Help**LINE** Frequently Asked Questions
SYSTEM ADMINISTRATOR

Questions your system administrator might ask about maintaining the HelpLINE system

Q. Can I use HelpLINE to notify our support personnel by text message (SMS) or pager/bleeper when incidents are assigned to them?

A. Yes, you can do this via HelpLINE's customizable notification. You can either integrate your favourite paging software into HelpLINE's notification facilities, or use one of a growing number of service providers around the world that provide text messaging via email.

Q. How can I draw attention to the high-priority incidents assigned to our support team when they logon to HelpLINE?

A. You can use HelpLINE's Action List notification – this is a personal to-do list for each agent. You simply configure the appropriate details for the notification, and an item will be added to the relevant agent's Action List when a high priority incident is assigned to them. The next time the agentlogs on to HelpLINE, they will immediately see the message on their home page and can simply click on the link to open up the incident. This can be in addition to the normal email notification.

Q. Do I need physical access to the server to manage my HelpLINE system?

A. No, virtually all of the system management and administration tasks can be performed remotely (via web interface or installed Management Client). The very few configuration tasks that must be run on the server itself can be done using a Remote Desktop connection.

Q. Can I install HelpLINE on a virtual server?

A. Yes, HelpLINE can run on a virtual server with no problems.

Q. We are an Oracle site using UNIX for our database servers. Can HelpLINE run with this configuration?

A. Yes, HelpLINE can run with SQL Server or Oracle databases, whether local or on a remote database server. It just needs an ODBC connection to the database.