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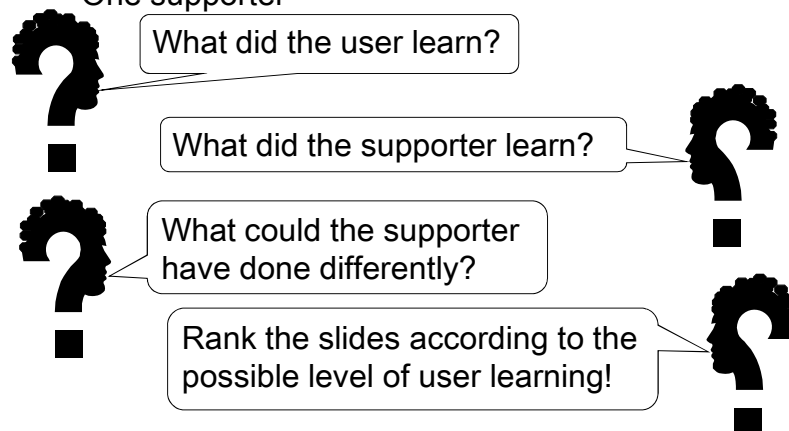
Support users at their work place

Learning aim
- – Able to help out users who are stuck
- – Background for evaluating support in Assignment 2
- Literature
  - Munkvold (2003) End User Support Usage
  - van Velsen, Steehouder, de Jong (2007) Evaluation of User Support: Factors That Affect User Satisfaction With Helpdesks and Helplines

1

- How to help users?
- How to make users less dependent on support services?
- Each of the following 5 slides
  - – One user
  - – One supporter

What did the user learn?

What did the supporter learn?

What could the supporter have done differently?

Rank the slides according to the possible level of user learning!

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Mending the purchase order - phone

Kyung: Hi. I am editing a purchase order, and then I need to enter a higher amount than I typed yesterday. But I can't get the system to do change the number, it seems locked. How can I fix it?

Lena: You see, the auditor regulations state that once you have logged out, you can't change the data that you have entered. You can't even delete the item that's there. So what you can do is insert a new line with the additional amount, such that the two add up to what you want.

Kyung: Aha. Very strange and awkward, but a smart solution. Does it work if the original amount is too high also?

Lena: Yes, then you type what you need to subtract with a minus sign in front.

Kyung: Makes sense. Thanks.

3

New version - phone

Wanda: I cannot open the document from headquarters any longer.

Emeline: Does it concern all documents, or just the last one you tried?

Wanda: I don't know.

Emeline: Try open one you have opened before.

Wanda: OK … now I try the one I received ... It opens.

Emeline: OK, then I think you need to upgrade to version 3 of Editor. You see, headquarters have started saving their files only in version 3 formats now.

Wanda: How can I do that?

Emeline: Open home page, then Software.

Wanda: OK, … I am there

Emeline: Click Download Editor 3. When it asks for Install, click OK.

Wanda: … Yes, now it says that it is installing.

Emeline: Fine, then it should open. Call me again if this doesn't work.

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Table of contents - phone

Samba: Hi, I wonder whether Editor 3 can create an index.

Lola: Sure, First you mark those words you want to include. Then select Special Sections and Index

Samba: I've seen that, but I want an index of the headlines of the document.

Lola: Oh, but then you probably want a Table of Contents and not an Index.

Samba: Oh, so that is what it's called.

Lola: There are tutorials on how to operate the Editor 3 on our web site. Go to Software and then Tutorials,, and you will find a long list.

Samba: Software … Tutorials … Oh yes, I can see that. Editor 3 … an Table of Contents down there at T, yes. Thanks. … And here it opens. … It looks simple, I'll try.

Web server – co-located

Ivana: I don't see the mail page like I used to.

Edwin: Which page?

Ivana: The yahoo mail.

Edwin: OK. We have had some trouble with the DNS server, so let me reset it.
(Takes over the keyboard and fixes the problem.)
Now it will work fine. Hopefully we will get the server up and running again this afternoon.
(Leaves.)

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Synchronising phone and PC – co-located

Rubén: I wonder how I can synchronise the contacts in my phone with those in the computer.

Toots: Well, I don't know. Actually, in many cases, also we, who are IT people, have to search for solutions on the web. So let's try searching together, then we might find a way. Which brand is your phone?

Rubén: It's a SonSang Nokola model

Toots: OK. Let's use that and "synchronise contacts" as search terms.
…
The first hit is from SonSang. I would rather look in the second one, which seems to be a similar request posted on an e-mail list. The responses in such lists tend to be written by users so that you don't have to be an engineer to understand.

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User support

Supporters
- – Information officers
- – IT support personnel
- – Superusers

Media
- • Helpdesks – personal meeting
- • Helplines – calling on the phone
- • E-mail

On-line help
- – Help functionality in the software

Internet-resources
- – E-mail lists
- – Blogs
- – FAQs

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Users' preferences

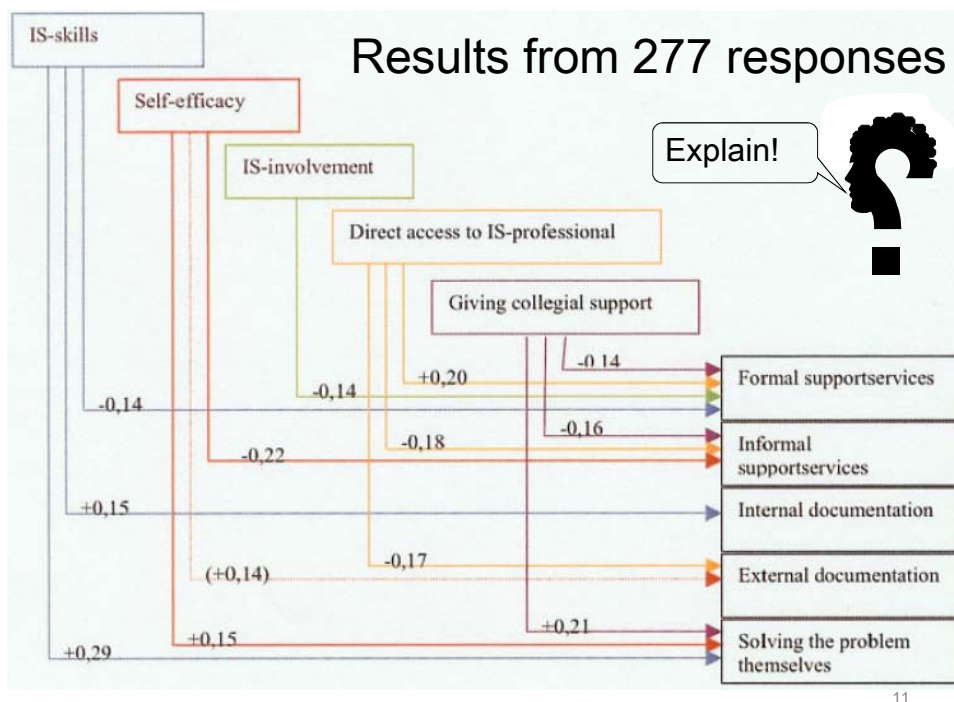|	Informal	Formal
Personal	Consultation with colleagues	Consultation with IS professionals
Impersonal	External documentation	Internal documentation

Munkvold (2003) End User Support Usage

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Users' background

- Skills
  - In what degree a person manages to solve different problems with help from different work-related information system tools
- IT involvement
  - The importance and personal relevancy an end user attached to a computer and the use of it
- IT self-efficacy
  - People's perception of their own capabilities to use computers to accomplish a task

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Results from 277 responses

Explain!

IS-skills

Self-efficacy

IS-involvement

Direct access to IS-professional

Giving collegial support

	Formal supportservices
	Informal supportservices
	Internal documentation
	External documentation
	Solving the problem themselves

+0,20
-0,14
-0,14
-0,16
-0,18
-0,22
+0,15
-0,17
(+0,14)
+0,21
+0,15
+0,29

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Helpdesks and helplines

- Helpdesk
  - Personal visit
- Helpline
  - Telephone call for support
- Perceived support quality
  - Tangibles
  - Reliability
  - Responsiveness
  - Assurance
  - Empathy
- Perceived IT solution quality
  - Correctness
  - Promptness
- Survey of consumer – supplier relations
  - Not in-house support

van Velsen, Steehouder, de Jong (2007) Evaluation of User Support:
Factors That Affect User Satisfaction With Helpdesks and Helplines 12

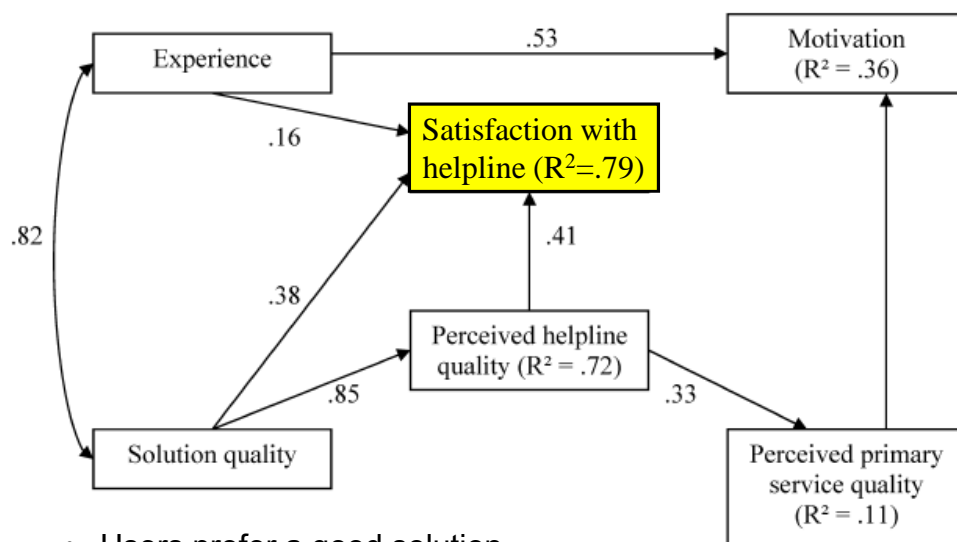Jens Kaasbøll, Department of Informatics, University of Oslo

Helpdesk – 64 responses
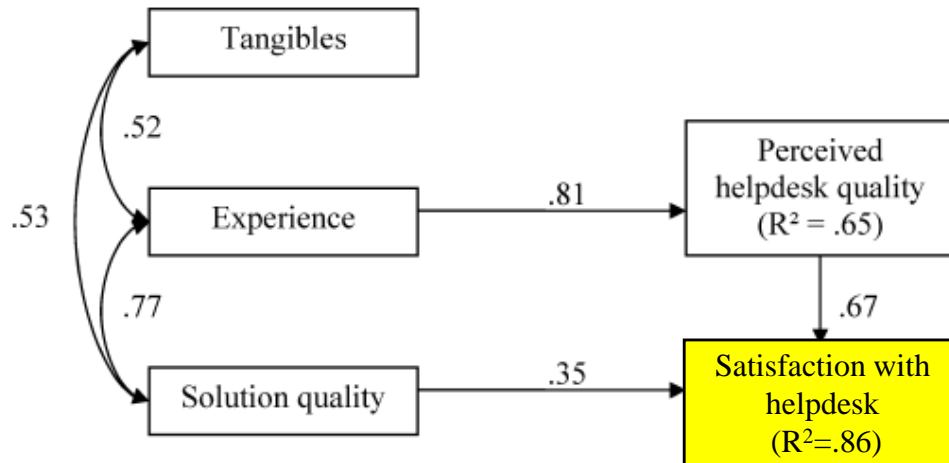
- Users prefer a good experience

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Helpline – 242 responses

- Users prefer a good solution
  - Motivation strongly affected by the experience

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