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01 - INTRODUCTION

PURPOSE
The IFS Internet Support Center has a very straight forward purpose: Helping to seamlessly integrate customer Limited Users with their internal support mechanism, and in turn, the wider network of IFS, including partners. Cases created can be with respect to any aspect of any stage in the lifecycle of implementing, developing, and supporting IFS Applications at a customer site.

The IFS Internet Support Center is a key part of the toolset and associated processes that comprise IFS Life Cycle Support, and as the name implies, is an internet based client. **Anonymous access is not permitted, and display and processing of customer specific data is restricted to registered users of that customer identity only.**

AVAILABLE SERVICES
The primary service of the IFS Internet Support Center is to enable customers to access a powerful knowledge search facility, and where necessary to report a new problem or make an enquiry to track the resultant case throughout its entire lifecycle. Additional services are those enabled by the concept of **Limited Users, Read Only Users, and Full Users** detailed below, plus the display of contact person and high level installation information that IFS holds for the customer in question.

REGISTERED USER CONCEPT
The long standing principle remains that each IFS customer must have an internal support mechanism to filter questions and problems from their User base. With the User concept now enabled however, the flow of information to enable this becomes seamless.

LIMITED USERS
Appropriate customer personnel can request registration as Limited Users, such access enabling them to create cases within the scope outline above and dispatch (send) them to a queue or other appropriate personnel within their organization. This makes it very easy to seek local assistance. These cases can be dispatched within the User’s organization as many times as necessary, even to closure if the problem proves to be locally resolvable.

READ ONLY USERS
Appropriate customer personnel can request registration as Read Only Users, such access enabling them to view Cases only, these User’s will not be able to add contact notes or documentation to existing Cases, but will only be only be able to view Cases.

FULL USERS
As well as Limited Users, we also have the concept of Full Users; such personnel work within the customer's internal support management mechanism, and are additionally entrusted with representing their employer towards IFS in terms of problems and enquiries conveyed via the support network. Where such assistance is needed, Full Users can dispatch cases to IFS, and if appropriate, upload document attachments to these cases in addition to all other Limited User functionality.

  Note that the number of Full Users should be tightly controlled to ensure accurate and efficient communication of benefit to all parties.

All Users can view all cases for their employer at all times, regardless of whether the case is currently in the hands of an IFS employee or one of their colleagues for action, or has been closed or cancelled.

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02 – BASIC TERMINOLOGY

ASSIGNEE
Every User of the Internet Support Center automatically becomes an Assignee.
The same term is also used within the IFS Support Network, and denotes an employee to whom cases may be dispatched.

CASE FOCUS
As well as having a State, such as Open or Queued, all active Cases need an attribute to summarize the type of activity to which they are currently subjected. This attribute is the Case Focus. For example, if a customer Full User wishes the IFS Support Network to undertake a request against a case, they would add a Contact Note to describe what is required, and set Case Focus to ‘Customer requests specific IFS action’.
The complete list of available Focus values is available on line by selecting the appropriate hyperlink from the Case Detail window.

DISPATCH
This term denotes the act of sending a case to an Assignee, or a Queue.

QUEUE
This is a location to which a case may be dispatched before someone else accepts it and takes personal ownership.
When applied to the customer, this term represents the single Customer Internal queue that is available for use however may be required.
When applied to the IFS Support Network, this term represents either the default queue to which cases can be dispatched by customer Full Users, or once within IFS, an area of specific knowledge or responsibility.

SEARCH DOMAIN
The Internet Support Center Knowledge Search allows query to be made across two separate areas: Cases owned by the customer in question and Solutions. Each of these areas is known as a Search Domain.

SOLUTION
A solution is an independent object sharing information relating to a known problem or common question.

SUPPORT KEY
This term denotes a unique reference usually used to identify a specific IFS Applications database installation. It is however also used occasionally to identify individual IFS projects even though these may in fact relate to one and the same installation. An appropriate Support Key must always be chosen whenever a case is created, with selection being aided by a clear and concise description rather than having to recognize a string of numbers.
03 - INITIAL REGISTRATION PROCESS

If your organization is already registered to use the IFS Internet Support Center, this chapter should be omitted. See chapter 05 regarding the need to register additional Users at a later date.

STEP 1 - DECIDE NOMINATED USERS

An appropriate customer employee must first decide:

- Who is part of the internal support management mechanism for IFS Applications, and therefore requires Full User access to the IFS Support network?
- Which employees require Limited User access?
- Which employees require Read Only User access?

This information, together with User responsibilities with respect to IFS Applications, will be needed in step 2.

STEP 2 - REQUEST IFS PORTAL ACCESS

In the event that the customer organization is not already registered to use the IFS Portal, the appropriate customer employee must request this by contacting the office from which they receive first line support for IFS Applications. This step is necessary because the IFS Portal is the gateway through which the Internet Support Center is reached.

At the same time as requesting IFS Portal access, a list of users requiring initial registration should be provided, together with their responsibilities within the organization, and whether they require Full User, Read Only User or LIMITED USER access. This allows preparation for step 4.

To make this request it is not necessary to know what your Customer ID actually is, because it is unlikely that it will ever have needed to be known before.

STEP 3 - RECEIVE CONFIRMATION OF IFS PORTAL ACCESS

After activation, the support office will confirm to the person from who they received the request that this has been done. They will also provide the Customer ID, this information being required in the next step.

STEP 4 - REGISTER USER(S)

For Users who do not already have an account to use the IFS Portal, each of those notified above to IFS should now register in person by visiting web page: http://www.ifsworld.com/login. They should read the instructions given in the Registration Help hyperlink to ensure accuracy, and when understood, invoke the Registration hyperlink itself.

For Users who already use the IFS Portal, Internet Support Center registration is performed by connecting to the IFS Portal, and then choosing the option for Extended Service Request.

Note: After completing the registration process, the User will be informed on screen that processing may take a number of days. They should not panic! In practice, IFS aims to process the registration much faster than this, and as near to 'by return' as we can get.
STEP 5 - RECEIVE NOTIFICATION OF APPROVAL OR DENIAL

As indicated in the footnote to the previous step, a period of time after completing registration each user will be personally notified by system-generated e-mail as to whether their request has been approved, or not.

If approved, they will be able to log on to the IFS Internet Support Center by 09:00hrs GMT (the same as UTC or Zulu) the following day.

If approval was denied, the user should liaise with their colleague from step 1 to decide if further action is necessary.
04 - REQUEST ADDITIONAL USERS AT A LATER DATE

STEP 1 - DECIDE REQUIRED USER TYPE

Whenever necessary to request a new User account, an appropriate customer employee must decide whether the User in question:

- Is part of the internal support management mechanism for IFS Applications, and therefore requires Full User access to communicate with IFS Support channels?
- Requires Limited User access?
- Requires Read Only User access?

This information, together with User responsibilities with respect to IFS Applications, will be needed in the next step.

STEP 2 - NOTIFY APPROPRIATE IFS SUPPORT CHANNEL

An appropriate customer employee must now inform the office from whom they receive first line support for IFS Applications that a new User request is about to be made. In doing this, they should also outline the User’s responsibilities within their organization, and indicate whether they require Full User, Read Only or Limited User access.

Note: This step can be performed after the next step if more convenient, but doing it this way round may cause a delay whilst the request is vetted.

STEP 3 - REGISTER USER(S)

Users who do not already have an account to use the IFS Portal should now register in person by visiting web page: http://www.ifsworld.com/login. They should read the instructions given in the Registration Help hyperlink to ensure accuracy, and when understood, invoke the Registration hyperlink itself.

For Users who already use the IFS Portal, Internet Support Center registration is performed by connecting to the IFS Portal, choosing the Account option, and then selecting Request New Access.

Note: After completing the registration process, the User will be informed on screen that processing may take a number of days. They should not panic! In practice, IFS aims to process the registration much faster than this, and as near to ‘by return’ as we can get.

STEP 4 - RECEIVE CONFIRMATION OF APPROVAL OR DENIAL

As indicated in the footnote to the previous step, a period of time after completing the registration process, each user will be personally notified by system-generated e-mail as to whether their request has been approved, or not.

If approved, they will be able to log on to the IFS Internet Support Center by 09:00hrs GMT (the same as UTC or Zulu) the following day.

If approval was denied, the user should liaise with their colleague from step 1 to decide if further action is necessary.
05 – LOGIN PROCESS

HOW TO LOGIN

Assuming that a User is already registered, login to the IFS Support Center is achieved via the IFS Portal available at http://www.ifsworld.com/login.

This portal gives a single point of access to IFS internet services for which the User is subscribed.

Please remember that passwords are case sensitive.

FORGOTTEN PASSWORD

Open the normal IFS Portal login page http://www.ifsworld.com/login and select option forgotten your password? On provision of your e-mail address an automated reminder will be sent to you.

06 – HOME PAGE

When the Home Page first opens, it will look similar to that portrayed below.

Please be sure to read chapter 08, Required configuration after first time login.

Individual portlets can be maximized or minimized by pressing the ‘+’ or ‘-’ icon as appropriate

Selecting this icon allows configuration of entire views (the ‘tabs’ that you see)

Shows if the current day is a working day or not and the current time for the specific support center.

Select one of the options to create new cases.

Note the Active Cases Overview

Access the Knowledge Search from here

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07 - REQUIRED CONFIGURATION AFTER FIRST TIME LOGIN

UNDERSTANDING IFS PORTALS

If you are at all uncomfortable with making the changes outlined in the next paragraph, or have never used IFS portals before, please be sure to read the help files hyperlinked under ‘Configuration & Help’ in the portlet Welcome to IFS Support.

INITIAL PORTAL CONFIGURATION

Your new portal comes delivered with a default profile, the aim of which is to minimize any setup that you have to perform before you can use it. This is achieved by having the following six portlets spread across four portal views (tabs):

<table>
<thead>
<tr>
<th>View Name (tab)</th>
<th>View Purpose</th>
<th>Portlets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Page</td>
<td>Root page for navigation</td>
<td>1. Cases changed in the past week</td>
</tr>
<tr>
<td>IFS Activity</td>
<td>Cases for which the focus of attention is with IFS</td>
<td>2. IFS Activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Requests from Customer</td>
</tr>
<tr>
<td>Customer Activity</td>
<td>Cases for which the focus of attention is with the Customer</td>
<td>4. Customer Internal Activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Requests from IFS</td>
</tr>
<tr>
<td>Closed Cases</td>
<td>As implied by the name</td>
<td>6. Cases closed in the past month</td>
</tr>
<tr>
<td>Deliveries</td>
<td>To view deliveries from IFS</td>
<td>7. Deliveries</td>
</tr>
</tbody>
</table>

Regardless of whether you choose to deviate from this setup, as explained below, you will have to specify which Support Keys you intend to work with before any of the portlets will populate with data.

SUPPORT KEY SELECTION

Three simple steps:

1 - Select configuration mode

For each of the portlets in turn, press the configuration symbol shown below.

2 - Select required support key(s)

In the configuration page, replace the displayed text with a valid Support Key by pressing the List of Values button shown highlighted below. If you wish to select more than one Support Key, please see the hint given in Tips and Tricks.

Support Key: Replace with required Support Key(s)

3 - Confirm changes

When done, press the OK button to save your changes.
USE OF FOCUS TYPE

When configuring some portlets you will see the attribute Focus Type.

To understand how this works, first understand what focus is; focus explains exactly what type of activity applies to a case - such as **IFS investigating** or **IFS awaiting customer response** - as opposed to state which as two examples just denotes if the case is open or closed. Each focus value is consequently connected to one of three focus types, these behaving as follows.

**IFS**
The case is owned by or dispatched to IFS and activity is with IFS

**Customer**
The case is owned by or dispatched to IFS but activity is with the customer

**Customer Internal**
The case has not yet been dispatched to IFS and all activity is with the customer

---

**08 – NEW CASE ENTRY PAGES**

The New Case Entry options are listed under Case Registration in the ISC Quick Navigator in the Home Page. Or else from a Case Detail Page the RMB option Create New Case will give the four options listed below as drop down:

- Report Issue to IFS
- Enter Question or Request to IFS
- Report Issue Internally
- Enter Question or Request Internally

All four options will be available for Full Users. Only the last two options will be available for Limited Users.

**SEARCH**

You now have the option to search for existing solutions and cases with a similar title as you have entered in the case. You can refer to them for a solution to your issue or question before actually entering the case.

**ENTER ADDITIONAL CONTACT PERSON**

You can also enter an additional contact person who will be added as cc recipient in all the mails sent out from IFS through the case.

**BROWSE**

If you are dispatching a case to IFS you also have the option to attach a document as you create the case. Only available for Full Users.

**PREVIEW**

After entering all the information before dispatching you can cross check using the Preview option whether the details entered are correct etc.

**DISPATCH**

Then depending on the Case Entry option selected you can either dispatch it directly to IFS Support Network or internally to the Internal Queue (Non IFS Support Network) or a Colleague (fellow colleague working for your employer).

It's particularly important that as much relevant information as possible is provided when cases are reported to IFS, as this will help speed up response and resolution time.
CUSTOMIZATION ID
The Scandinavian Region is using logical ids for customizations instead of the Case IDs. Hence it has been given as an option in ISC Case Entry to enter this Customization ID. If at least one of the Support Keys has RCSC Sppt as the first line support organization this field is visible on the Case Entry page. But the field will only be enabled only if the Support Key selected has RCSC Sppt as the first line support organization. Note that this is only for Scandinavian regions.

CANCEL
This option is available to all Users
Pressing this button does exactly as implied, and cancels case creation.

09 – CASE DETAIL WINDOW
This window is opened from the Welcome to IFS Portlet in the find mode, any configuration of case Overview customer portlet, and the Knowledge Search.

Fields available for Scandinavian Regions

- **Case Status** denotes whether the Case is active or not, it is the **Case Focus** that explains exactly what part of the life cycle has been reached.
- **Installation ID** connected to Support Key
- **Case Journal** is an audit trail of all customer facing actions during the case life cycle. All contact note and e-mail dialogues display here, as ultimately will
- **Additional Contact Person** Details are shown
- **Note the hyperlinks to help information such as this one**

For a complete list of available actions, and the context which they apply please see the next page of this User Guide.

View the specified Customization

The **Case Journal** is an audit trail of all customer facing actions during the case life cycle. All contact note and e-mail dialogues display here, as ultimately will

This will load a new page that will have only the Journal entries to cross reference when
Fields available for Non Scandinavian Regions

Although **Case Status** denotes whether the Case is active or not, it is the **Case Focus** that explains exactly what part of the life cycle has been reached.

**Case Journal** is an audit trail of all customer facing actions during the case life cycle. All contact note and e-mail dialogues display here, as ultimately will Case Resolution.

This will load a new page that will have only the Journal entries to cross reference when entering contact notes.

**Installation ID** connected to Support Key

For a complete list of available actions, and the context which they apply please see the next page of this User Guide.

**Note the hyperlinks** to help information such as this one.

**Additional Contact Person** Details are shown in the expandable block.

---

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EDIT BUTTON

Pressing the Edit button allows some case attributes to be edited manually, following which the Save & Return or Cancel Edit button should be pressed as appropriate.

Note that the edit button only displays where the case state is Open or Queued.

ACTIONS BUTTON

The exact list displayed on pressing the Actions drop-down button will depend on three factors:

- User Type: Full User or Limited User?
- Case State: Where is the case in the processing cycle?
- Existing Conditions: What logical conditions already apply?

For ease of presentation, all available actions are shown below in alphabetical order, with a brief description of each, rather than trying to explain every perceivable combination.

Create New Case
This can be used to create new cases. The Sub menu will give you the options to create cases as follows;

- Report Issue to IFS
- Enter Question/Request to IFS
- Report Issue Internally
- Enter Question/Request Internally

Full Users will have all four options. Limited Users will only have the last two options.

Create Associated Cases
This menu is there only for Full Users. You have the following two options;

- Report Issues to IFS
- Enter Question or Request to IFS

Accept Ownership

If the case is in state queued, it must be accepted using this option before further processing can commence

Cancel

If the case is currently active, it can be cancelled.

Close

If the case is currently active, it can be closed.
Complete

If the case is currently active, it can be completed. Note that it is possible to bypass this state and jump directly to closed if there is nothing to be gained from doing otherwise.

Connected Documents

One or more documents have already been attached to the case and are available for viewing. All customer Assignees are able to view all such documents; there is no restriction.

Contact Notes to IFS

Only available to Full Users and when the case is either dispatched to IFS or has been accepted by IFS, this option enables a contact note to be written where the target audience is the IFS Support Network. As with internal notes, Case Focus logic exists to ensure that the intent of the message is easily understood.

Dispatch to Assignee

The case is dispatched directly to a named Assignee for their personal attention. The current case owner remains the case owner until the new assignee accepts ownership.

Dispatch to Queue

Here the case is dispatched to the Customer Internal queue rather than to a named Assignee. Any customer employee defined as an Assignee can then accept the case.

Dispatch to IFS

Only available to Full Users, the case is dispatched to whichever queue in the IFS Support Network is associated with the Support Key in use. Full Users have no control over this destination.

Enter Notes

Available to all users but only when the case is owned by their organization, this option enables a note to be written. Note that when writing a note, it is mandatory that Case Focus also be set, even if this is to re-choose the same value; this ensures that the intent of the message is easily understood.

If case is in state ‘Completed’ when enter a note and case focus is set to ‘Request IFS close case’, ‘Enter Feedback’ will be available. When writing a note and click Enter Feedback the note will be submitted and form Enter Feedback will be loaded.

Last Contact

Read-only, the last customer facing action that was undertaken against the case.

Upload Document

Regardless of whether or not any document has yet been uploaded against the case, if the case is still active this option will display to permit further upload.

Send E-mail

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For case that is reported to IFS as Issue, Question or Request it is possible to send e-mail from case that are in state Queued, Open or Completed.

**Enter Feedback (Customer Feedback)**

When a Case has been completed or closed, the user can enter some feedback regarding how the Case has been managed by the support organization. This feedback is in the format of an icon expressing a level of satisfaction and in addition, a text comment may be added to further explain the user’s opinion regarding the managing of the Case.

If feedback is already given the menu option will be changed to **Customer Feedback**, and from here it is possible to see feedback response comment.

**Update Additional Contact**

This menu option is there to do any modifications to Additional Contact Person entered in the Case.

**Zoom Journal**

This will load a separate page displaying the Case Journal entries for cross-referencing when entering contact note.
10 - DELIVERIES
THE BILL OF DELIVERY PORTLET

The Bill of Delivery portlet allows the user to view all deliveries made available by IFS for the customer. The user can select the Bill of Delivery Id to show the contents of the delivery, customizations and patch updates. The abbreviation eBoD, is the Electronic Bill of Delivery.

The portlet should be configured for the projects that are of interest to the user.

There is an option to view/print the Bill of Delivery.

The customer may be able to update the delivery, to confirm that it has been installed in his environment.

If the customer is connected to an IFS ftp server, then the ftp address for downloading the delivery will be visible on the Bill of Delivery.

The Customer can view any documents already connected to the Bill of Delivery. The Document check box would indicate if documents are connected or not.

Customer is notified of the areas they are recommended to do regression testing on using the Regression Test Recommendations block.

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11 – IFS HOLIDAYS PORTLET

CONFIGURATION MODE:

**Customize IFS Holidays**

**Support Key:** 1771563

**Portal Selections**

- Personalize the portal heading: IFS Holidays
- Allow Wrap: □

**OK**  **Cancel**  **Default**

**YOU CAN SELECT ANY SUPPORT KEY AND THE FOLLOWING INFORMATION WILL BE FOR THE 1ST LINE ORGANIZATION FOR THAT SUPPORT KEY:**

- Whether the current day is a working day
- The current time for that Support Organization
- The Office working hours
- Any known holidays for the coming six months will be shown

**IFS HOLIDAYS PORTLET AFTER CONFIGURATION**

**Office operating information for IFS Scandinavia/Sweden Support Center**

Today is a normal working day.
Local time is 13:49hrs (01:49 pm) on Thursday 14th October

**Office Opening hours**

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Start Time</th>
<th>End Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>08:00</td>
<td>17:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>08:00</td>
<td>17:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>08:00</td>
<td>17:00</td>
</tr>
<tr>
<td>Thursday</td>
<td>08:00</td>
<td>17:00</td>
</tr>
<tr>
<td>Friday</td>
<td>08:00</td>
<td>17:00</td>
</tr>
</tbody>
</table>

**Known holidays in the coming 6 months**

<table>
<thead>
<tr>
<th>Holiday Date</th>
<th>Day of the Week</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-12-24</td>
<td>Friday</td>
<td>Public Holiday</td>
</tr>
</tbody>
</table>

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12 – KPI PERFORMANCE PORTLETS
ACTIVE CASES ANALYSIS MATRIX PORTLET

- This will show current open cases by Case Responsibility and Case Importance.
- This will also include Cancelled or Closed cases that have been requested to be reopened from IFS by the Customers.

CONFIGURATION MODE:

<table>
<thead>
<tr>
<th>Customize Active Case Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Configuration</td>
</tr>
<tr>
<td>Support Key: 1771663</td>
</tr>
</tbody>
</table>

| Optional Configuration        |
| Case Type:                    |
| Cases created in the past (%) months: |

| Portal Selections             |
| Personalize the portal heading: Active Case Analysis |
| Display parameters in portlet: | |

There is special Case Type value ‘Empty Case Type’ which can be used to filter the cases that has no Case Type value.

ACTIVE CASES ANALYSIS PORTLET AFTER CONFIGURATION

<table>
<thead>
<tr>
<th>Case Responsibility</th>
<th>Importance 1</th>
<th>Importance 2</th>
<th>Importance 3</th>
<th>Importance 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFS Work in Progress</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>IFS Requests from Customer</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Customer Internal Activity</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Customer External Activity</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Customer Requests from IFS</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>2</td>
<td>11</td>
<td>9</td>
<td>23</td>
</tr>
</tbody>
</table>

Export to Excel
ACTIVE CASES ANALYSIS GRAPH

This graph will be the graphical representation of the Active Cases Analysis Matrix portlet and has similar configuration options.

CONFIGURATION MODE:

ACTIVE CASES ANALYSIS GRAPH AFTER CONFIGURATION

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CASE TREND ANALYSIS
This will show the number of created cases, completed cases and cases outstanding per a given month in a graphical format. The number of months can be a value between 1 -12.
Cases Created: Cases first dispatched to IFS on the given month
Cases Closed: Cases Closed during the given month
Cases Outstanding: Cases in Active states (queue, open, completed) at the end of the month.

CONFIGURATION MODE

CASE TREND ANALYSIS AFTER CONFIGURATION
CASE PERFORMANCE ANALYSIS

This will show the average total resolution time and average net resolution time in a graphical format per month. The averages are taken per month for cases closed in that month regardless of which month it was created. This will show the trend in these values across number of months. The number of months can be between 1–12.

Total Resolution Time: This will show the total time from the Case creation to closure.
Net Resolution Time: This will show the Total Resolution Time minus the time the case is with the Customer (i.e. have Focus Case Owner as Customer)

CONFIGURATION MODE

CASE PERFORMANCE ANALYSIS AFTER CONFIGURATION

This document may contain statements of possible future functionality for IFS software products and technology. Such statements of future functionality are for information purposes only and should not be interpreted as any commitment or representation.
13 - ADVANCED SEARCH

MAKING A SEARCH

The Advanced Search window is opened from the Welcome to IFS Support Portlet in the Home Page. The basic five steps to make a search are described below, although note that a help file for search syntax exists.

Step 1: Enter the words you require must exist in your search result, optionally enter a phrase
Step 2: Optionally enter any additional words that will assist the search but are not absolutely required
Step 3: Optionally enter any words you want to omit from the search results
Step 4: Select the required Search Domain(s)
Step 5: Press the Advanced Search button

FILTER OPTIONS

- For the Solution Domain the results can be further filtered by Track, Market, Product, Created Date Before and Created After Date.

- For the Case Domain only the Created Before and Created After Date are applicable.
14 – OVERVIEW WINDOWS

In addition to the case administration pages and portlets described earlier, the Welcome to IFS portlet contains hyperlinks to information only overview windows.

SUPPORT KEY OVERVIEW

This window serves to allow customer Users to view details of their support keys. It will also display the Installation ID connected to the Support Key.

INSTALLATIONS OVERVIEW

This window serves to allow customer Users to query installation configuration information.

CONTACTS OVERVIEW

This window serves to allow customer Users to query existing contact personnel recorded for their organization, as well as to add new records where the person already exists as an IFS Portal user; where they don’t, then please forward the appropriate information to your IFS support provider.

This attribute is simply an expression by the customer of case impact on their business.

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15 – CASE IMPORTANCE DEFINITIONS

There are no rules, no connections with the IFS internal equivalent attribute of Case Severity, and no restrictions beyond having to choose from one of the four predefined values.

IFS support providers will not adjust this value unless expressly requested to do so by the customer in question, although customers themselves can change it at any time whilst the case is active, via the Internet Support Center.

1 VERY HIGH
A case is considered to be very highly important by the Customer.

2 HIGH
A case is considered to be highly important by the Customer.

3 MEDIUM
A case is considered to be of medium importance by the Customer.

4 LOW
A case is considered to be of relatively low importance by the Customer.
16 – CASE STATE DEFINITIONS

The attribute that indicates whether or not a case is active, and if so, which type of activity it is currently subject to. For details of the Focus attribute used in close harmony with State, please see the hyperlink from the Case Detail window.

NEW
The case has been created and is awaiting initial processing.

QUEUED
The case has been dispatched to a Queue or an Assignee. It is not therefore actively being processed at this stage, although the owner who performed the dispatch action remains responsible.

OPEN
The case has been accepted by an Assignee who is consequently the new owner, and therefore responsible for continued processing.

COMPLETED
An Assignee has finished the work that was requested of them, and usually, permission to close the case is now awaited.

CLOSED
All work has been finished and the case is no longer active. Such cases can be reopened.

CANCELLED
The case is no longer active, having been created in error or become redundant for some reason. Such cases can be reopened.
17 – TIPS AND TRICKS

UNCTAB++<CLICK>
A universal web convention that is surprisingly unknown is that of pressing <shift>+<click> instead of just <click> when selecting a hyperlink.

The benefit of doing this is that the hyperlink is actioned in a new window, thus negating the need to constantly navigate backwards and forwards in one window. The standard IFS Web framework used for the Internet Support Center includes this feature.

Note however that some windows, such as List of Values which by implication open in a new window, will fail to open when <shift>+<click> is used. Again, this is quite normal web behaviour, and you will quickly learn where the feature can and cannot be used.

<CTRL>+<CLICK>
Using IE7 and some other 'tabbed' browsers, pressing <ctrl>+<click> instead of just <click> when selecting a hyperlink will open a new tab to display the data associated with the hyperlink.

MY LINKS
In the context of the IFS Internet Support Center, any link defined by a User will be to a web site outside the IFS domain structure. It must therefore be prefixed with http:// or https:// (secure connection), as appropriate.

If this is not done, the link will be interpreted at runtime as falling within the IFS domain structure, and therefore fail.

For example:
This will work:  http://www.bbc.co.uk
This will fail:   www.bbc.co.uk

MULTIPLE VALUE SELECTION IN PORTLET CONFIGURATION
Sometimes, you may wish to select more than one value when configuring a Portlet, whereas the list of values function will only allow you to choose one. The solution is to instead cut and paste from the List of Values dialogue, separating each value with a semicolon, but being careful NOT to leave any spaces between values. For example: 1234567;9999999;5555555. Many Portlets now allow multi-select on important values.

SQL COMMANDS IN PORTLET CONFIGURATION
SQL commands != (not equal to) and % (wildcard) can be used in Portlet configuration, though not both together. They can however be used with multiple value selection (the ';' Symbol) as described in the previous paragraph.

SAVED QUERIES
Don’t forget that the IFS web framework allows you to save queries, such as in List of Values where you frequently perform the same task.