

My Bell Service

<http://www.mybellservice.com>

1-800-999-9813

At Bell Techlogix we believe it is important that your team has the tools they need to ensure that service tickets are handled efficiently. That's why we've created My Bell Service, an online portal that allows your team to quickly create service tickets. Whether you need a server repaired or systems deployed, you can use My Bell Service to instantly enter your request into our service queue, giving your team greater control over the process.

My Bell Service Benefits:

- Easily create service tickets
- Get up-to-date information on service ticket progress
- Receive updates on service tickets
- Ensure your request is immediately visible to dispatch
- Increase deployment visibility

The image displays two screenshots of the My Bell Service web application. The top screenshot shows a 'Task Detail' view for a specific service ticket. The bottom screenshot shows the main 'Autotask Client Access' dashboard.

Task Detail - Windows Internet Explorer
https://clientaccess.autotask.net/Tasks/Views/taskDetails.asp?taskId=7745

Task Details
List View | Time Worked | Task Note | Print | Close

Account Name: Greater Indianapolis School System
Address: 12345 Hummingbird Lane, Indianapolis, IN
Resources:
Product ID:
Date Entered: 07/10/2008
Created By: McLean, Don

(2) Apple PowerMac G4s: neither will fully boot and can't boot from CD. OS is Panther. **Please capture serial numbers**

Date	Resource Name	Notes/Summary
07/10/2008	Heuring, Dina	Testing & Backup System has cross-linked files and will not boot. Ran Diskwarrior and unable to repair. Backed up user data.
07/10/2008	Heuring, Dina	Time worked Continued backup of data and reinstalled operating system.
07/10/2008	Heuring, Dina	Time worked Installed applications and updates. Units tested OK.
07/10/2008	Heuring, Dina	Installed Applications and updates. Units tested OK. Units tested OK

Autotask Client Access - Windows Internet Explorer
https://clientaccess.autotask.net/home/Screen/setUpScr.asp?

Bell Industries (Test) - Greater Indianapolis School System - Wednesday, July 16, 2008

Menu | New Service Request

Bell Techlogix
Focused • Skilled • Reliable

Client Access
Dashboard
My Profile
Service Desk Tickets
Bell Direct Online Ordering Platform
Bell Industries Technology Solutions Group

Service Desk Ticket Search

Search Criteria

Created by: McLean, Don
Create Date >=: 06/16/2008
Create Date <=: 07/16/2008

Ticket Number: []
Ticket Title: []
 And Description

Ticket Status: Waiting Approval, Ticket re-opened, New, Dispatched, In Progress, Escalate, Waiting Materials

Service Desk Tickets for Greater Indianapolis School System

Print | Show Criteria

Create Date	Complete Date	Ticket Number	Ticket Title	Resource Name	Status
07/09/2008		T20080709.0001	Desktop Repair		In Progress
07/10/2008		T20080710.0002	PowerMac Boot Issues		In Progress
07/10/2008		T20080710.0004	Part Order		New
07/16/2008		T20080716.0001	Printer on fire		New



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