

Users' Approach to Problem Solving

- Report in time any malfunction, even minor and seemingly insignificant because it could be a manifestation of more serious problem;
- Take into consideration the helpdesk work organization without insisting on prompt reactions in case of banalities, try to set up the date and time and follow up the problem's resolution;
- Before contacting the helpdesk, try to understand the error (read carefully the error message), consider the possibility to fix the problem yourself, estimate the necessary information for error fixing;
- When contacting the helpdesk, actively and efficiently collaborate and be aware of the fact that successful resolution could require also user's time;
- After resolving the problem, try to understand the cause and if possible avoid its recurrence.

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