

Reference Desk User Manual

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Introduction

BTN (Bangladesh Telecentre Network) Reference Desk is a helpdesk for the grassroots telecentres across the country. The desk provides real time help online and offline to the users. This guide will describe the process to access the desk easily. The initiative is taken to develop the guide both in English and Bangla to make it understandable to local as well as global community.

What is Reference Desk

At present more than 1100 telecentres are in operation across the country. BTN has launched a mission to setup 40,000 telecentres by the year 2011 in Bangladesh. The concept of BTN reference desk has evolved to build a platform from where telecentre operators can receive support in the critical time, when s/he is facing problems related with the telecentre operations. The reference desk can be the first place of consultation when a telecentre operator or an information worker does not have the answer to a question/problem. In their day-to-day operations, most of the telecentre operators are facing problems which hamper their quality of service. But solution of that particular problem might be with some other person who is ready to share it with others. In this scenario, the problem is how they will interact with each other and how the person facing the problem will find someone with the accurate answer. The telecentre reference desk is the interface through which the individual in problem and the person with the solution will be able to communicate.

The main challenges regard to telecentre operation and management are technical problems (computer and other device related), finding out new service delivery packages, ways of promotional activities, what cheap solutions they can apply, etc. An entrepreneur may need suggestions to make a business plan, find out appropriate location, designing services and

information products, equipments needed to provide the services, projection of initial investment, etc. to establish telecentres.

Bangladesh Telecentre Network (BTN) with its “Network Start up: Bangladesh Mission 2011 Telecentre Network Support Project” planned to establish a Reference Desk with the collaboration of D.Net (Development Research Network) to provide online and offline support to the existing telecentres and entrepreneur in this field for their day to day technical problems. On March 30, 2008 Reference Desk was formally inaugurated to serve the users belong to the telecentre operators and their centres across the country.

Who can avail these Services

BTN Reference Desk is an open platform to serve existing telecentres as well as persons or organizations interested to join the telecentre movement. We can categorize the users as follows:

- a. **Existing Telecentre Operators:** This group can get necessary information about management and technical issues related to telecentre operation.
- b. **Entrepreneur:** Any person or organization wants to start up telecentres can have a knock to the Reference Desk for a consultancy.
- c. **Interested Organizations and Individuals:** One can ask for data or information regards to telecentres, existing models, etc. to the Reference Desk.

Services Offered By the Reference Desk & Detail Scenario of Telecentres in Bangladesh

This service will offer information in following categories:

- a. Division, District, Upazilla and Union wise telecentre locations
- b. Organizations involved in telecentre movement
- c. Existing models of telecentre in the country

Telecentre Start up

Organizations or individuals interested to set up telecentres will be able to get the necessary consultancy from Reference Desk in the following areas:

- a. How to make business plan for telecentre?
- b. Which is the appropriate location for the telecentre?
- c. Which information and services can be offered from telecentre?
- d. Which equipments are needed to provide information and services?
- e. How and where to collect necessary information for telecentre?
- f. What kind of training needed to run telecentre and who offer those?
- g. What legal preparations needed to start up telecentre?
- h. What eligibility needed for Infomediaries?
- i. What the investment needed to start a telecentre and how the funds to be collected?
- j. How to ensure people's access to the telecentre?
- k. How to publicize the telecentre services at locality?

Technical and Management Help for Existing Telecentres

The existing telecentres can ask questions and queries related to the following categories:

- ▶ Computer hardware related troubleshooting
- ▶ Printer and scanner troubleshooting
- ▶ Computer software installation and maintenance related help
- ▶ Computer network troubleshooting
- ▶ Internet (Browsing, EDGE/GPRS modem, Handset as modem) related help
- ▶ Power (UPS, source of power, voltage issue) related problems
- ▶ Web development help

BTN Reference Desk Overview

(www.mission2011.net.bd/support)

The screenshot shows the 'btn reference desk' website. The header includes the site name and navigation tabs for 'এক্সপার্ট টিউটোরিয়াল', 'প্রশ্নোত্তর', 'প্রশ্ন', 'উত্তর', 'সহায়তা', and 'সংযোগ'. The main content area is split into two columns. The left column features a sidebar with various links and search options. The right column displays a list of questions and answers, numbered 1 to 10. Each entry includes a question title and a brief description of the problem or solution.

Figure: The home page of the Reference Desk Website

Questions come to the desk via email, website, instant messenger and letter are being archived on the website in Bangla. One can search answer for his/her desired question in the site. If that question is not archived yet, s/he can submit it to get the answer via email from the desk. User can insert answer to any existing question or a new question that s/he thinks should be added to the archive. Moreover, if Bangla is not shown properly, there is a help manual in this context. There is download facility of icomplex script for windows, Unicode Bangla font, and Avro keyboard to write Unicode Bangla.

action=ask or clicking at the Ask Question “প্রশ্ন করুন” section.

Figure: Ask question online

You will have to put your name, e-mail address, select a category, and then write your question, fill image authentication text and

Consult FAQ

Advanced Search: It provides the facility to search with key words in any category or sub-category.

Figure: Advanced Search

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Left Menu: At the left menu all the FAQ categories and sub-categories are given. By clicking on any category you will get all the questions at centre of the page archived in that category. Every page will show 10 questions each and you can roam page to page over page numbers given below to the page. Clicking on the question you can get answer of it. Also you can rate the answer from 1 to 5, lower to higher accordingly. At the bottom, a link is given to comment on the answer. Put your name, email address, comment, image authentication text and click on submit button.

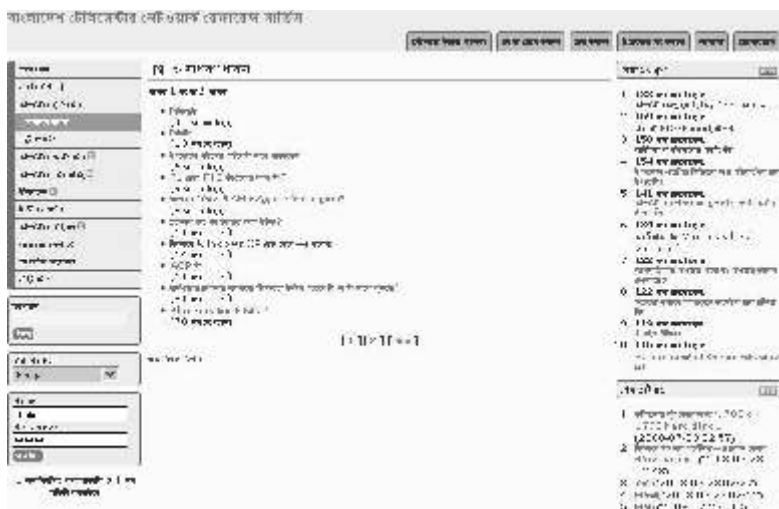


Figure: Category wise view of FAQs

Quick Search: At the middle of the left a quick search menu would be found. Putting a keyword one can search the desired record.

Language Option: The language can be changed in this section. But currently no other version is available.

Top 10 Questions: It is at the right pane of the page showing the records got most hit in the archive. This section supports RSS feed.

Last 5 Questions: At the right bottom pane of the page showing the last five entries to the archive. This section supports RSS feed.

How to Access these Services

The reference service is accessible through various communication channels. All possible channels were considered for the users to reach helpline. One can access the reference service through the following ways of communication:

- ▶ FAQ website with question submitting facility
- ▶ E-mail
- ▶ Instant Messenger
- ▶ Telephone
- ▶ Traditional Letter

Call the Expert and get instant answer

You can get the service calling the expert to 01552650622 or 01732291428 ext-21 or 23. Describe your problem and get instant answer from help desk operators.

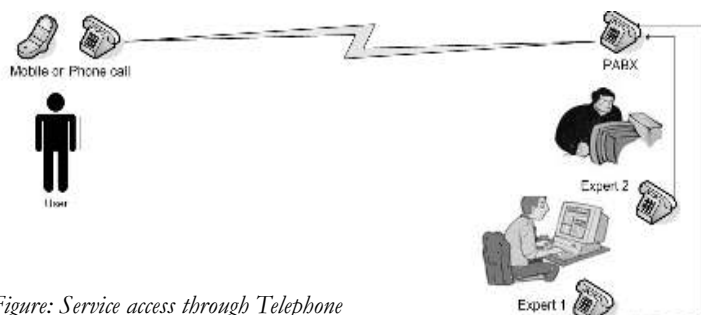


Figure: Service access through Telephone

Send E-mail and get answer

One can e-mail his/her queries or questions to [helpdesk@mission2011.net .bd](mailto:helpdesk@mission2011.net.bd). S/he will get reply with appropriate answer within a short time. As this channel is very much cost effective and a little detail with problem snap and organized query can be submitted, it is one of the best way for communication.

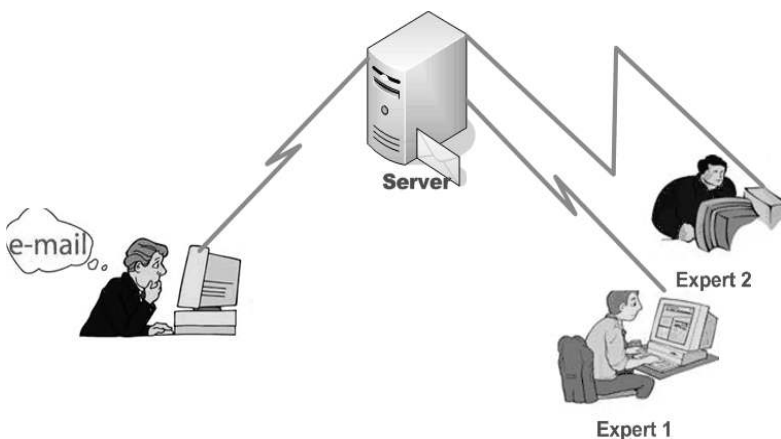


Figure: E-mail communication between user and expert

Ask via Instant Messenger

Instant Messaging is interactive online communication media. It is a very good media to make people understand the problem in detail and step by step with voice, text, image, etc. It is also best for giving answer in the same way and also for the trial and error method. The Reference Desk is using Yahoo and Skype for this service. Both the IDs are given below:

Yahoo ID	Btnhelpdesk
Skype ID	Btnhelpdesk

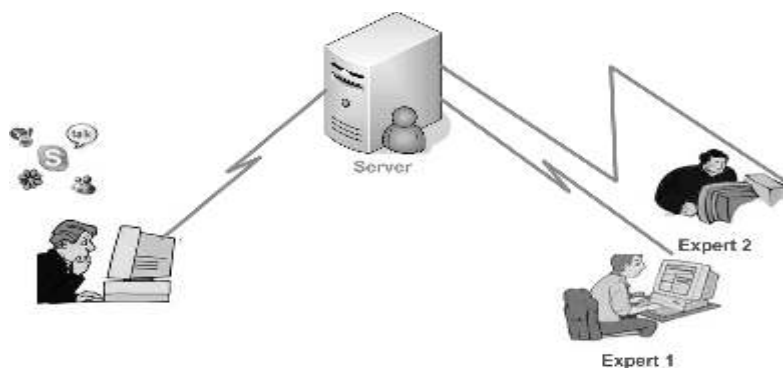


Figure: Communication with Instant Messenger between user and expert

Send letter to get answer

Reference desk also accepts traditional postal letter. The user will get the answer through letter in this case.



Figure: Communication with traditional letter between user and expert

The users can send their queries by letter through postal service or courier service to the following address:

Coordinator
 BTN Reference Desk
 6/4 Humayun Road
 Mohammadpur
 Dhaka-1207

Call Hours

The desk will be available to support over phone call from 0900 hrs to 1700 hrs except all government holidays, Fridays and first and third Saturdays of any given month.

Register with Reference Desk

There is a little formality to register with the desk considered for keeping track of the usage and quick identification of the user. You can call 01552650622 or 01732291428 (Extension: 21 and 23) or send e-mail to helpdesk@mission2011.net.bd for registration. To response your call or e-mail a registration form will be sent via e-mail in .doc format to you. Just open it with MS Word or Open Office Writer, fill up on soft copy, and send via e-mail to the aforesaid address or post it to BTN secretariat, 6/4 Humayun Road, Mohammadpur, Dhaka-1207

Conclusion

There are five ways, the user can reach the Reference Desk to avail the technical help. Thus user manual is essential to make it easier to get the service. In the case of website, one will not be able to understand whole process to gain the best from it without any guidance. The detail approach of the guide will help the novice user to access the service in easier and fruitful way.