



# AUTOMATION TOOL

## 1. First Fix Overview

Workplace Automation First fix has been developed with our existing customers in mind. Customers that daily receive calls to their support desk with IT issues ranging from basic network environment tasks to complex IT issues. First Fix contains scripts that have been written over several years and are the most efficient way of completing the most common administrative tasks.

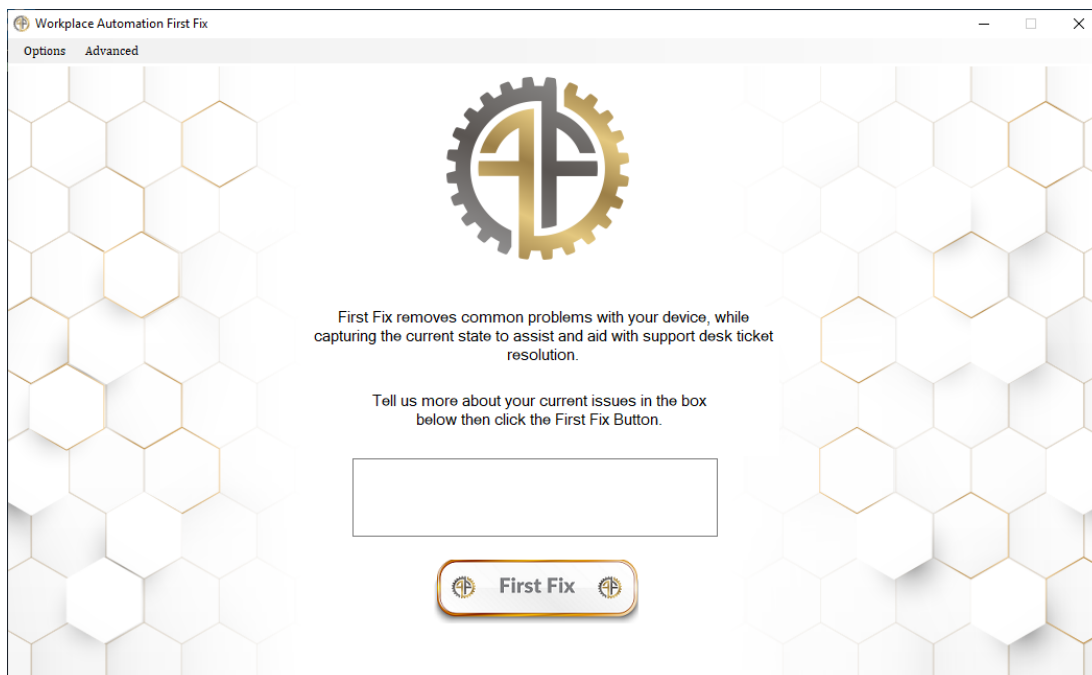
The end goal for any service desk is to be able to complete as many tasks as a first fix as possible. This improves the customer perception of the service desk and is much more efficient than calls being logged and passed through to other resolver teams.

Providing savings to the IT department by reducing ticket time and enabling the end client to be more productive.

In this document we will cover the fixes that the tool provides in detail.

## 2. Run First Fix

When First fix is run, temporary system files are cleared from numerous locations. As well as a detailed report being created for the specific device.



Note: Text box can be used for customers to describe their issue with a short message.



## 2.1 Collects Support Data

Once First Fix has completed, an HTML file will be created in C:\First Fix\FirstFix\_Core\_Diagnostics.html

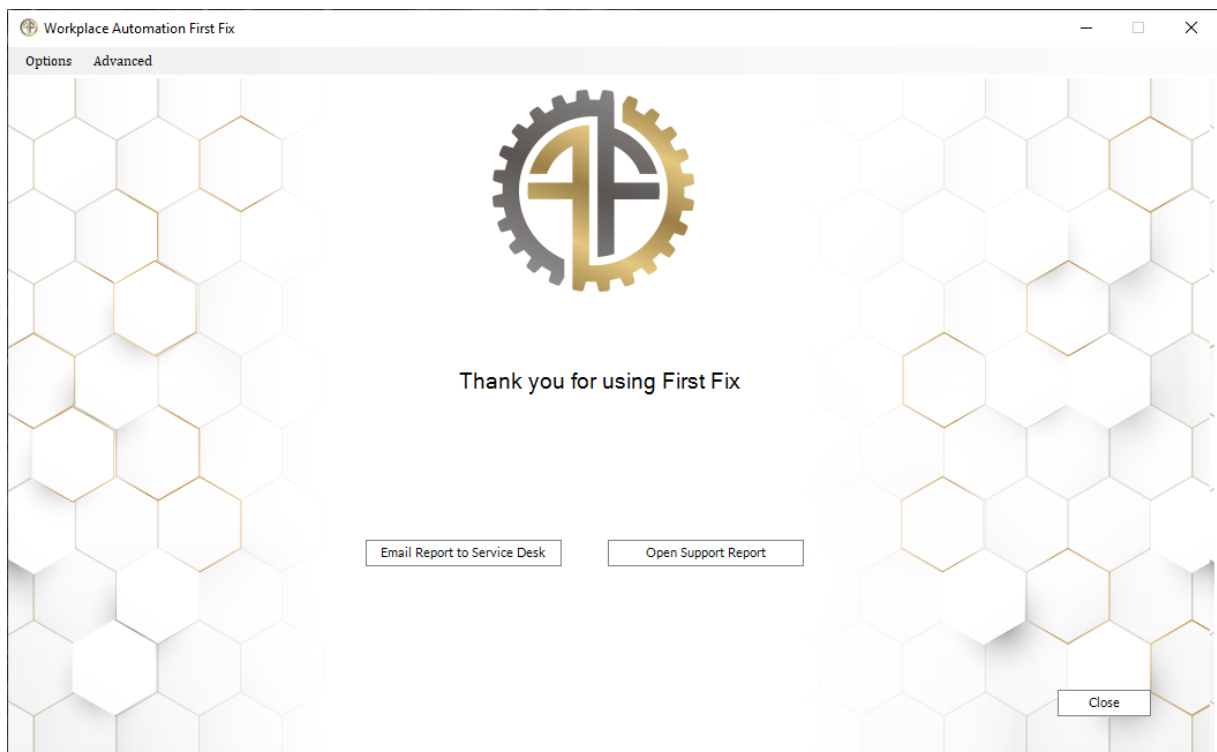
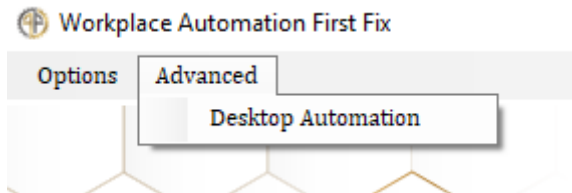
This document contains the following information:

- Operating System Information
- BIOS Information
- Processor Information
- Local Temporary Locations and Sizes
- Disk Information
- Vendor and Model Information
- Network Configuration
- Profile Details
- Applications Installed
- Installed Hotfixes
- Previous 24 Hours Event Log

The “Support Report” data will give all the information required to efficiently generate a service desk ticket and more efficiently support desktop engineers, having the data freely available to you and not having to walk through the usual general questions at the start of the call will reduce ticket time and increase accuracy as all data is available to copy directly from the HTML.

### 3. Desktop Automation (Advanced)

This is the section to add bespoke client automation, we have added one of one standard automation fixes but after we sit and review with the client and identified further automation this is the section in which they will be located.



This is the screen you will be presented with once FirstFix has finished running, giving you the option to email the tailored report to the service desk or show the report for yourself.