

webTeam

TEAM COLLABORATION | PROJECT MANAGEMENT

The webTeam Solution...

Every company is faced with the challenge of managing and coordinating activities across their organization. These activities often span workgroups, departments, or even affiliated companies. Some processes may even involve your customers, suppliers, or other business partners in the supply chain. Enter webTeam, the collaborative software solution from Kore Technologies.

webTeam is designed to help your teams collaborate more effectively and efficiently on requests, projects, and tasks. A Web-based interface makes the software easily accessible by anyone on the team—anywhere, anytime. Members are empowered and encouraged to manage their own tasks and deliverables, share documents, e-mails, and notes, while participating in discussion forums, surveys, and polls. The result: teams perform better because communication is easier, faster, and everyone on the team can stay “in the loop” working with a central repository of information that is always up-to-date. With webTeam, your teams will be able to share documents, manage projects, track issues, and report status from anywhere in the world.

webTeam is built upon KommerceServer, our advanced framework for building Internet applications. Using Microsoft's .NET architecture, KommerceServer provides flexibility, security, and scalability for a robust solution that's easily accessible by anyone with Internet access and an e-mail address. webTeam can be deployed to a service provider or it can be hosted locally.

FEATURES AT A GLANCE:

- Create and Manage Requests, Projects, and Tasks
- Enter Data Using Web-based and Desktop Forms
- Exchange Information and Ideas Using Forums
- Build Consensus Using Custom Surveys and Polls
- Share and Control Documents and Files
- Access Documents Using a Central Repository
- Post Group-Wide Announcements
- Event-based E-mail Notification and Workflow
- User-Defined Project Templates
- Customizable E-mail Templates
- Flexible Lists, Reports, and Queries

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webTeam

Detailed Features

REQUEST MANAGEMENT

Simplify your processes, eliminate paper request forms, and improve efficiency using webTeam's request management system. Request forms typically initiate action, workflow, and approval in one or more departments. With webTeam, you can use Web forms or attach your existing desktop forms to describe and submit a request (e.g., vacation, engineering change, or support issue).

Requests can be automatically assigned to the right person based on specific data values and can even use a workflow template to define the people and tasks required to complete the request. Event-based e-mail notification will keep the right people updated when the status of the request changes. You can easily promote requests into projects with a single button click.

PROJECT/TASK MANAGEMENT

Create and manage multiple projects and tasks with easy-to-use Web forms for defining, administering, and tracking your projects and tasks. Projects can be used stand-alone or integrated with request forms that act as workflow triggers. Team members are assigned to projects with a specific security role that controls the actions they can perform and the data they can view and update.

With most planning tools, one person is responsible for updating the project, and it typically requires numerous meetings, phone calls, and e-mails to determine the progress and status of each task. webTeam lets each project member be responsible for managing and updating their own tasks, and the event-based e-mail notification rules will automatically send updates to the appropriate team members—saving time and improving communication.

Administering your projects is easy with webTeam using individual and project calendars, flexible queries, and configurable data views that can be exported to Microsoft Excel. And you can create new projects quickly from user-defined templates that contain predefined tasks, documents, members, notification rules, and more.

DOCUMENT CONTROL

Each department may define specific document types as control documents (e.g., requirements, specifications, and proposals), which determine how actual documents of each type are used within tasks for workflow (i.e., Input and Output). Control documents must be attached, completed, and optionally approved electronically before the task can be completed. For each document type, you can define the document repository location, naming convention, and document template. Document types use either an external desktop form to leverage your existing forms, or an internal Web form for increased flexibility and security. Document types may optionally be defined as a request form enabling workflow, assignment, and notification rules.

TEAM PORTALS

webTeam makes it easy for teams to work together and share information. Each department has a home page, which is used as a communications portal for anyone working with the team and includes announcements, discussion forums, and a customizable free-form content section. Using the built-in HTML editor, teams can update the content on their page with links to team members, key projects, documents, status reports, or other important information. Access the team member page and find out who's on the team, see member pictures and phone numbers. You can also determine who's online and collaborate immediately by sending someone an instant message, or if they are offline simply click an icon to send them an e-mail for later follow-up.



DISCUSSION FORUMS & ANNOUNCEMENTS

Forums are an excellent way for your teams to collaborate and have online discussions. Replace the scattered flurry of e-mail threads, phone calls, impromptu hallway conversations, and the time and expense of team meetings with a focused exchange of information and ideas. This will help you move your documents and projects forward more quickly while building consensus.

With webTeam you can create forums by Web site, company, department, or project. Three types of forums are available based on your need: General (for open discussion), Consensus (to reach a conclusion or decision), and Announcement (for important news or information).

Each forum can have unlimited, multi-threaded topics. In addition, Project forums can have topics or threads associated to individual tasks. You have complete control over who can access each forum too. Forums can be open to everyone or you can restrict access by company, project, department, or sub-department.

DOCUMENT ATTACHMENTS

Supplement a request, project, or task with non-controlled documents that provide additional information that is helpful but not required (e.g., notes, a picture, etc.). With webTeam you can attach external documents such as Microsoft Word, Excel, Project, CAD, or even executable programs. These documents are all stored in the central or project-specific repository for easy access, control, and backup.

COLLABORATION NOTES

Forums, announcements, and attachments are excellent for team collaboration, but sometimes you just need to record a simple note, reminder, or other general information about a request, project, or task. webTeam allows you to enter this information and replace those miscellaneous bits of paper and sticky notes with online notes that will not get lost and can be shared with your team. Even interactive e-mails sent from within webTeam can be saved as a note. Your notes will be more organized and you can view a chronological history of your notes any time.

CUSTOM SURVEYS AND POLLS

To help your teams build and reach consensus, or to just help you gather input on specific topics for improved decision making, webTeam provides the ability to create multi-question surveys and simple polls. Add links to surveys and polls in discussion forums, team home pages, or anywhere you want input from other webTeam users. Once the surveys and polls are complete, the results can be displayed for team members to view.

EVENT-BASED E-MAIL NOTIFICATION

You have complete control of workflow messages within webTeam using event-based e-mail notification. E-mail messages can be automatically triggered based on specific events for a document, request, project, or task. The recipients of these messages can be defined implicitly by role or explicitly by e-mail address. Messages can even include embedded HTML forms that post information directly into webTeam. All messages use customizable e-mail templates that can be tailored to your requirements.

USER-DEFINED & CONTROLLED FIELDS

Because every company uses different terminology, webTeam allows you to set up your own values for controlled fields within requests, tasks, and projects such as: categories, priorities, types, and dispositions. In addition, new fields can be defined for your company's unique implementation.

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