SupportDesk for Windows

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0. Overview

SupportDesk is a Multi-User (Retail Version only) Windows 3 Software Support / Help Desk package.

It allows you to insert, track and report on any Product Event / Fault reported to you by your customers. Suitable for Development, Customer/Technical Support and Quality Assurance Departments.

1. Installation

* Make sure SHARE.EXE is loaded in DOS.
* Start Windows.
* Run 'a:install' from File+Run menu option.

2. Features

☐ Integrated Customer and Product databases.

☐ Customer Event / Fault Tracking.

☐ User Definable Event Categories.

☐ Flexible Report Designer.

☐ Full Security (Retail Version only)
- ● Login and Password Support.
- ● Multi-Level Access Privilege.

☐ Multi-User (Retail Version only).
- ● Support For Most Industry Standard Lans.

3. System Requirements

🖥. MS-DOS or PC-DOS operating system version 3.1 or later.

🖥. Microsoft Windows graphical environment version 3.0 or later.

🖥. Personal Computer using 80286, 80386 or higher CPU.

🖥. Minimum of 1 MB of RAM (Standard or Enhanced mode).

🖥. EGA, VGA graphics card & monitor supported by Windows.

🖥. Microsoft mouse or compatible pointing device.

4. Networks Supported

(Retail Multi-User Version Only)

🖥. IBM PC-LAN	🖥. 3 Com 3+ Share
🖥. IBM OS/2 Lan Server/Manager	🖥. 3 Com 3+ Open
🖥. Novell NetWare 286	🖥. Banyan Vines
🖥. Novell NetWare 386	🖥. Pathworks

... and other DOS 3.1 Compatible Networks.

5. Product Details

System Limits

	ShareWare	Retail (Multi-User)
●No. Events	Possible 250 Meg	Possible 250 Meg
●No. Users	1	Version Dependent
●No. Products	1,000	1,000
●No. Customers	10,000	10,000
●No. Event Categories	13	100

🖥. Version 1.00   Date: 1st-Sep-1992

🖥. Version 1.10   Date: 1st-Nov-1992   External Data Loading.

🖥. Version 1.20   Date: 10th-Nov-1992   Redesigned Interface.

🖥. Version 1.30   Date: 28th-Jan-1992   Improved Report Designer.

🖥. Version 1.40   Date: 16th-Mar-1992

Current developments include:

● **User-Definable Event Fields.**
● **Statistics.**
● **Customer Mail Shots.**
● **Automatic Problem Escalation.**
● **Graphics.**

● **ShareWare (Single-User) Version**
   £ 99.00 (Registration) (See below for address to send registration fee).

● **Retail (Multi-User) Version**
   5, 10 & 20 User Versions together with Company Site Licenses are available.
   Be-spoke systems can also be developed/tailored to an individual Company's requirements.

Registration of your ShareWare copy of *SupportDesk* will provide the following:-

   ☐ Latest Version of '*SupportDesk for Windows'*.
   ☐ Telephone Technical Support.
   ☐ On-line Support via CompuServe (100112,736)
   ☐ Manual.

6. License & Warranty

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