

ADMINISTRATIVE OFFICE OF THE COURTS



Ask ACAP 2018 ACAP Conference

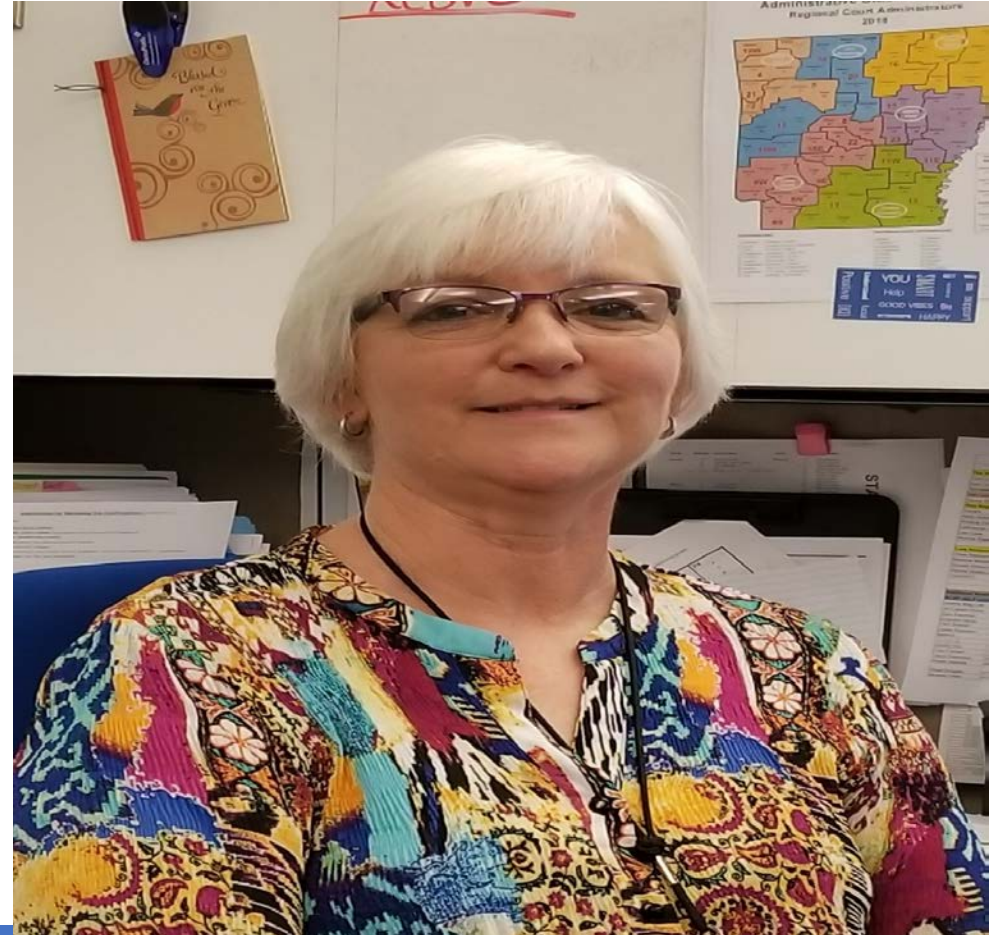
Presented By: Helpdesk-Call Center Staff



Helpdesk/Call Center Supervisor, Business Analyst

Tracy Andrews

- 9+ years
- My love is my family (Grandchildren☺), fishing, traveling, and floral arraignment.
- I have the opportunity to work with some great people. The work we do in supporting the Arkansas Judiciary and how it affects others lives.





Application Support

AOC Call Center Duties

1. Call Center Staff
 - Answer your calls
 - Reply to emails
 - Create WorkFront Issue Tickets
 - Enter Paper Court cases into Contexte



Yvonne Helms

Data Analyst

- 4 years
- Family is my joy, enjoys music, avid poetry writer and movie enthusiast
- Satisfaction is the feeling of getting the job done!





Rose Norah

Data Analyst

- 2 years 4 months
- helping others, singing, cosmetology, family, horseback riding, meeting new people
- it's Ever-Learning, Ever-Changing, Ever-Evolving, NEVER boring and I work with a GREAT group of people.





Tonya Rodgers

Data Analyst

- 9 months
- helping others, making jewelry and decorating
- assisting our users and being a part of a GREAT team





Application Support

AOC Helpdesk Duties

1. HelpDesk Staff

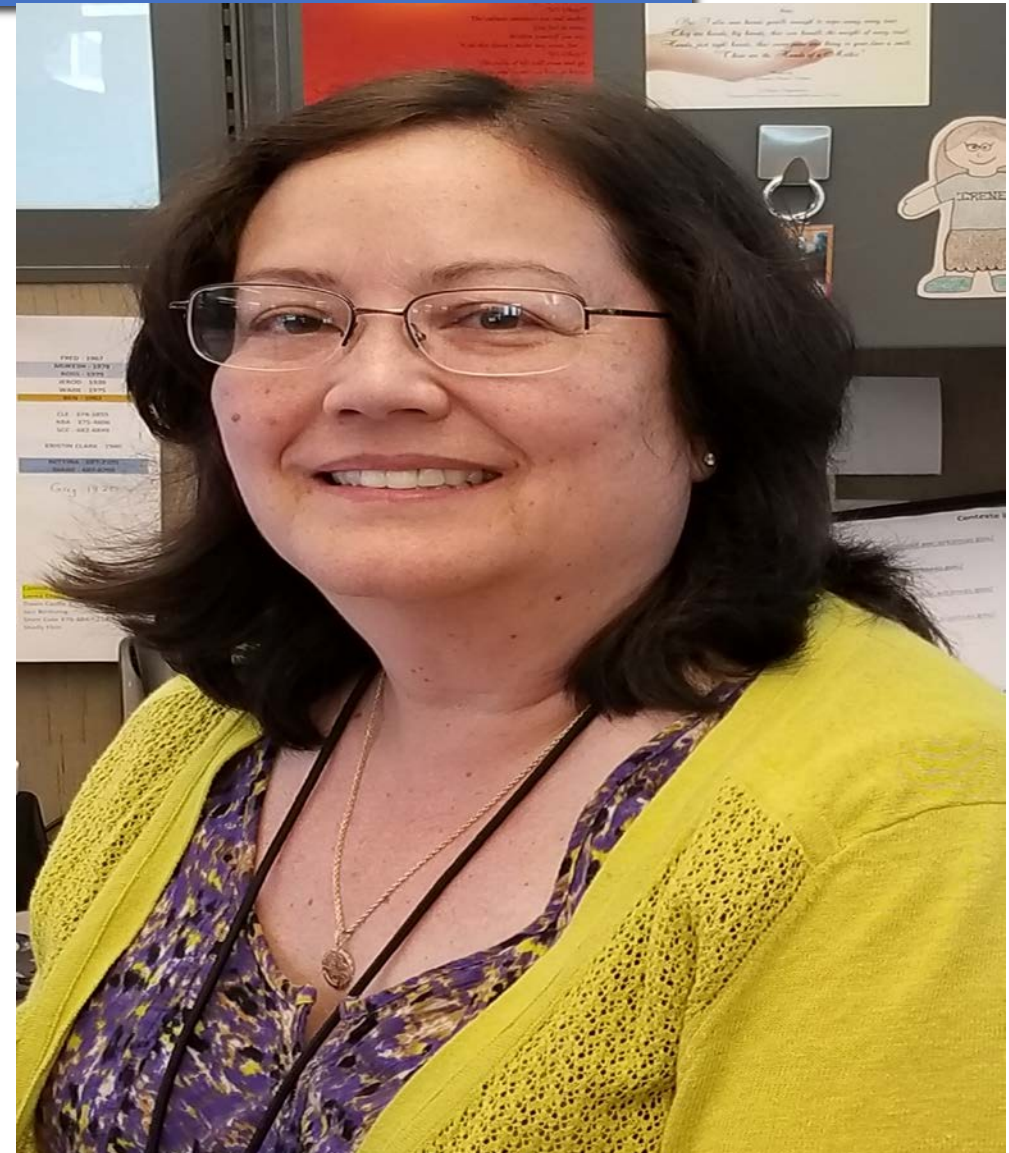
- Pick up the issue tickets
- Research and work to resolve the issues
- Reply to emails
- Contact users
- Work on projects
- Communicate with AOC Staff Attorneys, technical analyst, developers, software engineers, etc.



Irene Cross

Application Specialist

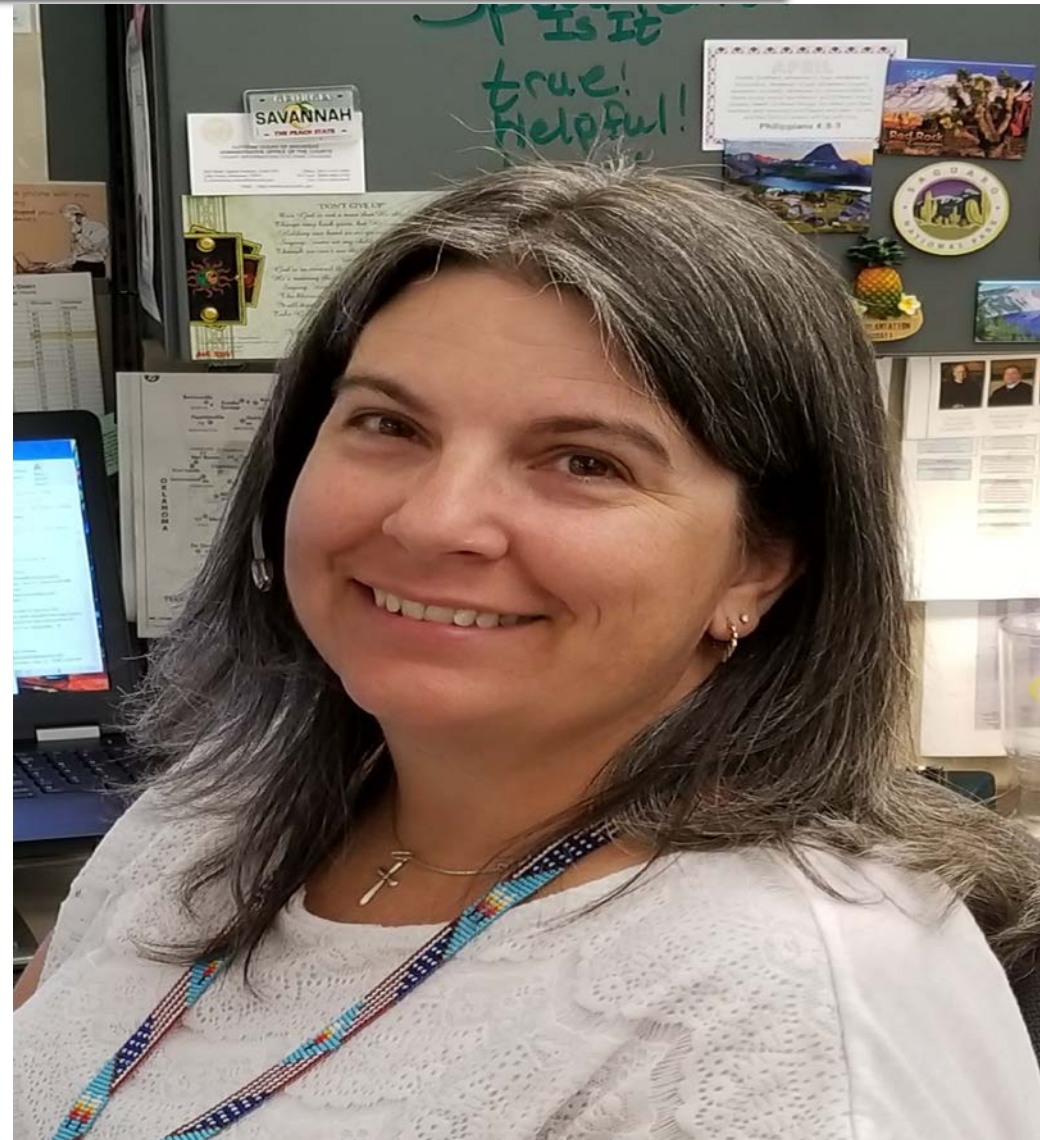
- 2 years 4 months in current position, 29 years with AOC
- Travel, cooking and pets, including pet sitting
- I like helping court personnel and attorneys. It makes my day when I can help them with their issues.





Teresa Shaw Application Specialist

- 4 years
- Hunting, Camping, Fishing, reading, crafty stuff
- analyzing the problem - finding the solution – then teaching others how, Serving our Customer Base





Miccole Blake Application Specialist

- 9 months
- shopping, eating, playing card & dominoes, bowling and casino
- The work is rather interesting and the people are just as exciting. I like troubleshooting the issues and I like how my team learns along with me.





Tiffany Edge Application Specialist

- 4 weeks
- love being outdoors, playing in the dirt with my 2 year son, treasure hunting in flea markets, Binge watching Netflix (which I don't get to do very often), camping and just being with my family.
- The smiling faces, the laughter and seriousness of coworkers, the opportunity for new challenges each day.





Nakinsia “Kinsie” Watson

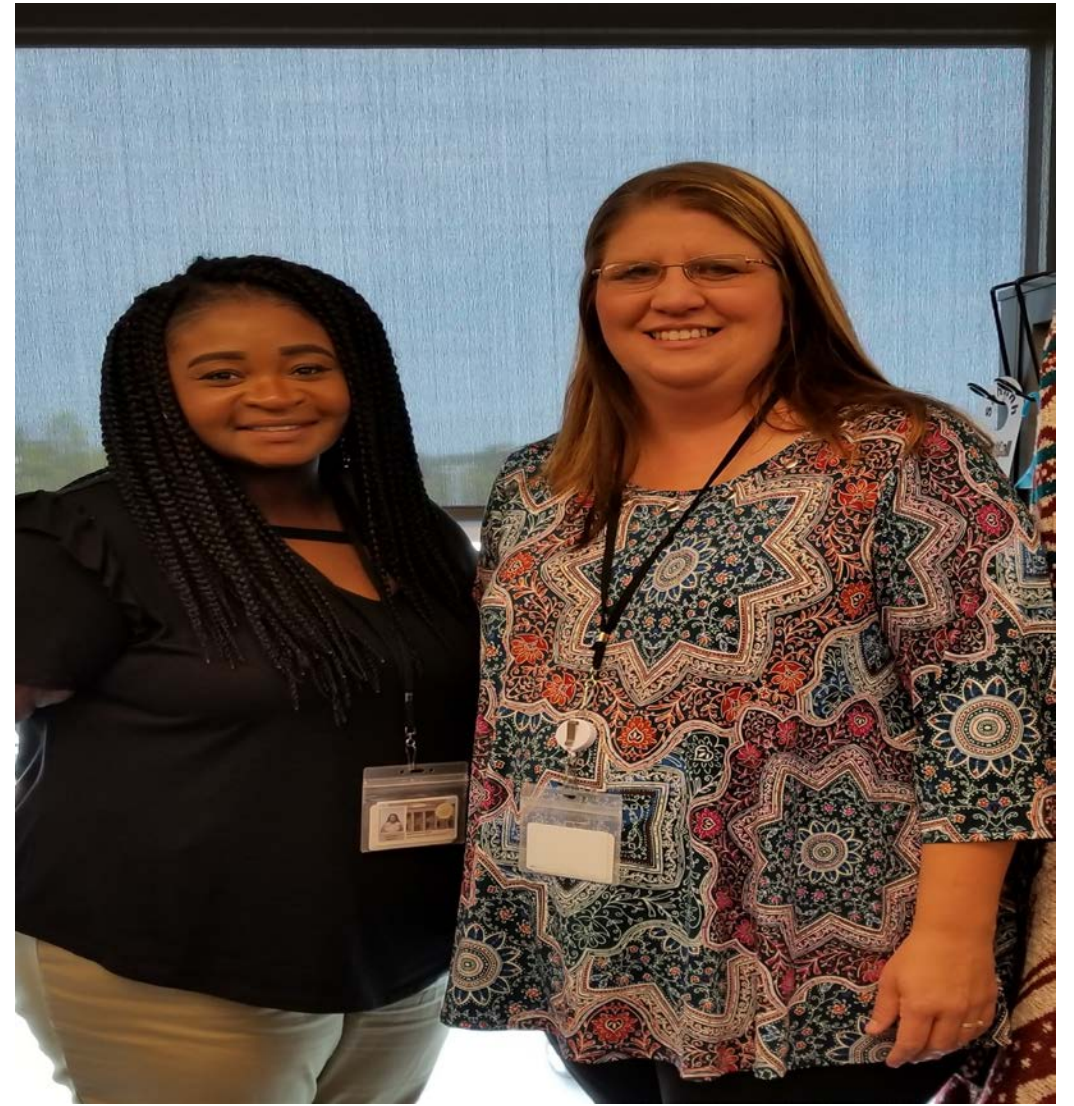
Application Analyst

- 4 Weeks
- Spending time with my 5 month old, manicures, pedicures, watching my favorite show Power and reality shows
- I love the fact that I get to share my creativity here. Working on the ACAP presentation and I am enjoying being able to share work that I have done and it be appreciated. I also enjoy being able to test out parts of Contexte to see if certain configurations will work. Most of all I love that I am able to continue doing what I love to do in the Criminal Justice realm and that is being able to help others.





Your Support Team





The Helpdesk Staff Supports

- Court Clerks
- Court Staff
- Judges and the TCAs
- Attorneys and Legal Staff
- AOC Staff
- State Agencies
 - including ASP, DS, DHS
- General Public



HelpDesk Stats by Year

HelpDesk	2015	2016	2017	2018 as of 7/9/18
AOC PC/Network Support	647	758	354	282
AR Judiciary Website Support	8	19	27	13
Contexte Application Support	7,333	7,384	7,530	4,727
DNET Application Support	4	6		4
Juror Application Support	472	324	485	
Laserfiche Application Support	10	21	13	141
Office of Research & Justice Statistics		33	159	138
SharePoint Application Support		17	44	4
Software Support	70	33	19	2
WorkFront Application Support	26	28	38	17
eFlex Application Support	1,822	2,674	3,005	1,710
iMIS Application Support	44	608	1,137	781
Total Issues	10,436	11,905	12,811	7,819



Contacting Helpdesk with Issues

Prior to Contacting

- Review training material
- Ask co-workers
- Ask other users
- Determine urgency

Contacting Helpdesk

- please provide a **Case ID**, **Party ID**, **Form name**, **Keystrokes**, **error received** and all other pertinent information.
- include a screenshot when sending an email issue, if applicable



Ask ACAP Helpdesk

