

## Notes on ServiceDesk Methodology When Importing Particular Fields into the On-Screen NARDA

1. Effective 8/22/11, SBDL inserts the SB *DispatchID* number in both traditional locations and in the MoreInfo section of each dispatch-related Callsheet. This particular inserted text is *protected* — meaning ServiceDesk will not allow its deletion or editing. Naturally, it transfers into the JobRecord when one is created, and is similarly protected there.
2. When any job is imported into the on-screen NARDA, SD first looks to see if there is such a protected DispatchID number. If there is, it uses this as the controlling DispatchID, and ignores any provision or placement of the number (i.e., in previously *traditional* locations) elsewhere.
3. Given this protected treatment (and in specific regard to tickets created *since* installation of the improvement), there is no longer a need to maintain a ServiceBench DispatchID in any of the old/traditional locations. On the other hand, for continuity they will continue to be inserted there by the SBDL program.
4. In regard to finding particular fields for importation to the NARDA otherwise, the system will continue to look in the underlying JobRecord for key identifier strings, and if finding them will react as follows:
  - a) If in the *CstmrNm* box, it finds:
    - i. **“Dsptch#”** [will treat the following text as the DispatchID, except will ignore this text if a *protected* DispatchID was otherwise found]
    - ii. **“#”** (but not “Dsptch#”) [will treat the following text as a SpecialAuth #]
  - b) If in the *LctnNm* box, it finds:
    - i. **“Dsptch#”** [will treat the following text as a DispatchID, except will ignore this text if a *protected* DispatchID was otherwise found]
    - ii. **“#”** (but not “Dsptch#”) [will treat the following text as a Contract #]
    - iii. **“Dispatched by ServiceBench as #”** [will treat the following text as a DispatchID, except will ignore this text if a *protected* DispatchID was otherwise found]<sup>i</sup>

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<sup>i</sup> In all cases, contemporary versions of SBDL can be counted on to setup text precisely as needed for corresponding within-SD schemes, as described here.