:40:49	OPER1				She is call again, now the monitor is working with a noise
21/07/2006 10:51:37	OPER3	Process	On Site	Technical support	Perhaps the plate has been burned, that sees a technician
29/09/2006 10:53:02	OPER1	Assigned to		OPER1	

The screen of the ticket is divides in two sections, in the superior part can be seen the present data and attributes of the incident and can be modified or to add the commentaries that are considered oportune. In the inferior part it is the follow up of the incident, is where shows all the events that were happening throughout the life of the incident. Any attribute that is modified will be registered in this section of the screen.

Additionally each registry of the tables that compose **PHD Help Desk** has the information of operator and date that inserted it and that made the last update.

3.5 Work group – Work flow.

PHD Help Desk allows that their operators belong to different sectors, the tickets can be initiated in anyone of these sectors and to assign to an operator of an own sector or another different one, constituting a true tool for work in group. This characteristic does not prevent that certain tasks can be handled within an only sector or that any task is assigned to any person, for this **PHD Help Desk** counts with the attributes “Private” for the tickets and operators.

How the attribute “Private” works in a ticket?

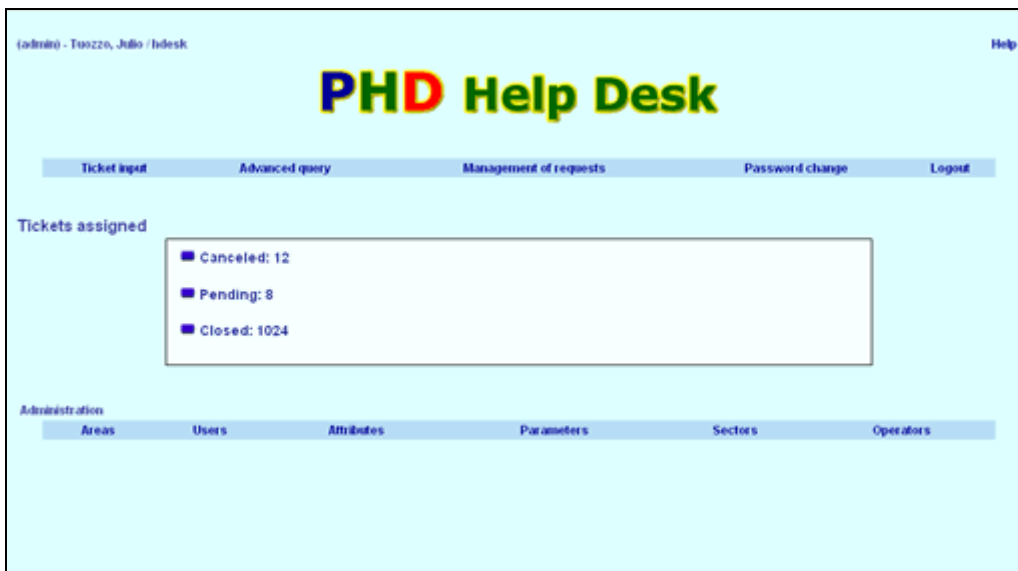
Let us suppose that the operators of the sector Support of Networks enter incidents that do not wish that they are visible and/or derivatives to operators of other sectors, when a ticket is private only can be seen and be modified by the operators belonging to the sector, this attribute can be

deactivated/activated at any time by the operators belonging to the area that entered the incident.

¿How the attribute “Private” works in a operator?

Now we suppose that the operators of the Service Desk derive tickets to the sector of Technical Support, that has three operators, to which of they derive it? with this attribute the tickets will be able to be assigned only to the operators who are not private. In the previous case the director of Technical Support can be a public operator, that is to say, who is not private, and only they will be able to derive tickets to him, who will derive as well the tickets to the technicians of his sector.

PHD Help Desk shows in its main menu the operator’s assigned tickets classified by state.



The screenshot displays the PHD Help Desk interface. At the top left, it shows the user 'admin@ - Tuzze, Julio / hdesk' and a 'Help' link at the top right. The main title 'PHD Help Desk' is prominently displayed in the center. Below the title, there is a navigation bar with the following options: 'Ticket input', 'Advanced query', 'Management of requests', 'Password change', and 'Logout'. The 'Tickets assigned' section is highlighted, showing a summary of ticket states: 'Canceled: 12', 'Pending: 8', and 'Closed: 1024'. At the bottom, there is an 'Administration' section with a navigation bar containing 'Areas', 'Users', 'Attributes', 'Parameters', 'Sectors', and 'Operators'.

4 Options of operator with administrator level.

Exists six tables to which it is acceded to its administration by a special menu, the menu of Administration, available for those operators who has on this level of access.

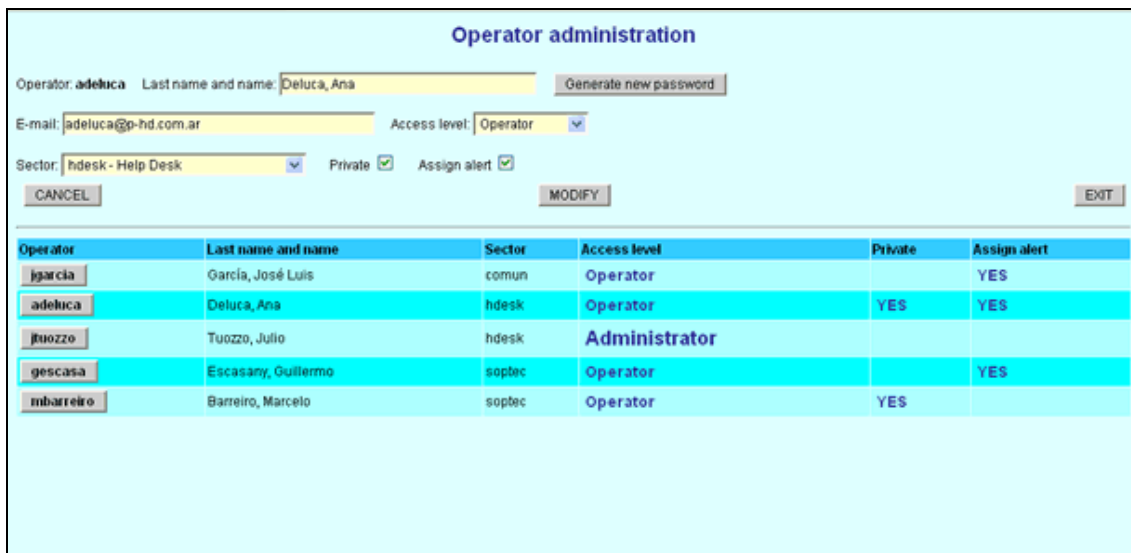
4.1 Operators administration.

The operators are those people who accede to **PHD Help Desk** with a code of operator and password. They have three levels of access to the software:

Operator: can enter, modify and consult incidents, with exception of those incidents that have been declared like "Private" in areas to which the operator does not belong.

Administrator: hasto the permissions of Operator and are added to him the options of administration of Areas, Operators, Users and Attributes of the ticket.

No access: cannot accede to **PHD Help Desk**.



Operator	Last name and name	Sector	Access level	Private	Assign alert
lgarcia	García, José Luis	comun	Operator		YES
adeluca	Deluca, Ana	hdesk	Operator	YES	YES
jtuozzo	Tuozzo, Julio	hdesk	Administrator		
gescasa	Escasany, Guillermo	soptec	Operator		YES
mbarreiro	Barreiro, Marcelo	soptec	Operator	YES	

The password is sent to the operator's e-mail, in case of not being able to send it the password will be informed to the operator that generating the new password, this only can use to enter for the first time to **PHD Help Desk**, then the operator will have to change it.

The *Private* attribute indicates if can assign a ticket from his own sector or external sectors, see about it in **3.5 Work group – Work flow.** at page12.

The *Assign Alert* attribute will send an e-mail to the operator when a ticket is assigned to him, if this function is available in your installation.

4.2 Sectors administration.

The operators belongs to a sector, from this option you can administrate it.

4.3 Attributes administration.

The attributes of the incident are administered here, these are: Contact, State, Process, Type and the Sub type corresponding to each Type. Once register in **PHD Help Desk** the attributes cannot be eliminated, in case of being obsolete can be set like non Active, by this way they will not be options selectable when entering a ticket. Exists an exception to this behavior, is the Pending State, **PHD Help Desk** shows at the time of entering the ticket the pending incidentes of a the user is not possible to set like non Active this attribute, in fact at the time of the installation this attribute is created obligatorily.

4.4 Users administration.

User is who origin an incident. Normally this information is created and administered from some external software to **PHD Help Desk**, typically the system of Human resources, reason why is insert into the application by means of some external method as INSERT command or LOAD DATA INFILE of MySQL. Despite this **PHD Help Desk** has an option of administration of users for whom want to do it from here.

The screenshot shows the 'Users administrator' interface. At the top, there is a form for editing a user. The 'User' field is 'MDIAZ' and 'Last name and name' is 'Mariano Diaz'. Other fields include 'E-mail', 'Floor', and 'Phone'. The 'Area' is set to 'DVENTAS - Direcci?n de ventas' and the 'Active' checkbox is unchecked. There are 'CANCEL', 'MODIFY', and 'EXIT' buttons.

Below the form is a search section with 'User', 'Last name and name', 'Area', and 'Active' dropdown menus, and a 'Filter' button. Below that, it says 'Pag. 1'.

User ▲	Last name and name	Area	Active
DALCON	Daniel Alc?n	GSIST	YES
GPEREZ	P?rez, Gabriel	DCONTAB	YES
JALBERIO	Alberio, Juana	DCONTAB	YES
JRODRI	Rodriguez, Alberto	GADMIN	YES
KMOZZ	Karina Mozz	DVENTAS	YES
MDIAZ	Mariano Diaz	DVENTAS	NO
MLOPEZ	Mar??a L?pez	DVENTAS	YES
VGUIDO	Valeria Guido	GSIST	YES

At the bottom of the table, it says 'Pag. 1'.

It is not possible from **PHD Help Desk** to erase a user, in case of being necessary is possible to be set like *non active*.

4.5 Areas administration.

The users and the operators must belong to an area. As in the case of the users it is probable that the areas are administered from an external software, reason why are worth the observations made on the matter in the users case.

4.6 Parameters administration.

You can modify the parameters from this option.

See the details of these variables at **2.6 General parameters.** on page 6.

The screenshot shows the 'Parameters administration' window in the PHD Help Desk application. The window has a light blue header with the 'PHD Help Desk' logo on the left and the title 'Parameters administration' in the center. Below the header is a list of parameters, each with a text input field, a numeric input field, and a descriptive text. The parameters are: 'validez_psw' (60), 'dias_psw' (90), 'max_lines_screen' (40), 'max_lines_export' (60000), 'max_dif_min' (10), 'max_attach' (120000), 'from_user_request' (admin@p-hd.com.ar), and 'state_alert' (Pending with a checked checkbox). Below the parameters is a section titled 'Default ticket values' with three dropdown menus: 'Contact' (Phone), 'Process' (Service Desk), and 'State' (Pending). At the bottom of the window are two buttons: 'SAVE' and 'CANCEL'.

Parameter	Value	Description
validez_psw	60	Amount of days of validity of password for an operator.
dias_psw	90	Amount of days in which a previous password like new password cannot be used.
max_lines_screen	40	Maximum lines that are in a query by screen.
max_lines_export	60000	Maximum lines that can be exported of the data base.
max_dif_min	10	Max difference in minutes that can have between the client who executes PHD Help Desk and the database server. If it does not wish that PHD Help Desk controls this difference place this value in 1440 or high.
max_attach	120000	Maximum size in bytes of an attached file to the ticket, this value do not pass 16000000.
from_user_request	admin@p-hd.com.ar	Sender of the e-mail that send to an operator when a support request is loaded.
state_alert	Pending <input checked="" type="checkbox"/>	State value that alerts to an operator when other ticket for the same user is loaded.

Default ticket values

Contact: Phone Process: Service Desk State: Pending

SAVE CANCEL

5 The PHD Help Desk project.

PHD Help Desk is distributed under GNU General Public License, read the terms of it at <http://www.gnu.org/licenses/gpl.html>

You can download **PHD Help Desk** from:

- <http://www.p-hd.com.ar/eng/>
- <http://sourceforge.net/projects/phd/>

The download is free, if you wish to collaborate economically with the project can do it at <http://www.p-hd.com.ar/eng/>

If software has been good for you, we will be thankful to take few minutes for registered at <http://www.p-hd.com.ar/eng/registro.php>

Go to our forum at <http://www.p-hd.com.ar/eng/foro.php>, here you can:

- Do consultations about installation or configuration.
- Ask for support, do consultations about use and functionalities.
- Suggest improvements or new features.
- Contact with others PHD Help Desk users.
- Report bugs.
- Etc., etc., etc.