

**COMTECH**  
Simplifying Complex Processes



# Support Desk Software

BizCore provides you web based ASP.NET tools needed to quickly set up a seamlessly integrated support platform, saving you time and money.

Decrease your response times and increase your efficiency with the included word-like Support Forum, Knowledge Base, File Manager, Subscription Services, Project Manager, Issue Tracker and Suggestion Tracker modules.

Manage your entire support operation, e-mail correspondence from multiple sources and multiple support desk front-ends from the control panel.

## Word-like WYSIWYG Editor

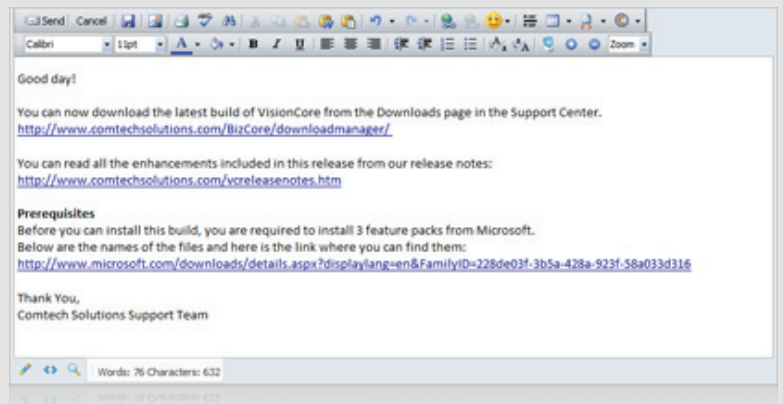
The forum editor includes in-line spell checking, image uploads, emoticons and a host of other word-like features.

When a user posts a topic an email can be sent to specific email groups to alert them.

When you post a reply, an email is sent to the user with the reply.

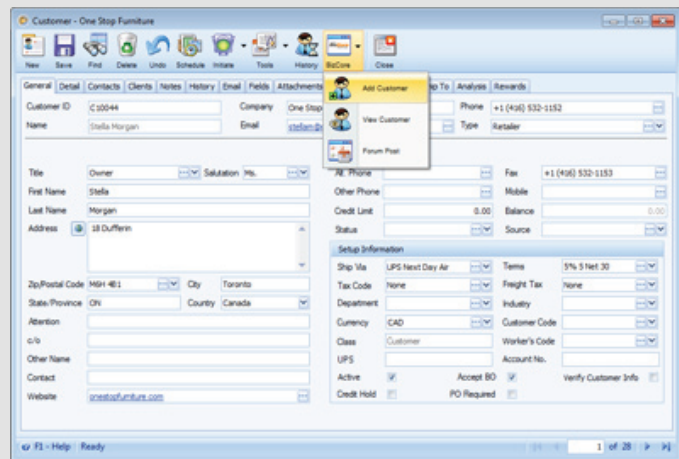
## Private or Public Forums

The Support Forum is a powerful bulletin board system used to track all online communication with your customers or prospects. It takes advantage of AJAX with a highly efficient SQL Server back-end database engine. It's an ideal community solution for small to medium sites.



## VisionCore Integration

BizCore Central can be integrated into VisionCore or run standalone without VisionCore. When integrated with VisionCore it will save you time since you will not have to enter all your customer or prospect data twice. The forums can be public or private and based on subscriptions where you can set an expiration date per user.



Subscriptions						
		Add				
Action	Subscription	Users	Expiration Date	30 Day Notice	15 Day Notice	1 day Notice
<a href="#">Edit</a> <a href="#">Del</a>	Yearly Support Subscription	1	10-12-2010	Yes	Yes	Yes
<a href="#">Edit</a> <a href="#">Del</a>	Tax Tables	1	12-31-2010	Yes	Yes	Yes
<a href="#">Edit</a> <a href="#">Del</a>	Online Hosting	6	10-12-2010	No	No	No

## Subscriptions

Easily manage subscriptions from BizCore. Automatically email your users 30, 15 and 1 day before their subscription expires.

User Roles

User Group\*
Partner

Add/Edit Issue
☒ Yes
☐ No

Fix Issue
☒ Yes
☐ No

Add/Edit Issue Objects
☐ Yes
☒ No

Add/Edit Suggestion
☒ Yes
☐ No

Fix Suggestion
☒ Yes
☐ No

Add/Edit Suggestion Objects
☐ Yes
☒ No

Add/Edit Articles
☐ Yes
☒ No

Add/Edit KB Preferences
☐ Yes
☒ No

Setup Products
☐ Yes
☒ No

Add/Edit Public Forum
☐ Yes
☒ No

Assign Email Group
☐ Yes
☒ No

Edit Forum Preferences
☐ Yes
☒ No

Add/Edit/Delete Sales Rep
☐ Yes
☒ No

Add/Edit/Delete Project
☐ Yes
☒ No

Post Reply
☒ Yes
☐ No

Delete Post
☒ Yes
☐ No

Edit Post
☒ Yes
☐ No

Add Post
☒ Yes
☐ No

Add/Edit/Delete User
☐ Yes
☒ No

Add/Edit/Delete Customer
☒ Yes
☐ No

Add/Edit/Delete User Group
☐ Yes
☒ No

Add/Edit/Delete Subscription
☐ Yes
☒ No

Display Control Panel
☒ Yes
☐ No

View/Edit Forum Status
☐ Yes
☒ No

Edit Main Preferences
☐ Yes
☒ No

Add/Edit/Delete News Items
☐ Yes
☒ No

View Project
☐ Yes
☒ No

Add/Edit Project Objects
☐ Yes
☒ No

Save
Delete
Cancel

## User Roles

The User Roles makes it easy to set permissions and quickly assign them to different users in BizCore.

This allows you to restrict a user to add, edit, delete or view various data throughout BizCore.

## Administrator Dashboard

A flexible dashboard shows everything that is going on in BizCore in one central location. A convenient status panel lists all new or pending topics. This is a great way to quickly see what topics need to be answered.

## Reminders and Status Levels

Using the Preferences you can set reminder emails to be sent out if a topic has not been replied to in a certain number of hours. This ensures great customer service. Multiple Status levels can be assigned for each topic and a user can even attach a file or insert a screen shot.

# BIZCORE CENTRAL



BizCore can easily handle thousands of users with its scalable architecture and robust SQL Server backend database. Each user can be configured with User Roles to restrict certain users from any area of BizCore.

The Word-like editor is used all throughout BizCore anywhere you need to enter paragraphs of information. This provides similar features that you would find in a word processor.

The Project Manager can be used to create and track complex projects your company needs to work on. Detailed specifications can be entered using the Word-like editor.

## Configuration

The configuration form can be used to setup your mail server, administrator email accounts, graphic banners, folder locations, URL, time zone, company name and much more.

## Preferences

There are several individual preference forms such as the Forum Preferences that can be used to set options for each of the modules.

## Support Forums

When a user posts a topic, an email can be sent to specific email groups to alert them. When you reply, an email is sent to the user alerting them a reply is waiting.

You can set reminder emails to be sent out if a topic has not been replied to in a certain number of hours. This ensures great customer service.

Multiple Status levels can be assigned for each topic and a user can attach a file, check spelling, insert images or emoticons and use a host of other word like features.

## Issue Tracker

Use the Issue Tracker to log problems you customer report about your products or services. You can set priority levels, track the status, enter detailed notes via the integrated Word-like editor and more.

## Suggestion Tracker

Use the Suggestion Tracker to log suggestions or feedback you customers report about your products or services. You can set priority levels, track the status, enter detailed notes via the integrated Word-like editor and more.

Item #	Module Name	Subject	Created By	Date Created	Last Modified By	Company Name	Date Modified	Status	Priority	Refs	Open
25152	Sales Order	New Company: The Customer and lines format to growth	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	0	40
25055	Main Menu	New Company: Adding on a fly issue	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25079	General Ledger	Monthly Message	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25078	General Ledger	Closed Reference Account Structure	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25074	General Ledger	Do you want to save changes? should no longer be available	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25073	General Ledger	Closed Reference New Co. Detail Wizard	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25072	Sales Order	Can't select item in an invoice form	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	42
25068	General Ledger	Filter Group should be filtered based on the chosen Filter	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25065	General Ledger	Account Subgroup doesn't appear on the Accounts list	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	102
25058	Main Menu	Creating new company: Zip Code is empty	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	9
25055	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25053	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25052	Inventory	Default Account Missing Fixed Assets in the Module	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	47
25051	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25050	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25049	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25048	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25047	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25046	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25045	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25044	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25043	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25042	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25041	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25040	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25039	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25038	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25037	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25036	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25035	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25034	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25033	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25032	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25031	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25030	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25029	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25028	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25027	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25026	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25025	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25024	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25023	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25022	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25021	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25020	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25019	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25018	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25017	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25016	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25015	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25014	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25013	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25012	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25011	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25010	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25009	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25008	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25007	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25006	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25005	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25004	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25003	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25002	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104
25001	Inventory	Inventory Pricing form does not remember the last position or size when after close and open it	AMBAU, J	11-09-2009	AMBAU, J	NONE	11-09-2009	Fixed	Low	2	104

# BIZCORE CENTRAL

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Control Panel | Dashboard | Forum | Status

Logged in as Admin Log Out

**Customer** Add Edit Delete Download History Home

**Customer Information**

Customer ID: C71200169 Phone: (303) 784-5541  
 Type: Customer Fax: (303) 784-5545  
 Sales Rep ID: None Email: l.jacobson@valuefurniture.com  
 Company: Value Furniture Inc. Website: www.valuefurniture.com  
 Contact: Kevin Jacobson Time Zone: (GMT -06:00) Central America  
 Address: 7800 Western Ave. Entered: 9-25-2009, 10:23 AM  
 Zip/Postal: 80121 CRty: Centennial Modified: 12-02-2009, 04:34 PM  
 State/Province: CO Country: United States Notes:

**Users** Add

Action	User Name	Full Name	Primary	Verified	Subscribed	Email All	Email	Topics	Posts	Last Post
Edit Del Login Email	KevinJ	Kevin Jacobson	Yes	Yes	Yes	Yes	l.jacobson@valuefurniture.com	169	511	4-23-2010

**Subscriptions** Add

Action	Subscription	Users	Expiration Date	30 Day Notice	15 Day Notice	1 day Notice	Activations
Edit Del	VisionCore	3	12-02-2010	Yes	Yes	Yes	1
Edit Del	Payroll Tax Tables	1	12-31-2010	Yes	Yes	Yes	1

**Forums** Add

Action	Forum	Users	Topics	Posts	Last Post	Subscription
Edit Del Open	VisionCore Forum	1	176	1126	4-23-2010, 4:42 PM	VisionCore

**Downloads** Add

Action	Product Name	Build	Date	Subscription
<b>Group: Payroll Tax Tables</b>				
Edit Del	VisionCore 2010 Tax Tables (32-bit and 64-bit)	2010.04	03/31/2010	Payroll Tax Tables
<b>Group: VisionCore Add-Ons</b>				
Edit Del	AbleCommerce Bridge	1.28	09/04/2009	VisionCore
Edit Del	Release Notes	1.28	09/04/2009	VisionCore
Edit Del	AbleCommerce Integration Guide	1.28	09/04/2009	VisionCore

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## Customers and Prospects

Customers and Prospects can have multiple users, subscriptions, private forums and downloads. Each forum and file download can be tied to a different subscription.

Each User can be assigned to one or more forums and downloads. Users can be assigned security roles to restrict access to certain functions and emailed when a forum topic has been replied to.

Each customer or prospect can manage their own set of users including updating their user name and passwords, time zones, themes, picture, email and security role.

## VisionCore Integration

BizCore tied directly into VisionCore using Web Services so you can easily add customers and prospects from VisionCore to BizCore with a click of a button.

You can also view forum posts and subscription details for any customer or prospect in VisionCore.

**Customer - One Stop Furniture**

New Save Find Delete Undo Schedule Intake Tools History BizCore Close

General Detail Contacts Clients Notes History Email Fields Attachments Add Customer View Customer Forum Post

Customer ID: C10044 Company: One Stop Furniture Phone: +1 (435) 532-1152  
 Name: Stella Morgan Email: stella@onestopfurniture.com Type: Retailer  
 Title: Owner Salutation: Ms.  
 First Name: Stella Other Phone: Fax: +1 (435) 532-1153  
 Last Name: Morgan Credit Limit: \$0.00 Balance: \$0.00  
 Address: 18 Dufferin Status: Source:  
 Zip/Postal Code: M9H 4E1 City: Toronto  
 State/Province: ON Country: Canada  
 Attention: c/o  
 Other Name: UPS  
 Contact: Active Accept BO PO Required Verify Customer Info  
 Website: onestopfurniture.com

**Setup Information**

Ship Via: UPS Next Day Air Terms: 5% 5 Net 30  
 Tax Code: None Freight Tax: None  
 Department: Industry:  
 Currency: CAD Customer Code:  
 Class: Customer Worker's Code:  
 Account No.:  
 Credit Hold: Account BO: PO Required: Verify Customer Info:

## Integrated Knowledgebase

Create knowledgebase articles automatically from forum posts or create new articles using the built-in Word-like WYSIWYG editor. This powerful editor gives you all the main benefits of a word processor on the web.

You can format your knowledgebase articles any way you want and group them based on categories or products. Your users will be able to search for any text in the articles and can see the most popular articles first.

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Main Menu | Forum

**Knowledgebase**

Search Products: VisionCore Search

**Pricing Levels**  
 Article ID: 5545  
 Last Updated: September 16, 2009

This document describes how the price is determined for a customer when entering a new line item on Invoices, Orders, Estimates and Quotes. There are several different types of pricing methods used in VisionCore and this will help describe the order in which they are carried out.

**Inventory Special Pricing**

- To start, VisionCore checks for Inventory Special Pricing on the selected Item No and if there is one it uses that price above all other pricing in the program.  
 Check the Inventory Special Price Begin and End Dates to see if the Price is valid.  
 If the above is successful then use that price.  
 If it was not successful then check to see if there is a Customer Special Pricing.  
 If Both a Customer Special Pricing and Inventory Special Pricing exist then VisionCore will figure out which price is lower and use that price.

**Customer Special Pricing**

- If there was no Inventory Special Pricing then VisionCore checks for a Customer Special Pricing.  
 Check the Customer Special Price Begin and End Dates to see if the Price is valid.  
 If the above is successful then use that price.  
 If it was not successful then check to see if there is an Inventory Pricing Level.  
 If Both a Customer Special Pricing and Inventory Special Pricing exist then VisionCore will figure out which price is lower and use that price.

**Customer Pricing**

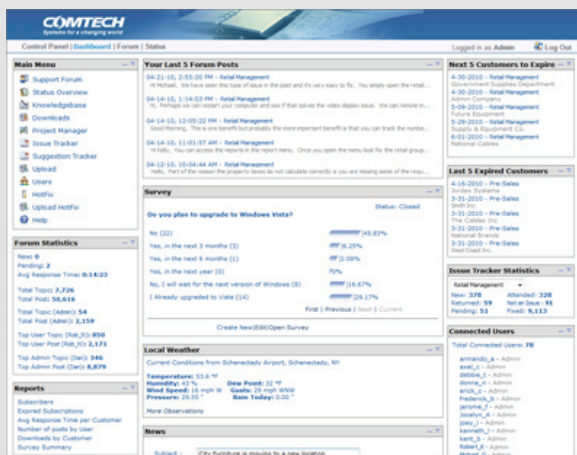
- If there was no Inventory Special Pricing, Customer Special or either of them failed the date range or criteria then check for any Customer Pricing in the order listed below.



## Control Panel

Use the Control Panel to administer and configure BizCore for your company. Access the main menu, update the knowledgebase, check statistics and more.

Manage all the members including customers, prospects and users. Check the customer tasks or status overview to see if there is anything that requires your attention.



## Dashboard Panels

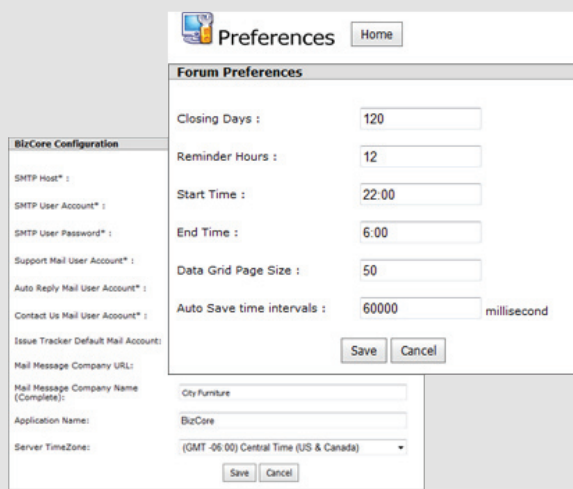
BizCore includes over 20 dashboard panels that can be configured and arranged to your liking.

The Dashboard can be configured to display between one and three columns of panels. You can include as many or as few as you need.

## Administrator Dashboard

When first logging into BizCore, the dashboard displays several configurable panels such as your Last 5 Forum Posts, Survey's, Forum Statistics, Weather, News, Connected Users and much more.

The dashboard can be configured differently for each user. Dashboard panels can be added or removed and arranged in any way you like.



## Manage BizCore

Each module can be managed using the Control Panel. There are various options and settings for each group.

Configure the Project Manager, Issue Tracker, Suggestion Tracker, Download Manager and more all from a central location.

## Configuration

The configuration form can be used to setup your mail server, administrator email accounts, graphic banners, folder locations, URL, time zone, company name and much more.

## Preferences

There are several individual preference forms such as the Forum Preferences that can be used to set options for each of the modules.

# BIZCORE CENTRAL



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(281) 586-9666 Support  
(281) 984-9905 Fax

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[bizcore@comtechsolutions.com](mailto:bizcore@comtechsolutions.com)