Heriot-Watt University
IT Helpdesk – phone messages

These are the automated phone messages available via the telephone system.

On the HWU website 'Contact us' page we have details of other phone numbers to ring, emails addresses and social media.

Out of Hours Welcome Message

Welcome to Heriot Watt University IT Helpdesk. The Helpdesk is now closed. The opening hours are Monday to Friday 9am to 5pm excluding public holidays.
Please call back during opening hours or alternatively email ithelp@hw.ac.uk

Hangup

Thank you for calling. Goodbye

In Hours Welcome Message

Welcome to the Heriot Watt University IT Helpdesk. Please hold while we connect you to a member of our team.

IT Helpdesk No Agents Logged In

Unfortunately we are unable to take your call at present. Please try again later or alternatively email ithelp@hw.ac.uk or press 1 to leave a message

IT Helpdesk Queue Prompts (at 20 second intervals)

All our analysts are busy at present please continue to hold.
All our analysts are busy at present please continue to hold.
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All our analysts are busy at present please continue to hold or alternatively you can email ithelp@hw.ac.uk or press 1 to leave a message and have us call you back. (Repeat)

IT Helpdesk Voiceform

Thank you. You will now be asked a series of questions. Please answer each question after the tone spelling any difficult words and press the star key when complete.
1. Firstly. Please tell me your full name after the tone and press the star key when complete.
2. Thank you. Now please tell me a contact telephone number we can call you back on after the tone and press the star key when complete.

Thank you. Your message has been taken and a member of our team will come back to you during our office hours. Thank you for calling. Goodbye

Call Flow Diagram

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                              ┌──────────────────────┐
            In Hours ─────────│  IT Helpdesk Timeplan│──────── Out of Hours
         │                    └──────────────────────┘                    │
         ▼                                                                 ▼
┌──────────────────────┐                                    ┌──────────────────────┐
│  IT Helpdesk In Hours│                                    │ IT Helpdesk Out of   │
└──────────────────────┘                                    │ Hours                │
         │                                                  └──────────────────────┘
  Caller goes to queue
         │
         ▼
┌──────────────────────┐   No Agents        ┌──────────────────────┐
│  IT Helpdesk Queue   │── logged in ──────▶│  IT Helpdesk No Agents│
└──────────────────────┘                    │      Logged In        │
         │                                  └──────────────────────┘
 Caller transferred to agent                           │
         │                                   Caller Presses 1
         ▼                                   To leave a message
        ╱╲                                              │
       ╱  ╲               Caller Presses 1              ▼
      ╱    ╲              To leave a message  ┌──────────────────────┐
     ╱Agents╲ ─────────────────────────────▶│ IT Helpdesk Voiceform │
    ╱────────╲                               └──────────────────────┘
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