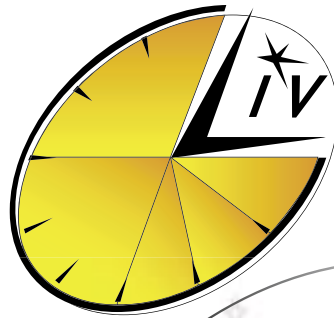


Q1 2005

Welcome	1
Case Study: MTC, Inc	1
Focus on: Web Services API	1
Hot Tips and Cool Hints	2
What's Coming in 3.6	2



Quarterly

We'd LOVE to hear from you.....

Here's a great opportunity to get some exposure for your company and products as a part of LiveTime's marketing initiatives. Just tell us in 25 words or less about "Living with LiveTime" in your organisation. What difference did the application make and how have your customers responded? You could win a prize if we publish your quote. Send your response to quarterly@livetime.com

Did you know...

LiveTime Support and LiveTime HelpDesk can reduce the workload of your staff. By encouraging clients to use the knowledge base, redundant cases are eliminated, and the most frequently asked questions answered almost immediately. And the new Quick Calls feature in Help Desk 3.5 will enable you to create cases, record details, respond and even provide a solution for common issues at lightening speed.

Next Release: **3.5**

Welcome Back.

LiveTime Software is excited to announce the release of 3.5 due in February. Version 3.5 has some really cool additions that will make your day a little more colourful and the art of helping even easier. Features include:

- Quick Calls - use of templates for commonly logged Help Desk calls
- Teams - have been simplified and now also use escalation
- ADS - synchronising with ADS has now been simplified and can be scheduled for regular updates
- Ability to customise the look and feel
- Significant performance gains of more than 200% and support for additional databases

And there is even more....

In this edition we also have a great Case study describing the challenges faced by MTC in building an effective and practical support infrastructure. Their experiences highlight the ease of use and flexibility of LiveTime and we are proud to play a part in their ongoing success. In addition you will find a sneak peek at plans for version 3.6, due for release later this quarter. As usual, we invite you to contribute comments, articles, questions or suggestions for inclusion to quarterly@livetime.com.

CASE STUDY

MTC chooses LiveTime to centralise support, deliver better customer service and to streamline R&D.

by Julie Torpy

Marvin Technology Company, Inc (MTC) provides computer-consulting services, network support and restaurant point of sale software to a variety of corporate and hospitality clients. Working from one central location with three satellite offices, MTC needed to streamline its support to provide better customer service and assist product development.

MTC managed its support service using Excel worksheets, contact managers, email, to-do lists, custom web and database applications and numerous phone calls. The actual service workflow was so disorganized that some customer issues "fell through the cracks" or solutions were not ever communicated to customers. Chaotic management made it apparent that improvements needed to be made. However, with a mixed environment of PC and Apple computers, and a concern over browser and multi-platform compatibility issues, the solution was not obvious. What was known, however, was that MTC wanted to host a scalable, internet-based system that could be modified to suit its environment and growth without being too costly.

The MTC team searched the Web for solutions, but found that although there were a wide variety of options available, many applications were incomplete or too expensive. They registered for the online demo of LiveTime Support and were impressed by the easy to use application, which includes advanced functionality and a customisable interface, all within their budget.

Shortly after the "quick and easy" installation of a 30-day trial license, MTC staff found LiveTime Support to be a most useful tool. MTC promoted it to a few select customers that used it to report and monitor their own support issues. After receiving positive feedback, MTC promoted the customer support portal to their remaining customer base and soon found that "it was hard to live without LiveTime."

MTC then implemented a call centre to work in conjunction with LiveTime Support, ensuring all customer calls were channelled via the new system. MTC also used LiveTime in the software development department to track bug fixes, record feature requests and other communications regarding product development.

Focus on...

Understanding the benefits of LiveTime's Web Services API. by Steve Harrison

Web services are a hot item in the computing industry these days, and not without good reason.

The SOAP standard is the fulfillment of a long-running dream among developers of networked applications that allows their programs to communicate directly with an endless variety of disparate systems. Whereas the http protocol made it possible to disseminate information across a wide variety of platforms, that information was primarily intended for human consumption.

Web and FTP sites, email, streaming video, online gaming and all the other technologies that make the Internet a fun and productive place for people to be have been

What's coming in 3.6. by Dr George Vossos, CTO LiveTime Software

The British Government Information Technology Infrastructure Library (ITIL) has been adopted across the service industry as a benchmark for support applications. As part of this movement, LiveTime recognises the need to verify its solutions, but is mindful of maintaining the product's intuitiveness despite the potential complexity that ITIL can bring.

In 3.6 LiveTime will introduce a fully integrated ITIL Configuration Management process. LiveTime's implementation of Configuration Management will provide customers with a flexible model to represent and manage the organisation's IT infrastructure. New intuitive interfaces will provide support for the identification, maintenance and version control of all relevant configuration items as mandated by ITIL.

All Configuration Items (CIs) will be managed using a centralized Configuration Management Data Base (CMDB). The CMDB will provide up-to-date information about the status of an organization's infrastructure, including the dependencies and criticality of all relevant CIs. Support for baselines will be introduced providing the ability to take a snapshot of the configuration of a CI at any point in time. Authorized users will also be able to revert to a previous version of a CI, when the need for a back-out procedure exists.

CASE STUDY

Continued from page 1

Because LiveTime Support gave MTC an up-to-the minute picture of its support service process including technician caseloads, it allowed them to re-distribute job tickets based on volume and allocate projects to the most appropriate employees.

They soon found that LiveTime's real-time reporting allowed them to make more informed decisions about customer needs, the effectiveness of employees and whether MTC needed to increase its support resources. Brian Marvin, CEO for MTC, Inc reported, "LiveTime Software has allowed us to double our throughput and improve our end user's experience. It has provided a central means of communication within our entire company."

Based on the "exceptional" service MTC, Inc has received from LiveTime Software, Brian Marvin states, "if you need a business partner for your technical support department, LiveTime Software is the one for you!"

Contact Us:

Contact the Editor:
quarterly@livetime.com

Tech Support:
support@livetime.com

Company Information:
info@livetime.com

Sales Assistance:
sales@livetime.com

Hot tips and cool hints to make your life easier.

Hot tips for optimizing 3.1

Keep your clients informed when a case has been solved by converting the case note to a solution as this will close the case and email the solution to client. The client can also view the solution through their client portal.

Your clients now have the ability to view all cases raised against a shared asset. This feature minimizes the chance of multiple cases being raised against a shared asset for the same issue. To further define an asset's configuration, you can upload attachments specific to that asset within the asset information screen.

And other cool hints

In LiveTime Help Desk, assign departments to all assets and clients as this will act as a filter when searching for assets during case creation. Make the most of the search engines (toot! toot!) by conducting wild card searches:

- when searching for an asset, enter part of an asset number with an * and the results will return all assets that contain that value
- in the Knowledge Base use:
 - ~ after a word to search for articles that have similar words
 - * with letters of a word, to search for articles that contains those characters and words
 - ? with a single character, to search for articles that contain that character.

Just so you know...

When you delete from your LiveTime application, the deleted items are only flagged as deleted in your database but are no longer visible on screen. For the integrity of your data and for full audit trails, the deleted items are not erased from the database.

sources of frustration for networked applications.

Although it's a simple thing for a program to connect with one of the online services listed above and even to exchange data with it, interpreting the content of that data has proven difficult – often requiring complicated and tenuous parsing routines.

Web services change all this by providing a common protocol through which two applications written in different programming languages and running on different platforms can communicate with each other using a format they can both easily understand. Rather than exchanging words and images the way people would, the two applications send program-level objects back and forth.

In essence, SOAP is a world-wide-web for machines. Like its human-centric counterpart during the early years of its existence, this new web is growing rapidly and its potential uses are practically limitless. LiveTime is happy to be at the forefront of this emerging technology with the introduction of its web services API.

Beginning with version 3.0, LiveTime HelpDesk and LiveTime Support have both included support for direct SOAP connections. This is especially useful for software developers who use a LiveTime product to support their applications. With only a small amount of programming effort, your application can be made to automatically report any errors back to the running LiveTime instance, which in turn will create a live case. When a customer has a problem, you will be notified immediately and given appropriate debugging information. This gives you an unprecedented advantage when it comes to tracking, isolating and fixing programmatic deficiencies.

A real-time error reporting system is often so efficient that it's not uncommon for a developer to have already fixed a bug before the customer even knows it exists and/or before they have a chance to manually report it. Using the LiveTime web services API is a straightforward process for developers who have experience with the SOAP standard.

For more detailed documentation about the LiveTime web services API and its abilities, please refer to section 7.1 (entitled 'Web Services') of the LiveTime User's Guide.