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To: Multics Administrative Distribution

From: Roger A. Roach

Date: October 19, 1971

Subject: Online Consulting Services

Beginning on November 1, 1971, IPC will offer Multics users online consulting service in lieu of providing Multics assistance at the PAI office. This service will initially be available three hours per weekday, from 2 to 5 in the afternoon.

During these hours, a member of the IPC Multics staff will be available to receive and answer questions using online communications facilities. Users can ask questions using a variant of the ipc message facility, `online_consultant(olc)`. This command will locate the person on duty and transmit the question; the answer is sent using `send_message`.

If the conversation results in the isolation of a system problem, the online consultant will assist the user in preparing an MPRF, or will prepare one himself.

Info files and a Center memo are in preparation documenting the use and availability of this service. As experience is gained, it is planned to consider expansion of the service both in the direction of longer hours of availability and of more automatic preparation of MPRFs.

R. A. Tilden has been assigned to coordinate this facility. Any questions about plans for this service may be directed to him.