

Making Everything Easier!™

Web+Center

FOR
DUMMIES™

Learn to:

- Shift your IT Support Team into high gear
- Discover never discovered features of Web+Center
- Become the Web+Center Guru for your company or organization

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**Internet
Software
Sciences**

Web+Center For Dummies

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Introduction:

Welcome to Web+Center for Dummies. Why haven't I thought of it before! What a great idea, a dummies guide for Web+Center would be perfect! They have dummies books for everything on skipping rocks to chess.. why not a Web+Center Dummies guide?

Also, we get an incredible number of support calls where clearly, the person calling has never peeked into our 130+ page tomb of our Web+Center user guide and probably for good reason.. most techs installing and configuring our Web+Center product would prefer to explore and test features rather than read a user guide. Luckily our software works well with this trial and error approach! So this guide is a bit of humor thrown in and less than accurate or complete instructions to steer you in the right direction and we leave the full explanation for you to search and find in the complete user guide if needed or a friendly call to our support staff.

If you need help additional help configuring the software, check out our on-line user guide on our support/documentation page or give us a call/support ticket if you still can't figure it out.

The world of software changes so rapidly in rhythm with rise and fall of the companies that generate the churn of products and services that we are forced to accept that after a while it begins to be just funny how we follow along. So this guide is mean to poke some fun at companies and trends while attempting to explain how to use our overly complicated piece of software effectively.

If this guide is not serious enough, please check out our full suite of user documentation on our website under support.

Sincerely,

Scott Vanderlip

President Internet Software Sciences

Become your Help desk Rock star!

Everyone wants to be rock star at some point in their life! If you are in career track that puts you in charge of a managing a lot of issues (tickets) and techs for internal or external issues and the technicians who solve those problems, Web+Center is the perfect piece of help desk software to make you shine like a rock star! Getting a well configured Help desk makes you look good, your fellow technicians look good and it provides mechanisms to provide feedback, accountability in a positive and supportive manner. Those who create and fully deploy a Web+Center help desk along with some good people skills will find themselves reaching IT rock star status!

Why Web+Center and what is IT?

Web+Center is customizable, web-based help desk ticketing, issue tracking software that fits many Help desk and ticketing scenarios. **What sets us apart from other vendors is our open architecture approach. We provide for all users 100% of the source code with fairly easy to read and follow code and database architectures for building your ultimate help desk ticketing system. We even encourage our users to customize the software by offering you a programmers guide with the internal details of the software.** Primarily it is used for internal IT support, but it works well for external customer support, facilities management ticket tracking, asset tracking and IT support companies.

If you haven't already discovered the benefits of a well designed ticketing system, you will be amazed how the everyday support/follow up chaos can be quickly organized... mainly with the implement of a ticketing system that carefully tracks and manages issues. Sometimes the ticketing software is the most important factor to implementing better and more efficient support processes. Implementing a software ticketing system is what will best force organizations and companies to create better processes.

Email based support just can't compare to efficiency and productivity that a true ticketing system can provide. As the number of technicians increase and the number of issues increase, emails flying around just becomes un-manageable for effective tracking and managing. Any time spent installing, configuring and implementing Web+Center is time well spent.

On-site on in the cloud?

Most users download and install and host Web+Center on their own in house Windows machines. We can also recommend running our Web+Center software on VPS (virtual Private Servers) environment that you purchase separately and manage on your own. This is by far the cheapest solution to run Web+Center and also eliminates firewall issues or network hawk discussions about applications outside the firewall. Refer to newsletter articles on running Web+Center in a VPS environment.

Hosting Internal or External on the Internet?



Starting with version 8.0, there are now (2) smart phone and mobile "web-based apps" for customers and techs to create, track and manage their support tickets with their smart phone and tablet devices, along with the full screen browser applications. **These are most effective when Web+Center is hosted outside of your firewall and available from the public Internet.** Most organizations are moving in

this direction allowing both techs and customers to access their tickets from anywhere, including on their **personal mobile devices!**

Web+Center On-site Installations –

Our install guide size increases faster than the rate of inflation and your health care premiums combined due to Microsoft being Microsoft and moving everything around but doing mostly the same thing as the previous version.

With Windows Server 2016, the MS web server setup once again looks like another new animal, this time a zebra, last time a bird from the amazon.



What we tell users on the phone is that Microsoft likes to re-design it's interface with each new release. It's like a car manufacturer putting the steering wheel on the roof and the brake in the trunk and they wonder why we have a hard time driving the car!

So to install our software, grab a window BOX (Almost all windows boxes will run Web+Center except for very wimpy "home editions" that don't support the IIS web server) and you are good to go! You've got an old laptop running Window 7 pro! Perfect! **This machine must be connected to the network 24/7 and should have daily backup of its file system.**

Actually, most larger organizations 5+ Techs install it on Windows 2012 server now, but it will run on almost any windows box. For the backend database, we offer two choices. SQL*Server or MS Access. Access is easier to install and configure with Web+Center and backup and works well for organizations with 5-10 or less technicians. Beyond 10 techs, we recommend SQL*Server as the backend database choice.

To install:

Step 1) Download the program from the website under Products and Downloads

Step 2) Follow the appropriate install instructions and install it on your own internal Windows systems.

Note: We have purposefully made the install not entirely simple since this is a serious piece of software and we don't want folks wanting to install a system to store their cooking recipes on their computer using this software, although it can be done.

Step 3) We expect at least one call during your install/setup to our friendly support that we can help you with. This helps to establish a long standing relationship that will be beneficial to your tenure using our software. Guess what.. we actually post a direct phone and email for our support on our website!



Getting started – Once Web+Center is installed, it is best to realize that most users of our software never so much as even peek at our user guide for guidance so by reading this guide, you are already years ahead of most Web+Center users. So feel free to poke and prod the software and configuration as the primary method of getting to know the application. We won't tell anybody and when you call support, we will assume your last name is Keller and you have a good reason why you couldn't read the user guide.

Another great way to get an handle on the wealth of the software features is to log into the tech+center as a configurator level tech and review the options under Administration and System Configuration

menus. It is well worth a hour to step through and preview the configuration options without making any changes.

Organizational Model – Us versus them

We have a simple organizational user model, them, the “customers”, the folks with the problems and us, the techs, the ones with the solutions to fix the problems.

To keep our interfaces straight forward for each of the 2 user types, we have created a suite of 6 applications. We purposefully have different unique apps to keep it extremely simple for the customers and allow complicated yet powerful applications for the techs. These two user groups map to the various applications:

Customers:

Customer+Center – Full screen browser help desk interface for customers

Customer+Mobile – Smart phone and tablet help desk interface for customers

Reservation+Center – Full screen browser reservation system for customers/tech

Techs:

Tech+Center – Full screen browser help desk interface for technicians

Tech+Mobile – Smart phone and tablet interface for technicians

Business+Center – Business/Sales Tech interface for sales/business backend

Reservation+Center – full screen browser reservation system

Web+Center Help Desk Basic Ticket Flow

Here’s the basic flow of the Web+Center Help Desk

- “Customers” have an issue that needs to be addressed by the support “technicians”
- Customers login into either Customer+Center or Customer+Mobile and create a support ticket
- Technicians, dispatchers are notified of a new support ticket and it is dispatched to a group or down to an individual tech for resolving
- Techs and groups of techs track and manage and document a complete history of interaction with the customer to get the problem resolved. Automatic Email notification messages are sent to customer, techs, tech groups as the ticket is updated by customer or technicians.
- Techs log into the Tech+Center or Tech+Mobile application and track, manage and eventually resolve and close the ticket.

Extras

Besides the basic ticketing, Web+Center is loaded with extras offering customers FAQs, knowledge base keyword searches, asset tracking management, tech and management case reporting features, extensive case and customer searches, customer surveys and a whole lot more.

Advanced Features

Web+Center has been developed over the past 17 years slowly added needed functionality and staying current with technology. It now uses HTML 5 and bootstrap coding practices to give the interface a newer HTML look while being compatible with previous versions. Advanced features of the software include integrated Active Directory customer connections, auto-escalation and email to case features, endless notification options to customers, techs, tech groups, supervisors, external users with HTML emails and even SMS notifications.

Our latest set of development is a cross phone platform (iphone and android) set of web-apps enabling techs and customers to create/update, and track and manage support tickets interchangeable between their full screen browsers and their mobile devices.

The basic Web+Center Ticket/Case

The ticketing software is based on creating “cases”. Cases must be associated with a “customer”.

Each case has a unique **case number** that is incrementally created when the case is opened. Each case has a set of fields that define the particulars for that case including:

- One Line Description
- Case History – Running journal of both customer and tech notes about the case
- Case Summary
- Case Resolution
- Selection of various category choices
- Single Line text fields
- Status, priority and group/tech assignments
- Due dates
- Time spent and other accounting costs associated with ticket
- Any attached or associated files
- External Reference numbers

These fields are mostly customizable and configurable through a set of options under Administration.

It is recommend that you evaluate the case options (categories, text fields) and develop the case ticket that best fits your support requirements compromising between detailed information and the customer/tech willingness to enter information into the ticket.



KEEP IT SIMPLE! A case form with 20 drop down lists and 7 fill in boxes is overkill. It may create great reports for managers, but your techs and customers will find it frustrating to enter so much information to create and submit a simple ticket. It is better to get general acceptance and usage compliance of the ticketing system at the expense of fabulous reports given to those higher up on the ladder once a month.

EXPLORE!

At this point, it is time to explore the Tech+Center application and all of it's buttons and menus. We are not ready to implement a totally finalized production system yet.. but let's get our feet wet. The best way to get a basic idea of the system is to play with the buttons and functions a bit.. REALLY!

Let log into the Tech+Center application as the high level system configurator level person by visiting the page with our browser:

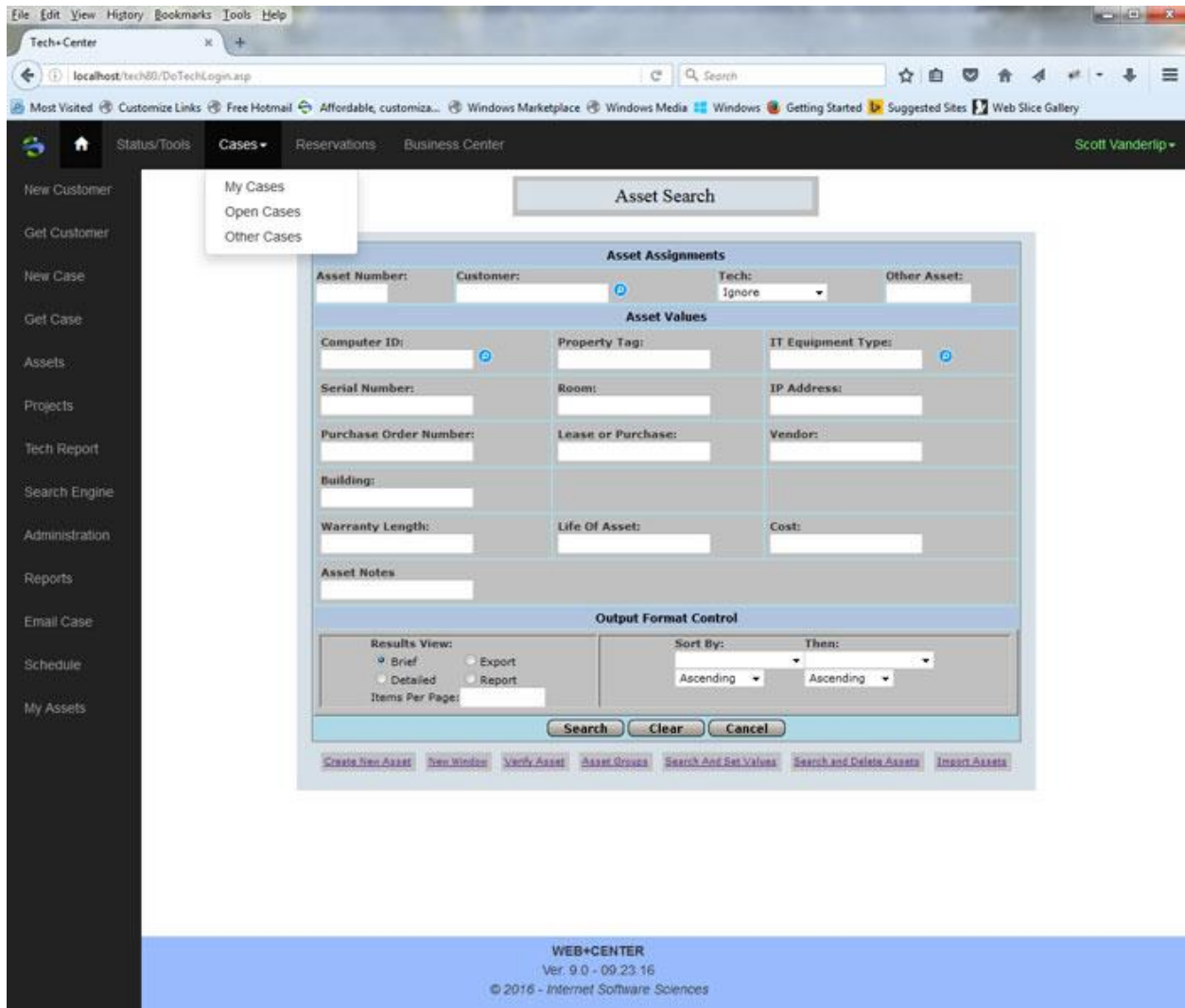
<http://yourhostname/tech100/>

Replace your hostname in the URL with the host name/IP of your machine or localhost if testing on the server machine and use the following default credentials to login

Username: css-1000

Password: config

To get a general idea of the application, let's cruise the application by visiting the primary button options. Version 9.0 uses a new HTML/Bootstrap menu approach compared to the V8 and below that uses FRAMES.



Version 10.0 Tech+Center screen shot

The menu options along the top launch new tabs with your favorite browser. Click on options like Status, Cases, Reservations, and Business+Center to launch those pages and application in a new tab.

The vertical button display those options in the primary area of the screen . Let's review of some of these menu functions.

Status / Tools – Pressing here will give you a quick overview of your current ticket situation and status of your support staff availability. When tech toggle the BUSY or AVAILABLE button, it sets a flag that can be viewed with this page.

New Customer – This button is new to manually create customers. The system can also create customer accounts by letting the customers self register or Integrated LDAP / AD can also automatically create customer accounts. Go ahead and create a customer account for yourself.

Get Customer – This button allows for searches for individual customers, or groups of customers with links to their cases, creating new cases or view summary, business information about customers. Go ahead and search for your customer account you just created.

New Case – Clicking here allows you to create a new case but first finding a customer. Find yourself and then create a simple test case. Cases can also be initially created by the customer in Customer+Center and Customer+Mobile or also created in Tech+Mobile.

Get Case – You can navigate directly to a specific case or set of cases for a customer or company with this button. Try finding the case you just created!

Assets – A complete asset management system is available to track all of your computer assets or other assets too. This is a completely configurable “asset” system allowing you to reconfigure it to track other items such as purchases, or system accounts logins for clients, etc. Check out our newsletters for article on creative ways to use the Asset component. So click on Assets, and create an asset and search for it to get a feel of assets. All of the asset field labels associated with the assets are configurable at the code level. Refer to other sections in this guide for more on asset customizations.

My Cases/Events – This button refreshes the top open cases window with your current open cases. If calendar is enable, it also shows todays scheduled events too for you! Go back Get Case, assign a ticket to you as configurator and update and refresh this page to show your open ticket assignment appear.

Other Cases – Web+Center is an open system allowing you to see and edit cases assigned to other techs and other tech groups. These open case views can appear in the top window or in a new window. Test it out and view other techs or groups or schedule cases.

Projects – For those wishing to use Web+Center as a project management tool, Projects allow you to combine multiple cases/Tickets into a Project. The most useful feature of projects is the ability to create a project that will then track both Costs and time estimates versus a projected total based on individual time spent costs and hours entered into individual tickets. Test it out. Create a project and add your case you created for yourself. Most simple IT uses do not use this feature and can be hidden.

Tech Report – This button allows techs to do a quick search, sort and analyze their own tickets. Press it and do an empty date range search.

Search Engine - This button is your entry way into the wealth of information store in your support cases database. Let’s say you want to find all cases that are still open with priority of high and opened after a specific date and assigned to a group. This search page allows that kind of complicated searches and even reporting and exporting to Excel formats too. Try running a few simple or open ended searches and exporting to see the power of the search engine. This feature is more valuable the longer and more cases you have in the system.

Administration – This button is only available to tech that have Web+Center Administrative permissions or configurator level status. This buttons takes you to the most complicated set of form for the whole application. You can administer tech staff accounts and groups and configure customer surveys. If you are configurator level tech user, you have options to configure many complex system level features of the system as well as creating categories and form fields that appear on case forms and other pages. Click on it and jump around to the various administration. Check out the system configuration options

by clicking on the System Configuration Menu link in the upper right hand corner. This is where you can really get yourself in trouble.

Business+Center – This button launches and log the tech into the Business+Center application.

Reports – This page is a set of canned reports for managers and supervisors to view overall performance and information about the help desk cases and status. Additional options to display time spent reports on support issues if time spent feature is used.

Email Case – Use this button to email a case information directly to an existing customer or external customer.

Busy/Available – This button toggles your availability state displayed on the dispatcher page.

Schedule – If you have Web+Center calendar enable, you can schedule meetings, work projects, and event for techs and customers. Has options to integrate with outlook calendar interfaces.

My Info – You can view, and edit/modify your tech account settings, username, email, password and notes for dispatcher screens.

My Assets -Display assets assigned to you and others.

Open Cases – Display all open cases in the top frame window, independent of tech or group. It refreshes every 2 minutes with updated cases information. Cases that closed are removed, new open cases are added.

Reservation – Launches the Reservation+Center application and logs in with your tech information

White Board – Refreshes the large white board area of the Tech+Center application with the white board information. You can edit the white board by clicking on the edit button.

Logout – Logs you out of the Tech+Center

Customer+Center – Let's pretend to be a customer!

Let's now explore the Customer+Center interface. This application is designed to be simple with no training required to access the FAQ and knowledge base self help features, and support ticket creation and updates.

One of the most important steps you can take as IT person to make Web+Center an effective support tool is to log into the Customer+Center as a customer now and then and view for yourself the application. We recommend all techs also have customer accounts as well to have sympathy and understanding for what customers use to create and update support tickets.

Access the customer portal on your local network with the URL

<http://hostname/customer100/>

Login If you have previously registered with the Customer+Center then enter your previously registered Username and Password and press Login:.	Username: <input type="text" value="james"/> Password: <input type="password" value="****"/> <input type="button" value="Login"/>
Self registration If you would like to submit a support case (problem, question, or comment), you must first register as a New User	<input type="button" value="New User"/>
Frequently Ask Questions Review a list of the "Frequently Asked Questions" along with their solutions.	<input type="button" value="FAQ"/>
Search Help Database Search for solutions to previously identified problems and questions.	<input type="button" value="Search"/>
Reservation+Center Login Click the Reservation+Center button to launch the Reservation+Center Login page.	<input type="button" value="Reservation+Center"/>
Lost your Username/Password? If you have lost your Customer+Center Username or password or both, then enter the email address you registered with here and press the "Lost ID" button to help recover your Username and password.	Email: <input type="text"/> <input type="button" value="Lost ID"/>
Launch Customer+Mobile Application Click the Customer+Mobile button to launch the Mobile/Tablet Customer Application	<input type="button" value="Customer+Mobile"/>

Customer+Center portal – Version 9.0



Customize it!

Typically, the Customer+Center may need to be customized to fit your own organizational set of options. These various options (self registration, FAQ, Search engine, Reservations, Customer+Mobile, etc) are configurable by editing the ASP script Default.asp located in the Customercenter directory in the Web+Center folder which is typically located in **c:\Program Files (x86)\Internet Software**

Sciences\Web+Center 9.0. We recommend you edit this text ASP (Visual Basic) file with a text editor like NotePad, or better yet is the free text editor call TEXTPAD. In this file is a user configurable section near the top of that module that list several customization options.

To toggle a feature, simply add or remove the single quote character at the beginning of the line.

For example, you will find the lines of code like:

ShowReservationCenterLink = "YES" ' Display the reservation+center link

ShowCCLogin = "YES" '- Display the web+center customer login (non AD)

ShowSelfRegistration = "YES"

To disable Self Registration, put a single quote character in front of the line

```
ShowSelfRegistration = "YES"
```

And change it to

```
' ShowSelfRegistration = "YES"
```

Save the Default.asp file and refresh the Customer+Center home page and you will see the Self Registration option disappear from the page. It's that simple!



A few words about the importance of using the Customer+Center

The Customer+Center is a critical component of your help desk. It is the part of the application that allow customers to feel they have 24/7 quality support. Some organizations only use the Tech+Center and do not have the Customer component enabled. We highly recommend you configure and use both this customer+center portal option and if hosting your site outside the firewall, the Customer+Mobile application too. Here are some reasons why:

Better Support Processes

Implementing the Customer+Center also forces better support processes within an organization. If your IT staff has a default process of supporting those who knock the loudest on your door and catch you first in the hallways, then implementing Web+Center and asking all those who have an issue to report it to the Customer+Center ticketing so it entered, logged, dispatched and resolved will prevent IT priority overrides.

Document work provided by IT staff

IT staff is typically under-funded, overwork and under appreciated until a fire drill happens and then they are blamed. Web+Center provides the true support ticket numbers and time spent supporting users for those who think IT groups are that un-important asset of a organization. If you have a hard time justifying the cost of a ticketing system, it can easily pay for itself by providing evidence that you need additional IT staff resources to cover all of the support issues that come up.

Look professional and organized

You can increase the IT staff's image throughout the company and organization with the implementation of a support ticketing system. Emails, phone calls, and sticky notes on doors just get lost now and then and things appear to disappear into the black hole of space for many IT requests. Add

a Web+Center customer survey to your IT support processes, and you will make your IT group look more professional, better customer supporting, and plain out stellar!

Never Discovered Features of Web+Center



Well actually, this feature has been discovered by a few, but certainly many do not use this feature. That feature is the Web+Center Knowledge base or “KB”. What makes Google so useful, we also have too with very fast keyword searching into your vast support ticket database, instantly! It’s like finding the pin in the hack stack.

Let’s say you have a new support case and the user reports that reports the following message containing the phrase “Error 3095-8004”

Maybe someone else reported this error previously 3 years ago and it was solved but how to find it?

Once cases and all of the case text fields (case one line, history, summary, resolution) have been parsed and added to the Web+Center knowledge base, you can use the Search Engine and enter the phrase “3095-8004” and it will find the cases that included that string in all of the cases in any of the fields of the case ticket.

Web+Center Guru –

You too can be the Web+Center guru at your company, school or organization by understanding how to maximize the pieces of the Web+Center applications to work optimally for your group.



One easy options you as Web+Center guru can implement is a Web+Center customer survey. In addition to getting feedback on your tech’s ability to solve support tickets, you would get continual feedback on the ticketing system itself and work on refining the prompts, processes, ticket assignments, routing, email notification messages and more to make it work better.

Put yourself into the shoes of a customer!

This is easy to do by creating a customer account for yourself in the system (in addition to your tech account) and testing out the Customer+Center and Customer+Mobile interfaces yourself with a ticket that goes through the full support processes of dispatching, interacting with techs and eventual closing. You might catch some prompts or labels that are confusing for the customers when submitting and updating tickets. Be sure to act like a dumb customer when submitting a ticket that needs every bit of prompting necessary!

Selling and training users on how to use the system

Any help desk system will fail when a tech staff or set of customers or administrators want to make it fail and look in-effective. Take it upon yourself to understand the system and features and then creating training guides and sessions with best practices for techs, short on-line tutorials for customers. Make sure the help desk is promoted as the best way to create a support ticket and discourage support issues for IT staff from being snagged in the hallway method of IT approach.

Keep the ticketing working for the techs, not against them!

Many techs are threatened when a ticketing system is installed forcing some accountability by techs for their time and hours and projects. Be careful not to use the wrong approach by using the software to show fault. It should be as a tool to promote collaborative sharing of jobs, resources and expertise. Be a Web+Center guru and make sure it is not in place to punish, but to organize and help and distribute work loads. Using the Time Spent feature forcing techs to put in their time and resultant reports can be damaging or productive in the different context and management style.

Subscribe to Internet Software Sciences newsletter updates

Internet Software Sciences publishes monthly newsletters with new product updates and release information. Being aware of new updates, fixes, trends and article about other Web+Center users and how they are using it for unique applications will make you a guru plus! Check out the over 100 newsletters article on the Internet Software Sciences website under Resources/Newsletters.

Putting your business on-line with the Web+Center Business+Center component

Starting with version 5, a sales CRM and accounting component was added to the Web+Center suite with the Business+Center application.

Customer and Tech Notification Emails and customizations options – ASP programming 101



Overview:

The Web+Center labels, email text is specifically designed to be easily customizable but it is configured for a generic help desk so it can be run “out of the box”. Listed below are the set of the files that can be easily edited by the Web+Center configurator. Included are set of recommended customization steps

to minimize errors created during the customizations and to build confidence in your ability to quickly change the system to better match your labeling requirements.

Web+Center Customization Best Practices

BACKUP your Web+Center folder files:

The first step before any code level customization are made is to make a completely backup of the webcenter folders (techcenter, customercenter, language, customermobile, techmobile, reservationcenter, database). Label this folder with a date of the backup like Web+Center 10.0 - 1.3.2017/..

Understand basic ASP (Active Server Pages) VB programming syntax

ASP (Active Server Pages) is a very efficient, non-compiled web scripting language in which the Web+Center is written in. This web scripting language was selected for various reasons including fairly easy, limited Visual Basic syntax programmer experience needed with very fast execution and excellent debugging environments.

IMPORTANT: With the more recent versions of the Microsoft Web server (Internet Information Server – IIS), the full ASP development error messages are only displayed if you are doing these customizations and debugging of the code with the browser on the Web+Center web server itself. So when making these customizations, you must remote to the webserver itself and run a browser on the server with a URL like: <http://localhost/tech90/>. Running the application on your local desktop will prevent IIS from sending out the full ASP error messages.

If you attempt to test your code changes on your own desktop browser, you will most likely be presented a generic 500 server error message that does not help with debugging your application changes.

A full ASP error should look like:

Microsoft VBScript runtime error '800a000d'

Type mismatch: 'sdf'

/business80/FixedCostJobsConfig.asp, line 32

It displays the module name (FixedCostJobsConfig.asp) and the exact line number (32) and the error :
Type mismatch: 'sdf'

This full ASP error allows you to quickly analyze and fix the error. Simple open up the module specified and go to Line listed (32) and fix the code.

Select a robust Text Editor

We recommend all Web+Center configurators that wish to do customizations at the code level download the free Text editor Textpad from www.Textpad.com. We recommend you install this on the webserver itself so you can edit and test on the server to get the full error messages.

This program is far superior to notepad for editing files and has search and replace, and opening multiple files functions that are critical for fast and efficient Web+Center customizations.

Although notepad will work, you will gain significant efficiency with the better editor like textpad.

IMPORTANT: The Web+Center ASP files are pure text files. They should never be opened, edited and or saved by any program that attempts to embed extra formatting into the files. This includes editors like visual studio, word, wordpad, etc. Some of these tools may attempt to embed their own HTML syntax into the files and may break that page from operating correctly although they say they are text editors.

Basic ASP programming – ASP 101

What makes web application development so easy with ASP is that you can combine both code and HTML into a single file that is interpreted at runtime (when you load the page into your browser).

This language can be mastered quickly and we recommend you review the ASP Tutorial at

<http://www.w3schools.com/asp/> if interested in learning the language completely.

Here are the basic ASP syntax that you will need to know to make typical label /HTML email customizations rather than code customizations.

There are basically two files types in the ASP programming language - (either .asp or .inc) and each can include both code and HTML in the same file. The magical character that defines whether the ASP engine is interpreting HTML or running code is the "<%>" (open ASP code segment) and "%>" (close ASP code segment).

Here is an example of a simple ASP file:

```
<!DOCTYPE html>
<html>
<body>
<%
response.write("My first ASP script!")
%>
</body>
</html>
```

In this example above, it includes basic HTML code and 1 line of code that generates the equivalent HTML file of:

```
<!DOCTYPE html>
<html>
<body>
My first ASP script!
</body>
</html>
```

ASP string syntax

The most commonly use function of ASP in Web+Center is manipulating visual basic “strings” - combining text from labels and other variables to output the page.

The basic ASP string syntax is:

```
<%
LastName = “Smith”
FirstName = “Jim”
FullName = FirstName & “ ” & LastName
Response.write FullName
%>
```

In this example, we are create a string variables with the name of LastName and placing the value of Smith into it. We are doing the same with FirstName and Jim.

We are then combining both of those strings and adding a space between them with the line:

```
FullName = FirstName & “ ” & LastName
```

The “&” character is used to combined multiple strings.

This bit of ASP code with output to the HTML the text

Jim Smith

ASP comments –

The other important ASP coding syntax to know is the ASP comment character. If you are inside of an ASP code segment, putting a single quote character anywhere on the line will comment out (and

prevent execution) of any code **to the right** of the single quote character. This is used to document your files and prevent execution of ASP code easily.

Here is an example:

```
<%
    ' Here is a code comment that will not be executed
    ' Value = 5+6 This whole line not be executed

    Value = 5+6 ' This will be executed and value of 11 will be saved into variable "value"
%>
```

HTML Notification Emails

Email notifications are integral part of the Web+Center system to close the gap between the customer and technician communication. Each of the notification emails are designed to customize for your own requirements. Notification emails are sent to customers, technicians, and administrators. To allow the same notification emails to be sent from the various applications (customer+center, tech+center, customer+mobile and Tech+Mobile), the HTML email notification templates are stored in the language directory easily shared by all of the applications. Changing the *.inc File template once in the language directory will change all notifications of that email from the various applications. All of these HTML email templates start with the name HTMLEmailTemplate and have an *.inc (include) file extension. These are all located in the language directory.

File Name (language directory)	Email Notification Purpose
HTMLEmailTemplateAdditionalCustomerCaseNotification.inc	Additional customers assigned to case notification
HTMLEmailTemplateAdditionalNotification.inc	Case emails to those configured for additional notifications
HTMLEmailTemplateCustomerNotification.inc	Customer notification email when updated by tech or customer
HTMLEmailTemplateCustomerRegistration.inc	Sent out when customers self registers or tech create customer
HTMLEmailTemplateCustomerSurvey.inc	Email to invite customers to web survey when case closed
HTMLEmailTemplateLostPassword.inc	Email to let customers recover/reset their password
HTMLEmailTemplateLostTechPassword.inc	Email to techs to reset their passwords
HTMLEmailTemplateTemplateReports.inc	Code for sending reports in emails
HTMLEmailTemplateResetPassword.inc	Email to Invite customers to reset their password
HTMLEmailTemplateSurveyResults.inc	Emails to admins showing survey results
HTMLEmailTemplateTechUpdate.inc	Emails to techs when case updated by customer, or other tech

HTML Email notification coding conventions

To send out a customized notification email, a large ASP VB string is used to create line by line and then store the HTML email. To handle this HTML going into the string rather than outputting the HTML for the browser, string variables are used to allow both fixed HTML and code created HTML to be stored and eventually sent to our SendEmail() function.

Here is an example of a simple HTML email notification function where you can see how the code continually appends to the TU variable the HTML needed for the email.

```
<% Function CreateHTMLTechMsg2(Case_Number)

    ' * * * * * Start User Customizations Sections * * * * *

    TU = ""
    ToFullName = "Jim Clark" ' Here is some code creating this VB string variable used later

    TU = "<html>"
    TU = TU & "<head><title>Support Case Update</title></head>"
    TU = TU & "<body bgcolor=F0C0E0>"
    TU = TU & "<font face=arial size=-1>"

    TU = TU & "Here is some text"
    TU = TU & "Assigned Tech" & ToFullName
    TU = TU & "</body></html>"

    CreateHTMLTechMsg2 = TU

End Function

    ' * * * * * End User Customizations Section * * * * *

%>
```

If you wanted to change the text, simply edit it between the double quotes.

To insert new HTML, add a new line like:

```
TU = TU & "Here is a new line.<br>"
```

Make sure each line starts with a: TU = TU &

Start with a small, simple change, save it and test and verify the change is in the Email notification you want to change.

HTML Email customization tips

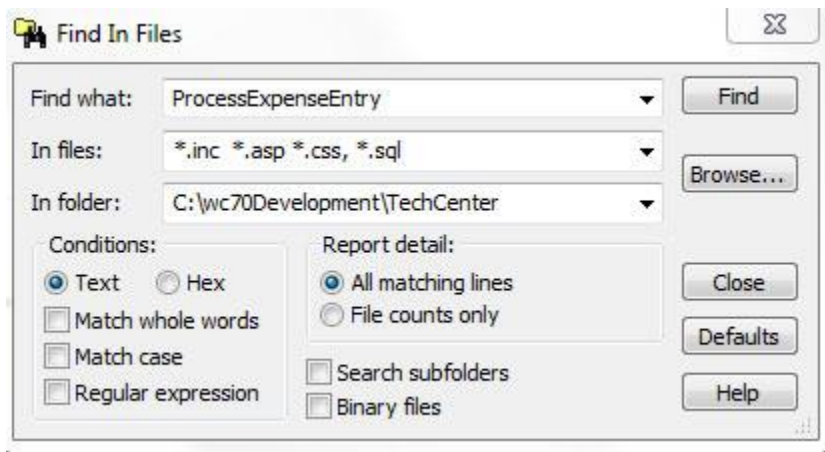
If you know what area of the HTML email you want to modify, find a bit of text in the email that is searchable and search for that text in the HTMLEmailTemplate*.inc file.

Another technique to use is to comment out the current code line and keep it there in the file for future documentation to show the change.

HTML customization tricks using Textpad search capabilities



Web+Center has over 1,000 ASP scripting files and hundreds of thousands of lines of code. There are times when customizing labels that it may reference another variable defined in another files but you don't know which files. You don't want to manually search in hundreds of *.asp or *.inc files to find where a variable is set and Textpad has some **search in files** capabilities that allow you to search in all *.asp and *.inc files in a complete folder. This feature can be found in Textpad under menu item Search.. Find in Files. (see below)



Although many Web+Center users do not have requirements for sales/contact management tracking, we built this component for those companies that one to create a one-stop sales/support/business operations system with share databases of customers and support tickets.

We also developed this component for our own internal use to managing a growing set of users, invoices, support renewals, quotes, hourly consulting projects, licensing systems and license keys, download leads, other contact leads and sales follow ups. With over 100,000 downloads and systems world wide, we needed a on-line system. We use Web+Center for all our business, and support needs for our business. From invoicing, customer support ticketing, FAQ and KB, consulting projects, quotes and even license key management and download tracking, it all available in the same software you have downloaded and installed.

The Business+Center has expanded to include a set of Email marketing/sales/ custom bulk email options to notify customers, user groups, selected users with customized HTML emails for sales and other purposes.

The Business+Center is tightly integrated with our download processes and sales following, all purchases, renewals, consulting group, licenses, expiration dates as well as our sales contact database.

We keep a running history of all our downloads and automatically capture and combine download user information with previous downloads to identify repeat users and other critical sales information.

The Business+Center requires a “tech” account to log into to access the customer/contact database and create invoices and send sales/contact emails.

We use the mini accounting part of Business+Center to create quote, invoices for purchases and support renewals and consulting.

You can too! We have architected the business+center to configurable to your own business processes. Certainly one of the biggest benefits of the Business+Center is the combination of having a pre-sales database customer information now available for support information, offering superior customer support knowing their entire customer history when supporting them.

Starting with Version 9.0, many new “Web+Center for business” features are now available.

Conclusions:

We hope this dummies guide has given you some helpful hints to the wealth of functionality available with your Web+Center help desk. Free free to contact us directly by phone or email to help us explain any feature more completely or our consulting group is always available to take on your larger changes to move our software from the 90% out of the box solution to a 100% customized perfect application for your organization.