WWW Support

absolute control over your projects
at the tips of your fingers

WWW Support system

White Paper

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ABSTRACT

In recent years the way of doing business has been dramatically changed by the use of new information technologies and the forming of a global economy. Old ways of dealing with customers, suppliers and employees have been replaced by radical new ways. These new way to approach business could not leave the developers groups untouched. With rapid economic development, changing technologies, and business re-engineering, there is a specific need for managers to be able to identify appropriate new technologies and use them in the successful operation of their own business. It is becoming more common for a manager's team to be geographically separated, and team members may have to work with developers in different parts of the world.

The major problem the distributed team could face is the organization, and effectiveness of working processes during shared projects.

WWW Support system is a tool which helps solve this problem with minimum costs. It provides all developers with permanent, authorized access to shared project information and organizes efficient data exchange between all parties.

On top of that, it helps to minimize the site owner's costs during the development, deployment and support of the services of the site. This is accomplished using well known tools such as forums, news, knowledge base, and a feedback and ticket system.

INTRODUCTION

WWW Support is an online web-based bug tracking, project management and Internet services support system with a wide spectrum of easy to understand features. It is developed to support any size project and provide Internet services for numerous web sites and web applications. WWW Support enables user access from any operating system. Users need only a browser and an Internet connection to work with the system. The friendly, yet powerful interface allows all users to quickly learn the system. The elements of the interface are dynamically generated for every user based on their project role and customizable with user selectable preferences.

Use of the system permits you to perform the wide range of tasks common during shared project management as well as internet services implementation and support.

The WWW Support system is designed to:

- Effectively organize the work flow of a distributed development team on shared projects.

- Organize efficient 24/7 support

- 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

WHY CHOOSE US?

WWW Support system is not the only product on the market that is designed to organize the efficient communication between distributed development team members. What makes WWW Support system unique?

Availability from around the world

WWW Support system is an Internet based system which is available at all times from around the world. You can access i t through a browser 24/7/365.

Minimaladditional expenditure

You do notneed to install new software to get all the benefits from WWW Support system. All you need is a computer, web browser and the Internet connection.

Technical support

WWW Support team provides an efficient technical support to all clients. Our friendly support team will answer all your questions via email or phone, ticket system or Forum. Support is available 24/7.

Low price

WWW Support is cost effective. If you are looking for an efficient and inexpensive system, WWW Support is the right choice. Alternatively, there are some free products on a market. However, usually their vendors do not support them. As a result, your Company spends a lot of time on installation and adjusting the software to your Company's specific requirements. The common truth says:"Time is money".

WWW Support's team is always ready to provide you with the information required to apply the software to your Company production process. We are interested in long-term relationships with our clients because we realize projects can takes months, or even years to complete. We have a low per month or per year charge, so you can plan your project management, as well as your project.

You can try WWW Support free of charge. You can start with our free package. This is a fully functional package, limited to five users.

WWW SUPPORT FEATURE LIST& KEY POINTS

An online system with permanent access

WWW Support system is available from any place around the world 24/7. All you need is a computer, web browser and Internet connection.

No software to install

Forget the times when you required installing additional software to work with a system. Now you can access WWW Support from any computer connected to the Internet. We guarantee the security of your data from anyplace you access the system. It is equally secure to access WWW Support from the Internet café and from your home computer.

Friendly interface

The friendly, yet powerful interface enables all users to quickly learn and 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.

Advanced data presentation

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

Unlimited number of users

An unlimited number of users can benefit from using WWW Support system.

Customizable user profiles and interface

WWW Support maintains complete records of all user profiles across all projects. We created a highly customizable interface that can be personalized by all users to meet their and their client's needs. For example, the user can edit the personal information, post a resume or change the color scheme of the interface. These settings will be loaded on your next log in.

We understand that everyone has their own ideas of usability and a friendly interface. That is why we supply WWW Support with a highly customizable interface.

All people have different color perception. WWW Support solves this problem very efficiently. You can choose the color scheme you like. There are some predefined color schemes; however, you always can add a new one.

Unlimited number of projects

WWW Support system allows adding an unlimited number of projects to be controlled. The Interface provides easy-to-use switching between projects keeping the ability to access the shared data.

Unlimited number of objects

WWW Support controls an unlimited number of forums, forum topics, tickets zones and bug issues.

You can add as many objects as you need for an efficient working process. All forum messages are automatically updated real time.

Advanced newsletter system

The advanced mail and newsletter system enables users to share any or all information with other team members and potential clients. Users can select the predefined set of the mail templates, modify them, or create an unlimited number of new ones. Macros can be added to the body of the letter, set predefined answers to letters etc. 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.

Advanced notifications systems

WWW Support system enables the user to configure the newsletter format and receive notifications upon different event types. By event the system understands the new information in different WWW Support subsystems. The user can identify the format and content of the new information. The main advantage of such approach lies in the way the user can customize the newsletter. He can adjust the settings to receive only the most useful information.

Data import/export

We understand how important it is to have the ability to use the data. WWW Support is organized to help the user work with the data in the most efficient way. The system allows data import and export. The user can work with the system as well as with the subsystems.

Efficient search mechanism

An efficient search mechanism helps the user to navigate through the defined subsystems. All he needs is to define the search parameters .

Powerful security system

At all times, the security of data had the highest priority for our software developers. WWW Support system places high emphasis on data protection and providing configurable access to the information. Data access is based on a permissions system. WWW Support permissions system enhances the ability to create objects with different priorities and permissions .

All user permissions are based on project levels

All Company activities can be associated with a project. This method helps to understand the dependencies between activities and create a hierarchical system of organization. When all the dependences are identified the resources can be organized in forums, knowledge bases and assigned to the project. All user permissions are based on project levels. It means that the same user can have different access rights in different projects.

Multiple levels permission validation

The permissions are validated on two levels - Application level and database level. The user can not perform an unauthorized operation in the Interface. The system validates the user authentication parameters on each database access.

Anonymous users

Some objects of the system permit anonymous user access, if enabled. An anonymous user is the user who is not authorized by the system. Such a user is not required to be registered with the system, enter the login details. For anonymous users you can set the access rights to various objects i.e. make the objects "open". This approach is very effective when you organize the forums, news, articles archive and other services for the Company site.

Automatic updates of the Forum messages

If your forum is active and you want to keep an eye on messages on your screen, each new message is updated in real time.

Web service interface to all key system functions

WWW Support system is created using the latest technologies. The web service interface allows access to the all key system functions. It enables the user to work with other applications through the Web Services.

.SOAP protocol as a communication method

SOAP technology was selected to communicate with other applications. It allows for a simple, scalable, and feature rich envelope for communications via XML messages. SOAP facilitates universal communication by defining a simple, extensible message format in standard XML and thereby providing a way to send that XML message over HTTP.

Attachments

User computer parameters are included automatically in all error messages. These files can be attached to error messages for distribution to team members.

On top of that, the user can add one or more additional files to all the system messages. He can attach screenshots, messages fragments, photos, etc.

Statistics

A very powerful mechanism allows you to configure and examine the system usage and resource statistics. It helps you always "be in the driver's seat" to fully control the project.

SUMMARY

WWW Support:

> ➢ Effectively organize the work flow of a distributed development team on shared projects.
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> ➢ Organize efficient 24/7 support
>
> ➢ 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

We hope you will enjoy working with WWW Support system and believe that together we will achieve the best possible results.

WWW Support development team

http://www.w3spt.com