

# **COVUM REQUEST**

Request Management

**LIST OF FUNCTIONS**

## General Information

- Web-based
- Multitenant
- Multilingual (user interface and contents as well)
- Fast adaptation of the system front-end according to the CI/CD (Corporate Identity, Corporate Design)
- Flexible, simple to use and to configure

## List of Functions

- Different categorisation possibilities for requests (tree structured categories and subcategories)
- Specified responsibilities
- Automatic transfer of inquiries and complaints to the responsible user, like:
  - Persons
  - Persons with specific abilities
  - Teams, Departments, Groups
- Manual transfer of a request by the user is possible
- Individual request lists for different users
  - Requests are sorted into different categories: “Incoming, Sent, Watchlist and All”
  - Customizable list views: Either centrally for all involved users or individually per user
  - Search and filter function
  - Sorting function
  - „Traffic light“ view, State monitoring, Time management
  - Definition of roles for individuals or groups
- Basic-, advanced and compact view for individual requests
- State workflow for the processing of inquiries (i.e. “Open – In Process – Finished”)
- Custom state definitions per tenant (i.e. company) possible
- All necessary data at a glance, i.e.
  - Processing state
  - „Traffic light“ view
  - Subject, category, date of creation

- Historization of all request activities:
  - State changes
  - Comments
  - Attachment of documents (all file types, links, paper documents)
  - Priority changes
  - Responsibility changes
  - Work instructions for the subsequent responsible
- Definition of subrequests
- Definition of links between requests
- Escalation scenarios
  - Responsibilities
  - Alert date
  - Alert messages
  - „Traffic light“ view
- Individually adjustable e-mail notification options, i.e. concerning
  - State changes
  - New comments
  - New documents
  - Responsibility changes
- Optional: One-time e-mail notification to the designated user
- Adding of requests to the watchlists of other users
- Collecting of time estimates/working hours
- Function „E-Mail2Request“
  - E-mails are retrieved from the server and posted as request/tickets in the list
  - Direct reply of e-mails out of the inquiry
- Function „E-MailFromRequest“: Sending e-mails out of the request/tickets
- Customizable notification text
- Customizable text for standard e-mails

- Excel-Export
  - Export of a request
  - Export of the complete or filtered request list
- Help functions
  - Context sensitive help
  - Comprehensive online-help
- Database reports and statistics

## **Document Management**

- Customizable folder structure
- Various document types
- Definition of own logical relations between folders and documents
- Release workflows
- Lock mechanism
- Specified responsibilities
- Search and filter functions
- Versioning of documents
- Historization of changes

## **User Management**

- User- and role management
- Setup of different user groups for the assigning of roles
- Role management:
  - Standard roles (system roles)
  - Free definable roles
- Any number of protection domains is possible
- Organizational structures
  - Definition of primary-, project-, and skill oriented organizational structures
- Display of the users' online status
- Usage list between all elements of the user management module
- Flexible language settings, currently available in German, English and Russian
- Color settings:
  - Several color schemata available
  - Custom color schemata on request

## **Administration**

- Administration of request categories
- Free definition of state workflows
- Administration of form templates
- Creation of form templates without programming
- Administration of folder templates and document templates

## **Software- and Hardware Requirements**

- Server requirements:
  - Windows Server 2003 32bit
  - Microsoft SQL Server 2005 (min Standard Edition)
  - .NET Framework 2.0
  - Internet Information Server 6.0
  - Storage requirements : About 100 MB
- Client requirements:
  - Webbrowser (i.e. Firefox, IE)
  - Java Runtime min v. 1.5

## **Contact and Information**

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