

1 Introduction

1.1 Last Minutes Changes

Whoever said "the customer is always right" must have only had one customer. Why do I say that? Because in my case I often have to ask myself "which customer is right?". The latest version of AccessAble Help Desk Pro Edition (version 2007) is quite different in many ways from earlier versions. In particular I have made several changes to the windows interface. During an admittedly very brief beta testing period I was glad to have feedback from several users of earlier versions as they tried the new one.

Most of them prefer the newer version with only a minor preference. However, in this release I found after posting what I hoped would be the official release of the windows application, I needed to make a couple of changes. This short additional document is to keep me from having to revise the already completed manual and help file for version 2007.

Change 1: I had neglected to include a drop down list box for the person (or method) of taking a request. This has been added to the windows application included in this setup. See below.

The screenshot displays the '3) Completion Info' tab of the software interface. It contains the following fields and values:

Field	Value
Due Date:	12/29/2006
Assigned To:	Joe Tech
Complete Date:	12/28/2006
Complete:	Y
Request Cost:	\$199.99
Order Number:	
Due Time:	10:19 AM
Taken By:	Web
Complete Time:	
Completed By:	Joe Tech
Time To Complete:	

Change 2: Version 2007 added a Quick Filter feature. Similar to the more powerful Query Wizard, the Quick Filter is ideal where you want to quickly filter on a single field and you know the exact value you want to search for - this uses the Equal To operator not "contains". In the process of adding this feature I decided to remove the search box I had previously included on the browse request screen. It turns out that at least one of my licensed users (I have a special fondness for those intelligent people who have not only evaluated one of my programs but also bought a site license for one of them) mentioned they liked the ability to search across all text fields in the browse requests screen for a value that might be contained anywhere any these fields. Well, I have added that feature back in this the official release of AccessAble Help Desk Pro Edition 2007. See below.

Browse the Requests File

Modify View Reset View Define Views Locate:

ID	Requestor	Status	Priority	Location	Department	Re
2	John Doe	Closed	Normal	Headquarters	Accounting	12/

Output All Print Copy New Edit Delete QuickFilter

Request: This is another sample request record. In this case the request is to install additional RAM.

Action: Install and test hardware.

Keyword Search:

Search Clear

Styler Refresh Close

Query Reset

I thank my beta testers for their efforts and feedback. I hope, with their help, this latest version is the best release ever of AccessAble Help Desk Professional Edition.

Even if you haven't bought a license for one of my help desk or customer service applications, I welcome your comments and suggestions. Write to me at dbandsons@aol.com and I thank you for considering my software for possible use in your organization.

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