

FSI (FM Solutions) Limited

Concept™ eSQL Web Interface

Introduction

The Concept™ eSQL Web Interface module allows certain Concept™ functionality to be fully integrated with existing Internet or Intranet systems. This gives users the ability to view Concept™ data, log helpdesk calls, track the progress of tasks, complete task times/costs and book facilities or retrieve customer contact information using their web browsers.

Target Audience

This one day course is recommended for technical system users, especially those involved in the setup and configuration of the eSQL module. The course focuses on the setup and configuration of the module. Users will gain a full understanding of eSQL capabilities and utilisation.

Course Content

- Concept™ eSQL Introduction
- Server Preferences
 - Server preferences
 - Default Data
- Setup Preferences
 - Room Bookings, Deli & SMS (Optional)
 - Helpdesk preferences
 - Notice Board
 - Contact Manager
 - Paging preferences
- Page Setup
 - Style Sheets
 - Page maintenance
 - Field Definitions
 - Sheet labels/Page translation
- User management
 - Web Users
 - Page groups
 - User groups
- Navigator
 - Links generator
 - Links organiser
 - Compulsory fields
- Additional Modules
 - Overview of Digital Dashboard, eFSO, ePOM & eTCM (Optional)

Relevant queries to be answered throughout the course.

Certification

Upon completion of the course, a certificate will be issued to all candidates who have demonstrated a satisfactory level of competence.