

# LogicNets Tech Support Bundle Specifications

The LogicNets Technical Support Bundle is a specially priced grouping of LogicNets components packaged under a single license part category. The bundle includes those components that are most commonly used in an integrated fashion to automate and enhance the productivity of Technical Support and Service applications. The Technical Support Bundle contains the following components:

- LogicNets Core
- LogicNets Technical Support Framework Application
- Predictive Diagnostics Module
- Knowledge Center Module
- Offline Extension
- All LogicNets Tools

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## Component Functionality Overview

### LogicNets Core

At LogicNets' core is a powerful decision engine that lets you create, share, and manage web-based applications that contain your decision-making expertise. It provides the following main areas of functionality:

#### *App Designer*

Use LogicNets to build your own applications from scratch. Or take one of our pre-packaged applications, use it as-is, or customize it to your specific needs. Either way, you don't need to know anything about writing software code to create powerful expertise-driven applications.

#### *App Publisher*

Test your application before you go live, gather and incorporate feedback, and, when you're ready, publish your system to the web for your customers, your staff, or the whole world.

#### *App Manager*

Monitor the performance of your published application and optimize it whenever you need to. Analyze how users interact with your application, track the path they take through a process, and monitor their overall performance.

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## Support Center Framework

The Support Center Framework provides the infrastructure and workflow to support standard Support Center procedures for automating technical knowledge delivery and management, including:

- Call handling and troubleshooting
- Content creation and maintenance
- User and resource management
- Workflow management

## Knowledge Center Module

The Knowledge Center consists of a range of functions that you can customize to suit your organization's needs.

### *Content Management*

Define folders, subfolders, or tabs to best order your information

Create and edit content

Upload files and images

Maintain version controls

### *Permission-Based Access*

Define who sees what using role-based permissions

Display sections and content using rule-based filtering

### *Feedback and Interactivity*

Create interactive blogs and forums

Connect to other applications

Email, print, create PDFs, and connect to fax services

### *LogicNets Integration*

Run logicnets-based scripts

Launch any LogicNets-based application

### *Search*

Provide keyword search capability for all or part of your content

### *Accessibility*

Provide keyboard-based or mouse-driven navigation

## Predictive Diagnostics Module

Predictive Diagnostics enables advanced troubleshooting by modeling multiple diagnostic pathways and displaying the most likely solutions in real-time. The system learns heuristically which greatly reduces the cost and effort of knowledge base maintenance. Highlights of this feature include:

### *Case-Based*

Subject matter experts enter their knowledge by assembling cases that describe an array of issues, along with the related observations used for problem resolution. These experts can even provide the weight and probability of a particular observation being the most likely cause of an issue.



### *Cause-Determining*

As a user answers the observation questions presented by the application, the system uses the assigned weighting and probability and presents the most likely causes contributing to the problem. It also displays the percentage likelihood of a cause being the right one.

### *Adaptive*

The system continuously self-calibrates, dynamically adjusting the probability of each cause for a particular issue based on prior user responses to each observation.

### *Smart*

The more people use the application, the more accurately it predicts the likeliest cause for any given issue.

## Offline Field Service Extension

Offline Field Service allows field service reps to download a stand-alone instance of the application to their laptops to access full functionality while offline, re-synching automatically with the central service as well as to the CRM or other systems. The feature makes the full functionality of the product available to field service reps as they work in areas where Internet Access is not viable.

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## LogicNets Standard Tools

### Web Services Connectors (SalesForce, Oracle, etc.)

- Integrate your LogicNets applications with CRM or other existing data sources with LogicNets' Web Services Connector.
- Pull information from your existing systems into your LogicNets applications, work with that data and transmit it back to the originating system or to any additional systems.
- Share data between your LogicNets-based application and Salesforce.com, Oracle CRM On Demand, Microsoft's SharePoint, the AdTrack sales automation system, and more.

### Mobile Device Support

Provide those employees who work offsite or require the ability to collect data, including images, away from the office with the same powerful LogicNets-based tools your other team members use. Gather information in the field, take pictures, and upload directly to your applications.

#### *iPhone, iPad, Android*

You can develop LogicNets-based apps for use on the most popular mobile devices to bring your business anywhere it needs to be.

#### *Maximize Mobile Device Capabilities*

Make use of the existing on-board functions of your mobile devices. Record your location with GPS, snap an image with the camera, or scan a barcode or QR code, all as an integrated part of your custom LogicNets mobile app.

### PDF Generator

Develop complete PDF versions of user manuals, product quotes, or any other documentation that needs to be print-ready from within your LogicNet's applications.

#### *PDF on Demand*

Embed detailed information in your application, or request specific input from your users, then take that data and generate a fully formatted PDF document for easy on-the-spot printing.

### Advanced Charts and Graphics

This tool set allows you to display information in your applications using colorful and detailed charts and graphs with the AnyChart chart rendering component. You can create visually compelling reports as well as dynamic charts and graphs using system-generated data, or data that you've gathered from users in your applications. Highlight key details, pinpoint data trends, and display information more clearly.

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## System Requirements

You don't need a lot of complicated technology to make LogicNets work.

To Create Applications	To Share Applications
<ul style="list-style-type: none"><li>• LogicNets Designer Subscription</li><li>• Microsoft Internet Explorer 7+</li></ul>	<ul style="list-style-type: none"><li>• Any Standard Web Browser</li></ul>

### Hosted Services

LogicNets ensures the security and scalability of your applications. The company maintains servers in two Network Operations Centers (NOCs) - one in the US in the Washington, DC, area and one in the Netherlands. These NOCs allow for complete system redundancy and failover.

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