SOUTH POINT SCHOOL

An ISO 45001 : 2018 Certified Institution

NOTICE

Sub: Introduction of helpdesk feature on School portal

Dear Guardians

The importance of effective communication between the School and guardians cannot be overestimated. Till now, guardians had to visit the school office for all kinds of enquiries and requisitions. But in view of the "new normal" foisted by the pandemic, we have worked towards providing a solution which will not only limit the need for guardians to visit the school office unless absolutely imperative but also ensure accountability and responsiveness in respect of the guardians' communications with the School.

We are pleased to inform you that a new feature has been developed and integrated with the school portal "Skolaro" which allows guardians to communicate with the School in a more effective and efficient manner on various issues. This module is known as "Help Desk" through which guardians will be able to raise their tickets on various issues pertaining to their wards. The issue raised by the guardians will directly reach the concerned department which is required to deal with the same and address the issue in a timely and effective manner. Escalation matrix is automatically built in to the solution, in case timely response is not sent to the guardians. This is available only through the parent log in credentials and not through the student credentials. The module can be accessed on the School's web portal "www.skolaro.com" on a PC or mobile phone and cannot be accessed on the Mobile App.

The issues for which the tickets can be raised by the guardians along with the possible cases (for illustrative purpose only) under each issue are given below:

Ticket Type (Pre-defined)	Possible Cases (for illustrative purpose only)
Student Profile Updation	Change in address, contact details etc.
Academics (Requests)	Change in CCA, vernacular, early release etc.
Academics (Issues & Suggestions)	Discipline, assignments/homework, assessment, etc.
Application for Certificates & Documents	Application for different type of certificates
Administration-Issues & Suggestions	Housekeeping, facilities etc
Fee & Other Related Issues	Any issues related to school fees
School Transport Service	Any issues related to school bus service
IT-Services	Related to Skolaro, Mindspark, Office 365 etc.
Books, Uniform & Other Supplies	Related to book shop, uniform etc.
Suggestions & Feedbacks	General suggestions

The module comes with the following additional features:

- In case more than one child is studying in South Point, the guardian can raise separate tickets for each ward

- A unique ticket number gets generated for every ticket which can be used for future reference

- Documents in various formats can be attached along with the tickets raised as supportings

- Notification will be sent to guardians whenever there is any activity on the tickets raised by them

- Tickets can be reopened in case the guardian is not satisfied with the resolution

We request guardians to make the best use of this feature through the Skolaro platform for issues pertaining to their own wards. This should be taken as a replacement of the requirement to visit/mail the school office for any clarification/requisition etc. and not as a platform to post matters not related to their wards. The module is available only on the browser version of the portal.

In case of any issue, please send an email to ithelpdesk.sps@southpoint.edu.in

We look forward to a successful endeavour, once again with your support.

Thank you

Principal

24.12.2020