



Forum

User Guide

V3.0

Table of Contents

1.0.	Module Overview	3
2.0.	Using the Module	4
2.1.	Forum Summary Page	4
2.1.		
	2. Forum Summary Table	
2.2.	Forum Details	
2.3.	Add/Edit Forum and Comments	8
Figu	res	
Figure '	1: Forum Summary Page	4
Figure 2	2: Default Summary Table	5
Figure 3	3: Add Topic Page	9
Table	es	
Table 1	: Definition of Terms Used in the Forum Filter	5
Table 2	: Summary Table Terminology	6
Table 3	: Forum Details Terminology	8

1.0. Module Overview

Teczo Forum module is a workspace feature of Teczo.com Online Business Solutions. It enables team members have meaningful web-based interactions on company-related issues calling for discussion among the staff.

The Teczo Forum Module allows the users to post ideas, opinions and information in an organized way. Discussions through Teczo Forum by participating members are documented and compiled systematically for easy follow-up on updates in any topic. Each person's opinions, suggestions and conversations were restricted to those who only have given rights.

2.0. Using the Module

2.1. Forum Summary Page

Upon clicking on the Forum link in the Teczo home page, the user will be directed to the Forum Summary Page which is composed mainly of Filter and Summary Table.

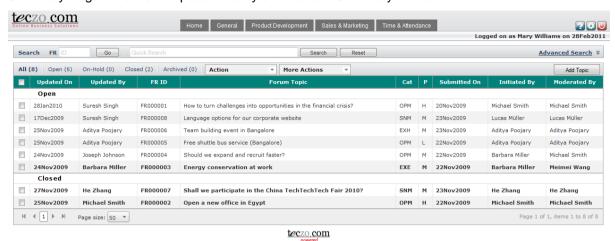


Figure 1: Forum Summary Page

2.1.1. Forum Filter and Search

The table contains definition of terms used in the Forum filter.

TERM	DEFINITION
FR ID	Forum ID A unique forum item number
Any Field Contains	Allows the user to enter keywords of any character string, except date type to be searched.
State	Indicates the state of the topic. Values: (Default Value: All): All Open On-Hold Closed Archived
Priority	Indicates the priority of the topic. Values: (Default Value: All): • All • High • Medium • Low
Category	Shows the list of categories defined by the system administrator. (Default Value: All)

TERM	DEFINITION
Status	Indicates the current status of the forum item. Values: (Default value: All checked) Read Unread Flag
Date	Allows users to search for forum items within a specific date range. Values: (Default Value: All) All (instances) Date Added Updated On All (days) Today Last 7 days Last 30 days Last 90 days Last 360 days
Person	Allows users to search for forum items involving specific users. Values: (Default Value: All) All (roles) Posted By Person In Focus Announcement Member Updated By All (persons) List of users

Table 1: Definition of Terms Used in the Forum Filter

2.1.2. Forum Summary Table

Forum summary page allows the users to view all the forum topics that they have access rights



powered

Figure 2: Default Summary Table

A. Terminology

The table contains definition of terms used in the Forum summary table.

TERM	DEFINITION	
Default Shown Fields		
Updated On	Indicates the date when the forum topic was last updated.	
Updated By	Indicates the name of the last user who updated the forum topic	
FR ID	Forum ID. A unique announcement item number.	
Forum Topic	Displays the title of the topic.	
Cat (Category)	Code defined category where the topic belongs.	
P (Priority)	Indicates the initials of the priority of the forum topic. Values: • H (High) • M (Medium) • L (Low)	
Submitted On	Indicates the date when the topic was submitted.	
Initiated By	Indicates the name of the user who initiated or created the topic.	
Moderated By	Indicates the name of the user who oversees the forum discussion.	

Table 2: Summary Table Terminology

B. Summary Table

A user is only allowed to view all the forum topics they have rights to access. By default, the user can view the summary table with the following fields:

- Updated On
- Updated By
- FR ID
- Forum Topic
- Cat
- F
- Initiated On
- Initiated By
- Moderated By

Note: For other generic features of the summary page, they are documented in the Essential Features User's Guide, Section 3.0.

2.2. Forum Details

The table contains the definition of terms used in the Forum details.

TERMS	DEFINITION
Forum ID	Indicates the Forum ID combined with the Forum topic.
Immediate Respondents	Indicates the name of the users who are asked to respond immediately.
Priority	Indicates the priority of the topic. Values: High Medium Low
Description	Description of the topic.
Attachments	Displays the file names of any file which have been uploaded as attachments to the forum topic.
Category	Indicates the category concerning the topic.
Submitted By	Indicates the name of the user who submitted a topic.
Submitted On	Indicates the date when the topic was submitted.
Initiated By	Indicates the name of the user who initiates the Forum topic.
Initiated On	Indicates the date when the forum topic was initiated.
Updated By	Indicates the name of the last user who updated the forum topic by posting a comment, updating the details or modifying the access rights.
Updated On	Indicates the date when the forum topic was last updated.
Closed By	Indicates the name of the user who closed the forum topic.

TERMS	DEFINITION
Closed On	Indicates the date when the forum topic was closed.
State	Indicates the state of the forum topic. Values: Open On-hold Closed Archived
Keywords	Keywords concerning the forum topic.
Moderated By	Indicates the name of the user who oversees the forum topic; This can be reassigned upon editing the Forum topic by users who have editing rights.
Update History	Indicates the recent changes of the forum topic details. • Last Update – Date and time when the details were last updated or edited. • Fields – edited or changed fields in the forum topic details from the last update.
Update History List	Link to view update history list of all the changes made in the forum topic details.
Comments	Shows the comments added by the users that have access rights to the forum topic.
Quote	User quotes in a particular comment.
Access Rights	Indicates the names of the users that are allowed to access the forum topic.

Table 3: Forum Details Terminology

Note: Other general features on the forum details are documented in the **Essential Features User's Guide**, Section 4.0.

2.3. Add/Edit Forum and Comments

The Module Administrator, Initiator, Creator and Moderator can edit all the fields indicated in the Edit details page of a forum topic.

Full features of Add/Edit Forum and Comments are documented in the **Essential Features User's Guide**, Section 5.0, parts A and B respectively.

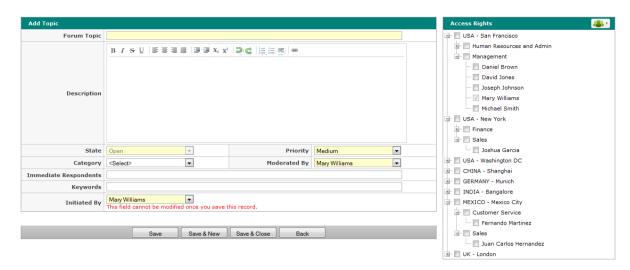


Figure 3: Add Topic Page