



c360 Solutions My Workplace for Microsoft CRM 3.0

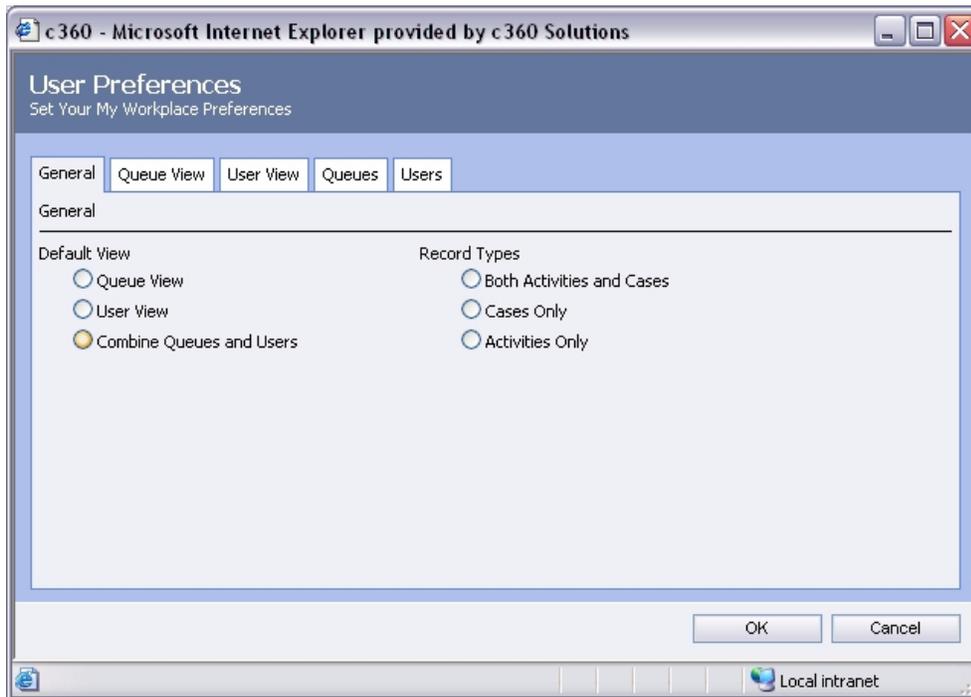
Overview

c360 Solutions My Workplace is a Microsoft CRM enhancement that provides Microsoft CRM users with an improved CRM workplace screen which allows users to:

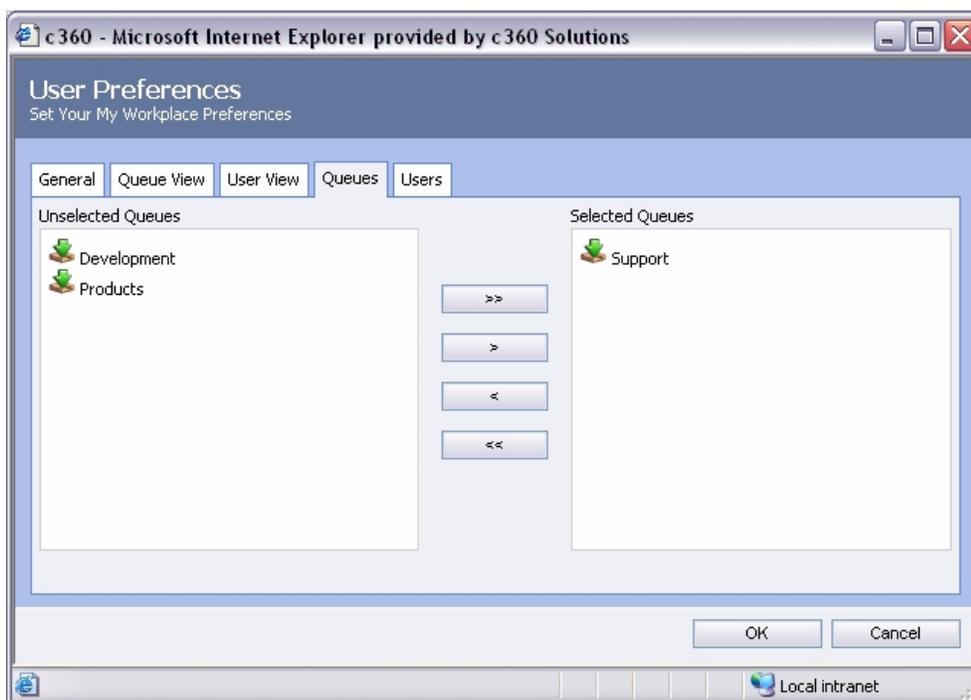
- Personally select which columns (activity and/or case fields) they would like to see in the Queue grid and configure default sort order
- Specify a default start up view, selecting between user queues, organizational queues or a combined view
- View items in other user's queues (where security permissions allow)
- Immediately see a count of items in each queue without clicking on the queue
- Toggle between user and queue view with a single click
- Combine both user queues and organizational queues to display together in the same view

Title/Activity Subject	Created On	Type	Account/Regarding
Case from the Portal	01/25/2005, 5:59 AM	Case	Access Platforms Inc
Information Packet	08/04/2005, 7:22 AM	Case	Adventure Works
Problem with brake pads	01/24/2005, 3:07 PM	Case	c360 Solutions
Activity Subject	02/16/2005, 2:11 PM	Task	Einstein, Albert
Activity Subject	02/16/2005, 1:33 PM	Task	Einstein, Albert
Activity Subject	02/16/2005, 1:32 PM	Task	Einstein, Albert
New Activity	07/09/2004, 11:31 AM	Task	Einstein, Albert
Opportunity Qualified document	08/11/2005, 4:18 AM	Task	Partnership
Opportunity Qualified document	08/11/2005, 4:16 AM	Task	Licensing Deal
Recall from 'Contact Us' page web capture	07/28/2005, 9:11 AM	Task	PRT, Brad
Resend Password To User	05/05/2005, 8:34 AM	E-mail	Einstein, Albert
Test Email	05/10/2005, 7:26 AM	E-mail	Test Case
Thanks for contacting us	08/03/2005, 11:52 AM	E-mail	Adventure Works
Web Connect	02/16/2005, 2:11 PM	Task	Einstein, Albert

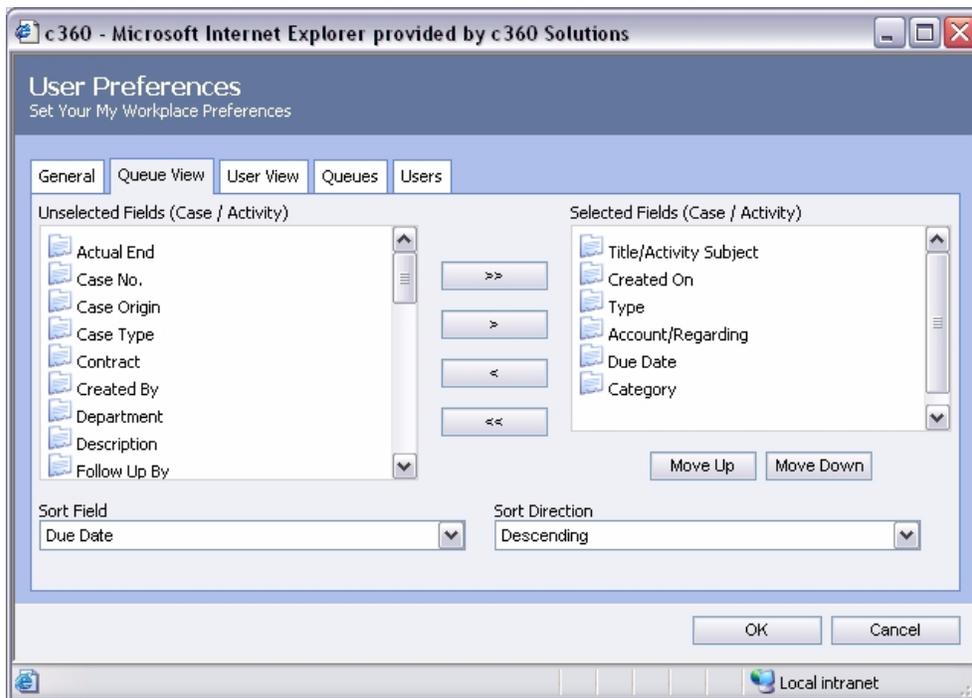
My Workplace allows users to personally customize their workplace and select which queues and columns to view by default



Users can set their default start up mode indicating whether to display both queues and users and whether to display cases, activities or both



Users can select which queues and user queues they want to see by default



Users can select which columns to display by default and specify a sort order

Languages

All c360 products are available in multiple languages and can be easily translated into additional languages by simply making changes to the label and caption values found in a separate .XML document. Each product's Installation and Configuration guide provides detail on making language modifications. All product downloads include language files for multiple languages.

Licensing

The number of My Workplace licenses must equal or exceed the number of assigned user licenses or My Workplace will not function for any user. For example, a company that has purchased 25 Microsoft CRM licenses, but has only 11 of them assigned to users needs 11 My Workplace licenses.



Support, Upgrades and Enhancements

The list price of My Workplace includes first year support, upgrades and enhancement per the c360 Solutions Software license agreement. After the first year, a support and enhancement plan can be purchased for 20% of the total cost of all My Workplace licenses. Please refer to the next section titled Dashboard upgrade for additional information.

Information

For more information on c360 Summary and the Core Productivity Pack, contact your c360 reseller:

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