

To whom it may concern :

Project: Knowledge model and report of helpdesk processes - Andries Nieuwoudt

I spent around two hours identifying and defining the following processes and / or parts thereof with Andries:

- Information Analysis to decide on action
- Phone Call handling
- Heat tracking system and call history
- Select support specialist
- Selection of support method

Andries grasped and understood the processes quickly and managed to document it accurately and successfully, with little effort.

It was obvious that he initially had little understanding about the helpdesk environment, because he has never been part of it, but he had a clear picture at the end of our discussion.

Sincerely

Cecilia Vockins

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