



**Forum**

# User Guide

V3.0

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## 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.

The screenshot shows the Teczo Forum Summary Page. At the top, there is a navigation bar with links for Home, General, Product Development, Sales & Marketing, and Time & Attendance. Below this is a search bar with 'FR ID' and 'Go' buttons. The main content area displays a table of forum topics, categorized into 'Open' and 'Closed'. The 'Open' section lists several topics with columns for 'Updated On', 'Updated By', 'FR ID', 'Forum Topic', 'Cat', 'P', 'Submitted On', 'Initiated By', and 'Moderated By'. The 'Closed' section also lists topics with similar columns. The page footer includes 'Page 1 of 1, items 1 to 8 of 8' and 'powered by teczo.com'.

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): <ul style="list-style-type: none"> <li>All</li> <li>Open</li> <li>On-Hold</li> <li>Closed</li> <li>Archived</li> </ul>
Priority	Indicates the priority of the topic. Values: (Default Value: All): <ul style="list-style-type: none"> <li>All</li> <li>High</li> <li>Medium</li> <li>Low</li> </ul>
Category	Shows the list of categories defined by the system administrator. (Default Value: All)

TERM	DEFINITION
Status	<p>Indicates the current status of the forum item.</p> <p>Values: <i>(Default value: All checked)</i></p> <ul style="list-style-type: none"> <li>• Read</li> <li>• Unread</li> <li>• Flag</li> </ul>
Date	<p>Allows users to search for forum items within a specific date range.</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> <li>• All (instances)</li> <li>• Date Added</li> <li>• Updated On</li> <li>• All (days)</li> <li>• Today</li> <li>• Last 7 days</li> <li>• Last 30 days</li> <li>• Last 90 days</li> <li>• Last 360 days</li> </ul>
Person	<p>Allows users to search for forum items involving specific users.</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> <li>• All (roles)</li> <li>• Posted By</li> <li>• Person In Focus</li> <li>• Announcement Member</li> <li>• Updated By</li> <li>• All (persons)</li> <li>• List of users</li> </ul>

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

All (8) Open (6) On-Hold (0) Closed (2) Archived (0) Action More Actions Add Topic									
Updated On	Updated By	FR ID	Forum Topic	Cat	P	Submitted On	Initiated By	Moderated By	
<b>Open</b>									
<input type="checkbox"/>	28Jan2010	Suresh Singh	FR000001	How to turn challenges into opportunities in the financial crisis?	OPM	H	20Nov2009	Michael Smith	Michael Smith
<input type="checkbox"/>	17Dec2009	Suresh Singh	FR000008	Language options for our corporate website	SNM	M	23Nov2009	Lucas Müller	Lucas Müller
<input type="checkbox"/>	25Nov2009	Aditya Poojary	FR000006	Team building event in Bangalore	EXH	M	23Nov2009	Aditya Poojary	Aditya Poojary
<input type="checkbox"/>	25Nov2009	Aditya Poojary	FR000005	Free shuttle bus service (Bangalore)	OPM	L	22Nov2009	Aditya Poojary	Aditya Poojary
<input type="checkbox"/>	24Nov2009	Joseph Johnson	FR000004	Should we expand and recruit faster?	OPM	M	22Nov2009	Barbara Miller	Michael Smith
<input type="checkbox"/>	24Nov2009	Barbara Miller	FR000003	Energy conservation at work	EXE	M	22Nov2009	Barbara Miller	Meimei Wang
<b>Closed</b>									
<input type="checkbox"/>	27Nov2009	He Zhang	FR000007	Shall we participate in the China TechTechTech Fair 2010?	SNM	M	23Nov2009	He Zhang	He Zhang
<input type="checkbox"/>	25Nov2009	Michael Smith	FR000002	Open a new office in Egypt	OPM	H	22Nov2009	Michael Smith	Michael Smith

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Figure 2: Default Summary Table

## A. Terminology

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

TERM	DEFINITION
<b>Default Shown Fields</b>	
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 ( <i>Category</i> )	Code defined category where the topic belongs.
P ( <i>Priority</i> )	Indicates the initials of the priority of the forum topic. Values: <ul style="list-style-type: none"> <li>• H (<i>High</i>)</li> <li>• M (<i>Medium</i>)</li> <li>• L (<i>Low</i>)</li> </ul>
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
- P
- 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: <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
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: <ul style="list-style-type: none"> <li>• Open</li> <li>• On-hold</li> <li>• Closed</li> <li>• Archived</li> </ul>
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. <ul style="list-style-type: none"> <li>• Last Update – Date and time when the details were last updated or edited.</li> <li>• Fields – edited or changed fields in the forum topic details from the last update.</li> </ul>
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.



The screenshot displays the 'Add Topic' interface. The main form includes a 'Forum Topic' field, a rich text editor for the 'Description', and several dropdown menus for 'State' (Open), 'Priority' (Medium), 'Category' (<Select>), and 'Moderated By' (Mary Williams). There are also fields for 'Immediate Respondents', 'Keywords', and 'Initiated By' (Mary Williams). A red error message is visible below the 'Initiated By' field: 'This field cannot be modified once you save this record.' At the bottom of the form are buttons for 'Save', 'Save & New', 'Save & Close', and 'Back'.

The 'Access Rights' sidebar on the right shows a hierarchical tree structure of users and departments:

- USA - San Francisco
  - Human Resources and Admin Management
    - Daniel Brown
    - David Jones
    - Joseph Johnson
    - Mary Williams
    - Michael Smith
- USA - New York
  - Finance
  - Sales
    - Joshua Garcia
- USA - Washington DC
- CHINA - Shanghai
- GERMANY - Munich
- INDIA - Bangalore
- MEXICO - Mexico City
  - Customer Service
  - Sales
    - Fernando Martinez
- UK - London

Figure 3: Add Topic Page