



## The challenge

As Higher Education institutions are becoming more customer focused there is an increased emphasis on providing effective, high quality customer support.

Tribal's Student Information Desk (SID) solution has been developed with this in mind and offers institutions the ability to effectively manage support across multiple departments and functional areas.

The SID solution is fully web based and offers a secure integration to an existing e:Vision portal, a third party portal or content management system, or can be used as a stand alone helpdesk solution.

## Overview

The SID solution provides a range of key components you would need in an enterprise system, including:

### Enquiry Management

- Clients can create an enquiry on the web, upload documents track progress to resolution and communicate with helpdesk staff.
- Enquiries are automatically allocated to the appropriate team based on enquiry categories and staff progress the enquiry or request advice from specialist advisors which is invisible to the client.
- A "Respond By" tool allows alerts to be sent to counsellors to ensure cases progress as expected.

### Knowledge Base Management (FAQs)

- A searchable database repository for common enquiries or recurring issues. FAQs are category based; when a client selects an enquiry category the relevant FAQs will be presented.
- FAQs can be emailed to enquirers and published at specific dates around your calendar.
- Each FAQ can be rated by enquirers and staff can flag them as 'Needs Updating'.

### Case Management

- Counsellors can create private case notes and upload files concerning students they are supporting and log correspondence with external organisations.



**A comprehensive web based service desk solution featuring a component based toolset to effectively manage support across multiple schools, departments and functional areas within an institution.**



## Contact us

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## Diary Management

- Frontline staff can book counsellors on to specific time slots to meet clients, arrange internal meetings for multiple staff members or book people on to events.
- Email confirmation is sent to both staff and clients.

## Event Management

- Staff can create published events; allow staff and students to browse them on the web and book on to each event.
- A call centre approach provides support for telephone or email bookings. Location, time and maximum attendees are also included.

## Email Harvesting

- You can poll an existing or new email account to gather enquiries and have them automatically logged and allocated to a team. Any file attachments will be uploaded to the new enquiry.
- Email responses containing the enquiry number will automatically be added to the call history.

## Workflow Management

- All enquiry actions are data driven and administrators can set up as many actions as required to support your business processes.
- Enquiry actions can be set to appear on enquiries with a specific status and made available to staff, clients or both.

## L.D.A.P. / Active Directory Synchronisation

- SID can link to your existing LDAP database to utilise existing IT authentication processes.
- A look-up directory searches for the client and brings contact information in to the helpdesk and user defined fields allow additional data to be utilised.

## Enquiry Centres

- Create any number of enquiry centres to support your institution's support requirements. Each enquiry centre has its own enquiry categories, service level agreements, teams and staff.
- Each enquiry centre can have a different brand if required.

## Streamlined Communication

- Every action on an enquiry is emailed to the client and the team or member of staff responsible for

that enquiry.

- An encrypted link on the email allows users to log straight in to that particular enquiry to view or update. This link can be active or 24 hours.

## Graphic Reporting Tools

- Staff can search on any number of criteria or dates to produce system reports, and decide whether a graphic output is required to export it to Excel.
- When assigned access permissions, saved searches can then be made available to teams or individual staff members.

## Access Control

- Staff can be given access to individual enquiry centres, teams, or staff enquiries.
- Alternatively you can also restrict staff views to their own enquiry centre or their own allocated enquiries.

## Queue Management

- Students can swipe their ID card at any drop in centre and be presented with a choice of queues to join.
- Students can track their position in the queue on screens within each queue area. Each student is 'called' to the next available member of staff. A follow up list is created for any student who does not arrive for their appointment.
- Students can be prioritised on queues depending on a number of data settings to ensure vulnerable students have problems dealt with quickly.
- Staff can create multiple queues in any number of rooms or buildings.

## Benefits

SID can be utilised across multiple schools or departments within an institution providing one effective solution for service desk management needs.

- Fully customisable to your institutions requirements
- Workflow and automation speeds up the process of resolving help calls.
- Provides effective reporting tools.
- Simple to use meaning no substantial investments in training are required.