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Process Manual for CS Helpline Number

The CS Helpline number has been set up to allow CS centers (schools / NGOs) located in different states like Rajasthan, Uttarakhand, Haryana, Punjab etc. to be able to contact CS for resolution of any issues that they may face. Using the CS Helpline number we are able to offer resolutions to any such issues faced by these centers over either the phone calls/ Skype or by using Whatsapp on this number. These issues could be related to hardware or O/S or software or Course Videos.

For ease of handling calls,the CS Helpline have been categorized into 2 parts :

1. Outgoing Calls on the Helpline, and
2. Incoming Calls on the Helpline.

Outgoing Calls on the CS Helpline :- Outgoing calls are made to CS centers to know about the status at these centers like Course Module being taught, getting status updates through current classroom photographs, arranging call-backs for problem resolution etc.

The Process involved here is that we define the purpose of the outgoing call on an excel sheet mentioning the reason of the call, the status at the center and by also defining the next action to be taken update.

The Outgoing call sheet provides for some indices like school / NGO name, Contact person, Comments, Remarks etc.

Below are some definitions of important aspects of the outgoing calls :

Model 2 School Operations – This sheet is of critical importance since it helps us see at a glance the status of these CS centers and helps us in

running them more effectively. In this sheet we collate all types of information about the center like the status of the computer classes and it also contains information pertaining to the center from even before the CS classes are started such as :

- How many students are being taught there with their details like name, father's name, address etc. (This is called the "Student Info sheet".)
- Do the students sit on the floor of the classroom or do they have benches and tables ?
- Can the center arrange for an LCD projector ?

Once we have this basic information about the center CS, decides about how best that center can be made operational. We then need to prepare 2 different types of documents :

1. Declaration letter
2. Material Receipt

Declaration Letter ;- The Declaration Letter is to declare the items that are being provided by CS like desktop computers / Laptops and / or projector. This letter needs to be printed by the CS on its letterhead and it helps in transportation.

Material Receipt:- The Material receipt is a receipt of having received the items / material provided by CS. This receipt mentions the serial number and the CS number of the items (computers / projector etc.) and also reiterates some responsibilities that the school must fulfil for smooth running of the center and enabling CS to support them well.

Once these documents have been provided the material is carried to the centers, the staff from the center picks up the relevant items and

takes them back to the center and after properly arranging the computer lab begin the CS classes at their centers.

We at CS are in the process of tying up with a courier/logistics firm to enable us to send material to centres.

All these steps are co-ordinated by the CS Helpline number using the outgoing calls and even some incoming calls

Course Module Status – The course module status helps us keep track of what the center is teaching and also informs us of the status of the class they have reached in a particular module. This sheet is updated every 2 weeks or at least within a month and within this timeframe we get an update from all our centers.

Photo Status – The photo status helps us to know through photographs from the centers about the actual teaching in progress at the centers. For this purpose we ask for at least two photographs each quarter from all our centers. This information gets updated on the next excel sheet which is part of the "Model 2 schools – Operational & Prospects" database and is defined as 'Photo Status'.

Test Status – This helps us to know the status of tests being conducted for the modules that have been taught at the centers. This information also helps us keep our test records updated. The Test status sheet gets updated every 2 weeks or at least once a month. Information gathered on the test records serves as the basis on which CS awards certificates for the Basic and Advanced courses.

Thus the outgoing calls on the CS Helpline number help in accomplishing all these tasks.

CS Incoming Calls :- The incoming calls on the CS Helpline number provide us critical information about issues / problems, if any, being faced by the CS centers. Most calls relate to system problems, confirmation of address for training venue or about how to cover subjects in a class or module.

Another excel sheet is devoted to tasks related to incoming calls and includes columns for purpose of call, name of the center, calling person name, call date, problem description and the resolution provided. Every incoming call gets entered on this sheet.

CS also has a dedicated Hardware helpline to help resolve hardware related issues via phone calls, video calls using Whatsapp, Skype etc.

Whenever there is an incoming call on the CS helpline the CS executive first tries to understand the issue and provide a resolution. In case the issue can't be resolved at that stage then a call back is arranged to be taken up by our Hardware team. Our Hardware expert then uses the dedicated Hardware helpline to call back and provide resolutions either through phone call or video calls.

As mentioned above a separate excel sheet is used for the recording of these calls. It has columns which provide the linking information to the related incoming call detail on the Incoming Calls sheet. The cells provide information about :

Incoming call date- In this column we define the date of the call which helps us to know the date of calling. In the next column we define the School/NGO name.

School Name/NGO- In this column we enter the name of the school/NGO that called us for the query or problem of any type.

Caller ID and Caller Name- Caller ID and Caller name identifes the person and center who called us with caller contact number and caller name.

Problem/Solution- this column is important for hardware sheet because it identifies the problem and the resolution provided for the particular problem.

Comments/Remarks- this column helps us to mark the status of first step which was taken by first party (CS helpline number - Pranav).

Final decision- it helps us to know the status of the problem with their solution and highlights if this problem is pending or ok (resolved).

Date of final Closing- this is the last column of the incoming call sheet and it identifies the closing date of problem with solution provided by CS team.

Thus the CS Helpline number process provides an important method to help us maintain the operational status at our centers.