

Service Desk guide to completing the call log

1. Call number – if you wish to use a numbering system, allocate the next number in sequence. You may put this number onto the incident/request sheet. However, calls can usually be referenced using the date and unique ID.
2. Date of call –use the same date format for all date entries, especially if you keep the call log as a spreadsheet.
3. Time of call – again use a consistent time format, as this will enable accurate reports to be produced.
4. Equipment unique ID – if this is not available, describe where the equipment is located. Check whether a note has been left on faulty equipment to show that the incident has been reported.
5. Name of person - if you only put first names, ensure that your process can distinguish between people.
6. Summary of initial action
 - Call fixed by caller
 - Self-help website used - and if it did or did not work
 - Where previous log was checked, if this resolved the incident
 - Whether knowledge base checked, and if this did or did not work
 - Whether technician required or not
 - Show whether this is a request or an incident
7. Date action expected – when is the technician expected to work on the incident?
8. Date action occurred – if you don't use this, you will not be able to check whether your technician or technical support provider is conforming to the agreements in place.
9. Resolution – don't put in here what was done – that goes in the summary. Do put in the status – fixed, not fixed, replacement required, follow up required, etc.
10. Further action required – you can leave this as a separate entry if you always have a lot of follow-up action, or it can be combined with the resolution field.
11. Summary of incident – as you will probably use the information on the incident/request sheet when logging a call with a technician, don't be tempted to complete the summary of incident until after the resolution. This enables the call log to be used as a reference for similar incidents.

The call log has been designed to print as 1 page (landscape) for easy reading. Adjust it to meet your needs and realise that it may take several revisions before you arrive at the format that works for you. Change it as often as necessary until you get it right.