



eLink - Frequently Asked Questions

Q: Can I customise the eLINK© interface to fit my business needs ?

Yes. eLINK© is completely customisable in terms of interface - HTML pages -- and behaviour -- Javascripts and Workflow scripts. Business solutions functionally close to eLINK© can be achieved in a very simple and efficient way by means of existing eLINK© tags. More complex business solutions can be built through the flexible eLINK© SOAP service.

Q: Can I automate my business-specific workflow with eLINK© ?

Yes, with its Workflow Scripting Language, eLINK© enables the rapid implementation and deployment of any workflow to automate recurrent tasks and processes.

Q : Can I import or export my data into or from eLINK© database ?

Yes, you can. An import tool has been developed for DB Administrators. All current formats are compatible : *.txt, *.dbf, *.xls, *.mdb, but if you do not wish to do it by your own, you can hire our Professional Service engineers to do it for you.

Q : Is eLINK© compatible with my own sales management tool ?

Yes ! eLINK© is based on an open architecture and only depends on your own system, but eLINK© is also a comprehensive sales management application.

Q : Can I extend my eLINK© application to my Customers, Suppliers and Partners ?

Yes, eLINK© has been specifically architected for that. eLINK© is typically used as an extended-enterprise e-Collaboration platform for any kind of business sectors.

Q : Is eLINK© compatible with international projects requiring a multilingual user-interface ?

Yes, eLINK© is designed to support multilingual access to the same corporate data, enabling cross-border application deployment with LAN/WAN attached or Remote users.

Q : Can I interconnect my corporate Website with eLINK© ?

Yes, for example from your corporate website you can capture your customer's profiles and queries into eLINK© 's Database and manage your customers / prospects from eLINK-CRM.

Q : Can Remote users reasonably access eLINK© using an analogue telephone line ?

Yes, remote users can perform an access to eLINK© through a basic 56K modem or an ISDN line and take advantage of all the application features.

Q : Which email systems are supported by eLINK© ?

eLINK© is integrated server-side with all major Mail Servers either natively (Microsoft Exchange) or through a POP3/SMTP access (Lotus Notes, Eudora, Netscape).

On the client-side Microsoft Outlook can be used as eLINK©'s default mail client giving access to your usual Internet mail service.

Q : Can eLINK© helps me process my huge amount of emails ?

Yes within few clics, eLINK© converts them as tasks, scheduled actions or documents and attaches them to the related companies, contracts, and projects. eLINK© provides a great solution to value and contextualise the growing flow of emails.

Q : Can I use PC or Mac on the client desktop ?

Yes, PC's and Mac's can be used on the client desktop as long as they run Internet Explorer 6.x or Internet Explorer 5.x Mac Edition. Some limited functions are unavailable on Mac OS systems at present.

Q : Can I synchronise PDA's with eLINK© ?

Yes, with Link2Palm, you can have a full or restricted bi-directional synchronisation. PDA's running Windows CE are not supported yet, but can be synchronised through Outlook.

Q: How long does it take to set up and deploy eLINK© through my organisation ?

The deployment of eLINK© can be planned gradually based upon your organisational constraints. Our Professional Services engineers will assist you with all the needs you may have with regards to change management, application customisation, user training,...

Q : Is it possible to install eLINK© myself ?

Yes, but after a Systems Administrator Course.

Q : Which relational database systems are supported ?

The Database Server can be either MS SQL 7.0 or MS SQL 2000(Microsoft), Oracle 8.x (Oracle) or Interbase 5.5 (Borland) on NT Server. Interbase 5.6 (Borland) can also run on Linux.

Q : What about eLINK© and security ?

eLINK© is a web-based application so you can adopt classical web security solutions : firewall, VPN, SSL, etc...

Q : What services does Start resources provide ?

Analysis before sale, installation, training, hot-line & upgrade contracts, specific development, data import, etc...

Q : What are your customer service and support hours ?

Our Hotline is available from 9am to 5.30pm, Monday through Friday. Hotline Support access is reserved to customers who subscribed to a Maintenance Agreement. Additional support can be organised on request.