



WWW Support

absolute control over your projects
at the tips of your fingers

WWW Support system

Data Sheet

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WWW Support is a complete system that was created to support any size project and provide Internet services for numerous web sites and web applications. The WWWSupport system is designed to:

- Organize the effective working process of a distributed development team on shared projects
- Control the current task status of all team members
- Provide all developers with permanent, authorized access to shared project information and organize efficient data exchange between all parties
- Minimize the site owner's costs during the development, deployment and support of the services of the site. e.g. Forums, news, knowledge base, feedback and ticket systems
- Organize efficient 24/7 support

Main Features

WWWSupport is an online web-based system with permanent accessibility. WWWSupport enables all users access across any operating system, users need only a browser and an Internet connection to work with the system. The friendly, yet powerful interface enables all users to quickly learn and even enjoy the system. The elements of the interface are dynamically generated for every user based on their project role and customizable with user selectable preferences.

All user permissions are based on project levels. The WWWSupport permissions system enhances the ability to create objects with different priorities and permissions.

The permissions are validated on two levels e. g. Application level and database level. Some objects of the system permit anonymous user access, if enabled.

The WWWSupport system allows adding an unlimited number of projects to be controlled. In addition, it is supplied with powerful multilevel protection subsystems that permit establishing and controlling access to system objects quickly and efficiently.

An unlimited number of users can use and benefit from using the WWWSupport. To attract potential clients, the system developers have created a highly customizable interface that can be personalized by all users to meet theirs and their clients needs. For example, the user can set the default page, select from numerous color schemas, modify them or create their own personal schema.

The system maintains complete records of all user profiles across all projects.

All project information is presented in a table structure and format. The user can filter and sort all information by using the column headers as well as set the number of records per page.

The WWWSupport controls an unlimited number of forums, forum topics, tickets zones and bug issues. All forum messages are automatically updated real time.

The advanced mail and newsletter system enables users to share any or all information with other team members and potential clients. Users can select to use the predefined set of the mail templates, modify them or create an unlimited number of new ones. In addition, newsletter formats and settings can be uniquely tailored for the target subsystems. Large varieties of different file formats are supported for all data export functions.

An efficient search mechanism helps the user to navigate through the defined subsystems.

The WWWSupport system is created using the latest technologies. The web service interface is developed to the all key system functions. SOAP technology was selected to communicate with other applications. User computer parameters are included automatically in all error messages. These files can be attached to error messages for distribution to team members.

A very powerful mechanism allows users to configure and examine the system usage and resource statistics .

WWW Support development team

<http://www.w3spt.com>