



Customer Support update

Uniface.info

**29 November
2018**

Jan Cees Boogaard, Manager Customer Support

Agenda

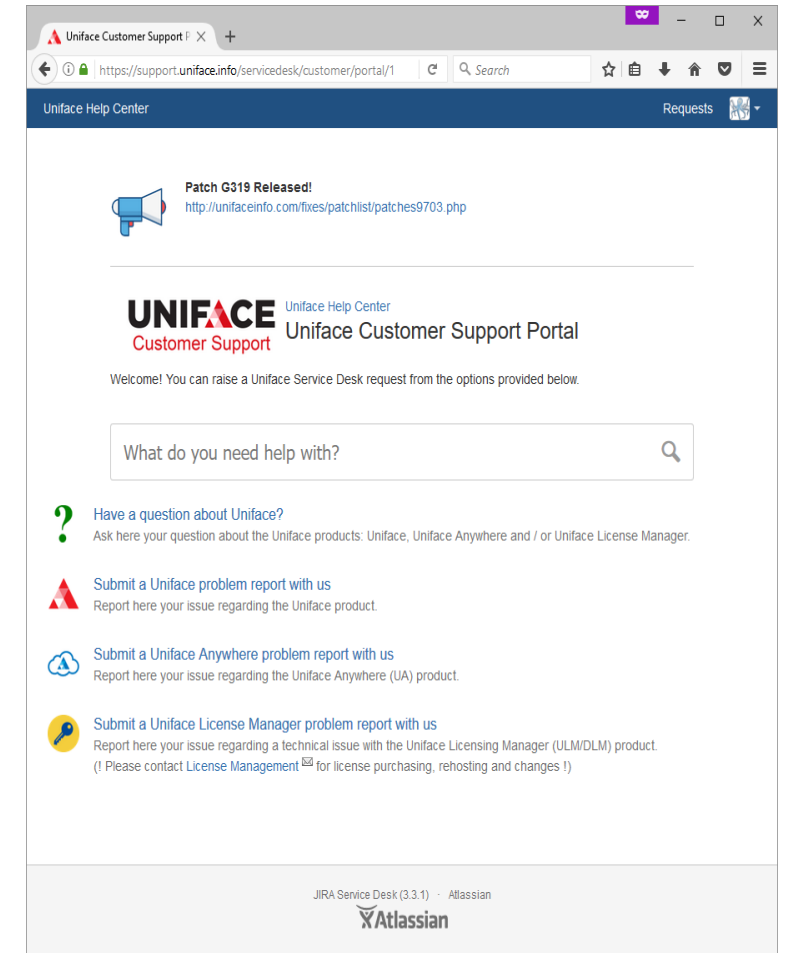
- Uniface technische communicatie
- Wat is er nu
- Wat gaat er nog komen

Uniface technische communicatie

- Zoveel mogelijk delen
- Actuele informatie
- Moderne on line beschikbaarheid
- Naar eigen Uniface systemen

Online informatie delen

- Juli 2017 Uniface Service Desk in gebruik
1801 calls logged
- November 2018 New Uniface.info in gebruik



Uniface.info wensenlijst

- Informatie makkelijk te vinden
- Single sign on
- Modern uiterlijk
- Uniface informatie delen



Oplossing

Atlassian producten

- Service Desk
- Confluence
- Jira
- Add ons





Uniface Service desk user guideUniface Developer CommunUniface product availability info

https://www.uniface.info/display/UDC/Uniface+Developer+Community+Home

Most VisitedGetting StartedService DeskUniface | Uniface Com...salesforce.com - Unli...List of Wof ItemsCompuware WOF Onli...http://aweb.emea.cp...Uniface Web App LoginTSA availabilityWalters People OnlineMaintenance - JIRAWelcome to Employee...

UNIFACECOMMUNITYKNOWLEDGEDOWNLOADSMAINTENANCESUPPORT

What are you looking for?

Blogs

Enhancing the provided toolset

ask@uniface.com · 22 minutes ago

Blog: Peter Lammersma Enhancing the provided toolset The new Uniface 10 IDE (Integrated Development Environment) offers a well-equipped toolbox It provides nearly everything a developer needs to build and maintain software applications. But sometimes you ...

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Technical Info

Uniface Support Lifecycle

Jan Cees Boogaard · Sep 19, 2018

Uniface Support Lifecycle The Uniface product has three typical release types: A "major release" or "version" like Uniface 10. Major releases typically contain significant new functionality and require a migration process to convert applications from prev...

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Technical Info

Uniface product availability information

Jan Cees Boogaard · Nov 09, 2018

Uniface product availability information The availability information that can be downloaded here documents the supported combinations of Uniface functionality and deployment platforms. For questions, please contact Uniface Customer Support. The Uniface I...

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Support

Uniface Service Desk User Guide

Jan Cees Boogaard · Aug 07, 2018

Uniface Service desk user guide Index Where to find the USD customer Portal How to logon for the first time How to raise a Service Request Where to find my Requests Where to find all my Company Requests How to participate / follow progress of a call made ...

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Welcome

Welcome to the new uniface.info site!

We are excited to be introducing this, the new [uniface.info](#) site - a notable improvement for the online Uniface community.

What you will find here is all the content from the original site - [forums](#), [blogs](#), [event announcements](#), [documentation](#), [maintenance information](#) and [Uniface technical communications](#) - plus many significant enhancements like federated searching, single sign-on to the Uniface Service Desk and the [wishlist](#) is back!

Registration

Users who currently have a login to use the Uniface Service Desk will immediately have access to this site. We kindly ask those who were only registered on [uniface.info](#) to register again with the ["register"](#) link on the login form.

Feedback

We are continuing to look for ways to improve further and enhance the site, and therefore we very much value your feedback. Please share your thought and comments with us in the [uniface.info forum](#) topic.

We hope the site will help you to stay in touch with all things Uniface.

The Uniface team

Recent Questions

0 votes

[New uniface.info. Please tell us what you think.](#)

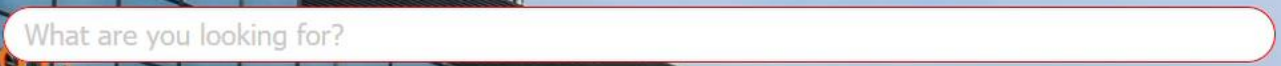
3 answers · [Jan Cees Boogaard](#) · Nov 16, 2018

[uniface.info](#)

Add a Wish

Upcoming events

UNIFACE Dev Conf



Add a Wish



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Recent Questions

0 votes

New uniface.info. Please tell us what you think.

7 answers • Jan Cees Boogaard • Nov 16, 2018



In de toekomst...

- Korte termijn
 - Kinderziektes oplossen
 - Content aanvullen
 - Design verbeteren
- Middellange termijn
 - Single Sign-on completeren
 - Synchronisatie tussen interne en externe systemen
 - Release informatie uitbreiden

THANK YOU & QUESTIONS

