

FirstClass Messaging

Lisa Robertson
Director of Technology Systems
Maine Public Broadcasting

 PBS 2001 Technology Conference


FirstClass Gold Features

- Calendaring
 - ◆ Personal calendars, resource calendars, PALM conduit
- Mirrored Post Office - hot backups
- Rapid Application Development Tool (RAD) - unlimited users
- Supports Unified Messaging
- Cost to upgrade is low
 - ◆ from 5.x - \$377 (50 users)
 - ◆ from 2.x & 3.x - \$754 (50 users)

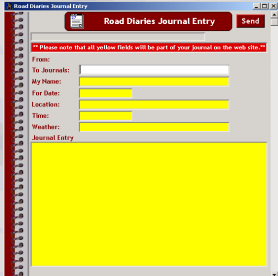
 PBS 2001 Technology Conference

MPBC Highlights

- Custom forms
- MPBC Intranet
- Live Chats/Conferences
- RAD Tool
- Unified Messaging
- Calendaring
- Security

 PBS 2001 Technology Conference

Custom Forms - FC Designer

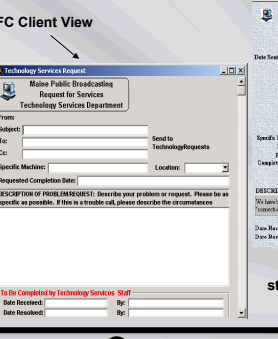


Create forms with Designer
 Add images, sounds to forms
 Add to settings.fc file
 Distribute via email updates
 Use as stationery for conferences
 Forms become user interface for RAD applications

PBS 2001 Technology Conference

Form Examples

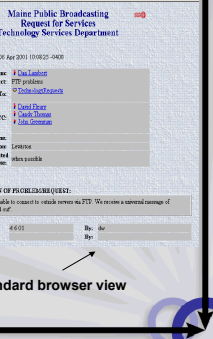
FC Client View



To Be Completed by Technology Services Staff

Date Received:
 Date Resolved:

standard browser view

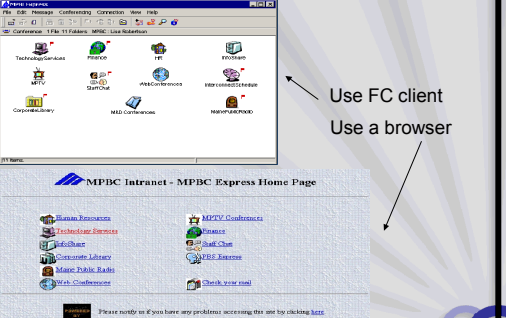


DESCRIPTION OF PROBLEM/REQUEST: Describe your problem or request. Please be as specific as possible. If this is a trouble call, please describe the circumstances.

Date Received: By:
 Date Resolved: By:

PBS 2001 Technology Conference

Create a Corporate Intranet

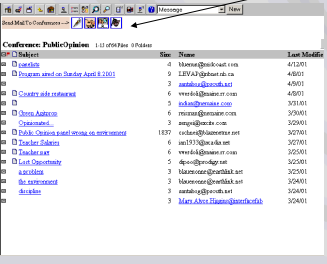


Use FC client
 Use a browser

PBS 2001 Technology Conference

Live Chats & Conferences

Customize the toolbar to allow access to public conferences without an account




ID	Name	Num	Users	Last Modified
1	11/11/01	41275		
2	11/11/01	41275		
3	11/11/01	41275		
4	11/11/01	41275		
5	11/11/01	41275		
6	11/11/01	41275		
7	11/11/01	41275		
8	11/11/01	41275		
9	11/11/01	41275		
10	11/11/01	41275		
11	11/11/01	41275		
12	11/11/01	41275		
13	11/11/01	41275		
14	11/11/01	41275		
15	11/11/01	41275		
16	11/11/01	41275		
17	11/11/01	41275		
18	11/11/01	41275		
19	11/11/01	41275		
20	11/11/01	41275		
21	11/11/01	41275		
22	11/11/01	41275		
23	11/11/01	41275		
24	11/11/01	41275		
25	11/11/01	41275		
26	11/11/01	41275		
27	11/11/01	41275		
28	11/11/01	41275		
29	11/11/01	41275		
30	11/11/01	41275		
31	11/11/01	41275		
32	11/11/01	41275		
33	11/11/01	41275		
34	11/11/01	41275		
35	11/11/01	41275		
36	11/11/01	41275		
37	11/11/01	41275		
38	11/11/01	41275		
39	11/11/01	41275		
40	11/11/01	41275		
41	11/11/01	41275		
42	11/11/01	41275		
43	11/11/01	41275		
44	11/11/01	41275		
45	11/11/01	41275		
46	11/11/01	41275		
47	11/11/01	41275		
48	11/11/01	41275		
49	11/11/01	41275		
50	11/11/01	41275		

- Live chats available via browser (Java) or FC Client
- Transcript of chat available with summarize menu item
- FC Client chat works well over slow links
- Chat can be limited to certain users through FC group restrictions

PBS 2001 Technology Conference

RAD Tool



- Uses standard ODBC connections
- Packaged with FC Gold at no extra cost
- Allows controlled access to sensitive databases
- Provides a unified interface for user applications
- Allows for easy customization of application interfaces
- Increases flexibility of access for mobile users
- Useful as a system integration tool between disparate applications
- Can use groups and account attributes from the mail system to control levels of access
- Runs effectively on lower end computer equipment
- Easy to use, turn around time for applications minimal

PBS 2001 Technology Conference

Application Development Process

- Create forms in FC Designer
- Create database(s) or identify existing target database(s)
- Set up ODBC connection on the mail server to the database(s)
- Import forms and ODBC info into a RAD project
- Program the forms and database manipulation
 - ◆ Visual Basic-like language
- Compile application code
- Distribute forms with settings update or via automatic download

PBS 2001 Technology Conference

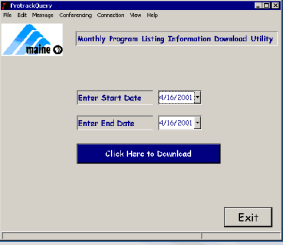
RAD Examples

Protrack Download

- User selectable date ranges to extract program information from Protrack

Benefits

- Reduces dependency on Technology staff to perform routine tasks
- Increases flexibility for users
- Facilitates appropriate access to database



PBS 2001 Technology Conference

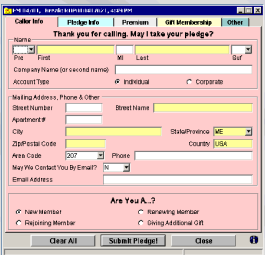
RAD Examples

Pledge Tally

- Pledge input and reporting system

Benefits

- Gather pledge data live
- Use data during pledge
- Import/export data for analysis and Team Approach processing
- Eliminate duplicate entry
- Process pledges faster
- Use email acknowledgment
- Easy to use for volunteers and staff



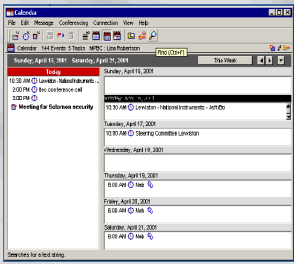
PBS 2001 Technology Conference

Unified Messaging

- Integrates voice and email systems
- Reasonable hardware costs
 - Brooktrout card, PBX Link
 - Separate server (NT)
- Reasonable application costs
 - 10-99 users - \$236/user, 100+ users - \$187/user
 - Negotiating better pricing for PBS stations
- Access any messages, any time
- Written by the developers of Meridian Mail

PBS 2001 Technology Conference

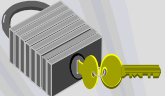
Calendar & Palm Hot-Sync



- Invite others to meetings via email
- Auto send reminders via email at predetermined times
- Hot-sync with Palm for calendar, memos and task lists
- Resource calendars accessible to groups
- Multiple views available - monthly, weekly, etc.
- Increased calendar accessibility

PBS 2001 Technology Conference


Security



- Innately secure system
 - ◆ packet level encryption used
 - ◆ client provides secure connection
 - ◆ user id, name & password distinct
 - ◆ not vulnerable to Outlook address book attacks
 - ◆ Post Office files stored on locked volumes accessible only by authenticated users

PBS 2001 Technology Conference

Why FirstClass?



- One interface, many uses
- Moderately priced
- Easy to Use, Easy to Administer
- Secure system
- Robust functionality
- Works well over any link, with less powerful hardware
- Maximizes accessibility of company resources for mobile users and telecommuters

PBS 2001 Technology Conference
