



DOMINO
PLAY THE ENERGY SAVING GAME

D4.2 Helpdesk Guidelines





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Abstract	

Dissemination level of this document

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1 Introduction

This document summarizes the procedures of the DOMINO Helpdesk(s). It is a working document that may be modified during the project to reflect learnings and best practices.

General:

- The Helpdesk has been established to assist the DOMINO players in answering questions concerning the DOMINO Challenge. Most of these questions will probably be of technical nature.
- The Plugwise Helpdesk is in principal a "Second Line" Helpdesk, organised to support the "First Line" Helpdesk that has to be established by the DOMINO local organisations for their own local participants.
- The Plugwise Second Line Helpdesk will in principal not have direct contact with the participants. It has a limited number of employees and has only Dutch (and English) native speakers.
- The Plugwise Helpdesk procedures are based on a Request Tracking system (RT). All product related questions (both technical and operational) have to be submitted to Plugwise via the RT system.

2 DOMINO project

- Based on the general assumptions above, it is imminent that the DOMINO participants in the various participating areas have to have access to a native speaking local Helpdesk so they can be addressed in their own language, if technical questions occur.
- The DOMINO local partners (- Naples: Anea, - Berlin: adelphi, - Brussels: Environnement Brussels) will establish local Helpdesks with native speakers.
- The Plugwise RT system will be available for the DOMINO project via the three local partners.
- Plugwise will instruct and support the local Helpdesks with its available Helpdesk procedures and systems and will provide practical guidelines concerning the hard- and firmware.
- The Local Helpdesks will first try to solve the questions/service request within max. 24hours (on business days).
- In case the Local Helpdesk cannot solve the question/service request, it can refer the relevant question/service request to the Plugwise Second Line Helpdesk.
- This must be done by e-mail (support@Plugwise.com).
- The contact form of the DOMINO website automatically dispatches questions from participants (or other visitors of the website) in the following order:
 - Questions sent via the English and German website: to adelphi
 - Questions sent via the Dutch and French website: to IBGE
 - Questions sent via the Italian website: to ANEA
- Enquirers have the option to indicate their telephone number so that the Helpdesk staff can call them in case the issue is too complicated to explain by email or of it requires a follow-up question.
- Non-technical questions from participants will be forwarded to adelphi if local partners cannot answer them by themselves.



3 RT System

The Plugwise RT system is the support Customer Relationship Management (CRM) package for product related operational issues. DOMINO Local Helpdesks have the ability to contact the Plugwise Helpdesk by sending them, by e-mail, a request for assistance. The e-mail will be automatically answered to confirm receipt and this e-mail will also contain a Ticket Number. This Ticket Number will follow the question/request as long as it is handled by Plugwise.

For the DOMINO project the three regional Help-desks will receive their own RT account. The e-mail address to be used is support@Plugwise.com.

Plugwise will commit its best effort in the actual solving of the question/problem response to the RT request. Plugwise will try to answer questions within 6 hours – at least during the 3 days before and after the beginning of cycle one and cycle two, to assure that participants get a quick answer to their problems and to allow the local helpdesks to build enough experience to deal with questions more independently in the following cycles.

4 Training Local Helpdesks

Before the first DOMINO Cycle, each local DOMINO partner has to appoint one or more persons as local helpdesk employee.

These employees must have a good command of the English language, both written as well as spoken.

Plugwise has, before the beginning of the first cycle, instructed the helpdesk employees in how to address possible questions/problems. This instruction has been done by a one hour Skype conference call, organised by Plugwise, in the English language.

The training modules were:

1. Installation of the DOMINO set.
2. Connecting to WiFi.
3. Use of the app.

The Local Helpdesk will make use of an FAQ list, which will be kept and added to by Plugwise and made available to the local partners. This list is a continuously growing document.

The DOMINO forum, as provided on the DOMINO website www.dominoenergy.eu will be an important tool for the participants themselves and a good tool for the Local Helpdesks.

In the beginning of the first cycle of the DOMINO Challenge, Plugwise will organise a second Skype conference Call in which all partners can bring up new or unexpected questions that came up during installation and get a direct one-to-one response or solution by the Plugwise technicians. This way all Local Helpdesks can benefit from each other's experiences.





5 General flow chart technical Helpdesk

Question entry points	Flowchart Domino Helpdesk	Answer	Tools available
Contact form on website Tel. call to local partner E-mail to Domino	Participant		
	Installation question	→	Manual
	App question	→	Active app of local helpdesk
	System breakdown		
	Logistics question	→	Domino procedure next participant
	Firmware question		
	Local First line helpdesk		
	Check with available manuals and/or training materials/instructions		Training Instructions and Guidelines Manual
	Translate question into English		Domino forum
	Send e-mail to Plugwise Helpdesk	→	Domino@Plugwise.com
	Plugwise Second Line Helpdesk		
	Provide RT ticket nr.		Existing solutions Plugwise Support Tool Plugwise R&D department
	Solution (based on RT ticket)		





6 Flow chart initial installation questions

Below is a flow chart that shows the procedures and responses for an exemplary problem/questions that may occur DURING the DOMINO installation process.

