Zazibona Service Desk FQAs

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Drafted by: Peter Lever

Index

How do I get to the Zazibona Service Desk?

The Zazibona Service Desk system can be found at the following URL:

service.zazibona.com

I am really battling! Who do I contact?

For additional support, please contact the Zazibona Team. Contact details are provided below.

> Primary Contact: Sakhile Dube-Mwedzi
>
> *Email:* sakhi.vee@gmail.com
>
> You may copy the Secondary Contact to your support request.
>
> Secondary Contact: Grace Matimba
>
> *Email:* gracematimba@gmail.com

Help! I have forgotten my Password! What do I do?

As can be seen from the image provided below, the Zazibona Service Desk System's home page carries two buttons, "**Sign In**" and "**Forgotten Password**".
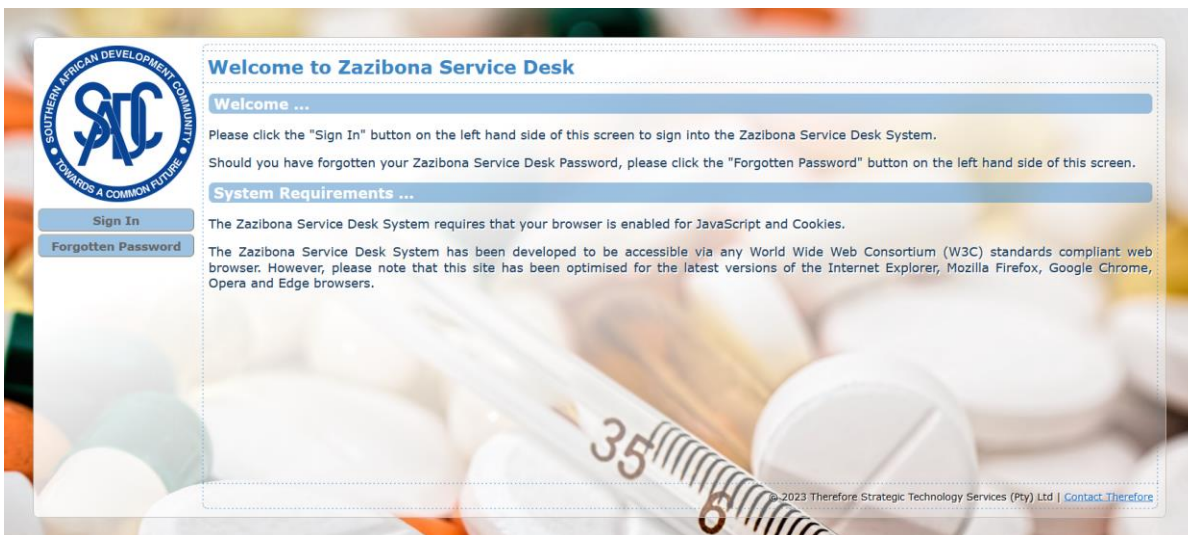
Should you have forgotten your Password, click the "**Forgotten Password**" button on the left-hand side of the home page, capture your email address to the "Email address" text box, click the "Send" button and follow the instructions provided.

Why am I being asked to change my Password?

To ensure that the Zazibona Service Desk System remains secure, the system will periodically force Users to change their Passwords.

Should the Zazibona Service Desk System require you to change your Password, capture your new Password to the "**New Password**" and "**Repeat new Password**" text boxes and then click the "**Change**" button.

How do I identify Mandatory fields?

Mandatory fields can be clearly identified by their red narration text.

Given that **fields with red narration text are mandatory**, they must be populated prior to saving / proceeding.

Fields that have **orange narration** text are potentially mandatory, depending on which button you intend to click.

Non-mandatory fields can be identified by the fact that their narration text is grey.

How do I access Attachments that I previously attached to a task?

The Zazibona Service Desk System allows Users to attach electronic documents (such as PDFs, scans, images, spreadsheets and the like) to tasks.

Electronic documents that have previously been attached to a task can be accessed via the "Task Review" screen.

How do I access a task's Task Review screen?

Search for the task, either via the Quick Search or Smart Search mechanism (details on how to search follow in this document), and then **click the "Review Task" button which is found on the Task Summary**, which is presented on the left-hand side of the screen. The Task Review will now be presented to you on the right-hand side of the screen.
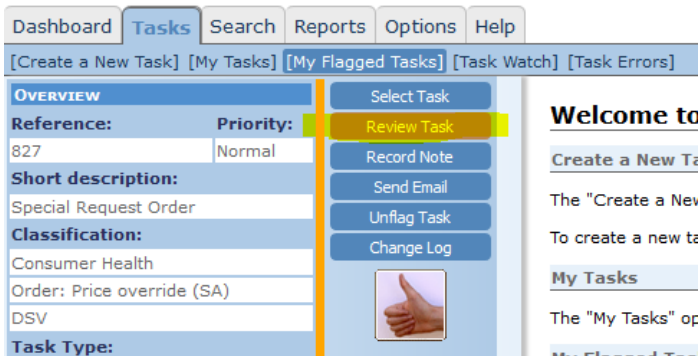
What is the Dashboard?

The Dashboard details the items that **require your attention** or **of which you need to be aware**.
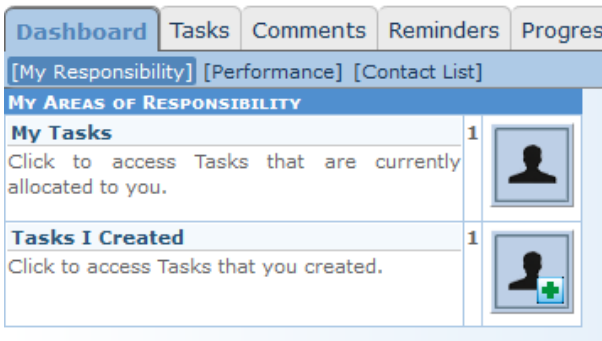
Users are automatically taken to the Dashboard screen **when they sign in**. Further, the Dashboard **can be accessed at any point in time by clicking the "Dashboard" tab**.

The Dashboard's "Quick Link" buttons provide you with a direct link to the screens that you need to utilise to action items that require your attention. The activity counts displayed with the listed areas of responsibility show the number of items that require your attention.

How do I create a new task?

To create a new task, click the **"Tasks" Tab**, click the **"Create a New Task"** option and then **select the task type** that you wish to create.
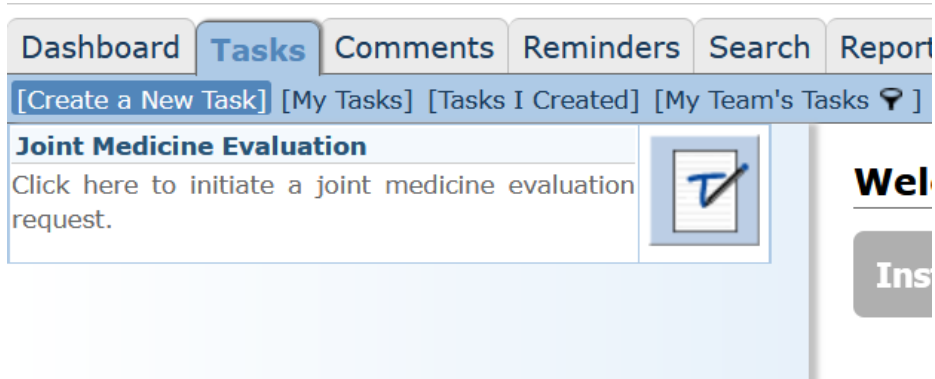

You will now be presented with the "Create a new task" screen on the right-hand side of the page.

Complete the online form and click the appropriate button, as directed by the instructions provided. The screen that follows will indicate the user to whom your task will be routed as well as its classification. Click the "Finish" button to submit your task for processing.

How can I access tasks that I created that are still open?

To access tasks that you have created that are still open, **click the "Dashboard"** tab and then **click the "Tasks I Created" option**.
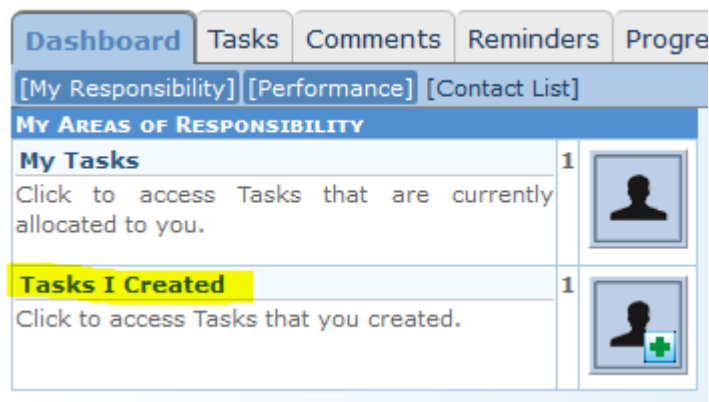
You will now be provided with a listing of the tasks that you have created that have not yet been fully processed / closed.

The left-hand side of the screen lists the open tasks that you have created in "Task Summary" format.

The right-hand side of the screen is the area where you will interact with the selected task.

Click the "**Review Task**" button found on the Task Summary to access a transcript for the task under question.

I have the task's Reference number. How do I access the task?

The Zazibona Service Desk System's "Quick Search" facility is an ideal search mechanism to use should you know the Reference number for the task that you wish to access.

The "Quick Search" facility allows you to perform a simple search for a task on the basis of its Reference number.

The Quick Search facility can be found on the top right-hand corner of the Zazibona Service Desk System.
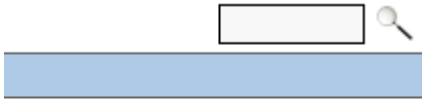
To quick search for a task, **capture its Reference number to the Quick Search text box and click the search icon (🔍).**

I don't have the task's Reference number! How do I find the task now?

The "Smart Search" facility enables you to perform a multiple variable search by using "Keywords" and search strings.

To access the Smart Search facility, **click on the "Search" tab** on the banner menu structure then **click the "Smart Search" option**.
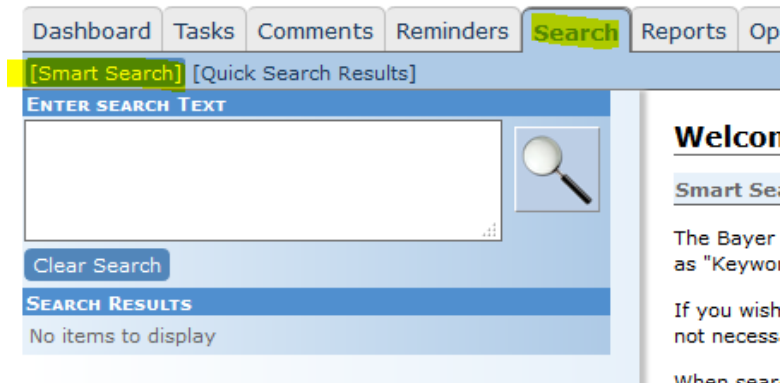
It is important that **each new line is started with a Keyword**. **Keywords are to be followed by a space and then a search string that relates to the Keyword**.

For additional detail pertaining to the use of the Smart Search facility, please review the comprehensive instructions provided on the "Smart Search" welcome page.

The following Keywords will probably be your most useful:

1. **Open**
   Use this keyword if you are looking for tasks that are open.

2. **Closed**
   Use this keyword if you are looking for tasks that are closed.

3. **Starter**
   Use this keyword if you know the name of the person that created the task.

4. **With**
   Use this keyword if you know the name of the person that the task is currently allocated to.

5. **Company**
   Use this keyword if you know the name of the Client to which the task relates.

6. **Openfrom**
   Use this keyword if you want your search to relate to all tasks opened on or after a particular date.

7. **Opento**
   Use this keyword if you want your search to relate to all tasks opened prior to or on a particular date.

Let's look at some examples.

Please note that the following examples are presented as if "Peter Lever" is the User performing the search.

I am looking for all tasks that I created for Acme Pharmacy …

company acme
starter peter lever

I am looking for tasks that I created for Acme Pharmacy, but I only want the open tasks …

company acme
starter peter lever
open

I am looking for the tasks that I created last week that are still open …

starter peter lever
open
openfrom 2018/03/12
opento 2018/03/16

I am looking for all of the tasks that I created last week that have been closed …

starter peter lever
closed
openfrom 2018/03/12
opento 2018/03/16

I am looking for all of the tasks for Acme Pharmacy that are still open …

company acme
open

I am looking for all tasks that were created by John Smith, a colleague of mine, for Acme Pharmacy. I am only interested in open tasks …

company acme
open
starter John Smith

How do I change my password?

To change your Password, click the "**Options**" tab, click the "**Personal Administration**" menu heading and then click the "**My Password**" menu option. You will now be presented with the "My Password" screen.

To change your password, enter your **current Password in the "Current Password"** text box, enter your **new Password in the "New Password" and "Repeat new Password"** text boxes and click the "Save" button. Once you have changed your Password, you will be required to sign back into the system using your new Password.

Why does the Zazibona Service Desk system "Time Out"? How do I get back in?

In the interests of system security, if you do not use the Zazibona Service Desk System for an extended period of time, the system will automatically sign you out.

Should this be the case, please click the "Sign In" button on the left-hand side of the "Signed Out" screen and sign back into the Zazibona Service Desk System.

How do I Sign Out of the Zazibona Service Desk system?

To Sign Out of the Zazibona Service Desk System, click the "**Sign Out**" icon () found on the bottom right-hand corner of the screen.
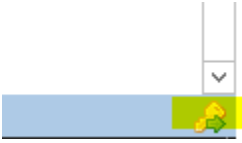
A pop up will ask you to confirm your intention to sign out. Click the "OK" button to confirm your intention to sign out.
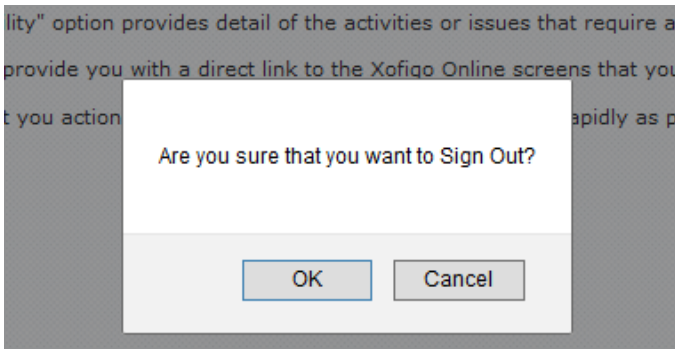
What is the maximum size of attachments that can be loaded?

Attachments that are uploaded to the Zazibona Service Desk must be **a maximum of 100Mb**.

To make your application zips smaller, please ensure that you render your PDFs at a high level of compression.

The following web based application provides for a high degree of PDF compression and may be worth a try:

  https://www.pdf2go.com/compress-pdf

It is suggested that you select the "Strong Compression" and "Grayscale images and text" options.