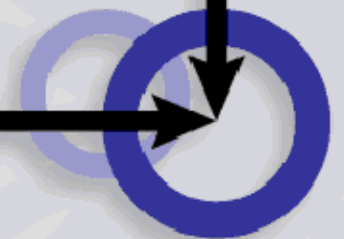


FirstClass Messaging

Lisa Robertson
Director of Technology Systems
Maine Public Broadcasting

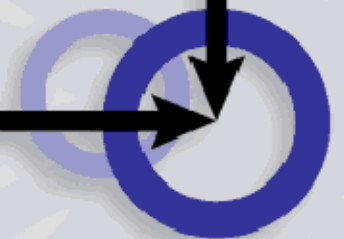


PBS 2001 Technology Conference



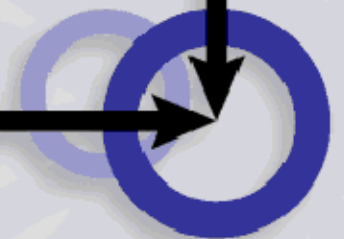
FirstClass Gold Features

- 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)

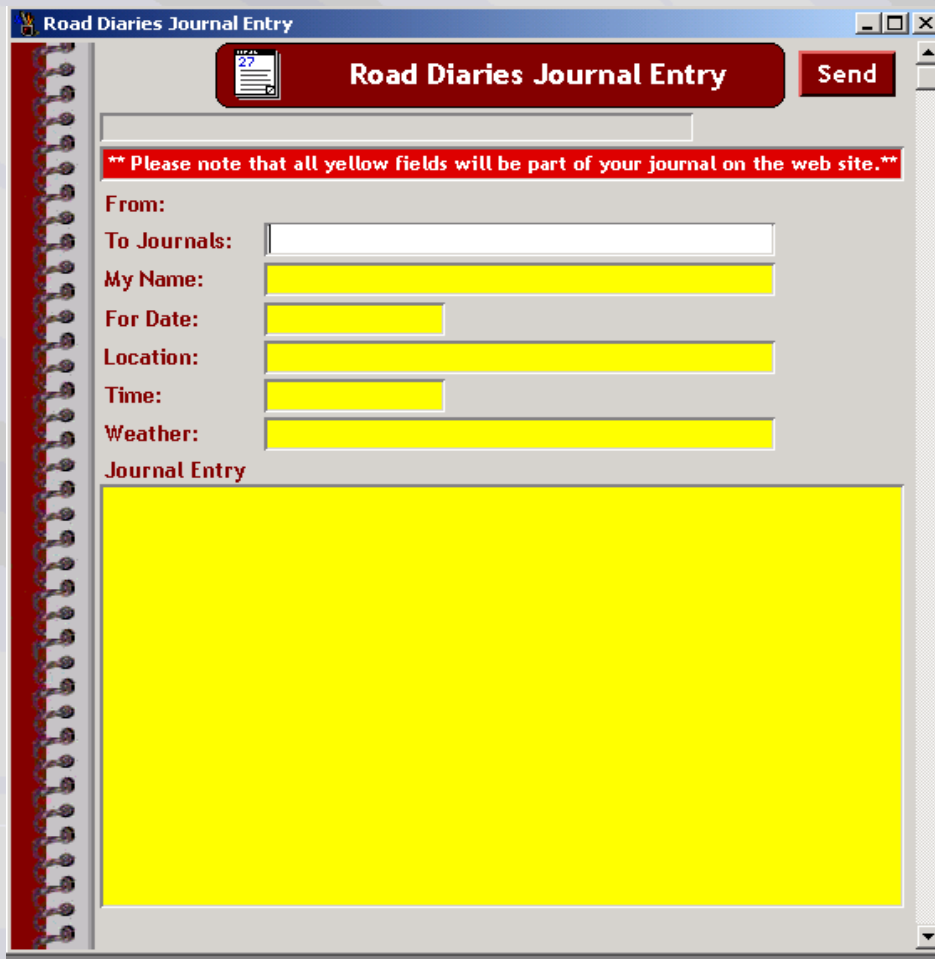


MPBC Highlights

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



Custom Forms - FC Designer



The screenshot shows a web browser window with the title "Road Diaries Journal Entry". The form has a red header bar with the title and a "Send" button. Below the header is a red warning box: "** Please note that all yellow fields will be part of your journal on the web site.**". The form fields are: "From:" (text input), "To Journals:" (text input), "My Name:" (yellow text input), "For Date:" (yellow text input), "Location:" (yellow text input), "Time:" (yellow text input), and "Weather:" (yellow text input). Below these is a large yellow text area labeled "Journal Entry".

Create forms with Designer

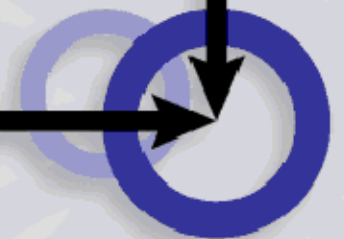
Add images, sounds to forms

Add to settings.fc file

Distribute via email updates

Use as stationery for
conferences

Forms become user interface
for RAD applications



Form Examples

FC Client View



Technology Services Request

Maine Public Broadcasting
Request for Services
Technology Services Department

From: _____
Subject: _____
To: _____ Send to: TechnologyRequests
Cc: _____
Specific Machine: _____ Location: _____
Requested Completion Date: _____

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

To Be Completed by Technology Services Staff

Date Received: _____ By: _____
Date Resolved: _____ By: _____

Address: http://mpbcmail.mpbc.org/Login/mpbcexpress/TechnologyServices/TechnologyRequests/%233599953

Maine Public Broadcasting
Request for Services
Technology Services Department

Date Sent: Fri, 06 Apr 2001 10:08:25 -0400

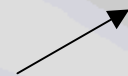
From: Dan Lambert
Subject: FTP problems
To: TechnologyRequests
CC: David Fleury, Candy Thomas, John Greenman

Specific Machine: _____
Location: Lewiston
Requested Completion Date: when possible

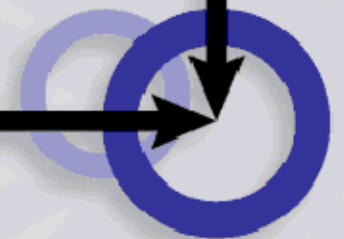
DESCRIPTION OF PROBLEM/REQUEST:

We have been unable to connect to outside servers via FTP. We receive a universal message of "connection timed out".

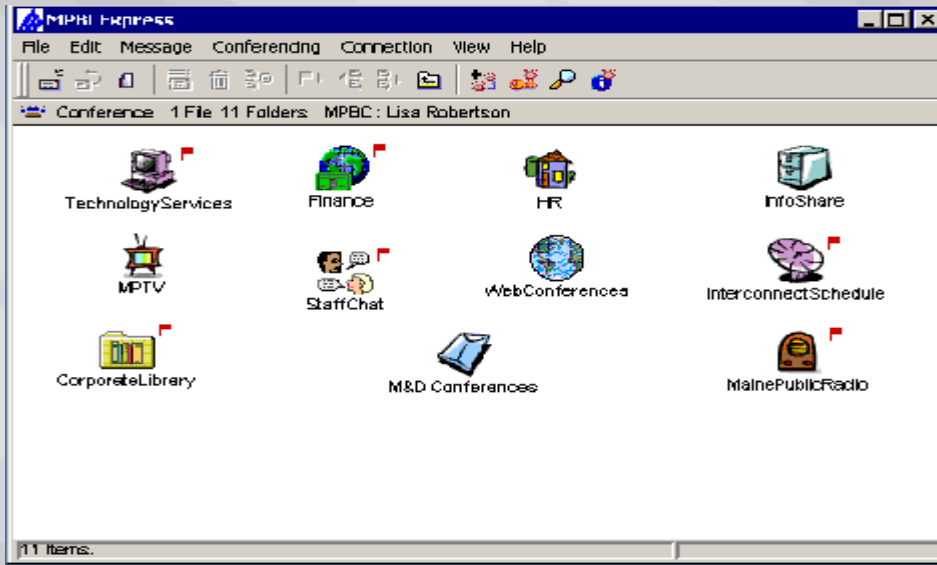
Date Received: 4 6 01 By: dw
Date Resolved: _____ By: _____



standard browser view

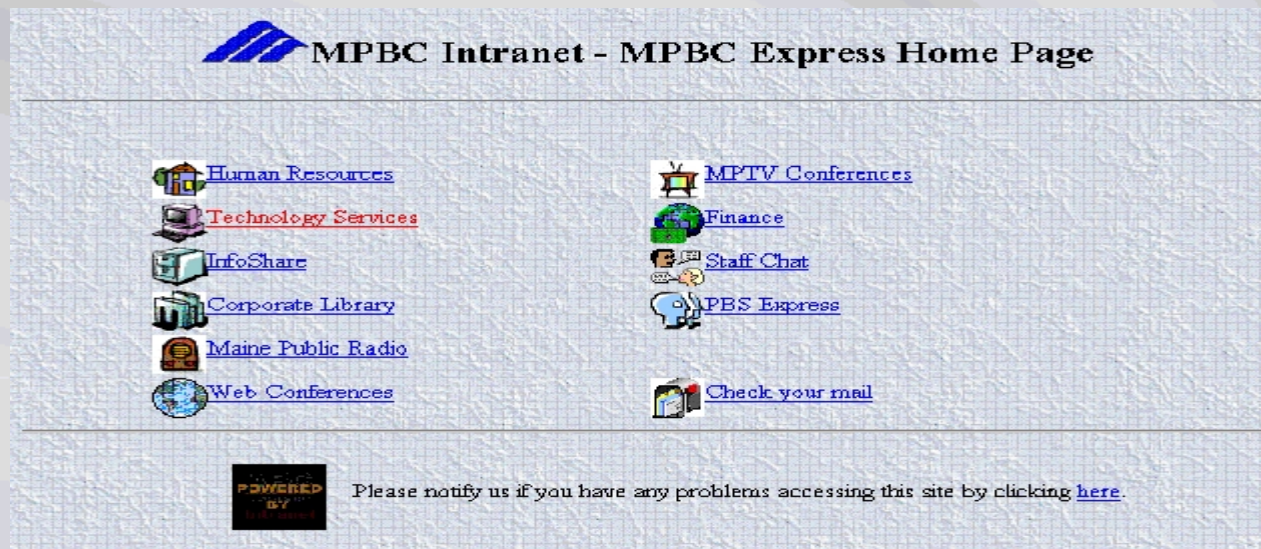


Create a Corporate Intranet



Use FC client

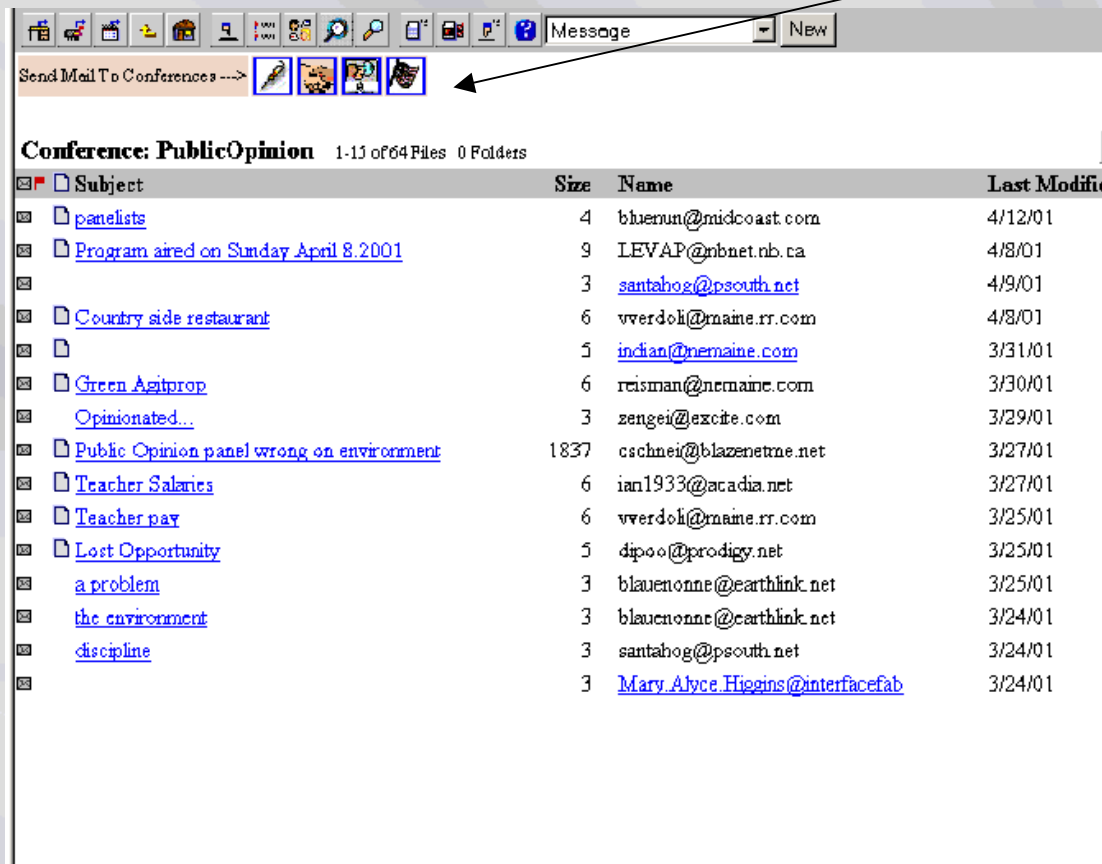
Use a browser




PBS 2001 Technology Conference

Live Chats & Conferences

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



Send Mail To Conferences --> 

Conference: PublicOpinion 1-15 of 64 Files 0 Folders

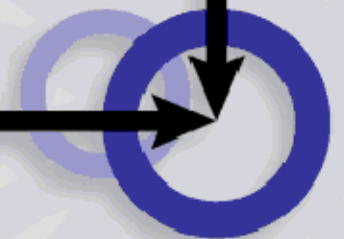
Subject	Size	Name	Last Modified
panelists	4	bluenun@midcoast.com	4/12/01
Program aired on Sunday April 8, 2001	9	LEVAP@nbnet.nb.ca	4/8/01
	3	santahog@psouth.net	4/9/01
Country side restaurant	6	vverdoh@maine.rr.com	4/8/01
	5	indian@nemaine.com	3/31/01
Green Agitrop	6	reisman@nemaine.com	3/30/01
Opinionated...	3	zengei@excite.com	3/29/01
Public Opinion panel wrong on environment	1837	cschnei@blazenetne.net	3/27/01
Teacher Salaries	6	ian1933@acadia.net	3/27/01
Teacher pay	6	vverdoh@maine.rr.com	3/25/01
Lost Opportunity	5	dipoo@prodigy.net	3/25/01
a problem	3	blauenonne@earthlink.net	3/25/01
the environment	3	blauenonne@earthlink.net	3/24/01
discipline	3	santahog@psouth.net	3/24/01
	3	Mary_Alyce_Higgins@interfacefab	3/24/01

- 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



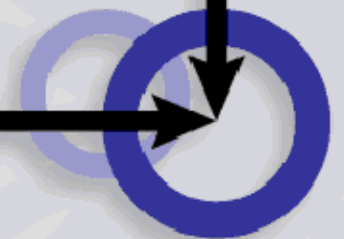
RAD Tool

- 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



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



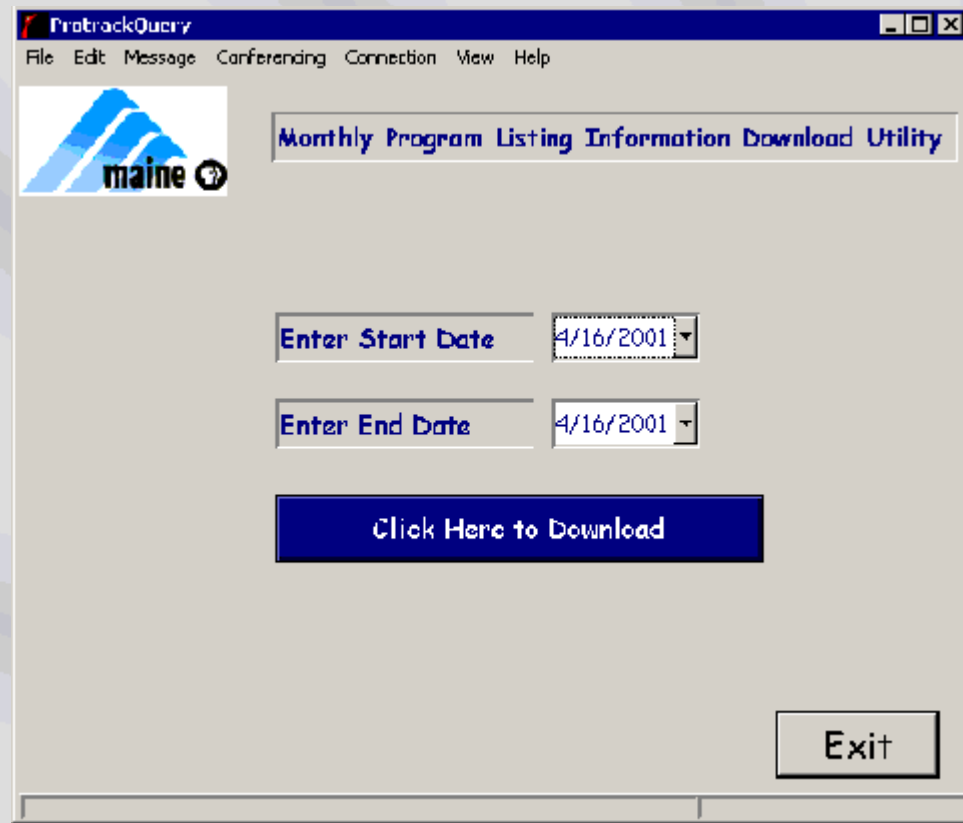
RAD Examples

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



The screenshot shows a Windows-style application window titled "ProtrackQuery". The menu bar includes "File", "Edit", "Message", "Conferencing", "Connection", "View", and "Help". On the left side, there is a logo for "maine" with a stylized mountain range. The main content area is titled "Monthly Program Listing Information Download Utility". It features two date selection fields: "Enter Start Date" and "Enter End Date", both with dropdown menus showing "4/16/2001". Below these fields is a large blue button labeled "Click Here to Download". In the bottom right corner, there is an "Exit" button.



RAD Examples

FM 04/01, break: R0P010411/021, 4:34 PM

Caller Info | **Pledge Info** | Premium | Gift Membership | Other

Thank you for calling. May I take your pledge?

Name
Pre First MI Last Suf

Company Name (or second name)

Account Type Individual Corporate

Mailing Address, Phone & Other

Street Number Street Name

Apartment #

City State/Province ME

Zip/Postal Code Country USA

Area Code 207 Phone

May We Contact You By Email? N

Email Address

Are You A..?

New Member Renewing Member
 Rejoining Member Giving Additional Gift

Clear All Submit Pledge! Close

Pledge Tally

- Pledge input and reporting system

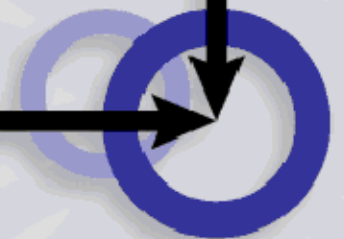
Benefits

- 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

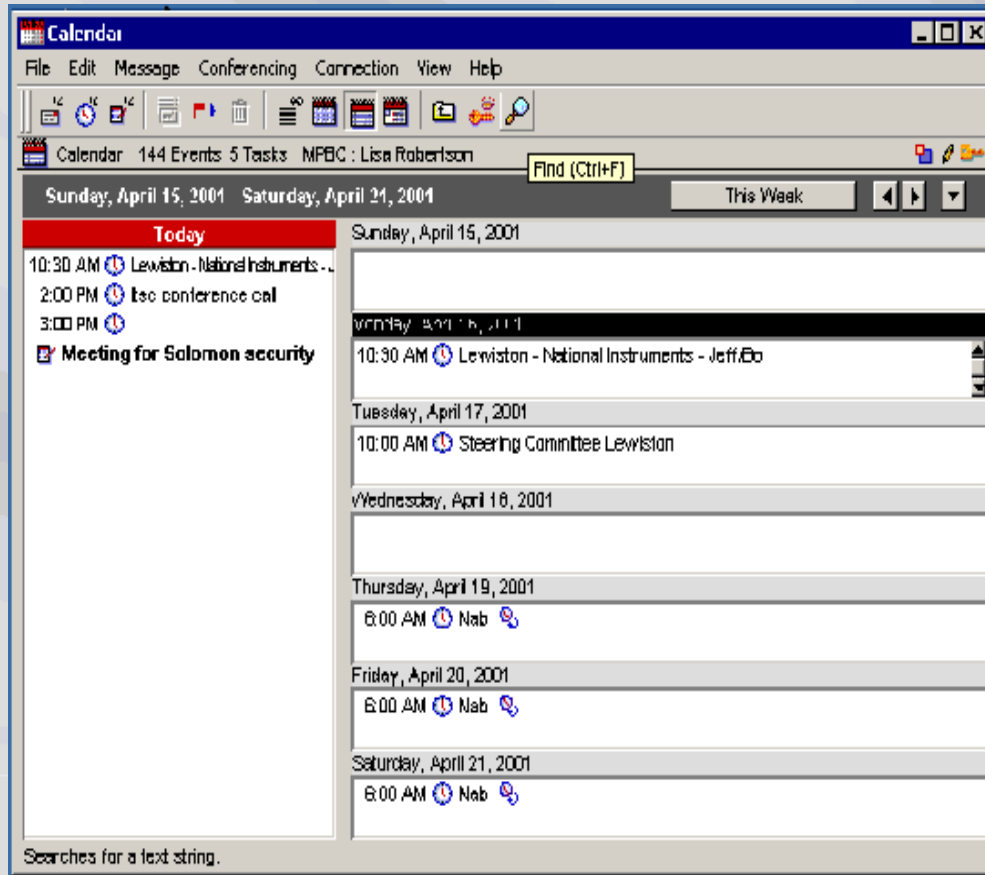


Unified Messaging

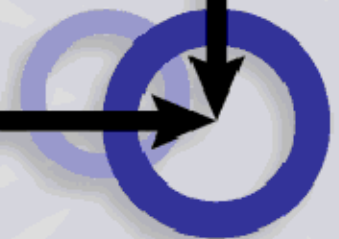
- Integrates voice and email systems
- Reasonable hardware costs
 - ◆ Brooktrout card, PBX Link
 - ◆ Separate server (NT)
- Reasonable application costs
 - ◆ 10-99 users - \$236/user, 100+ users - \$187/user
 - ◆ Negotiating better pricing for PBS stations
- Access any messages, any time
- Written by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



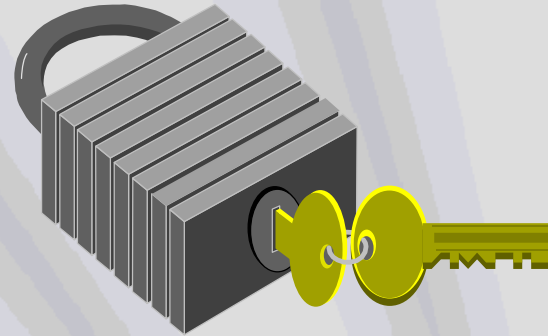
Calendaring & Palm Hot-Sync



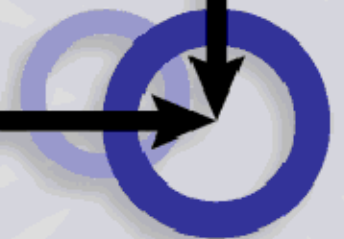
- Invite others to meetings via email
- Auto send reminders via email at predetermined times
- Hot-sync with Palm for calendar, memos and task lists
- Resource calendars accessible to groups
- Multiple views available - monthly, weekly, etc.
- Increased calendar accessibility



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



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

