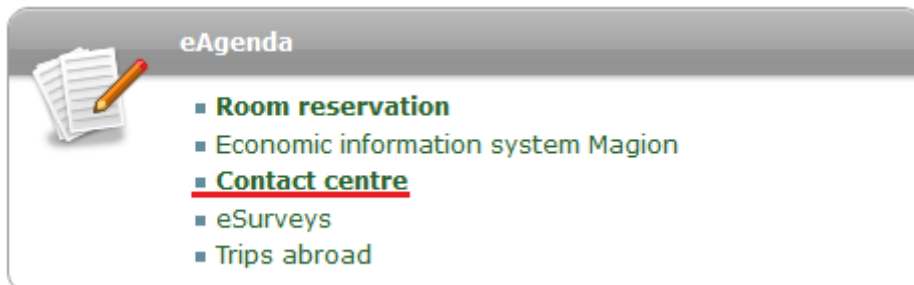


Working with the contact centre in UIS

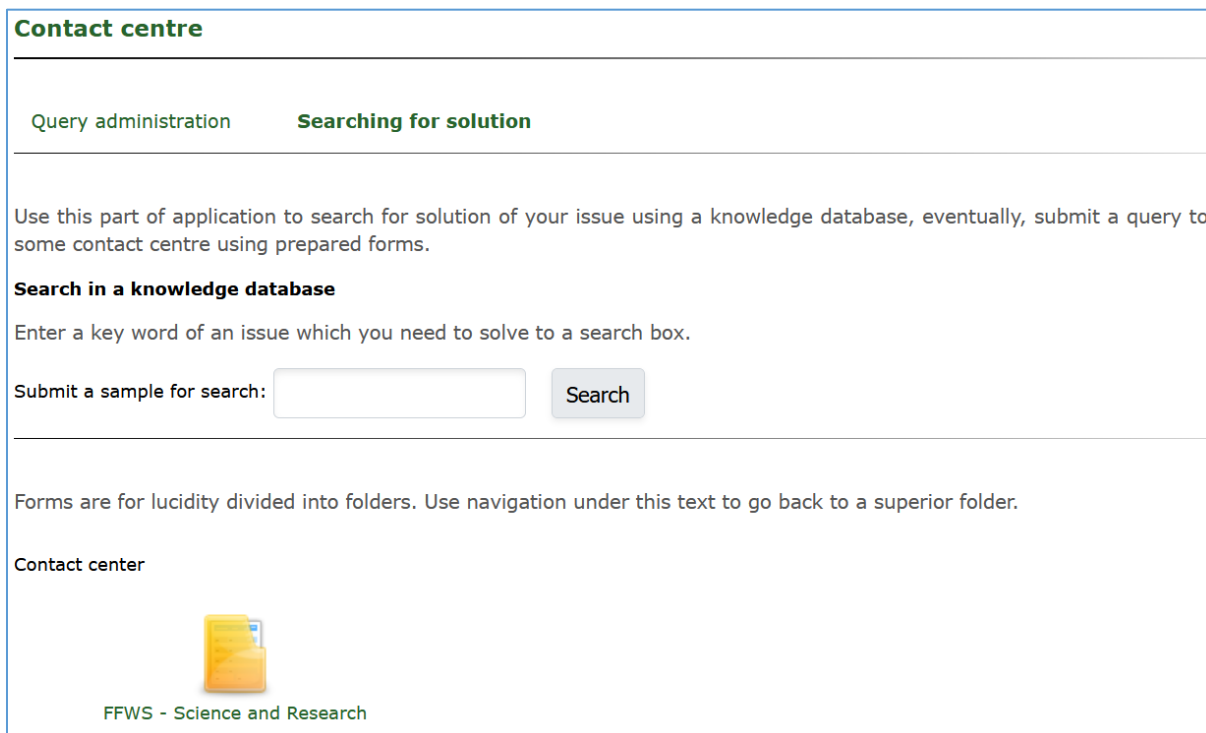
UIS main page **eAgenda** section, link **Contact centre**



The image shows a screenshot of the 'eAgenda' section on the UIS main page. It features a grey header with the text 'eAgenda' and an icon of a notepad and pencil. Below the header is a list of menu items: 'Room reservation', 'Economic information system Magion', 'Contact centre' (which is underlined in red), 'eSurveys', and 'Trips abroad'.

In the top menu, **Searching for solution** link.

FFWS – Science and Research icon.









The image shows a screenshot of the 'Contact centre' page. At the top, there is a header 'Contact centre'. Below it, there are two tabs: 'Query administration' and 'Searching for solution', with the latter being selected. The main content area contains the following text: 'Use this part of application to search for solution of your issue using a knowledge database, eventually, submit a query to some contact centre using prepared forms.' Below this is a section titled 'Search in a knowledge database' with the instruction 'Enter a key word of an issue which you need to solve to a search box.' There is a search form with a text input field and a 'Search' button. Below the search form, there is a note: 'Forms are for lucidity divided into folders. Use navigation under this text to go back to a superior folder.' At the bottom, there is a 'Contact center' section with a folder icon and the text 'FFWS - Science and Research'.

The following items will appear in the following menu:

Forms are for lucidity divided into folders. Use navigation under this text to go back to a superior folder.

Contact center/FFWS - Science and Research

 FFWS - Call - Patent	 FFWS - Call - Preparation and approval of international projects at FFWS	 FFWS - Call - Open access	 FFWS - Call - Excellent non-bibliometric outputs
 FFWS - Call - Commercialization of FFWS outputs	 FFWS - Call - Cooperation with external institutions in the form of a competition		

■ [Back to Personal administration](#)

After opening any featured item, at the top of the page „**Query subject**“ **does not need to be filled in.**

Query subject