

Product News

19 April 2004

During the maintenance hour tomorrow night (April 20), we will be implementing two new features in the online system. Below please find an overview of these enhancements.

Enhanced Private Folders

The new enhancement allows you to **control access to specific private folders**. For each private folder available in a workgroup, you can allow or deny access for each individual user.



In the Library, a lock icon is displayed next to each private folder to which a user has access. Only root folders can be defined as “private.” All files and sub-folders within a private folder are also private.

Access to the private folders is controlled in the Internal Security page of each individual user’s logon profile. In the example to the right, the user would be able to see one of the available private folders in this workgroup, but not the other two.



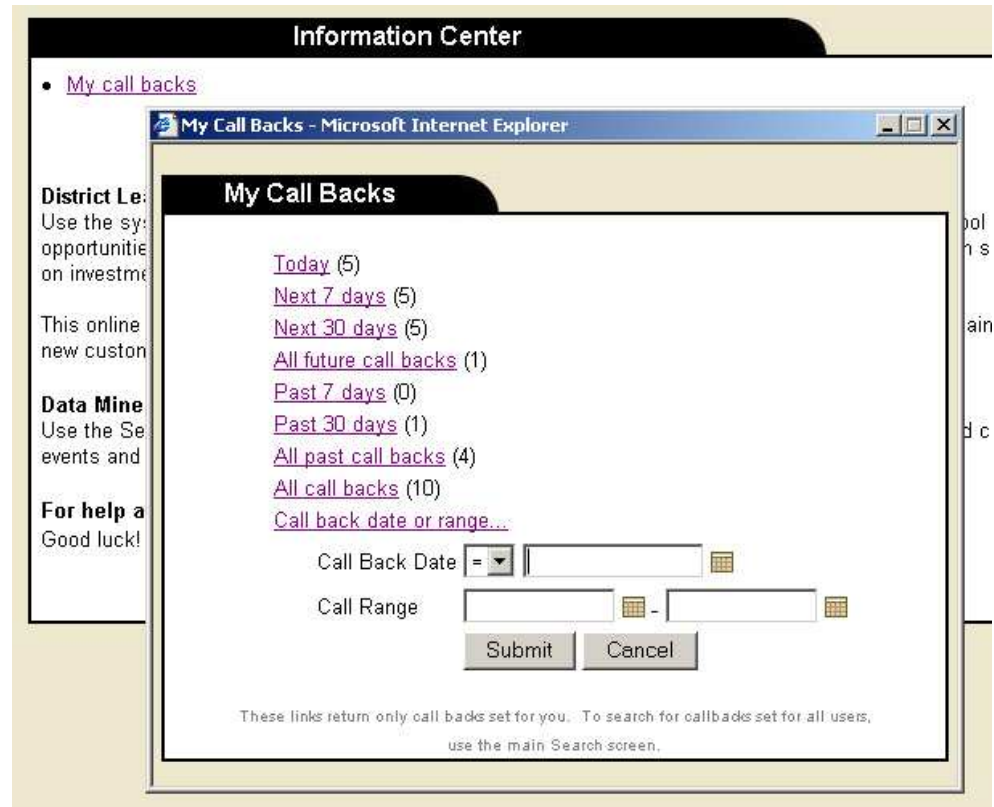
Note on access privileges: In order to access the Library, a user must first have “View Library” turned on in their logon. Only those users with the “Create/Delete Private Folders in Library” permission turned on can create and delete private folders. Both of these security settings are found on the main Privileges screen for each logon.

Quicklinks for Call Backs

A new call back enhancement will allow users to quickly view Call Back Reports for a number of key types of current, past and future call backs set for them in the online database. When logging in, each user will see a “My call backs” hyperlink on the Information Center home page. Clicking on this link will open a pop-up window where the user can choose which type of call backs they wish to view.

By clicking on a hyperlink or entering a date or date range, the user instantly generates a Call Back Report summarizing those particular call backs. Clicking on the orange My Call Backs tab on the report screen launches the pop-up window so that the user can run a different view of their call backs.

Note: the hyperlinks on a user’s Home page generate reports only for those call backs set for that user. If a global or administrative user



My Call Backs Download Report Print Report Email Report Help Guide

Sort Report |

Call Back Report

Records 1 thru 5 - (5 total records)

My call backs: [Next 30 days](#)

Sorted By: Call Back Date, Company

Call Back Date	Type	Set for	Last Updated	Company	Contact Info	Title	Phone
4/20/2004 7:30 AM	Phone Follow Up	Carolyn Evans	4/17/2004	Wide World Importers	Jayne Goldstein	Customer Service Representative	71-555-0122
4/20/2004 3:00 PM	Appointment	Carolyn Evans	4/17/2004	Kit Inc.	Leonard Wong	Marketing Manager	202-737-0202
4/29/2004	Send Information	Carolyn Evans	4/17/2004	WXHQ	Olivia Sanchez	Systems Analyst	850-222-7994
5/3/2004 10:30 AM	Phone Follow Up	Carolyn Evans	4/17/2004	Northwind Technologies	Samuel Michaels	Vice President, New Products	203-555-9900
5/6/2004 1:00 PM	Phone Follow Up	Carolyn Evans	4/17/2004	Acme Consulting	Kevin Lok	Finance director	972-473-2657

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wishes to view call backs for other users, the call backs search fields on the main Search screen must be used.