



FP HELP DESK

How it works?

DCG's FP Help Desk is designed to answer our clients' function point counting questions. The framework includes both telephone and email contact.

There are contractual service levels which will have been agreed upon with You-the Client- and are executed on an on-demand basis. In addition, our process includes the capture of traditional help desk metrics as well as those needed for invoicing and for process improvement opportunities.

Telephone Process

You -the Client- will have access to a telephone number that will be monitored (800 am – 500 pm MST).

You-the Client will call into the Pueblo Counting Facility (PCF) where the call will be triaged by the counting staff, all Certified Function Point Specialists (CFPS). Simple requests should be answered by the PCF staff. More complex scenarios will be routed to a senior advisor.



Help desk will capture the following information: client, caller, the calling telephone number, the caller's email address, and time of the call.

If it is determined that assistance is needed by a Senior CFPS, then the information relayed and a call back will resume *within the hour* by a Senior CFPS.



After conversation, the general nature of the call and its resolution should be captured by the CFPS which supplies the answer. If not the PCF staff, then that information should be emailed to the PCF to be kept in the main desk help database. The approximate effort associated with the call will also be recorded by all parties. An entry in QA under the client contract will allow for recording of time on a daily basis in .25 increments.

Email Process

- DCG will create a specific email box that will be monitored between 8 AM through 5 PM Mountain Standard Time. The mailbox email address would look like... xxxxxfphelp@davidconsultinggroup.com. This is the address that we will use for both receipt and response.
- Email responses will be copied to You-the-Client's point of contact for inclusion in a WIKI or FAQ.



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The mailbox will be assigned to various individuals as needed to monitor throughout the day. It is a separate mailbox and has a specific sign-on password to access.

All email requests will have an initial response with one hour and will be answered via email unless the question is highly complex or requests a verbal response.

If assistance is needed by a Senior CFPS, then the email will be forwarded and an email response will be initiated (or a telephone call if needed) by a Senior CFPS.

The email response should be sent back to PCF who then answers from the mailbox address, responding to client with a cc to the client POC. The general nature of the email and its resolution should be captured into the main desk help database. The approximate effort associated with the email will also be recorded by all parties. An entry in QA under the client contract will allow for recording of time on a daily basis in .25 increments.

Reporting Process

On a monthly basis, a client extract from the database should be sent to the DCG project manager. From this extract, the DCG PM should be able to verify QA hours and provide feedback to the client.

Additional analysis will be done and provided to the PCF Manager for process and performance improvement opportunities.



Cost

You-the Client pre-purchase, via corporate purchase order, CFPS FP Help Desk Support Hours in 20, 40, 60 and 120 hour blocks of time. Billable hourly support rates vary based on volume and client needs.

Contact DCG at info@davidconsultinggroup.com or call at 1-610-644-2856 ext 21 for more information or go direct to the [DCG Store](#) and purchase this on-line today!



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