



Answer 12.2 Enhancements and Changes

- Extensions to Answer Quotations
- Improvements to use of filters in Contact Centre
- Activity Note Previewer for Contact Centre
- Advanced Inventory Issues and Allocations Workbench
- Introduction of Dynamic Enquiries
- Improvements to Capacity Planning Enquiries, MRP Actions, Work Order/Schedules and External Interfaces
- Bulk Change for Contact Relationships
- Enhancements to Purchase Order Entry and Change
- Introduction of Contact Centre Advanced Contact Retirement
- General Ledger Journal Entry replaced with improved version
- Enable Sales Order shipping from non QOH stock
- Currency Buy and Sell combined
- Retail Part Look Up and Processing
- General performance and usability improvements

What's New in Release 12.2

Answer Enterprise 12.2 continues the improvement in the look and feel of Answer as well as introducing significant enhancements and several new programs and features.

New ways to make the application easier to use and more relevant to current business needs have been introduced with this release including user defined Dynamic Enquiries and the use of Acrobat PDF to show Contact Centre activity notes within the form.

For more details about these and other highlights see the articles below, have a look at the release overview or contact us. Remember that if you would like to see an existing feature changed or have suggestions for new features within the application then please contact us. A large amount of the changes we undertake for new releases are the result of customer requests.

Quotations Changes

A number of changes have been made to the quotations module including:

- Ability to copy a quotation line to a new line
- Addition of extended purchasing costs to Quotation Part and BOM/Recipe
- Addition of filling volume details and multiple note codes
- New Free Issue facilities plus more secure authorisation procedures.

Work Order/Schedules

There have been several changes to the Work Order/Schedule entry and enquiry screens.

- Ability to launch Automatic Allocation Process or Manual Allocation/Issue process
- Now displays a First Time indicator
- Many of the Work/Order Schedule enquiries have been enhanced to show more detail and become easier to use.

See the Overview document on the release CD for more details.



Contact Centre Changes

Activity Centre Filters

The ability to filter contacts and activity types within the Activity Workbench has been significantly improved in this release.

The concept of System Defined and User Filters has been introduced. Administrators can create a public filter which can be used by all users but can only be changed by the administrators.

Users can still create and save their own ad-hoc filters for specific purposes but this ability can now be controlled using security privileges.

Up to five activity types can be entered and for advanced requirements SQL can be used to specify exactly the conditions required.

Up to five activity types can now be selected.

Advanced filters using SQL can be created to cope with almost any situation.

| Due date | Activity type | Subject | Owner |
|--------------------|--|--|----------------|
| Fri, 19th Sep 2008 | Do Stock Check | Stock Check | Co-ordinators |
| | Record the recurring order occurrence and then create the Sales Order. | Record the recurring order occurrence and then create the Sales Order. | Kevin Phillips |
| Wed, 16th Jul 2008 | Do Stock Check | Stock Check | Co-ordinators |

The embedded PDF format allows easy searching, printing and emailing of activity notes.

Activity Notes Previewer

A new Activity Text/Notes Previewer, Y33P, has been created, which enables all Text/Comments associated with an Activity, a range of Activities or a Contact's Activities, to be displayed.

The embedded Adobe Acrobat PDF file generated can be searched, printed or emailed directly from within the form and gives far more flexibility than previous ways to display this information.

Advanced Retirement

A new Advanced Contact Retirement screen has been added for contacts that have placed Sales or Recurring Orders. It allows all objects relating to the contact to be displayed and optionally closed or cancelled before retiring the contact.

Bulk Change Contact Relationships

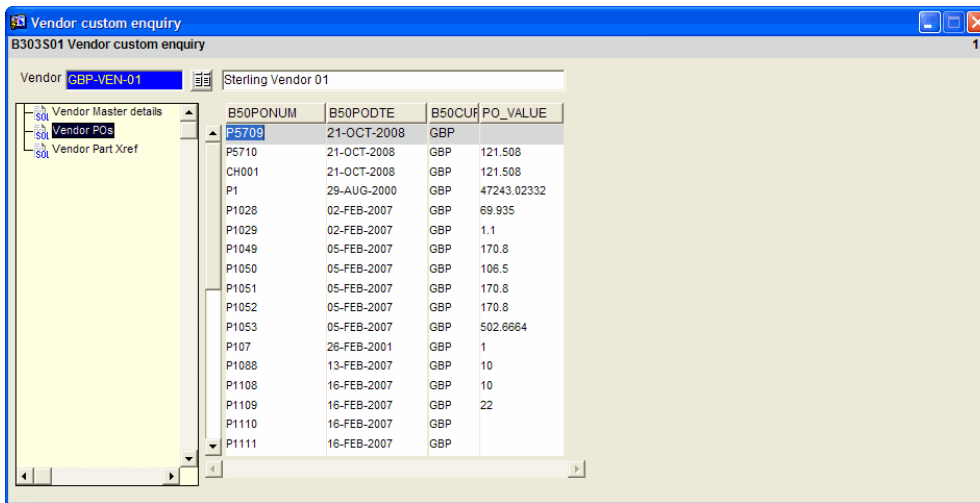
The Contact Centre Bulk change Contact Relationships program Y15P, has had configuration options added as to whether Activities are to be created or not.

Introducing Dynamic Enquiries

Although Answer Enterprise contains many enquiry screens which are designed to show all the information needed for businesses to function, there are situations where everyone will need a specific set of data or a different view of their data than is available.

The introduction of Dynamic Enquiries allows everyone to create and display their own enquiries directly from within the application. Dynamic Enquiries can be thought of as 'blank canvas' onto which you can view almost any data related to the specific area of the application required.

For example, the screen below shows several vendor related enquiries attached to the Vendor Dynamic Enquiry form. As each of the dynamic enquiries is targeted at a specific area of the system it allows pre-selection of the main criteria for that area. In this case a specific vendor can be selected and optionally used in your enquiries.



The selected vendor can be used by any of your custom enquiries listed on the left.

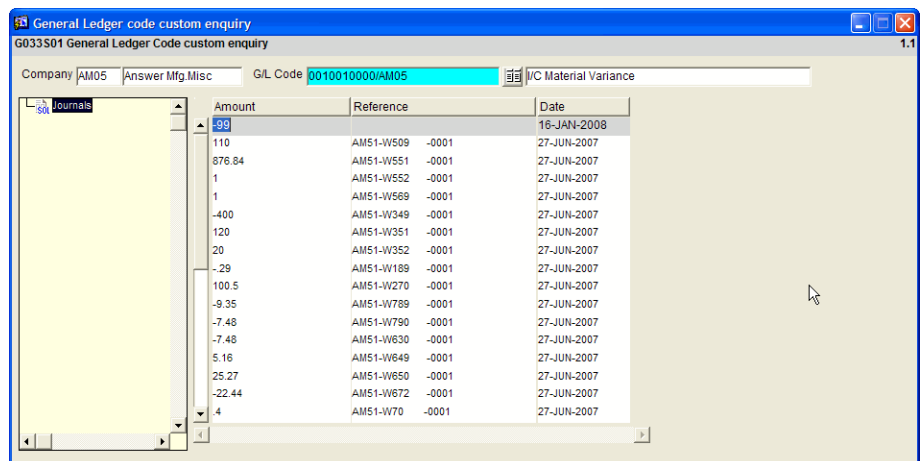
You have full control over the structure and content of the enquiries that can be attached to each dynamic enquiry.

Dynamic Enquiries available in this release include:

- B303P for Purchasing Vendors
- B503P for Purchase Orders
- C303P for Sales Ship to Customers
- C313P for Sales Bill to Customers
- C403P for Sales Orders
- C167P for Customer Subsets
- I103P for Inventory Parts
- I167P for Inventory Product Subsets
- I403P for Work Orders

Enquiries created using the M203P Dynamic Query processor can be attached to each of the Dynamic Enquiries and can be structured into groups using a tree menu style.

This exciting new feature will be expanded into other Answer areas in future releases.



Track clocking on and clocking off times for work order operations.

Retail Part Processing

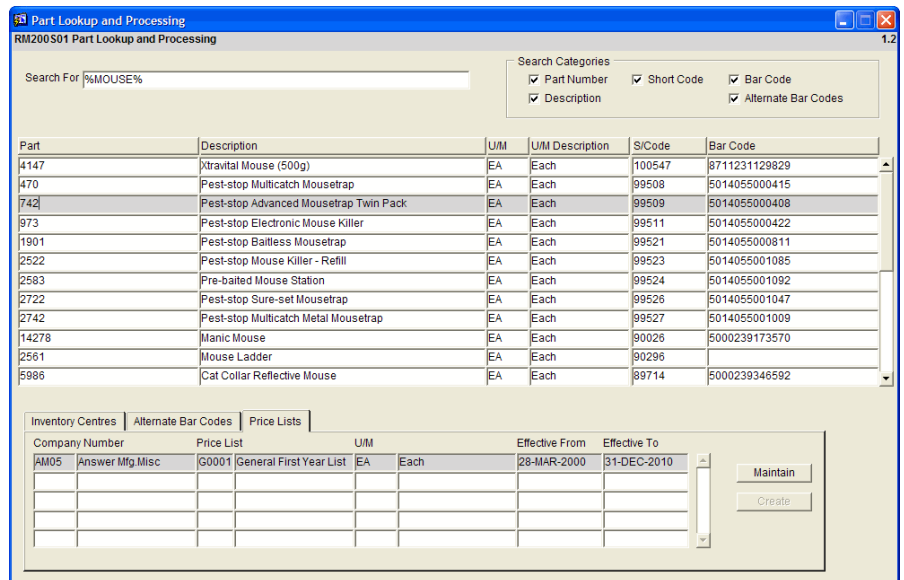
After talking to one of our Answer POS retail customers we have developed a new program RM200P—Part Lookup and Processing. This form starts with an easy way to select a product using a wide variety of criteria—part number, short code, bar code or descriptions. Partial entries can be entered so you could use the start of the bar code or list all parts with 'Red' in the description. Using the bar code to select the part number is especially useful in a retail environment.

Once you have selected a part to use you can perform a number of useful functions directly on that part including:

- Changing part details using I100P or creating a new entry for the part in a different inventory centre.
- Add alternate bar codes for easy lookup in Answer POS
- Quickly see current prices, then change or add prices using C15P—Price List Maintenance.

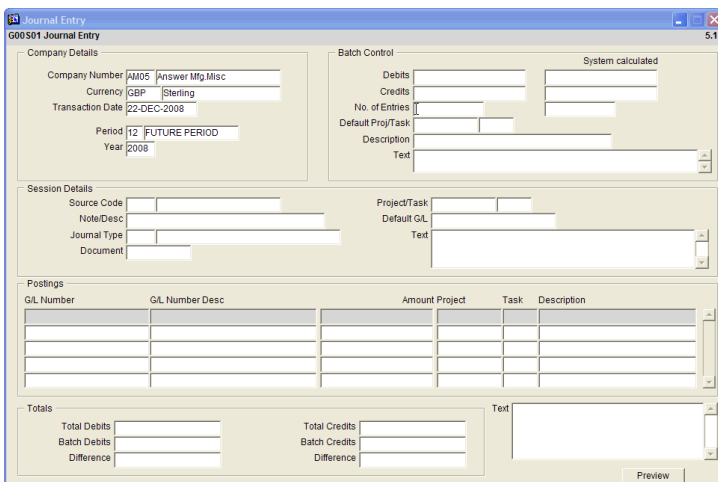
This form will be expanded and enhanced in future releases so it should become an easy one-stop shop for performing all day to day tasks for products.

Find products easily, then use RM200P to perform all your day-to-day tasks.



General Ledger Journal Entry

The General Ledger Journal Entry program G00P has been redesigned so that all the details are on one screen instead of being spread across several. You can also enter text comments against each journal.



G/L Journal Entry details are now on one screen.

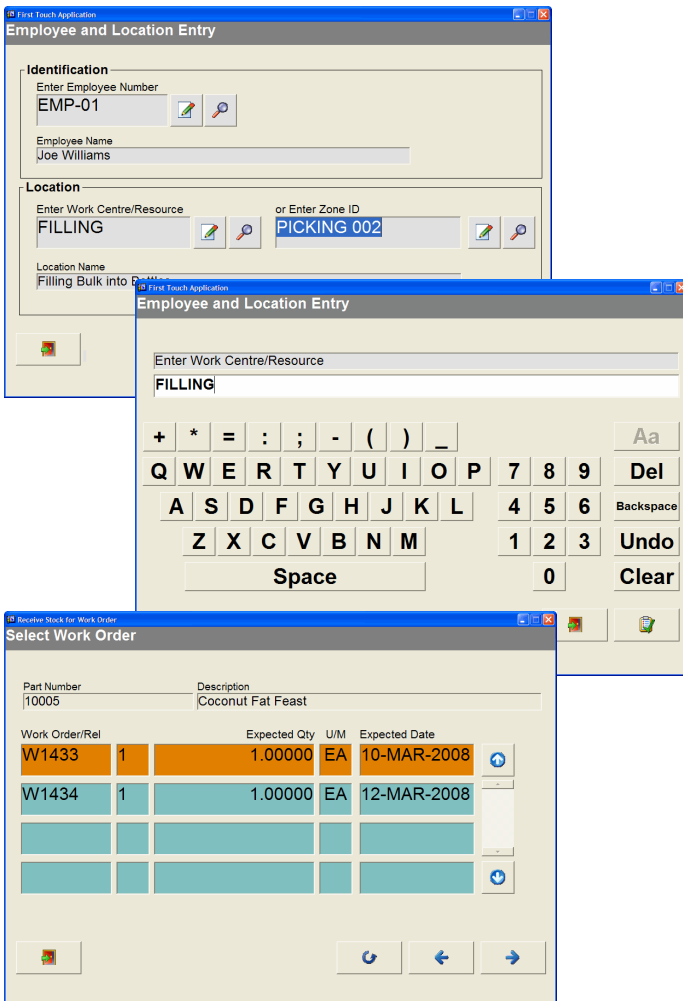
Looking Ahead

We are always looking for ways to extend and enhance Answer Enterprise to make sure that it meets current and future business needs for our customers. On this page we are showing some features that could make it into a future version of Answer. If you are interested in these or have any other suggestions then please let us know.

Touch the Screen...

A request by a prospective customer asked if we had a touch screen interface for Answer that could be used on the shop floor. We developed a prototype and a framework that could be used for a touch screen stock receiving function.

Touch screens present many different issues to normal screens—all buttons have to be big enough to work with and on-screen keyboards and number pads have to be used. A wizard like interface allows complex steps to be completed easily.

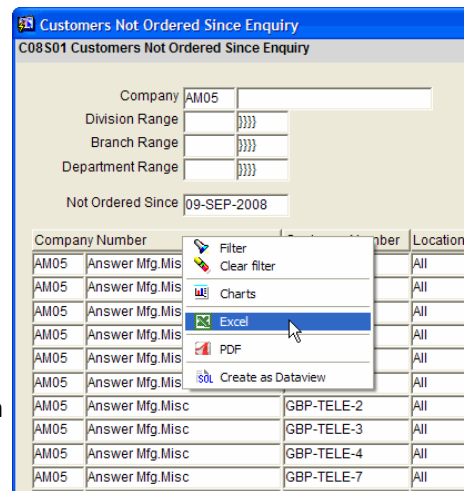


Using touch screen interface to receive stock to a work order. On-screen keyboards and number pads are used to enter text information.

Getting your data out

Probably the most common request we receive is 'how can we get this set of data out of Answer'. Recently we have introduced more features to allow you to get at your data — see Dynamic Data Views, Dynamic Queries and the Dynamic Enquiries in this release.

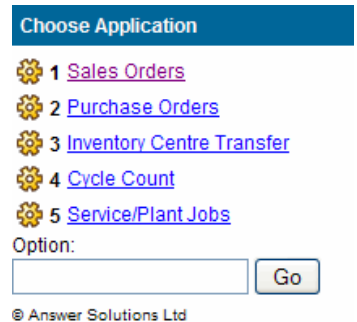
We have prototyped a feature which will allow you access to the data presented in standard Answer queries. By right clicking on any enquiry with sortable headings you can extract the data shown on the screen to a spreadsheet, text file or PDF document.



Right clicking will enable you get the data for the displayed records out in the format you require.

Data on the move

Accessing Answer away from traditional PC's has always been a requirement for some mfg customers. Using hand-held terminals, whether on the factory floor or at remote locations has been a feature of Answer in the past. We recently completed a prototype to run selected Answer processes through a web interface which allows access from hand held terminals/PDA's as well as remote devices such as laptops or phones.



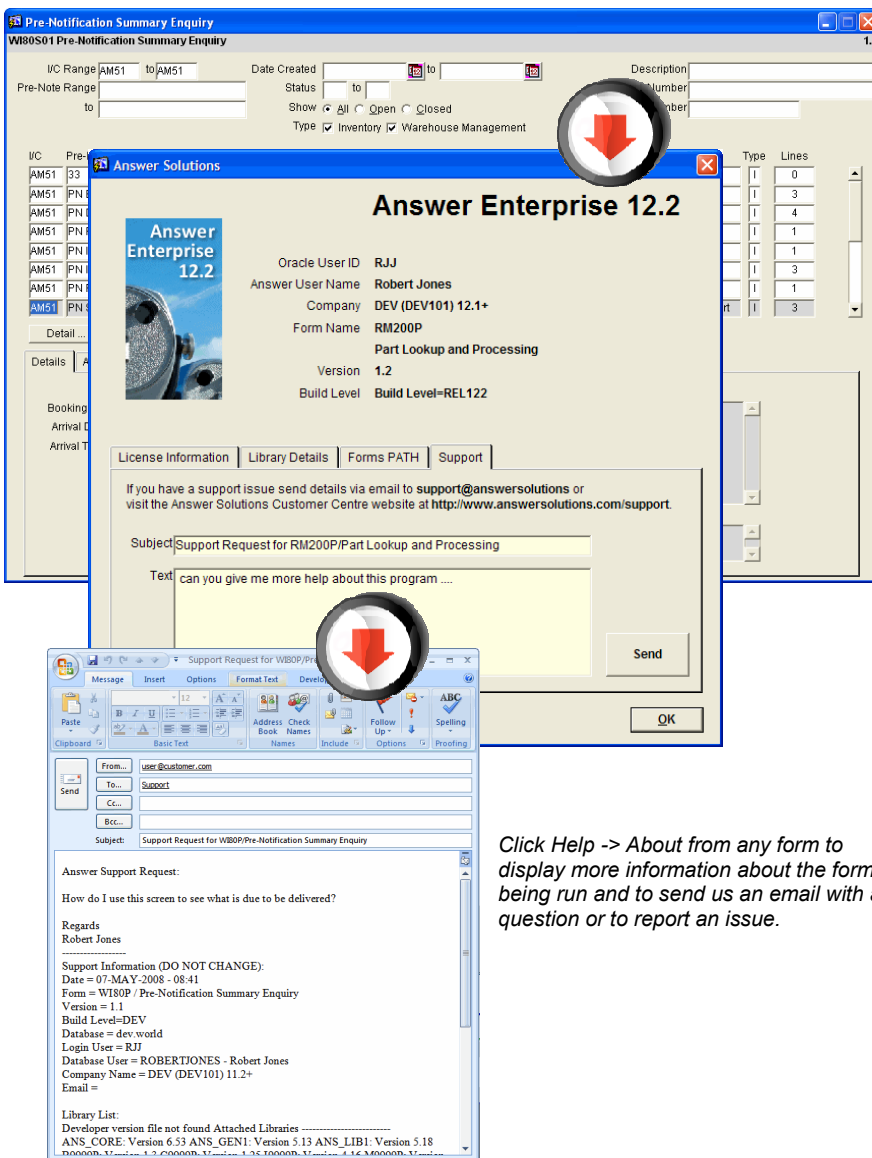
Tell us About any problems

The About Box was changed a few releases ago to show more information about Answer and the form you are currently running — click on **Help -> About** from any Answer form.

You can also use the about box to send an email to Answer Support. Just select the Support tab, type in your message and click Send. You can use this feature to report issues with the program being used, ask a question or inform us of an enhancement you would like to see.

The email sent contains detailed information about the program being run and your Answer environment providing us with a lot of the information we usually ask you for when talking to Answer Support.

We encourage all customers to use this new method of contacting us.



Click Help -> About from any form to display more information about the form being run and to send us an email with a question or to report an issue.

More Information

If you have any questions about what is in this release or any other aspect of running Answer Enterprise then please contact us.

We also encourage you to inform us of any enhancements or changes to the system you would like to see by using the forms on the Answer Support website.

Many of the changes we implement in each release start with conversations and feedback we have with customers about their experience of using Answer.

Contact Us

Answer Solutions Ltd

The Innovation Centre
Festival Drive
Victoria Business Park
Ebbw Vale
NP23 8XA

t: 01495 356771

f: 01495 356774

e: info@answersolutions.com

w: www.answersolutions.com

Answer Support Website

The Answer Support website contains full details of this and future releases.

The website also contains full online documentation and the ability to enter and track all your support logs.

Contact Answer support if you are not already registered to access the website.

e: support@answersolutions.com

w: www.answersolutions.com/support