

## Q4 2005

Welcome	1
Case Study: Compose	1
Focus on: List Views	1
Hot Tips and Cool Hints	2
List View Examples	3
LiveTime Appliances	4
Contact Us	4
Partner Update	4



# Quarterly



It's our birthday, and to celebrate one year of publication, we are running a competition for our readers —see page 4 for details

*Did you know...  
As the software compliance landscape becomes more complex, the risks associated with non-compliance grow more costly. Within IT, your challenge lies in not only achieving compliance, but sustaining it when faced with overstretched staff and inconsistent, manual processes. Our products offer complete audit trails and comprehensive reporting to ensure you are compliant at all times, without burdening your staff with additional responsibility or tasks.*

Latest Release:  
**LiveTime Appliances**

Welcome to the first anniversary edition of the LiveTime Quarterly. This quarter, we preview some new products, announce new partnerships and certifications, and give you the opportunity to win prizes! But the main focus of this issue is List views. There is a detailed description of how to use them and we have included some specific examples of how list views can help you work more efficiently—no matter what your role in the organization. Once you understand how simple it is, you will be hooked on lists! We also announce certification on Novell's ZENworks—a process we have undertaken to ensure our customers achieve the flexibility and choice of technologies they desire. Read on and enjoy....

### CASE STUDY

## Compose reports success with LiveTime

by Julie Torpy

Compose Systems specializes in the development, marketing and distribution of innovative pre-press solutions for the printing and publishing industry. Headquartered in Hong Kong, they are committed to providing the best available software and hardware technologies to meet the ever-increasing challenges of the pre-press arena.

Compose invest heavily in research and development (R&D) with the technical team based in Hong Kong, and sales and support teams stationed in North America, UK and China. Building on their R&D investment, Compose provide global customer support —this includes responding to over 250 support calls a week.

The emails and phone calls were previously managed using an application that was developed in-house by programmers. This home-brewed system was said to have "primitive functions and could not generate reports." Realizing there was valuable information locked within the support application that could benefit product R&D, Compose decided to upgrade the system.



As a global company, a web-based solution was an essential requirement for Compose. Additional system prerequisites demanded ease of use for customers and support staff, without a high total cost of ownership. LiveTime Support Desk was selected as the product of choice and installed, as "LiveTime has everything

we need", said Tom Sit, Managing Director. In commenting about the installation process, Tom said that the LiveTime support staff were, "very helpful and talked us through the installation steps patiently." He went on to say "Service has been excellent. All our questions were answered within 24 hours."

After LiveTime Support Desk was installed, staff learned to use the application within five hours, and now customer support has become an integrated part of product R&D, with "Case by products" reports being generated on a daily basis.

### Focus on...

## Effective Use of List Views.

On a recent call to our support department, a customer had 4 questions for our technician. All related, one way or another, to how their team members wanted to access or view data in LiveTime. Our technician's response to each question was, "Use the list views to display...". Based on that call, we decided to focus this issue on List Views, a most effective and often under-utilized feature of LiveTime.

List views allow you to customize your view of data in the system. As a user, you can choose to display only the most relevant information to you, and this, in turn, will enable you to optimize your own workflow. You also have the option to make these views available to your colleagues, or to save them as your own personal view. They are available in any screen that displays a list and, used effectively, customized list views will speed resolution times and increase productivity.

continued...

continued...

## ...continued from page 1 –Compose

Compose Systems can now access up-to-the-minute information about what products require the most support, why, and over a month, how much time each product is costing. This information allows Compose to better allocate their technical resources and plan for future product development.

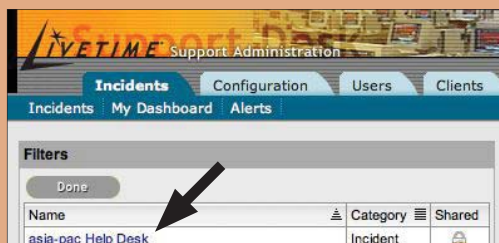
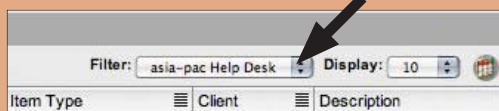
LiveTime has proven to be such a success at helping manage the Compose Customer Support Desk, that it has also been implemented as a Help Desk to provide the same level of efficiency and functionality for the management of internal support issues.

## Tips and Tricks:

### Cool Trick...

#### Save common searches for future use

You can save yourself (and your colleagues) a lot of repetition by saving searches, also known as list filters. Once you have completed a search and decide to save it for future reference, simply select 'Save view as filter' from the drop-down list, name it and specify if you want to share it. Click 'Save' to record the search for future use.



### Handy Tips...

#### New Notes in List Views

Create a List View to include 'New Incidents' and 'New Notes' and use it as your default Incident screen. That way you will have a visual cue when notes and incidents are received.

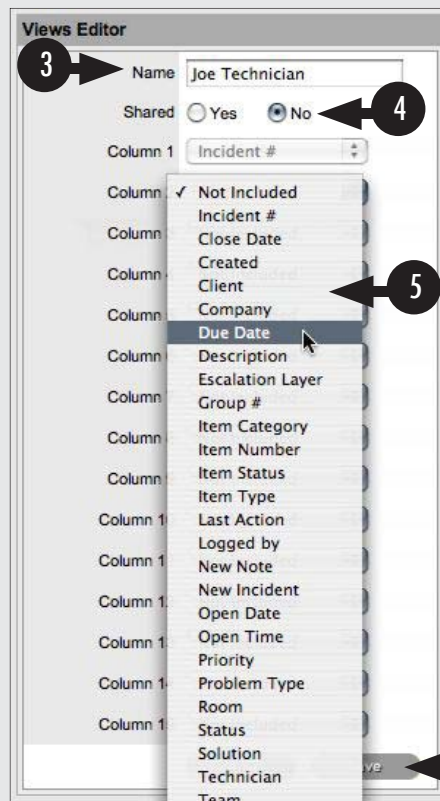
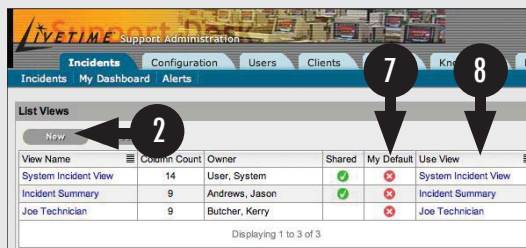
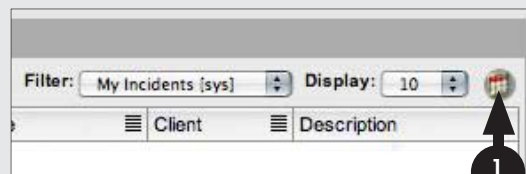
#### Set up alias email accounts

Any User that has a client role within the system can log an incident with LiveTime using an alias email account, if it has been recorded in the system. Assign additional email addresses under the Client Information 'Alias(es)' tab. Use the alias section to assign an email address other than the main email contact for the user. Select "Edit" to display the "New" button. Click "New", complete the address details and "Save". To edit an alias address, click on the address hyperlink, change the address and "Save". To delete an address, select the "Edit" button, check the box next to the email address and click the "Delete" button.

## ...continued from page 1

In LiveTime Help Desk and LiveTime Support Desk, all users can define their own personal set of list views, however, we suggest that the Supervisor or team leader begin by configuring some shared views that are relevant to the support team's workflow. As they use the system and refine their workflow, each technician can then modify these to suit their own requirements. Some examples of typical list views are included on page 3 of this newsletter.

According to the task being performed and the data needed complete that task, a user can simply switch from one view to another as required.



## Create a New Incident List View in LiveTime

1 To create the new List View, first click the 'List View' button at the top right of the incidents screen.

2 You can then select the 'New' button to access the View Editor screen.

3 Enter the view Name

4 Specify if the view is to be shared by other users.

5 Select the relevant columns (for incident screen, this must be at least 8, and for all other screens, at least 6 columns)

6 Save.

## Default List View

7 To select the new list view as your default screen, click the appropriate icon in the 'My Default' column.

## Switching Views

8 You can then switch to another view by selecting any of the links in the 'Use View' column.

continued...

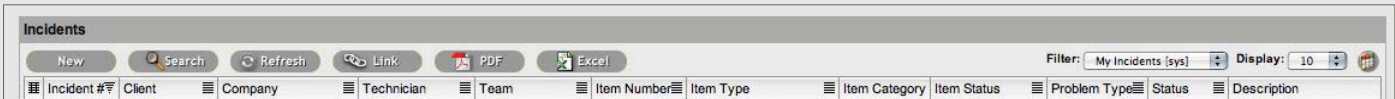
...from page 2

The following examples are useful to illustrate the concept of customized list views. The first two lists are useful for all users, including Supervisors.

Example 1: For an instant view to updated Incidents, you could set up the following list view:

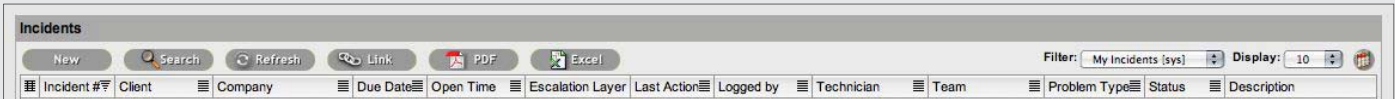


Example 2: To view more information about an item, this list view is probably more appropriate:

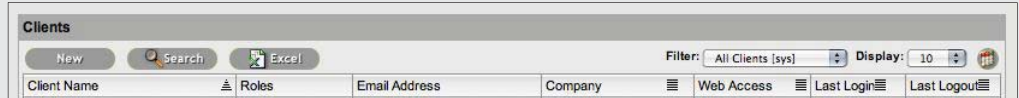


If the role is more specifically focused on management of the team, a Supervisor might use the following set of views for Incidents, Clients and Items lists:

Example 3: Typical Supervisors view of Incidents:



Example 4: Typical Supervisors view of Clients:



Example 5: Typical Supervisors view of Items:



The following examples may be useful as starting points for users wishing to set up their own customized list views. Each is based on typical workflow for the various roles and delivers information specific to the needs of that role. LiveTime is flexible enough to allow you to customize your view to suit your own workflow, so we encourage you to play around with these lists, and find the ones that suit you best.

### Typical Client list view:

A Technician, Partner, Manager or Finance user could use the following view of clients:

- Client name
- Email Address
- Phone
- Local Time
- Country
- Company/Department
- Web Access
- Notes

### Some Useful Item list views:

A Technician or Partner could use the following view of items:

- Item #
- Item Category
- Item Type
- Identifier
- Users
- Company/department
- Room (HD)
- Status
- Service Level
- Team

A Finance user might use the following view (only applicable to Support Desk):

- Item #
- Item Category
- Item Type
- Identifier
- Users
- Cost
- Contract
- Service Level
- Purchased
- Warranty
- Warranty Expiry
- Warranty End Date

### Other Useful Incident list views:

A Technician or Partner would find the following view useful:

- Incident #
- Client
- Company/department
- Due Date
- Item Type
- Problem Type
- Status
- New Note
- Description

A Manager could use the following view of incidents:

- Incident #
- Client
- Company/department
- Open Date
- Due Date
- Last Action
- Technician
- Team
- Status
- Description
- Solution

# NEWS > LiveTime Appliances Product Preview Partner Updates

This November, LiveTime announced the general availability of the LiveTime Appliance. This is the industry's first service management appliance. Designed exclusively for 64 bit operation, the appliance has been specifically optimized for high concurrent access, fault tolerance and security, which is based upon a secured version of the Solaris™ 10 Operating System (OS) from Sun Microsystems. Designed for organizations that want a highly tuned, pre-configured, hardened service and support solution with no maintenance, the system is completely plug and play which can be installed in a matter of minutes. Complete with Active Directory, LDAP and asset management server integration, the LiveTime Appliance fits seamlessly into any enterprise environment.



As a completely vendor neutral solution, customers can utilize the built-in MySQL or PostgreSQL RDBMS, or alternatively connect to any third party database such as Oracle, DB2, SQL Server, Sybase and many others. The LiveTime Appliance comes pre-installed with leading open source products, MySQL 4.1, PostgreSQL 8.0, Apache Web Server 2.0, Apache Tomcat 5.5 and Java 5.

**Performance:**  
All LiveTime Applications are designed for 64 bits, which enables them to take advantage of modern memory, processor technologies, and performance.

**Models:**  
5 different models are available, with two different processor options using AMD Opteron or Sun SPARC processors. The AMD Opteron is also available in a dual processor, dual core configuration for the ultimate in price/performance.

More information, including technical specifications and full product range is available at [www.livetime.com](http://www.livetime.com)

## Distributor Partner News



In November and December, Mexon Technology will host a series of seminars to introduce LiveTime to their customers in Belgium and the Netherlands. For more information, or to register, visit them at: [www.mexontechnology.com](http://www.mexontechnology.com)

## Reseller Partner News



We are very pleased to announce a new partnership with Rave Computer Associates. Rave will be acting as Resellers of LiveTime Appliances. In addition, Rave will be resellers into the United States GSA program. Visit them at: [www.rave.com](http://www.rave.com)

## Technology Partner News

Our valued partnership with Novell continues to develop with the certification of LiveTime for ZENworks. Find out more at: [www.novell.com/partnerguide](http://www.novell.com/partnerguide)



LiveTime continues to work in close technical co-operation with our partner Centennial Software to ensure that software compliance and license management functionality is a reality for all LiveTime customers. For more information, please visit them at: [www.centennialsoftware.com](http://www.centennialsoftware.com)

### Contact Us:

Contact the Editor: [quarterly@livetime.com](mailto:quarterly@livetime.com)  
 Tech Support: [support@livetime.com](mailto:support@livetime.com)  
 Company Information: [info@livetime.com](mailto:info@livetime.com)  
 Sales Assistance: [sales@livetime.com](mailto:sales@livetime.com)  
 Partner Enquiries: [partner@livetime.com](mailto:partner@livetime.com)

**Your opinion matters.** As usual, we invite you to contribute comments, articles, questions or suggestions for inclusion to [quarterly@livetime.com](mailto:quarterly@livetime.com).

## Solve this puzzle to Win.



## Enter Now!

Competition closes: January 13, 2006

We'd love to hear how LiveTime has helped your business. Tell us about your favorite LiveTime feature, or an interesting customer story, and you could win one of the new LiveTime T-shirts – hot off the press!

To enter, simply solve this puzzle, and send the answer along with your story to: [quarterly@livetime.com](mailto:quarterly@livetime.com)