

FirstClass 12 - The New Client Experience

Introduction

The new client is an HTML 5 web client that is supported by all modern browsers. With FirstClass 12, we are blending the classic FirstClass feature set with the features of FirstClass Communities (OTSW) to present a new, unified view.

The Home Screen

The new interface divides your content into 5 different basic areas:

1. Your personal preferences.

- From here, you can set your own personal preferences, edit your profile or change your password.

2. Your personal information management and workspace on the left.

- This includes access to your preferences, personal file storage areas, drafts, mailbox, contacts and calendar. With FirstClass 12, Administrators will be able to specify, by group, which users have access to these personal items.

3. Your collaborative content in the middle.

- This is where you will access your collaborative areas like conferences, group calendars and communities. There is also a section where you can temporarily park your favourite items for quick access.

4. Your social content on the right.

- Your social content includes the Pulse - Status Updates of people that you are associated with, your followed friends (My People), Your current IM sessions or Chats and your Watched items. -- Items that you have flagged somewhere in the collaborative areas and for which you wish to stay on top of whenever there is new content related to the flagged item.

5. Custom applications along the bottom.

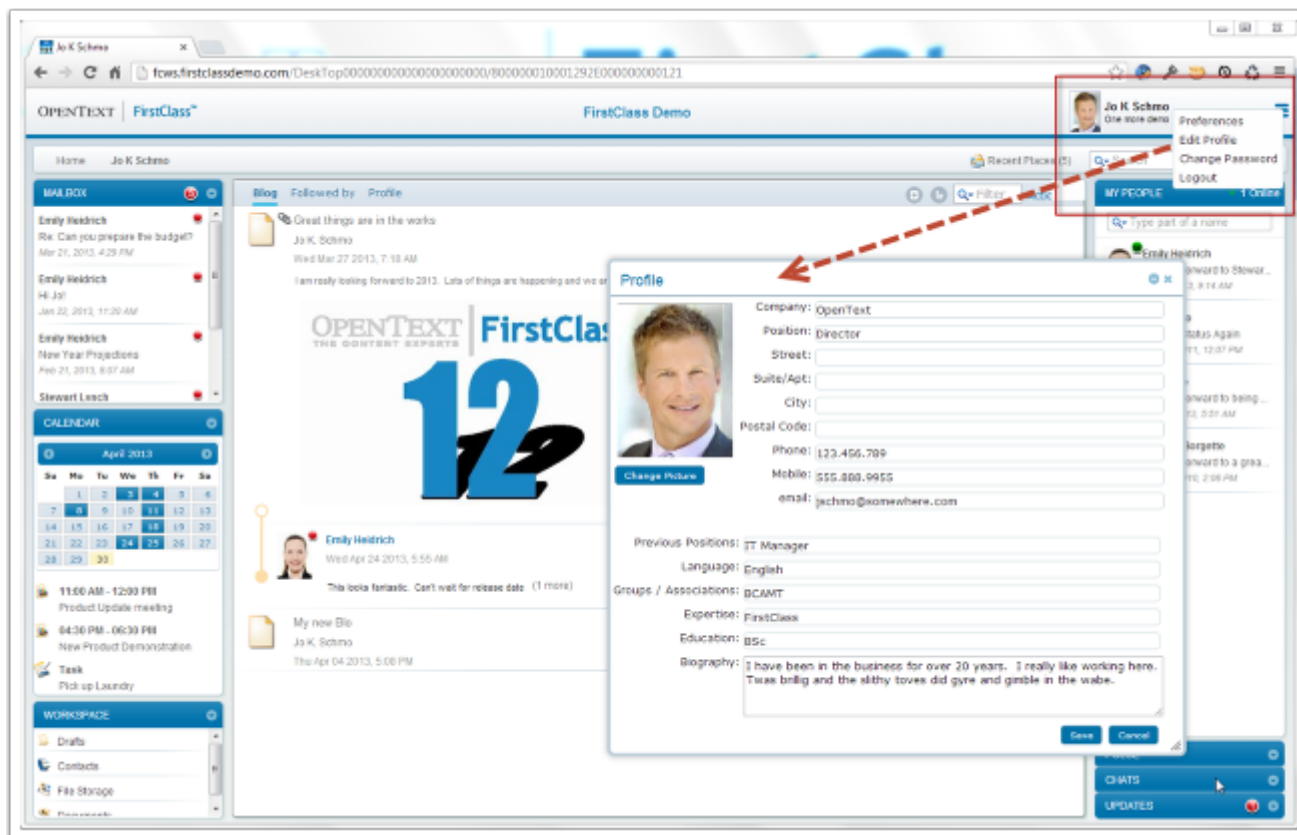
- Your system administrator or third party developers will be able to develop applications that can run entirely within the new web client.



Personal Preferences and Profile

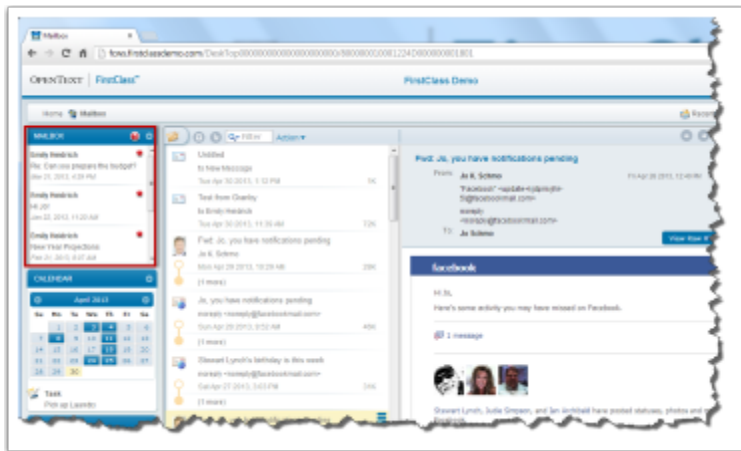
In the personal area you will can:

1. update your status and post to the Pulse
2. access Online help
3. change your password
4. modify your preferences
5. update your profile



Mailbox

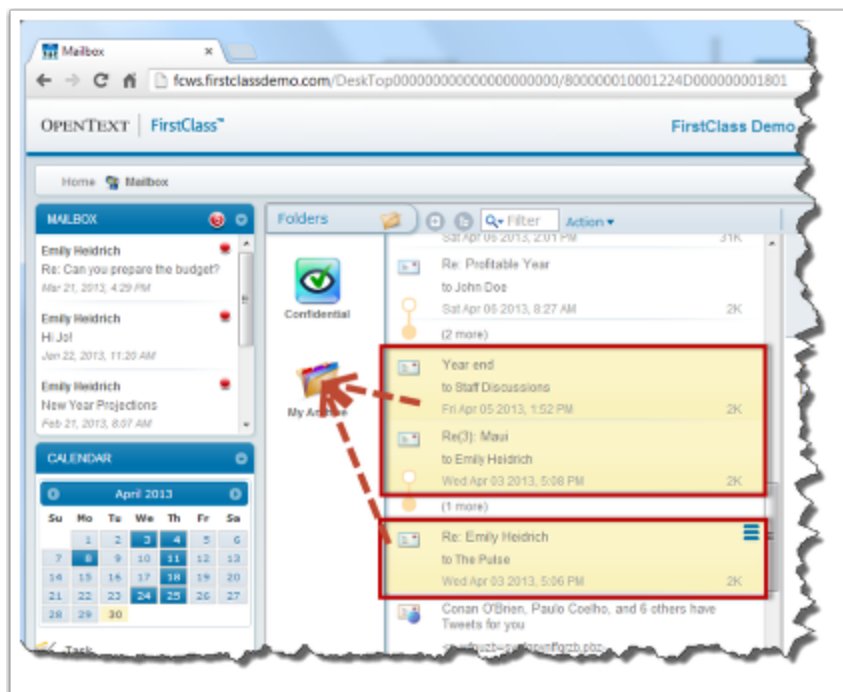
If you are using FirstClass for e-mail, you have access to your mail from the Mailbox widget. All unread items are flagged and shown to you within the mailbox section on the left. Clicking on the Mailbox title will open and display your mailbox in the centre pane. You can go directly to one of the unread messages by clicking on it from the list. Your unread tracking is immediately updated and you have the ability to toggle this on or off. FirstClass also supports a unique set of features like Unsend and Message History.



Multiple Selections, Subfolders and Drag and Drop

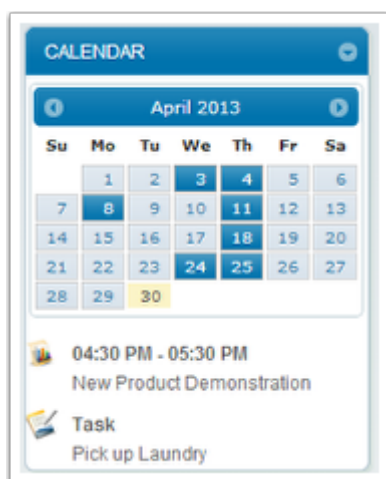
You can have subfolders within the mailbox with the ability to drag and drop content between folders. Selecting multiple items in the list will allow you to perform actions on all of the selected items at once/

Open the folder slider to reveal all folders within your mailbox and drag and drop your selected items on to the folder to move them there..



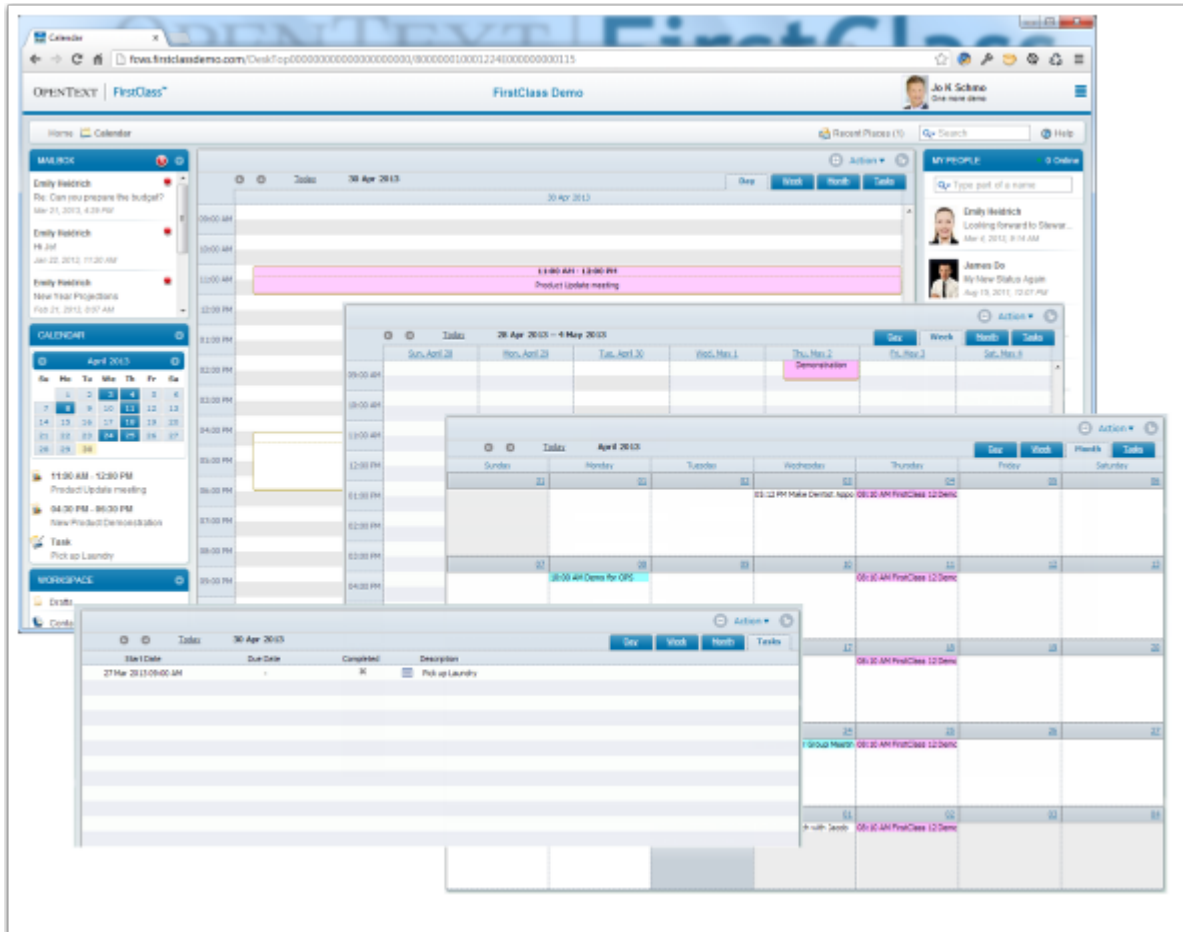
The Mini-Calendar

Your personal calendar is accessible directly from the left-hand pane. If you have any current events or tasks, they will be displayed in the list below the mini-calendar. Days in which you have events planned are displayed in a different colour.



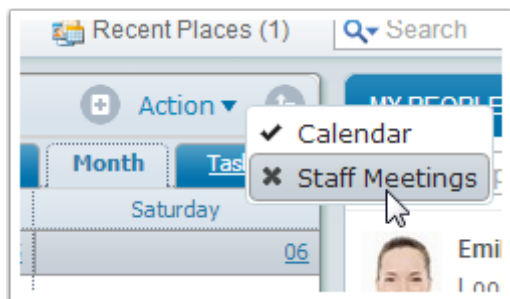
Calendar/Task Views

Clicking on the mini-calendar title will display your full calendar in the main pain where you have access to a number of different views - Day - Week- Month - Tasks.
In the event that the event detail is too long to read, hovering over the event will pop up more detail.



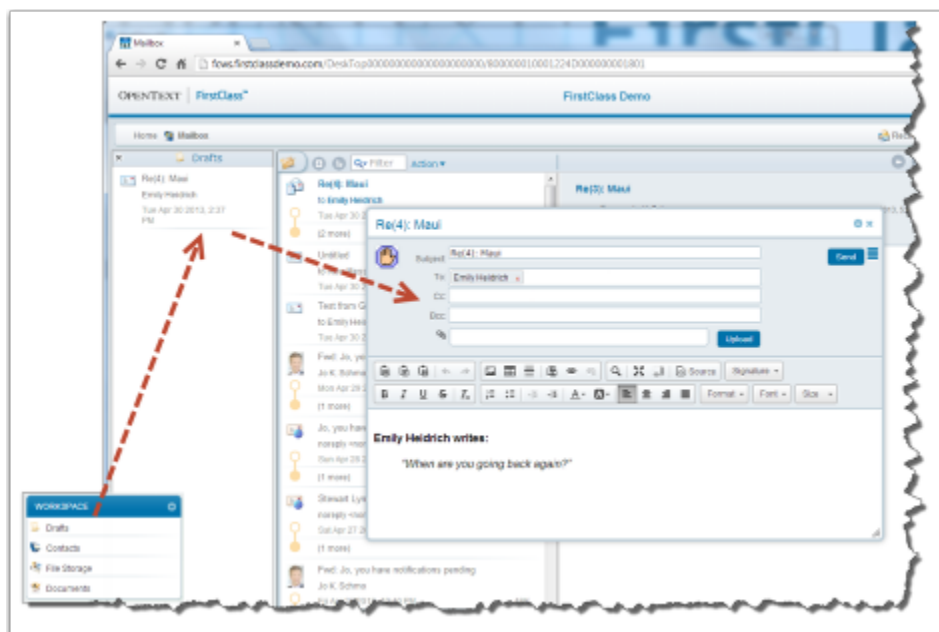
Calendar Subscriptions (Punch Through Calendars)

If you subscribe to another user's or a group calendar, this will be added as a "punch-through" calendar on your calendar where you will be able to toggle the display on or off as you please.



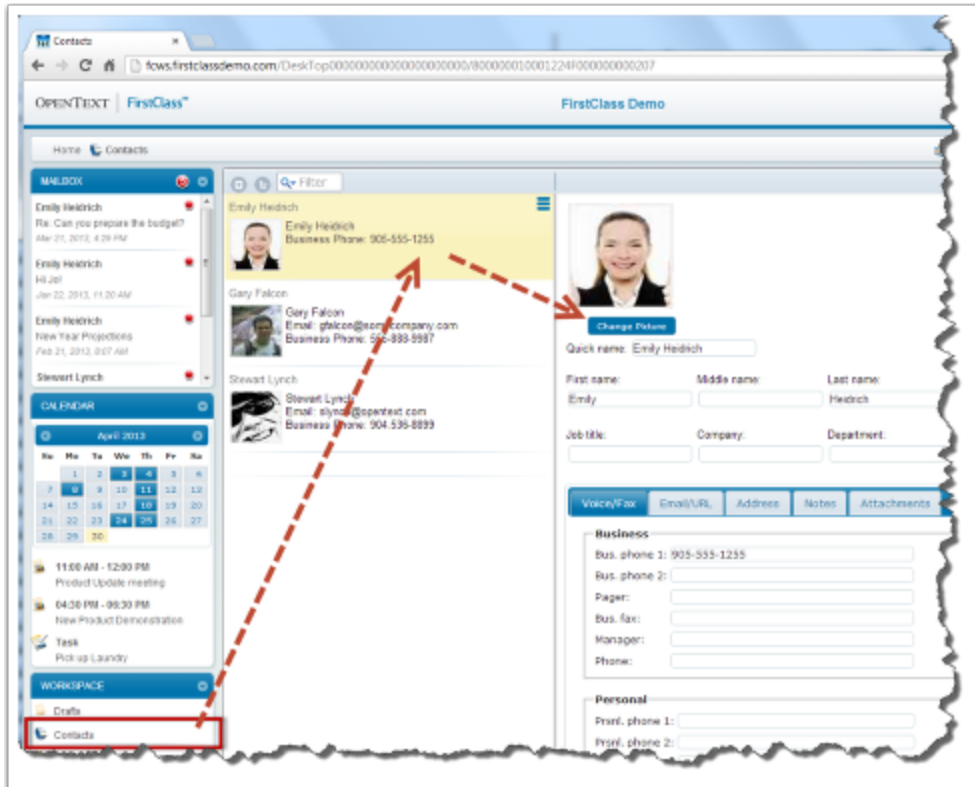
Drafts

If you prepare an email or a contribution to a discussion area such as a response to a query or a wiki update, but are not yet ready to post it, that draft (unsent item) is displayed in your mailbox, but is also linked to the "Drafts" item in your Personal Workspace area. If your organization does not include the email option of FirstClass, you will still have access to your draft contributions to your collaborative spaces.



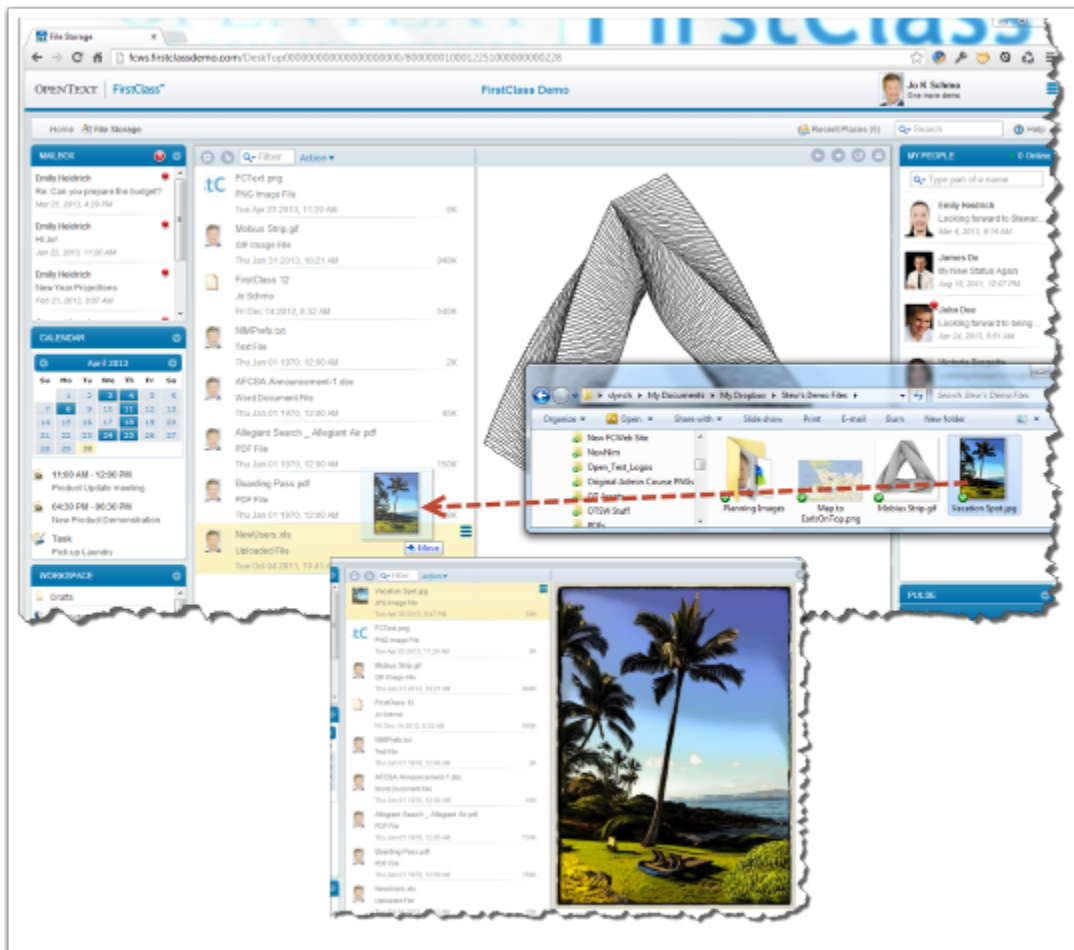
Contacts and Mail Lists

Permissioned users will have the ability to maintain contacts and mail lists and FirstClass Synchronization services will synchronize the content with your smart phone or PDA.



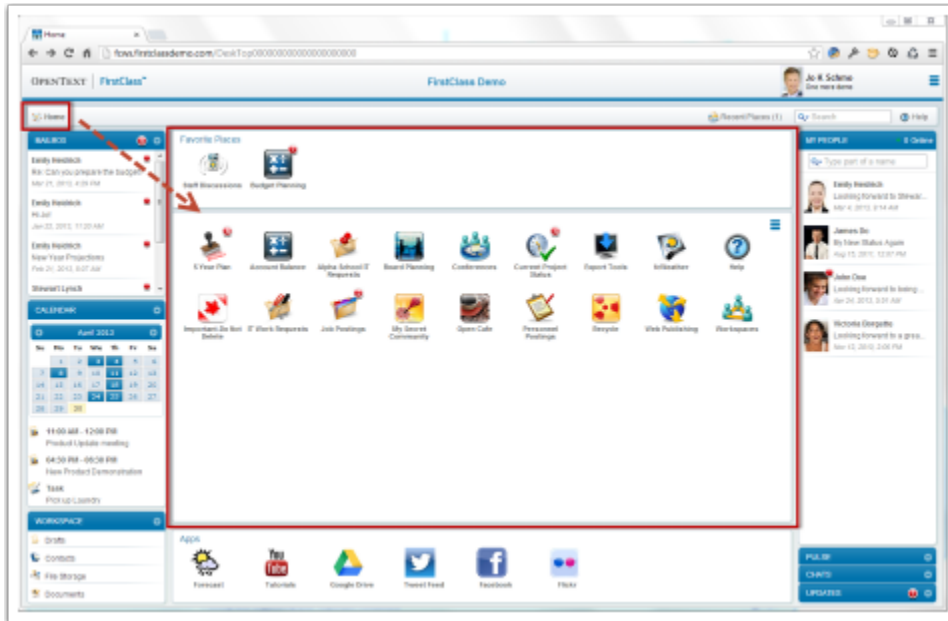
Drag and Drop File and Document Storage

You will be able to take advantage of file and document storage areas where you can either upload or drag and drop files from your computer into your cloud-based storage area. When clicked on, items that can display in a web browser window are displayed in the right pane.



Collaboration

FirstClass has always excelled at collaboration and that is where our strength is. All collaborative containers support threaded discussions, sub folders and calendars. Community containers have wikis and file storage areas. You can access the collaborative areas by clicking on the Home Link in the Navigation bar



Favorite Places

If you have a lot of collaborative containers, you may wish to organize them in such a way that you can focus on those that are the most important to you.

You can drag those specific containers up to the top "Favorite Places" section where they will stick between sessions. Once you are done with them, you can move them back down.



Rich, Collaborative Discussions

A FirstClass collaborative container supports rich text content, attachments, embedded images and videos. Communities feature wikis and a file storage area. All collaborative containers support subcontainers and calendars.

The screenshot displays the OpenText FirstClass interface for a 'Budget Planning' container. On the left, there is a 'MAILBOX' section with messages from 'illy Heidrich' and 'ewart Lynch', and a 'CALENDAR' section for April 2013. The main area shows a 'Feed' with a message from 'John Doe' titled 'The Planning Process'. The message content includes a circular diagram of the planning process, an introduction, and a definition from Wikipedia.

The Planning Process

Preparing the planning process

Review & Revise Plan

Strategic Analysis
Global Issues
Global Issues

Define

Mission, Core Values, Goals, Objectives

Developing Action Plan

Performance Monitoring & Reporting

Introduction

We are about to begin planning for the next year and before we do, I would like to first define it and see how this applies to

Definition (Wikipedia)

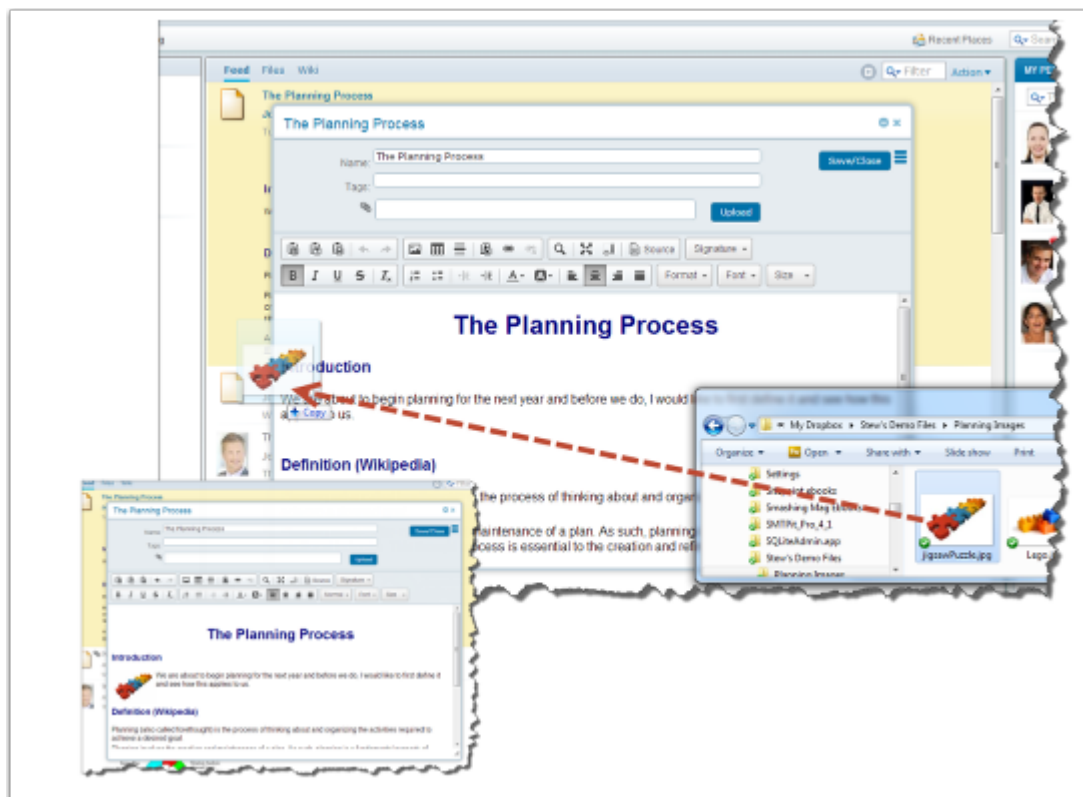
Planning (also called *forethought*) is the process of *thinking about and organizing the activities required to achieve*

Planning involves the **creation and maintenance of a plan**. As such, planning is a fundamental problem-solving process that is essential to the creation and refinement of a plan, or integration of it with other plans or developments with the preparation of scenarios of how to react to them.

An important, albeit often ignored aspect of planning, is the relationship it holds with forecasting. Forecasting predicts what the future will look like, whereas planning predicts what the future should look like. The counterpart to planning is forecasting.

Drag and drop and full editing

The text editor allows for full rich text formatting, embedding of tables and images and supports drag and drop of attachments from the desktop to the attachments list or, when a message is received with an attachment to reverse the process and drag from the message to your local drive. You can also drag and drop images directly from your computer desktop into the body of your document or message.



Your 'My People' List

You can choose to "follow" people and they will be added to your 'My People List'. You can see if they are online (green ball) or have a new blog entry (red ball). In addition, you can access their blog and profile and engage in an IM session or chat.



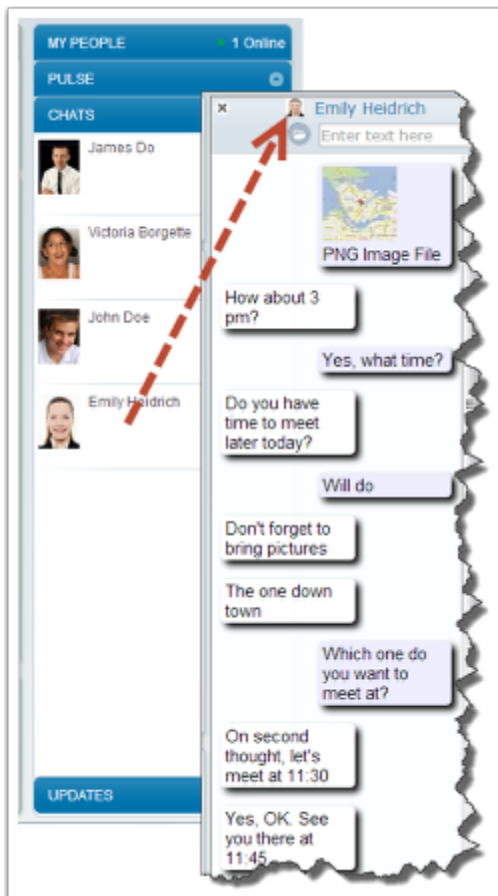
Profiles and Blogs

Every user can have a profile and blog. Clicking on a person's name in your "My People" list will open their blog. Clicking on a person's picture anywhere else will bring up their profile.



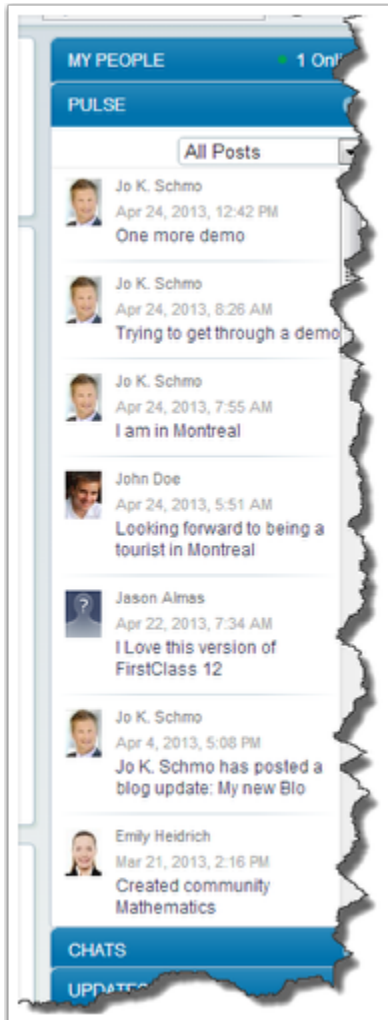
Chats

FirstClass 12 supports asynchronous chat sessions and if a person is online, have a real time chat with them. Users will be notified as soon as they log in if they missed a chat while offline. Once connected, they can pick up and join in on the conversation.



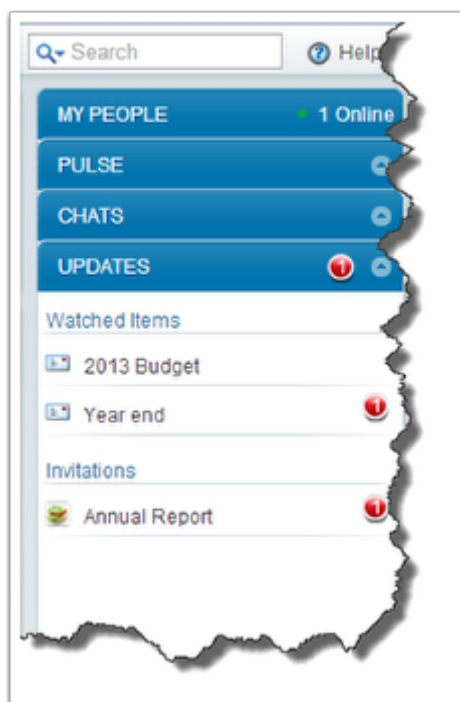
The Pulse

Each time someone is added to the system, updates their status or adds to their blog, an entry is made in the Pulse. You can view the Pulse for everyone, only the people you follow, or just those associated with your account. As with other Social Media type environments, you have the ability to comment on one's status.



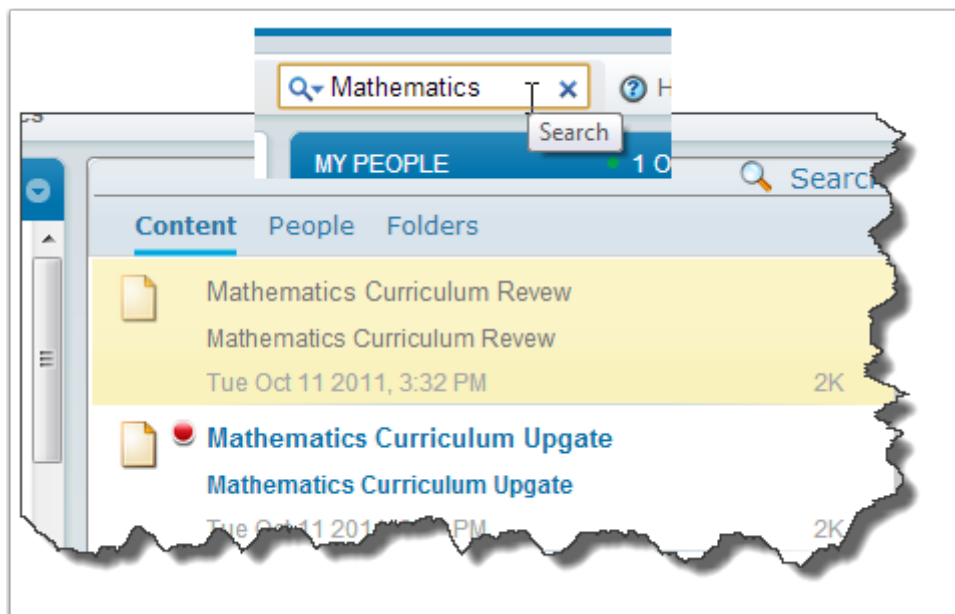
Updates

You can flag items within collaborative containers as ones "to watch" . These are added to your Updates list and any new activity is flagged to your attention. This area is also used to notify you of any invitations to join and participate in a Community.



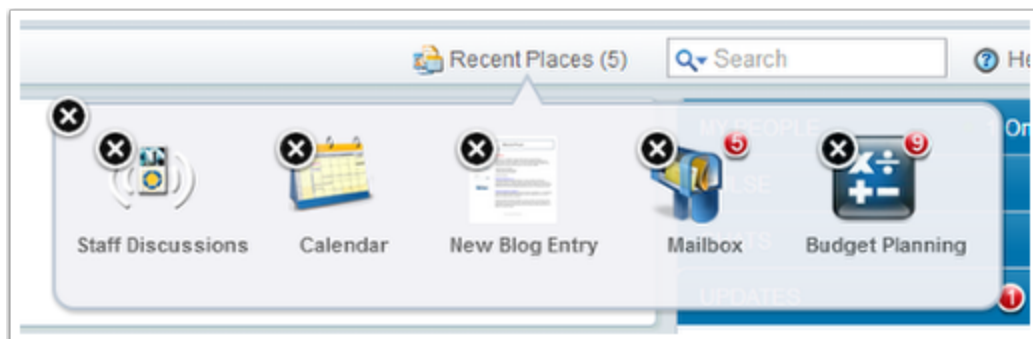
Search

The 'Search' field will give you access to the indexed content on your server, finding information quickly as you need it. After performing a search you will be presented with content, people and folders/containers that match your search criteria.



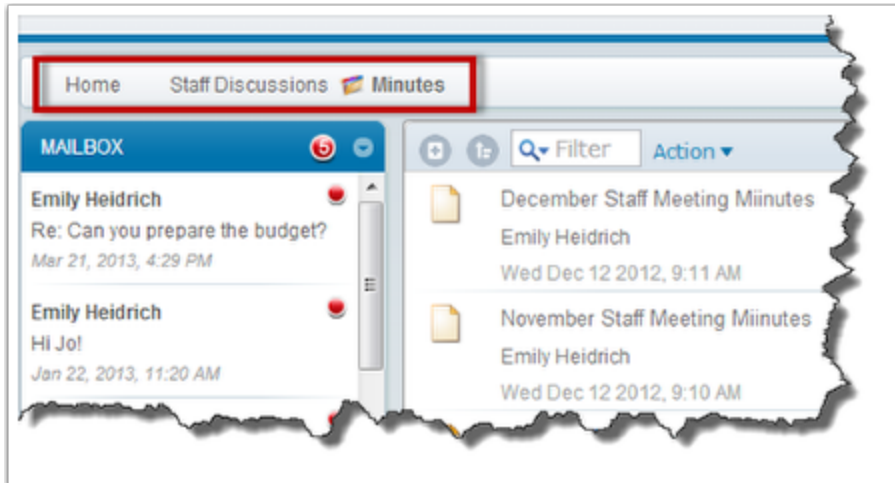
Recent Places

The system will always remember the last 5 locations containers that you have visited or items that you have minimized and presents that information in the "recent places" section. You can get quick access to this content from here. Dragging a file or message on to the toolbar button also opens the window and allows you to drag and drop from your current location to one of your recent places.



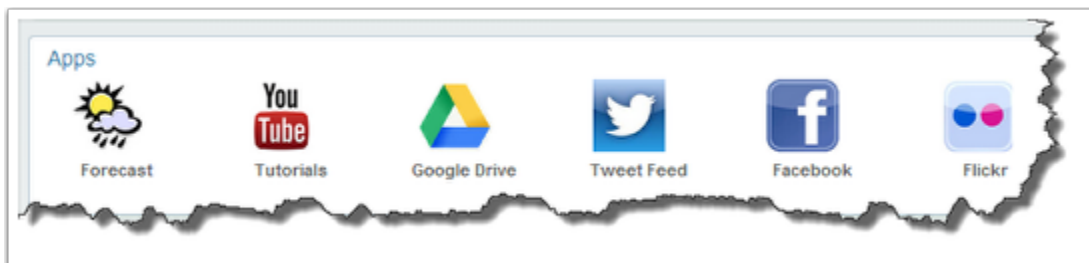
Retrace your steps - breadcrumbs

If you are deep down into a nested area, you can retrace your steps and return up the path by clicking on one of the path items on the navigation bar.



Custom Applications

Your system administrator can develop custom, html5 based applications that will run inside the FirstClass web client. Access to these applications is determined by group membership so different groups on your server can have access to a different set of applications.



Access other Web Services

Third-party applications will allow you to access external web services through their own APIs. Web developers can build applications that can store application specific information on a per user basis and use unique FirstClass User information such as UserID and ClientID to build relational lookups to external databases.

