



**FOQUS**

*Interactive Customer Access*

# ICA User Manual

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## ICA (Interactive Customer Access)

ICA is a portal for exchanging information between E Foqus and our customers. ICA enables us to offer a high level for support and service.

All information regarding jobs is maintained by Navision.

ICA makes it possible to send questions and support issues as well as development requests and guarantees that the request are received, registered and handled. Our customers are also able to check the status of any request or support issue.

## HOW TO LOGON TO ICA

Open your web browser and go to [www.efoqus.dk](http://www.efoqus.dk).  
Select "Login til ICA" in the right side of the window.

Enter your credentials (you will receive them in separate mail):

- Company-ID
- Username
- Password

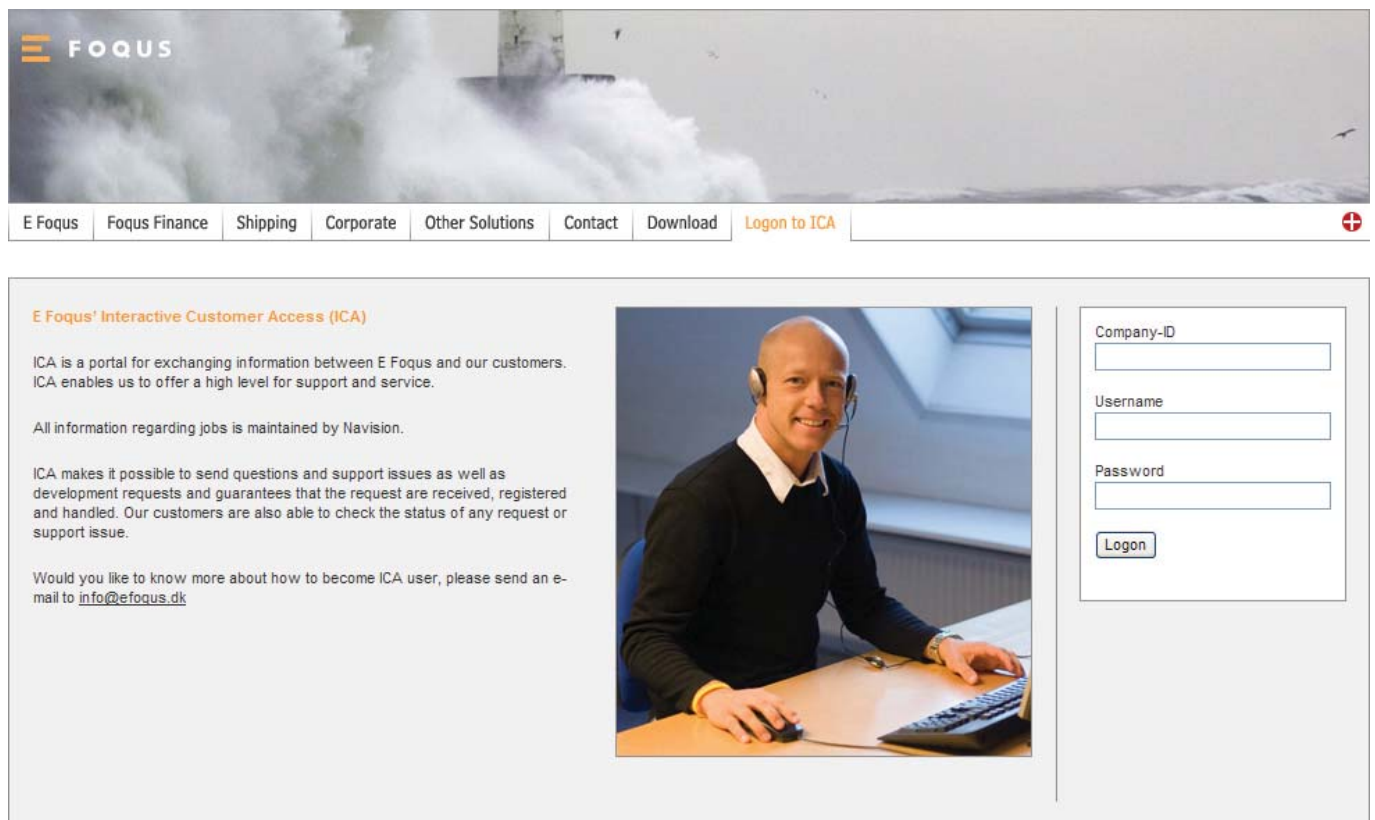
Click "Login".

Press the English flag for UK language. You've now reached the Welcoming-page.

In the menu box called "My pages" you can choose between Support and Projects. Both gives you access to the projects that are related to your account.

In the support section only jobs that are created as Support requests are listed.

In the project section ALL jobs including support requests are listed. This will in most cases be most applicable.



**E Foqus' Interactive Customer Access (ICA)**

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Would you like to know more about how to become ICA user, please send an e-mail to [info@efoqus.dk](mailto:info@efoqus.dk)

Company-ID

Username

Password

Logon

## CREATE A NEW REQUEST

Select the project.

Click the 'New Web Request'-button.

Fill out the form – Description, Type, Priority etc.

If you want to keep any of your colleagues or project members informed about this request, you can enter their email addresses, and they will – like you - automatically receive updates regarding this particular request.

When all information is entered, click the Send-button.

A new site with detailed information about the request opens.

Here you can access 'History', New Information and Send File.

In the History-section you can see all information regarding the selected request.

The screenshot displays the E Foqus Interactive Customer Access interface. At the top left, there is a logo for 'FOQUS Interactive Customer Access' with a background image of two people looking at a screen. On the top right, there are links for 'www.efoqus.dk' and 'info@efoqus.dk'. Below the header, a navigation bar contains 'Welcome to E Foqus Interactive Customer Access', a plus icon, and a 'Log off' button. The main content area is divided into two sections. On the left, under 'My pages', there are links for 'Support' and 'Projects'. The right section is titled 'Web Request, project "Test Sag (1000-501)"' and contains a list of details: Reference (SUP11591), Description (tesesdfadsf), Support Status (Afventer kunde), Support Type (Support), Requested Priority (Normal), and External link (Link). Below this, there are tabs for 'History', 'New information', 'Send file', and 'Close case'. The 'History' tab is active, showing a table with columns for DL, Status, Date, Time, From, and Comments. The table contains two entries: one with status 'Indkommen' and another with status 'Awaiting Customer'.

DL	Status	Date	Time	From	Comments
	Indkommen	23-10-07	11:38:43	Customer	asdfasfasf
	Awaiting Customer	23-10-07	11:39:04	E Foqus	

### History

All detailed information regarding the job is listed. If a file is uploaded, the letters DL will show in the left column. Click the link, and the document will open.

### New information

Here you can update your job, e.g. post additional answers/questions/comments etc.

### Send file

Both you and E Foqus can upload files regarding the job.

### Close case

When you have received a solution to the job, this is where you accept the final delivery.



Welcome to E Focus Interactive Customer Access



Log off

My pages

- Support
- Projects

Projects

Active | Solved | All

▼ A.P.Møller - Arbejde (1000-DRIFT)

▲ Test Sag (1000-S01)

Reference	Status	Responsible	Progress	Description	Starting Date	Ending Date
<a href="#">XX4</a>	Completed		Customer	Bankoverførsel på tracel order	07-03-07	07-03-07

## EXCHANGE INFORMATION ON AN EXISTING JOB/SUPPORT REQUEST

In the left side of the page, you can choose between Support and Projects.

Support shows all support issues – technical as well as user related questions – that are created by either you or E Focus. Using the Project-entry, all jobs including support requests are listed. This means that change requests and development issues are also included in the list.

The jobs can be filtered using the 3 buttons Active – Solved – All.

Active: shows all open requests

Solved: shows requests that are solved and closed.

All: shows all requests on this particular project.

When you have chosen a filter and a project, a list will be displayed. The following information will be available:

Reference (the reference no on the job which is unique per job)

Status (shows how far in the process the job is – incoming, in progress, delivered etc.)

Responsible (if entered, the name of the responsible resource in your company)

Progress (E Focus or Customer – who is responsible for next action)

Description (short description/heading of the job)

Starting and Ending date (time table if entered by E Focus)

If you choose one of the references the detailed information regarding the job will open.

The tabs already described are available.

Also you can create an external link if you want to inform anyone outside the project.

Select the link and a new page will open in your browser. By copying the URL to an email, you can inform somebody that does not have access to ICA about the particular support/job.