



# **Cirrus Information Technology Limited**

## **Call Logging System**

### **User Notes**

**Welcome to the Cirrus Information Technology Limited Call logging system.**

**We have documented a few notes to help you use the system.**

**If you require further instructions or guidance please contact us in our office at : -**

Cirrus Information Technology Limited  
Suite A,  
Grant House,  
Bourges Boulevard  
Peterborough  
PE1 1NG

Main Line & out of hours queries: 0845 675 1500  
Sales: 0845 675 1501  
Support: 0845 675 1502

Or visit [www.cirrusit.com](http://www.cirrusit.com)



## Accessing the System

To access the Cirrus call logging system you need to visit [www.cirrusit.com](http://www.cirrusit.com) and click on the picture shown below:



Once you have clicked on this picture you will be presented with the following login screen.

Enter your Username and Password that you should have received via an email from us.

**Please note that the login procedure is case sensitive.**

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**Login**

Login to our support system using the form below

Username

Password



SUPPORT



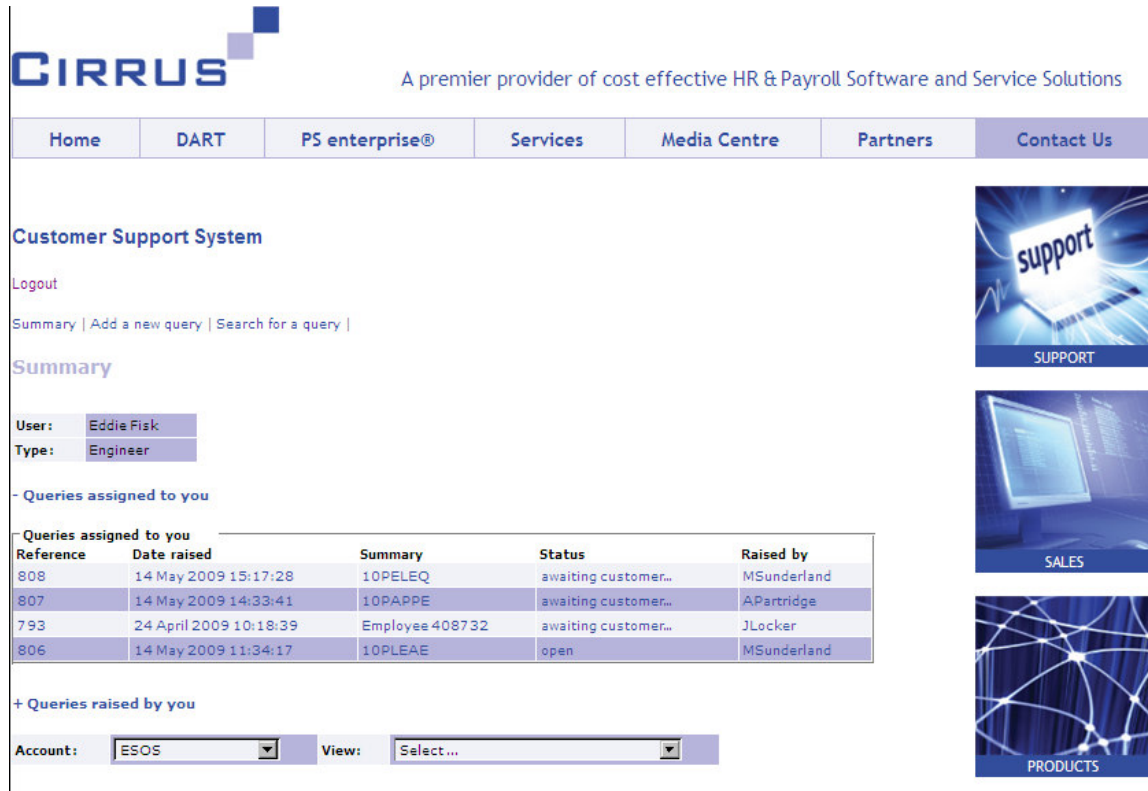
SALES



PRODUCTS

Visit our new website on [www.cirrusit.com](http://www.cirrusit.com) and see what services we provide to support your business.

Once you have logged in you will be presented with this page.



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**Customer Support System**

Logout

Summary | Add a new query | Search for a query |

**Summary**

User: Eddie Fisk  
Type: Engineer

- Queries assigned to you

Reference	Date raised	Summary	Status	Raised by
808	14 May 2009 15:17:28	10PELEQ	awaiting customer...	MSunderland
807	14 May 2009 14:33:41	10PAPPE	awaiting customer...	APartridge
793	24 April 2009 10:18:39	Employee 408732	awaiting customer...	JLocker
806	14 May 2009 11:34:17	10PLEAE	open	MSunderland

+ Queries raised by you

Account: ESOS View: Select...

SUPPORT

SALES

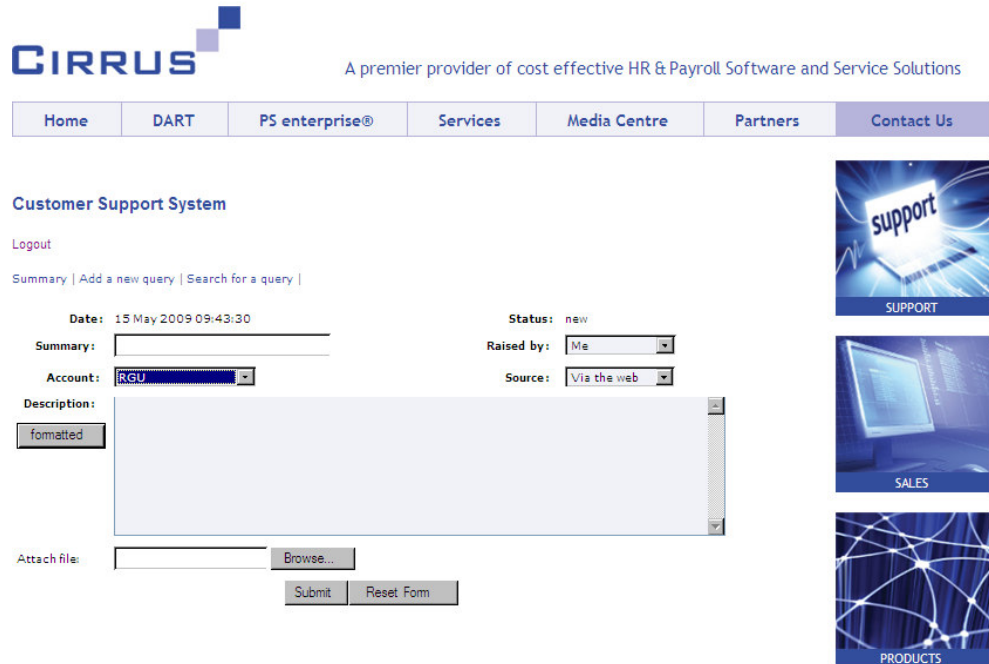
PRODUCTS

This allows you to:

- 1) Look at the status & details of existing calls.
- 2) Raise a new call.
- 3) Search the system for a particular call

## Raising a call

If you wish to raise a new call, click on Add a new query and input details of that call. Enter a brief summary, a more detailed description of the issue & attach a file if required. Once the details have been input you can save the call.

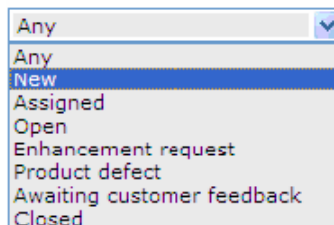


The screenshot shows the Cirrus Customer Support System interface. At the top, the Cirrus logo is followed by the tagline "A premier provider of cost effective HR & Payroll Software and Service Solutions". Below this is a navigation menu with links for Home, DART, PS enterprise®, Services, Media Centre, Partners, and Contact Us. The main content area is titled "Customer Support System" and includes a "Logout" link. Below the title, there are links for "Summary", "Add a new query", and "Search for a query". The form contains the following fields: "Date" (15 May 2009 09:43:30), "Status" (new), "Summary" (text input), "Raised by" (Me), "Account" (RGU), "Source" (Via the web), "Description" (formatted text area), and "Attach file" (Browse... button). At the bottom of the form are "Submit" and "Reset Form" buttons. On the right side of the interface, there are three vertical panels: "SUPPORT" (with a support icon), "SALES" (with a computer monitor icon), and "PRODUCTS" (with a network diagram icon).

**That will place the new issue with Cirrus and a representative at Cirrus will then place the call with the person best suited to deal with the query.**

**At that point the call will move from 'New' to 'Assigned'**

**Your call status can be one of the following:**



The screenshot shows a dropdown menu with the following options: Any, Any, New, Assigned, Open, Enhancement request, Product defect, Awaiting customer feedback, and Closed. The "New" option is currently selected and highlighted in blue.

**You will be notified via an email of any updates to the call.**



## Searching for a call

To run a query, access the search for a query option.

You will be presented with this page where you can enter a search criteria to look for the specific call that you require.

The screenshot shows the Cirrus Customer Support System search page. At the top, the Cirrus logo is displayed with the tagline "A premier provider of cost effective HR & Payroll Software and Service Solutions". A navigation menu includes Home, DART, PS enterprise®, Services, Media Centre, Partners, and Contact Us. The main heading is "Customer Support System" with a "Logout" link and navigation options for "Summary", "Add a new query", and "Search for a query". The "Search for a Query" section prompts users to fill in fields for Status, Account, Query ID, Summary, Description, and Attachment. Each field has a dropdown menu with "Contains all the words/strings" selected. Below this is a "+ Advanced Options" section with a "Sort results by:" dropdown set to "Query number" and a "Search" button. On the right side, there are three vertical navigation buttons: "SUPPORT" (with a support icon), "SALES" (with a computer monitor icon), and "PRODUCTS" (with a network icon).