# Instructions for using the Contact Center

– view of the people in the approval process –

The Contact Center (CC) is a universal tool for submitting online queries (requests, notifications, ...). Each CC is open to a group of students whose suggestions are handled by the responsible person (e.g. administrator of the given study program).

Each CC can have any number of approval processes (solution procedures), which mostly depend on the importance or focus of the query. The most frequent persons who appear in these procedures are the Solver, Head of the ZP, Supervisor, Head of the Department, Guarantor of the study program, Vice-dean.

When you log in to the UIS personal administration, you can open the contact center in the E-agenda window using Contact centre link.
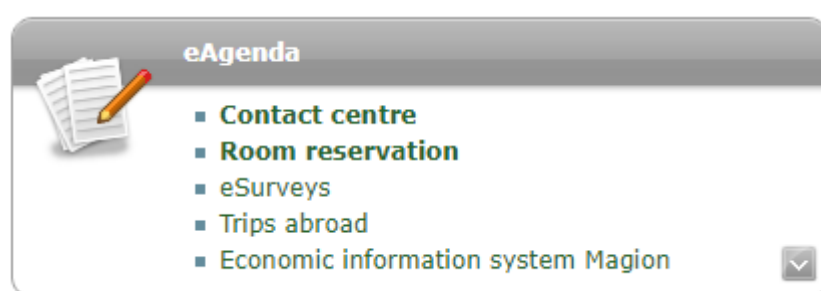
When you open a new page, two linked bookmark bars appear at the beginning of the page. The first one contains a division of the approval process and the "Searching for solution" section, where you can enter a specific request (e.g. you can record exam taken by a doctoral student, this option is accessible to all employees). The second bar is linked to the approval process and it is divided according to whether the person has already responded to the request or not (Queries waiting for my commentary, Queries with my commentary).
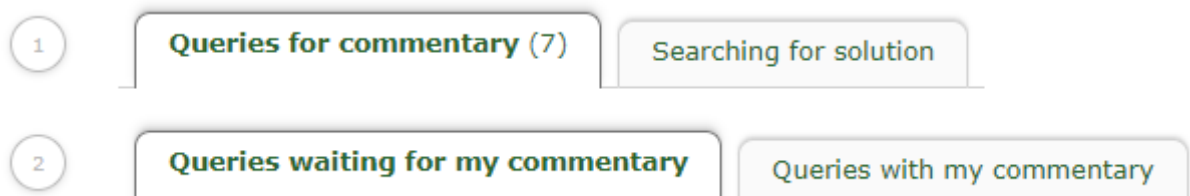
Queries waiting for my commentary

The tab contains all requests on which a commentary has not yet been inserted. First, you will be offered the option to filter the table below using a specific type of form and the status of the solution procedure, if you are at more than one approval level.   A list of all requests on which you have been asked to comment is given in the overview table. For each request, basic information is provided, such as the priority, whether your statement is compulsory (in the column "state of statement"), the subject of the request, the name and identification of the user who filed the request and the name of the solver of the complaint. You can find more detailed information by clicking on the icon in the **Details** column.

Through comments, it is possible to communicate internally with the request solver and the commenting persons. Information related to comments is listed in the **Comments** column. The **Total** column contains the number of comments attached to the complaint. The **New** column shows a flag to see if there is a new comment for the request that the person has not yet read. You can view and insert comments by clicking the icon in the **Display** column. The new comment is inserted into the text box and confirmed by pressing the ***Add Comment*** button**.** The history of the entire communication is shown in the overview table. The last comment can be edited.

Display: ⊙ Submitted ⊙ Submitted by ⊙ User identification ⊙ Competent person ⊙ Detail

Priority	State of statement	State	Workflow status	Deadline	Form	Subject	Comments			Details	Comment
							Total	New	Display		
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Žádost o uznání předmětu - stejný název a kód předmětu	Žádost o uznání absolvovaných předmětů z předchozího studia	0		📄	🔍	➡
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Žádost o přerušení studia	Žádost o přerušení studia	0		📄	🔍	➡
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Žádost obecná	Uznání předmětu Ekologie lesa LLZ02Z	0		📄	🔍	➡
--	--	🟢	*Vyjadřující - Školitel*	--	FŽP - VaV - Změna formy studia	Změna formy studia	0		📄	🔍	➡
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Žádost o uznání předmětu - stejný název a kód předmětu	Žádost o uznání absolvovaných předmětů z předchozího studia	0		📄	🔍	➡
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Odvolání proti rozhodnutí	Appeal against Decision	0		📄	🔍	➡
--	--	🟢	*Schvalující - proděkan*	--	FŽP - Žádost o přerušení studia	Žádost o přerušení studia	0		📄	🔍	➡

A statement on the request can be edited by clicking on the icon in the **Comment** column. At the beginning of the page, details of the selected request are displayed. The comment is inserted into the text field and saved by pressing the Save button. In the case of the authorising body (usually at the level of vice-deans), it is also necessary to choose an option to approve or reject. After adding a statement or approval, the request is moved to the **Queries with my commentary**.

Progress in processing the query

While the query is being attended to, you can see details about the status. If there is a status requiring your involvement, you can see the option for relevant action, e.g. to enter a comment or approval.

Current state: Schvalující - proděkan **Deadline:** -- not entered --

Person	Decision	Note to the file	Personal note	Date
doc. Ing. Jan Skaloš, Ph.D.		-- not entered --		

You can approve or reject a query here, incl. the option to enter a note.

Edit attachments:

                Approve   Reject

Decision: ○   ○

Note to the file:

Personal note:

Save

After checking all the requirements, the request is concluded by the Solver (responsible person).

Queries with my commentary

All requests to which the user has submitted their comments are displayed in the "Resolved queries" tab. The tab also displays closed suggestions for which the user did not manage to enter their statement before closing.

A list of all requests is given in the overview table. For each request, basic information such as priority, status of comments and solution, the subject of the request, the name and identification of the user who submitted the request and the name of the solver of the request are provided. If the user has submitted a comment on the request, it is indicated in **the column Conclusion on the query**. You can find more detailed information by clicking on the icon in the **Details** column.

Examination report

This option is currently accessible to all employees, but it is designed for examiners of courses for doctoral students. This procedure will replace the paper document *"Examination Report"*. However, it is not located in the approval section as mentioned above, but in the "Searching for solution" tab, where you can find this form under the FŽP-Employees folder.

The form is similar to its paper version, from which it takes most of the fields necessary to complete.

Contact centre: FES - Science and Research (FES)

FZP - S&R - Examination report

Query subject

Zápis o vykonané zkoušce

Name and surname of the PhD student

Study programme (field of study)

Specialization

Name and surname of the student's supervisor

Department

○ Department of Applied Ecology
○ Department of Ecology
○ Department of Environmental Geosciences
○ Department of Landscape and Urban Planning
○ Department of Spatial Sciences
○ Department of Water Resources and Environmental Modeling

Study subject

Examination result

○ passed
○ failed

Course of the exam

Describe the course of the exam and/or the test questions

Agreement

○ I hereby confirm that the provided information is true and correct