

User Support for the Digital Humanities

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<https://github.com/hzsk/clarind-helpdesk>

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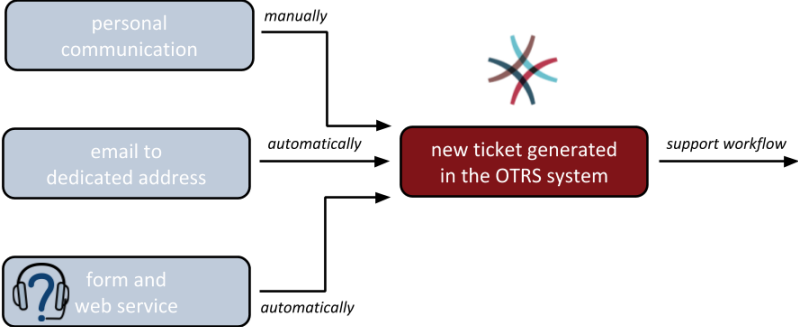
Introduction

- ▶ CLARIN-D Help Desk launched in 2013 to provide the necessary user support for the CLARIN-D infrastructure
- ▶ Managed by Hamburger Zentrum für Sprachkorpora
- ▶ Connects CLARIN users to CLARIN experts
- ▶ Uses free/open source ticketing system OTRS

Basic Concepts: Tickets

- ▶ Tickets can be created automatically from emails or filled forms, or manually
- ▶ Tickets contain the discussion thread between users and the experts
- ▶ Tickets have responsible experts who oversee that they are answered and closed timely and successfully

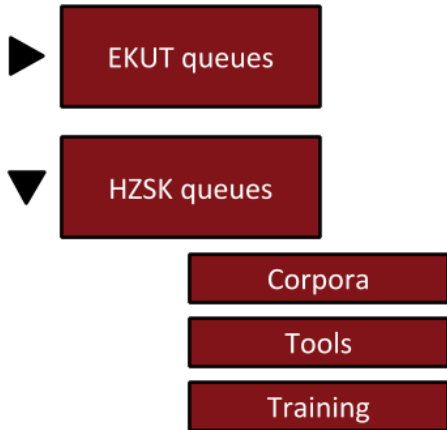
Basic Concepts: Tickets



Basic Concepts: Queues

- ▶ Queues are thematic collections of tickets
- ▶ Queues - in this case - model the distributed CLARIN-D infrastructure and individual tools/services
- ▶ Queues can have specific email addresses, greetings and templates

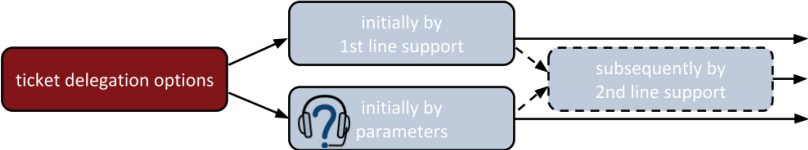
Basic Concepts: Queues



Basic Concepts: Ticket Delegation

- ▶ Tickets can be sorted into queues automatically according to support request contents
- ▶ 1st line support delegates complex requests to experts
- ▶ Experts might delegate tickets further

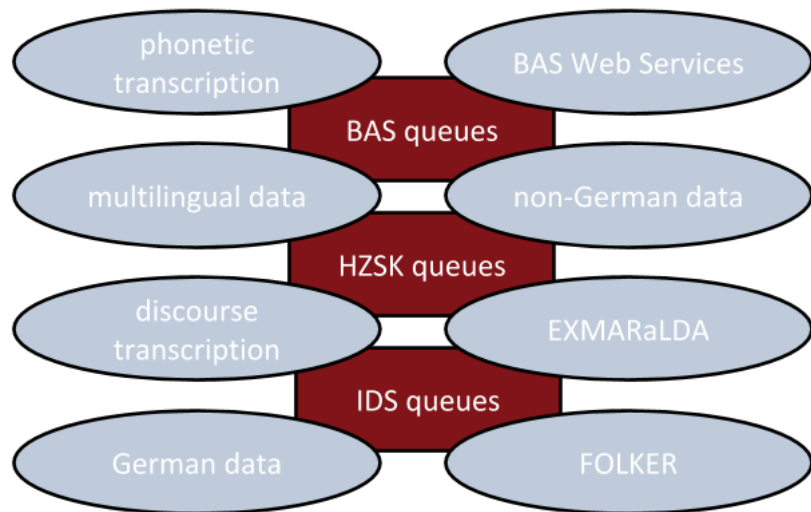
Basic Concepts: Ticket Delegation



Distributed Support within CLARIN-D

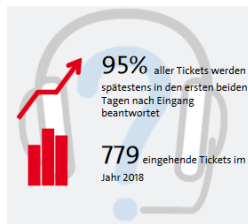
- ▶ Complex support areas involve several centres
- ▶ Tickets can be moved between queues as needed
- ▶ The responsible agent makes sure the issue is solved successfully

Distributed Support within CLARIN-D



Service Level Agreements and KPIs

- ▶ Response within 2 days enforced via system



- ▶ 95 % success rate followed via statistics

Integrated Centres and Partners

- ▶ Eight CLARIN-D centres
- ▶ Two CLARIN services (VLO, FCS)
- ▶ CLARIAH-ERIC
- ▶ Further partners (CKLD, ANNIS, ...)

Joining Forces with DARIAH-DE

- ▶ For CLARIAH-DE, user support structures from CLARIN-D and DARIAH-DE will be merged into one
- ▶ All CLARIAH-DE partners' services will be available from one common help desk portal
- ▶ Support will be based on a common ticket delegation plan partly covering new support areas

Developer view to OTRS

Ticket creation:

- ▶ SOAP
- ▶ email with MIME headers

Parametres:

- ▶ Subject, Content, Attachment
- ▶ Queue, Responsible, Owner

Email tickets filtering

- ▶ Regular expression matches over regular headers
- ▶ e.g. Sender, Recipient, Subject or even content of the message