DADABHOY INSTITUTE OF HIGHER EDUCATION

DIHE

DIHE Online Help Desk System (DIHE- OHDS)

Information Technology Department
DIHE

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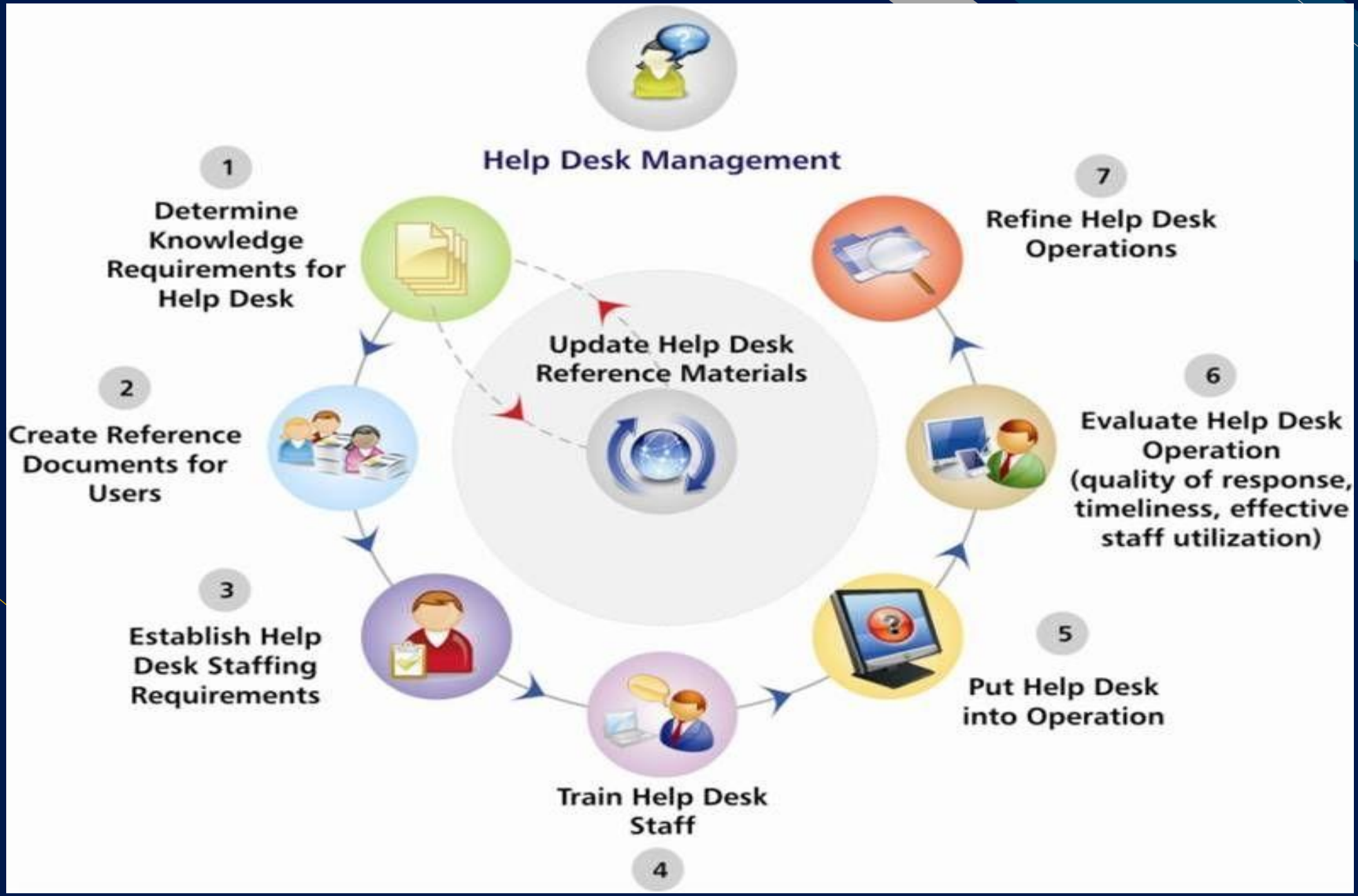
DIHE – OHDS

DIHE OHDS enable us to resolve students/staffs issues efficiently by simply automating complaint resolution process with ticket management.

This OHDS is the small step to reduce the communication distance between the staffs and students but it's a great leap for us.

- **Notification Management**
- **Service Provider**
- **Automatic Task Identification**
- **Secured Remote Access**
- **Great User Experience**
- **Facility to assign, track and scale issues**
- **Supervisor**


Help Desk Management
1
Determine Knowledge Requirements for Help Desk
2
Create Reference Documents for Users
3
Establish Help Desk Staffing Requirements
4
Train Help Desk Staff
5
Put Help Desk into Operation
6
Evaluate Help Desk Operation (quality of response, timeliness, effective staff utilization)
7
Refine Help Desk Operations
Update Help Desk Reference Materials

Planning Phase of online support using DIHE-OHDS

Step 1: Collection of Facts/Data

Step 2: Scrutiny of the existing system (If Available)

Step 3: Analysis of the proposed system

Design and Development Phase of online support using DIHE-OHDS

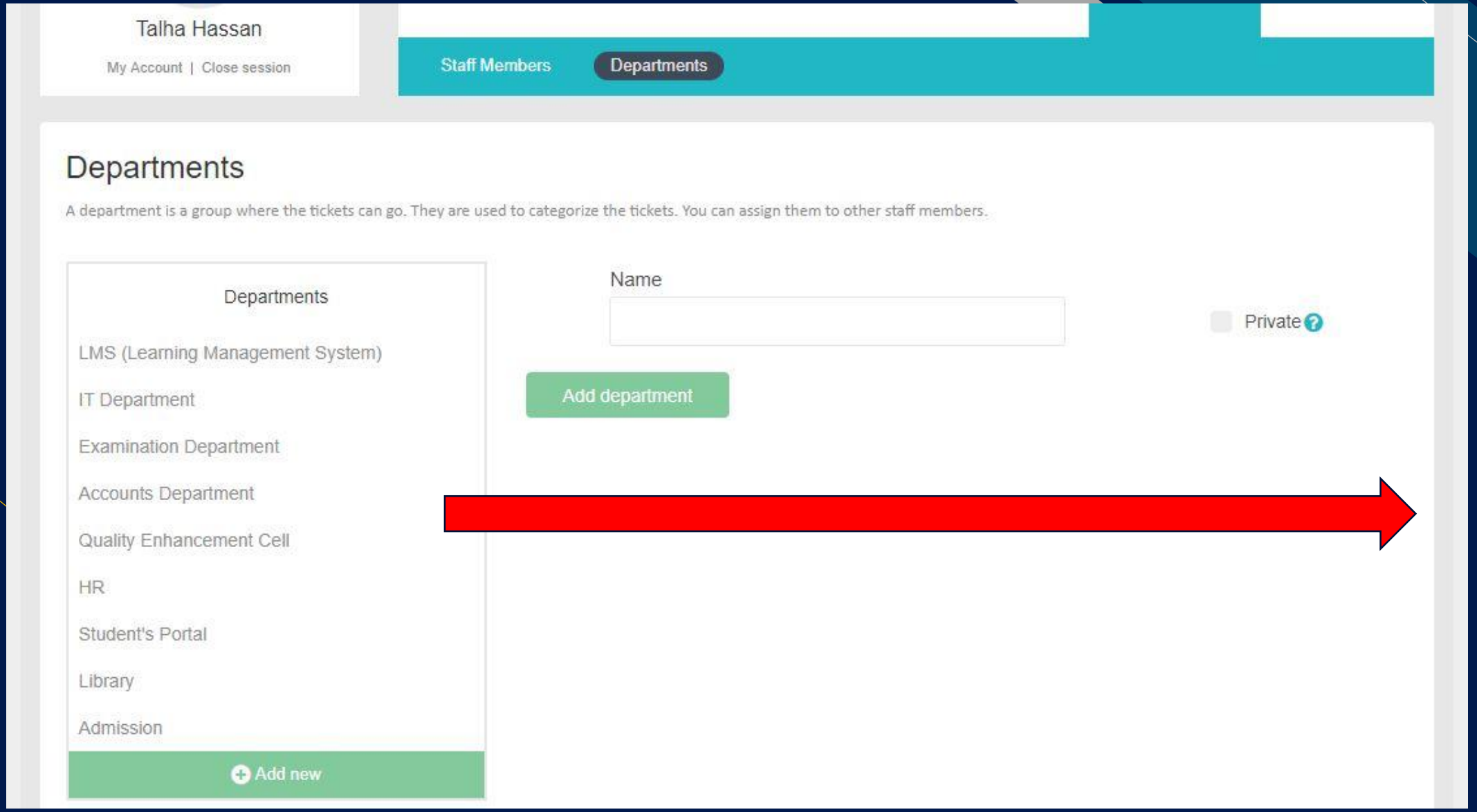
Step 1: Desired features and operations are described in detail, including screen layouts, process diagram and other documentation.

Step 2: Implementation of open source.

Execution Phase of online support in all Departments - DIHE

Step 1: Creation of all Departments on OHDS by IT Department.
Step 2: Created Signup/Login page for students faculty wise.
Step 3: How a student can Signup/Login into OHDS.
Step 4: How a student can create a ticket.

Step 1: Creation of Department - OHDS by IT Department



All Departments

Step 2: Created Signup/Login page for students, faculty wise

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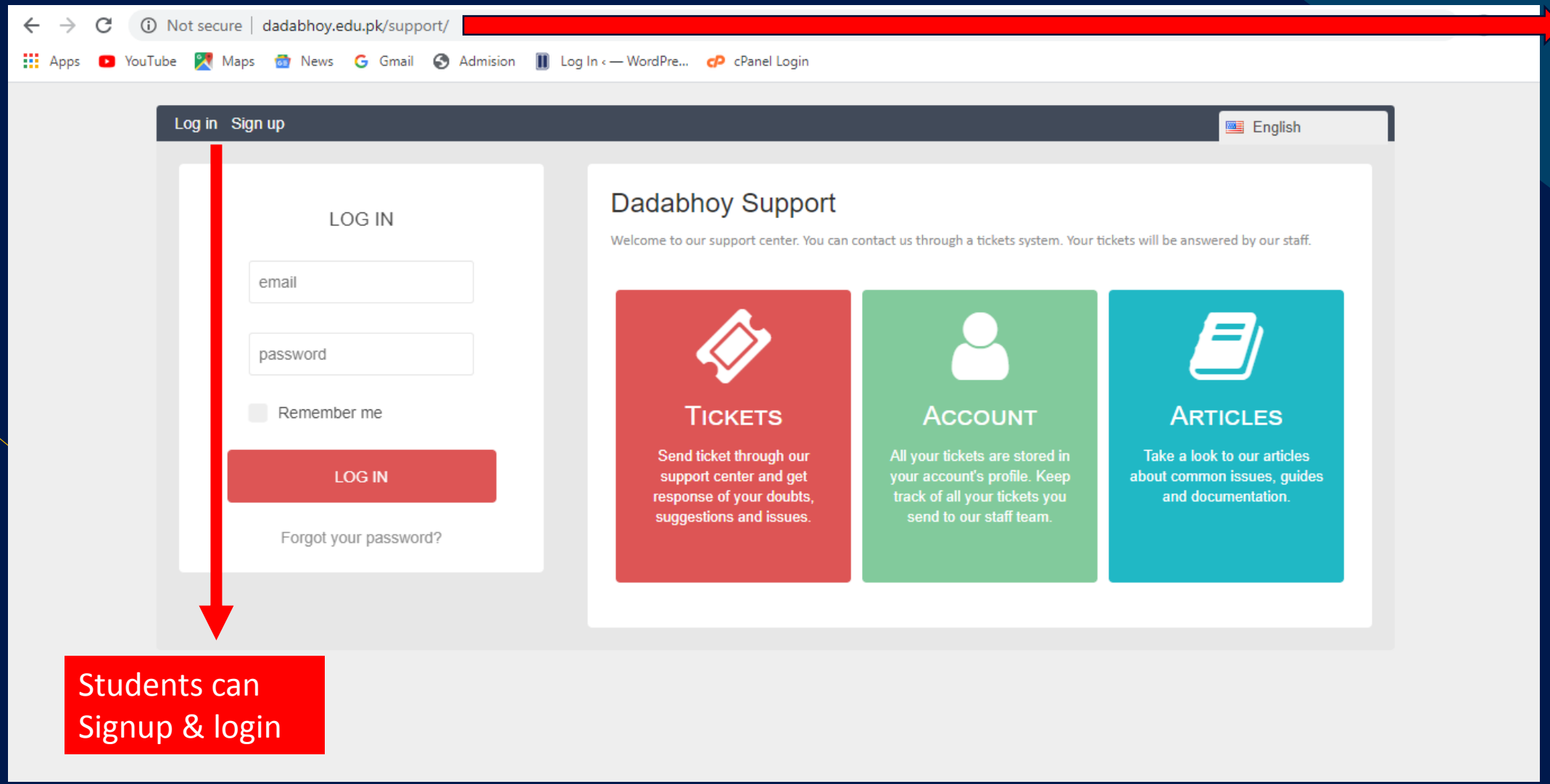

Link for students to access OHDS

Students can Signup & login

Step 3: How a student can Signup/Login into OHDS.

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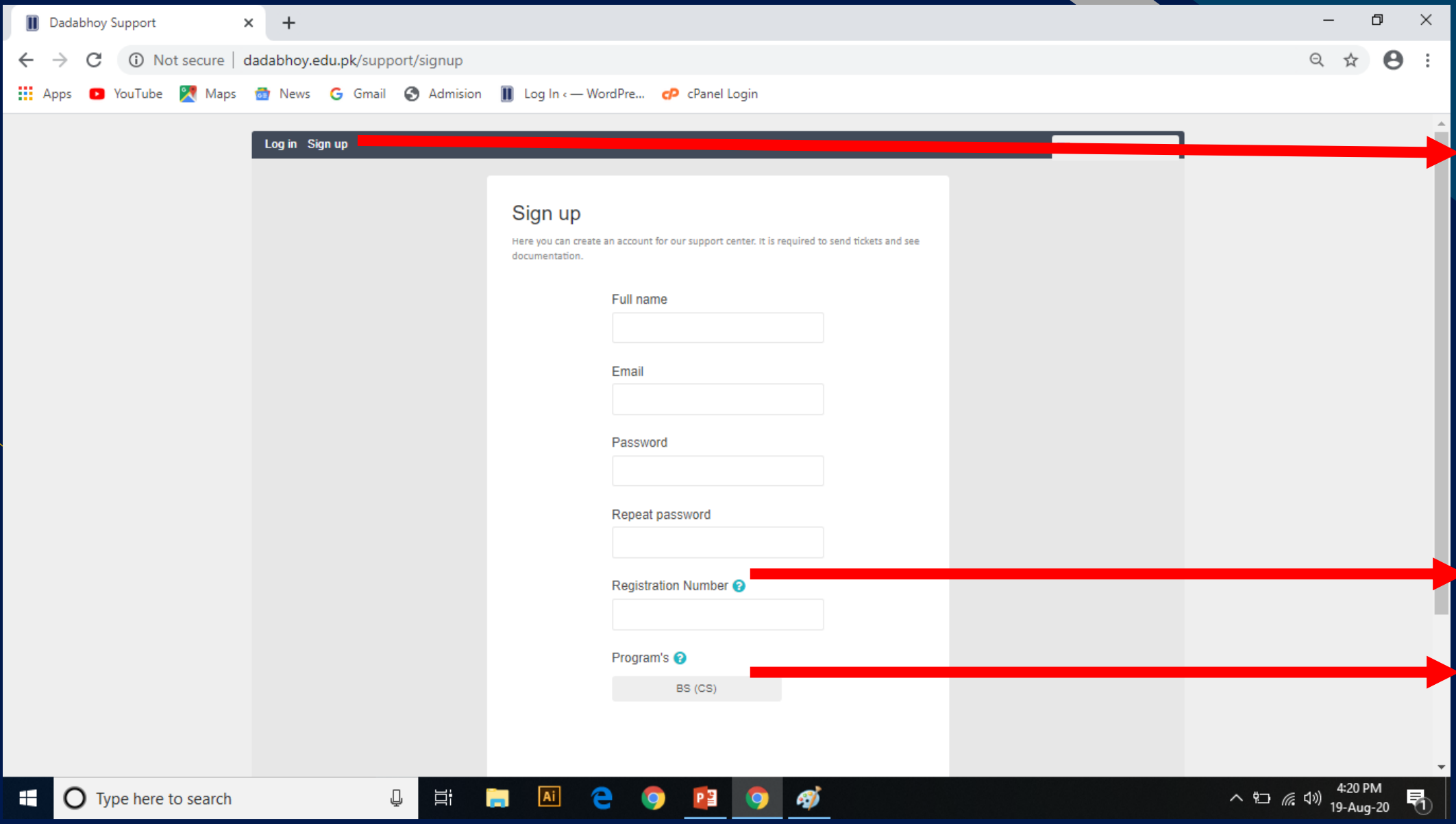
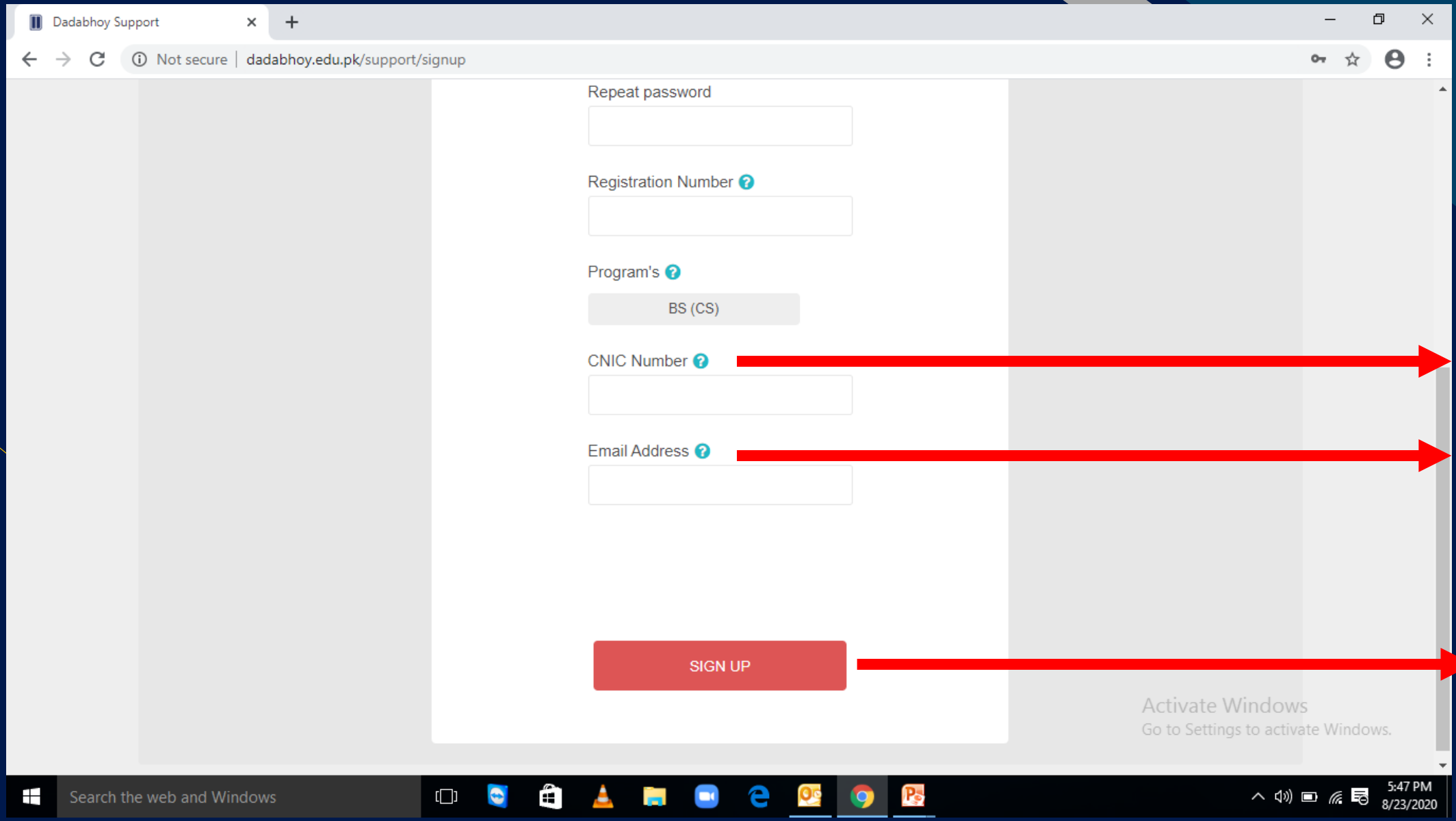


By clicking on signup, this page will popup for new account

Student will use his/her Registration No & Program

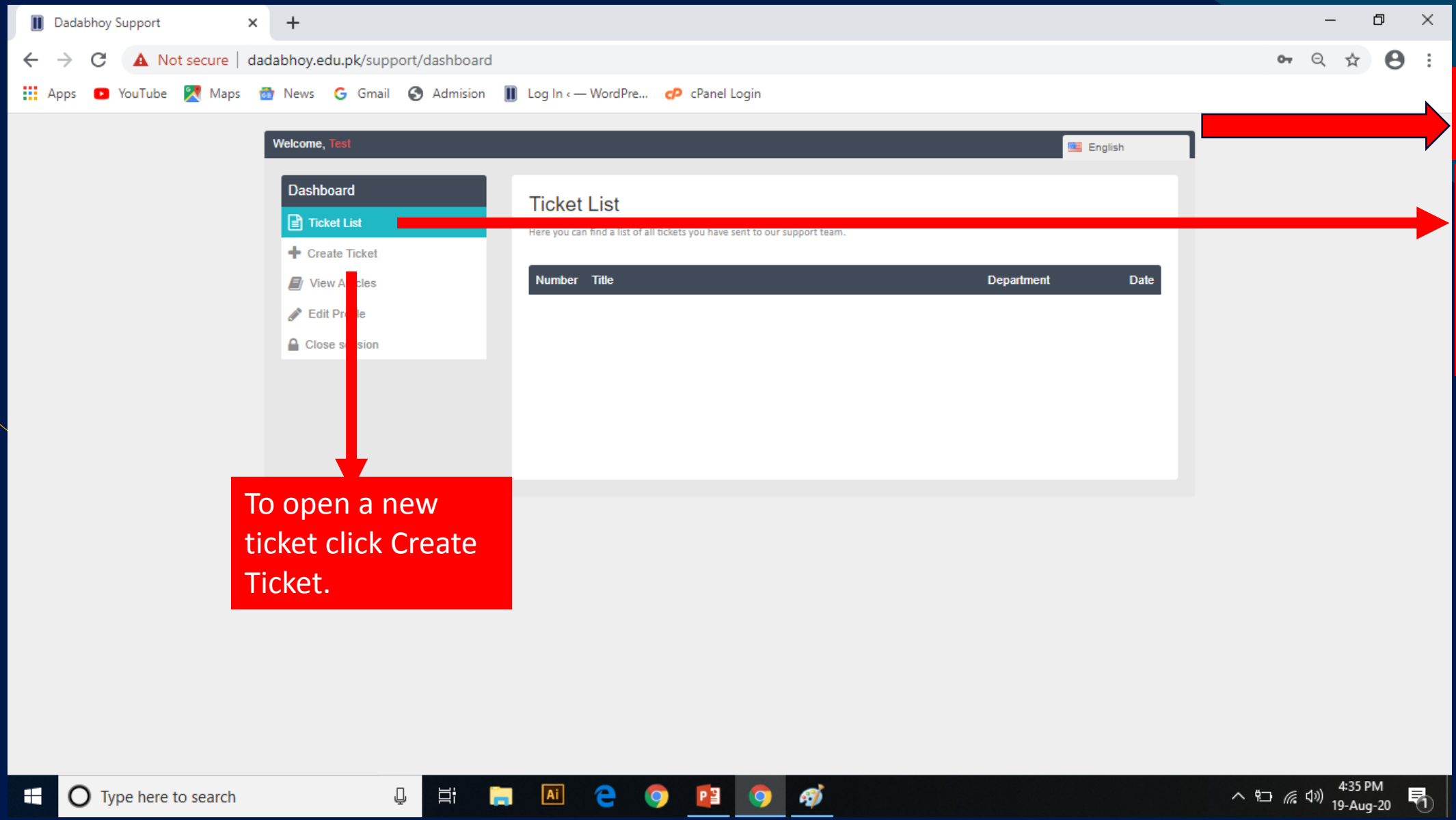
Step 3: How a student can Signup/Login into OHDS.



Student will use his/her CNIC & email address too.

Lastly, Click Sign Up button.

Step 4: How a student can create a ticket.



This is students main Dashboard.

Ticket list will show all the tickets which student has opened.

To open a new ticket click Create Ticket.

Step 5: How to create/forward/close a ticket

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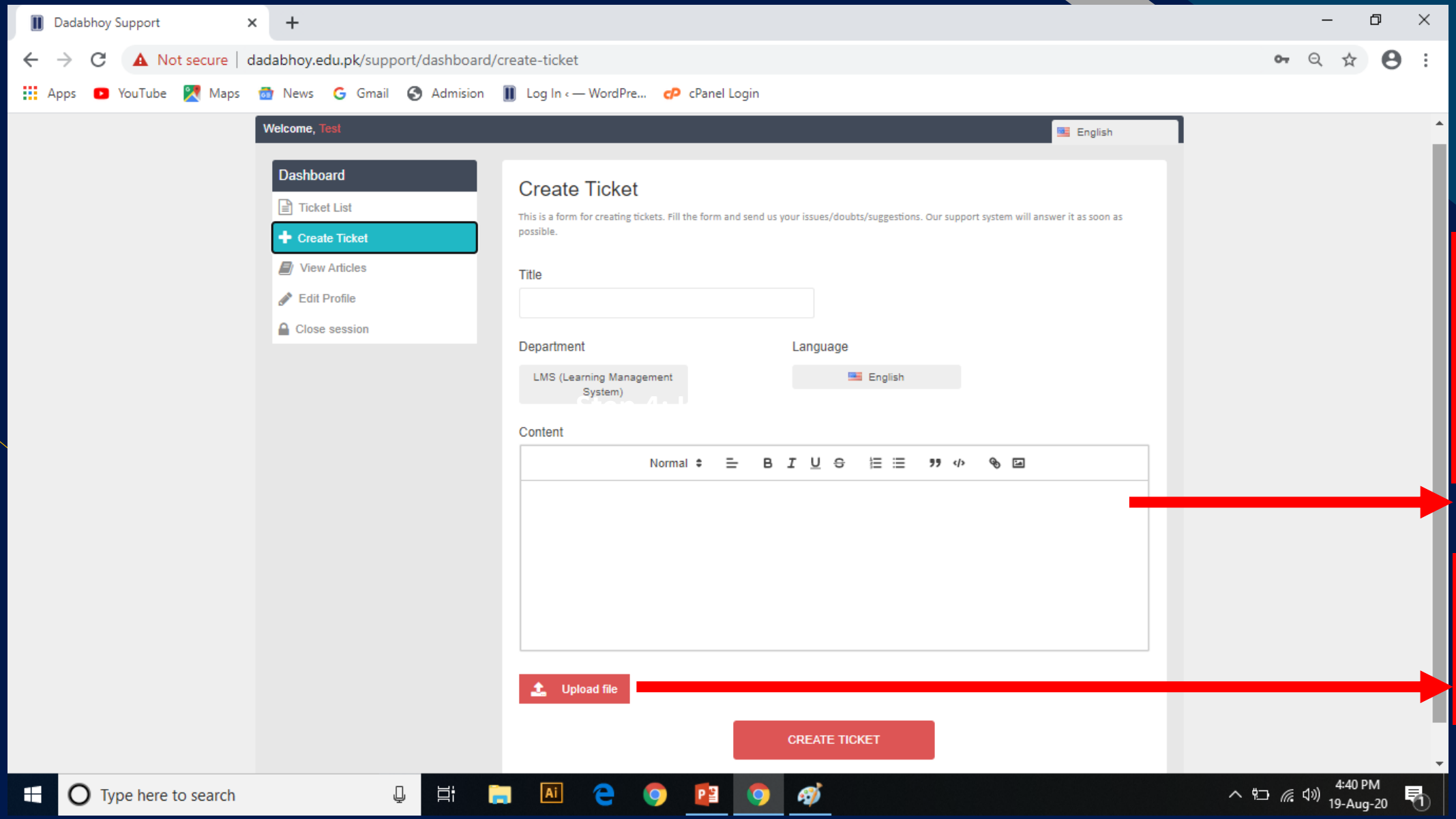
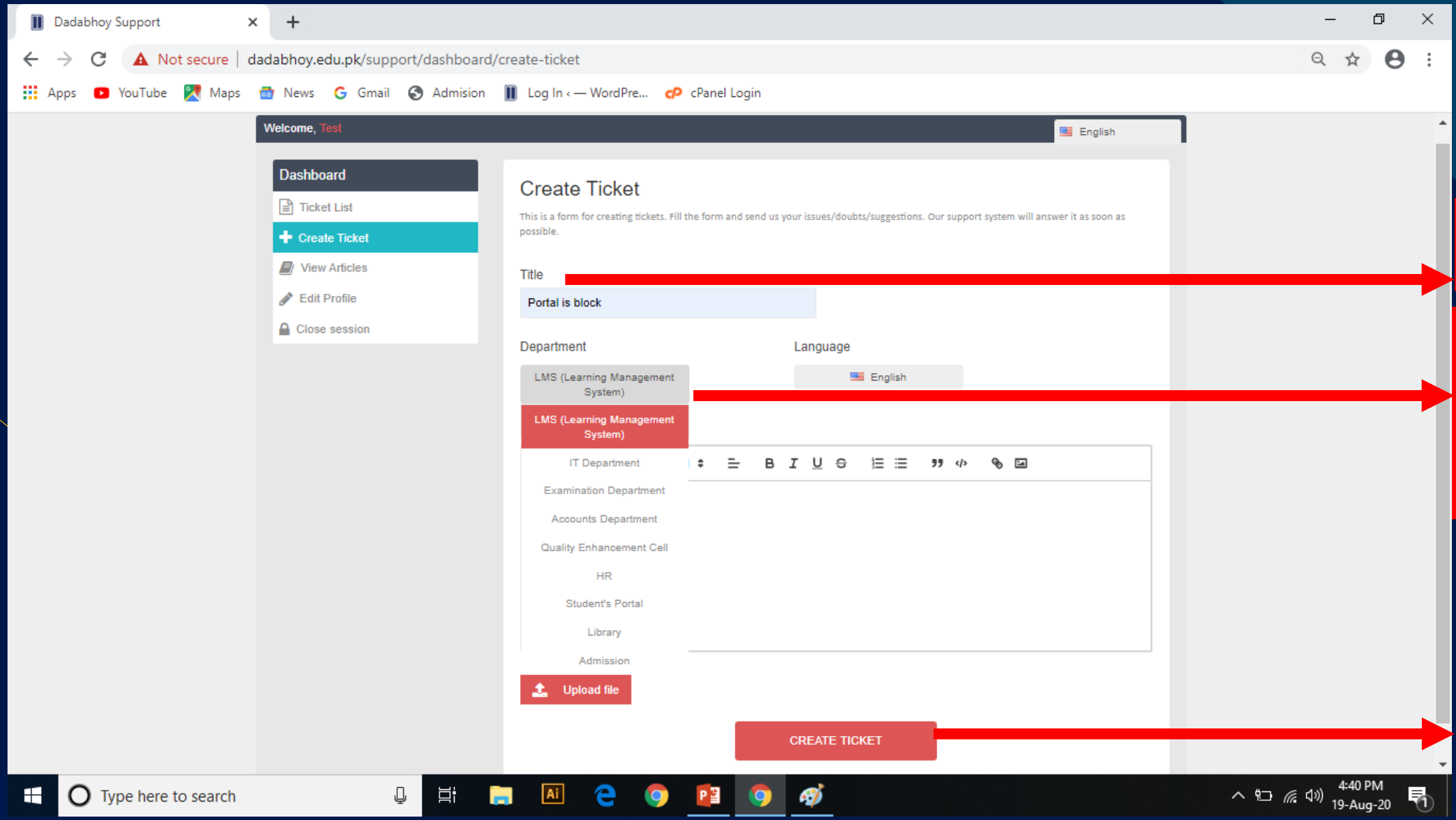


After clicking on create ticket this screen will popup where student can write/describe his/her complaint.

Student can also upload any file like Voucher or screen shoot.

Step 4: How a student can create a ticket.



Subject of the ticket

Student can choose the department for which complaint is about

Once it done click Create Ticket. Respective department will receive that ticket in their OHDS account.

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Thank You

Talha Hassan
+ 92 21 34389103-06
talha.hassan@dadabhoy.edu.pk