



SourceTech Tellus® Administration

It is possible to administrate all functions in Tellus through Tellus Web. Create new users and create system schedules is just some of the things the administrator can do. All this just to make the everyday work easier for administrators and users. The menu is divided into categories so that it is easy to find what you are looking for.

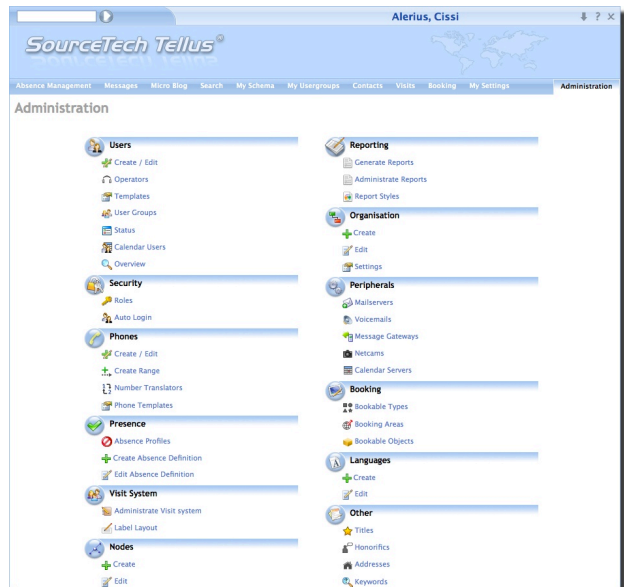
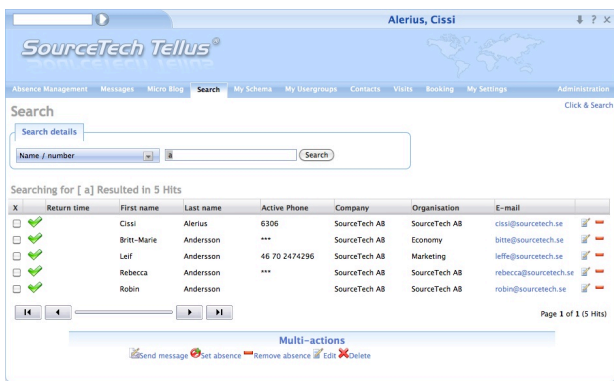
Users

In this category the administrator can create new users, new templates and see status for the system etc.

In this menu the administrator also decides which users that are going to be operators and will be able to log onto the operator application.

Multi Edit

A administrator in Tellus can choose to multi edit users for easier handling. It is possible to create absence for multiple users, change the settings for phones or send messages.



Reports

It is possible to create reports in the administration. For example you can create a report that shows the visitors to the company or which resource bookings that have been made.

Roles

It is the users role in the system that decides which functions they are able to use. Every user belongs to a role, and you as administrator can normally create/modify/delete roles to fit your needs.

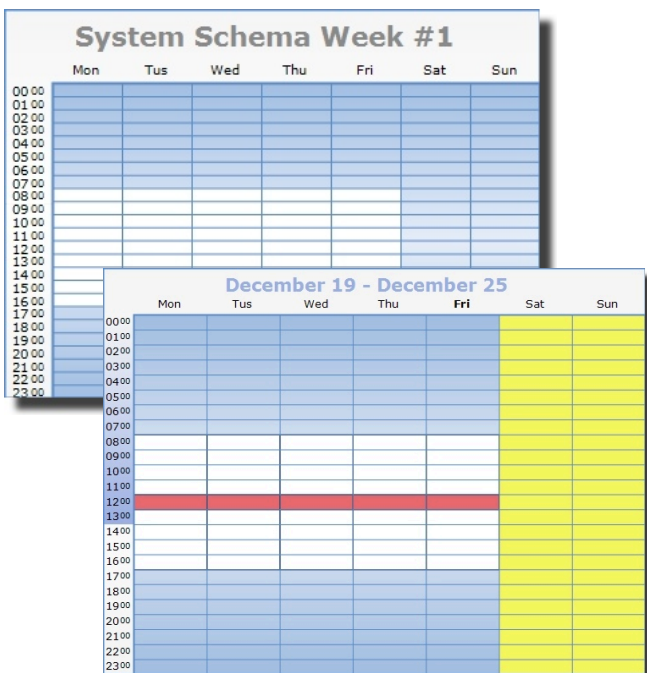
Customize

The administrator can create new titles, keywords etc. In the administration menu. These are thereafter connected to the users. After that step it will be possible to use them to search in the system. You can also create custom data fields. The layout of the labels for the visitors can be changed in the administration menu as well.



Masquerade

Time to time you need to help your colleagues, and in most cases you're able to do that from within the administration pane. But some specific tasks, like editing the personal schedule, needs to be changed by the user itself. So, how can you do that without the ability to get the users password from the system? (Tellus stores a hashed value of the users password that is irreversible to protect the users.) The answer is impersonation! In Tellus we've implemented a function called "Masquerade", this function allows you to become the user without the password simply by clicking a button.



Logging

You will love the logging feature in Tellus. By the rich implementation of logs in the system you can track down issues when they occur. In addition you will have a log where you and the technician can write comments on what's been done, upgrades, how a problem is solved and so on. If a technician would like you to send some logs you simply just enter the e-mail address where to the logs should be sent. The system locates the files, compress them into a single file, and attach them to the e-mail message.

System Schedule

The administrator can create system schedules for the users. This means that a schedule is connected to all users that has the same working time. When the schedule is connected to the users they can go to Tellus Web and register recurring absences.

Tellus has a function called "Holidays". In this function the administrator puts in the upcoming holidays and the system will handle all the phones in the company as it would be Sunday.