



Remote Computing

With customers and staff located in many different places or even different countries it is becoming more necessary to give access to both Customers and staff no matter where they are or what time of the day it is. Quantum caters for this requirement by targeting different methods for different access and location requirements:

- Customers and end-users can now directly log their own calls without having to phone the support centre. Remote staff can have the same functionality as your central support centre staff, irrespective of their whereabouts, network connection or the type of computer they are using.
- The Quantum Q-Web module provides an interactive, full functionality Web interface to the Quantum system for support staff. This means that now you have a choice of user interfaces, depending on the type of network available - normal Windows 'client' connection for local area networks, or the Q-Web browser interface for wide area networks or dial-up internet connection.
- For remote power users full GUI functionality can also be provided to remote sites via the Web Client. Web Client gives you a full Quantum client, downloadable over an intranet or the internet, with automatic version control and thin client capability.
- For casual users Quantum offers an e-mail exchange allowing calls to be updated by simply replying to an e-mail.
- WAP or PDA wireless technologies are now becoming more cost effective and with the advent of the new GPRS technology the capabilities will expand even more.

Customers can directly log their own calls via any Web browser.

Remote support staff can have similar functionality to your central staff.

Casual users or travelling users can communicate through e-mail or wireless.

Features

Q-Web

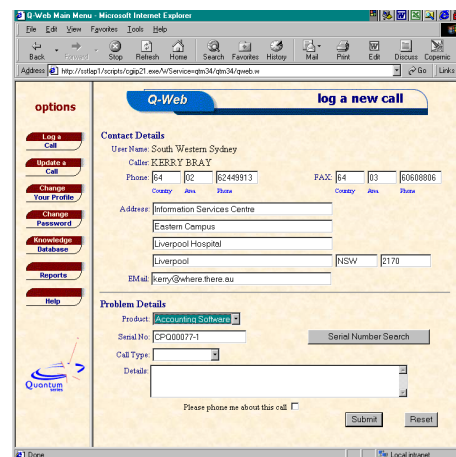
- Q-Web gives access to the Quantum system from Web browsers such as Netscape Navigator and Internet Explorer.
- Minimises the network bandwidth required - Q-Web provides good response over low speed WAN's and dial-up modem connections.
- Q-Web provides selection lists on all validated fields, partial searches etc.
- Automatically detects the type of user (end-user or support staff) based on their login and password. Normal Quantum security applies throughout (menu access is determined by the user's profile; external partners can be restricted to just seeing their own calls etc).

Q-Web Customer Interface

If you log in to Q-Web as a customer you can -

- Log a call with the helpdesk or support centre
- Inquire on the status of a previous call you logged, or update its details
- Change your profile (contact details, password)
- Check asset lists


The screens are simple and intuitive such that no training is required but on-line help is available. Behind the scenes, Quantum automatically allocates each call to the appropriate group for action and alerts support staff. Users can be sent call updates automatically by e-mail if they require.



Q-Web Support Interface

Q-Web's support interface provides most of the call handling functionality of the Quantum Windows client interface -

- Logging and updating calls
- Assigning calls
- Flagging major problems
- Listing open calls (by group, support specialist, priority and status)
- Viewing a user's problem history and remarks
- Searching the knowledge base
- Allocating time and costs against calls
- Requesting reports (via e-mail or FAX)
- Resolving and closing jobs



Web Client

Quantum's web client is a module which can be downloaded over a LAN or WAN, an intranet or the internet. It gives you:

- Full client capability without the overhead of a Citrix or WinFrame environment
- Automated version control meaning deployment is simply a matter of putting an updated version on your web site
- Thin client so it can be used over low speed networks.

E-Mail Client

Quantum's e-mail client gives the ad-hoc user access to Quantum without having to sign on, open a browser or install a client. As part of the extensive notification ability of Quantum e-mails with built in reply forms can be sent. All the recipient has to do is fill in any details they wish and then click the "Reply" button for the e-mail to be processed back into the Quantum database. Similarly an standardised e-mail form can be provided for anyone to log a call via e-mail. (Note that this functionality is only available from mail clients that accept VBScript such as Outlook Express.)

Quantum Wireless

With the advent of WAP and PDA's with GSM adapters, and the promise of new generation technologies such as GPRS, Quantum will have available true wireless capabilities. On initial release you will be able to:

- Send a call to support staff including contact details, product details, times, short problem description and last action log entry
- Acknowledge receipt of the call by changing the status via a few quick key strokes
- Change the status of the call
- Receive further action log entries
- Resolve the call