

NEW FEATURES, CHANGES, AND FIXES COMING SUNDAY!

On Sunday morning, June 4, at 2:00 AM EDT (0600 GMT) we will install a number of new features, enhancements, and fixes to QuestionPoint. Because a number of our changes directly involve the database itself, please expect a downtime of up to three (3) hours.

For All Users

Scripts inserted at cursor

An important change for long-time users of QuestionPoint's e-mailed web-form features, scripts can now be inserted at the cursor. Scripts have always been inserted at the end of typed text in the Answer or Clarification field, when responding to an e-mailed question. After Sunday's install, you can insert the script wherever your cursor is active.

Public search of local knowledge bases

Finally, searching of your local knowledge base by your patrons is possible! After administration set-up, patrons will be able to link to a Basic Search page that searches your knowledge base, or they can even enter keywords in an input box on your library's web form. An ownership statement, also set up by your administrator, will display at the bottom of every record from your KB. *Only records marked "Public" in your KB will be searchable by patrons.*

Other alphabets enabled in the Knowledge Bases

Other alphabets should now be indexed properly in the QuestionPoint knowledge bases. This includes Arabic, Greek, Hebrew, Korean, and Russian alphabets, which were not searchable until now.

For Flash Chat Users

Chat monitor preferences saved

Flash Chat librarians can now save the preferences they set within the chat monitor. The settings are attached to your login authorization, so if you change computers, you won't have to reset them.

New Alerts

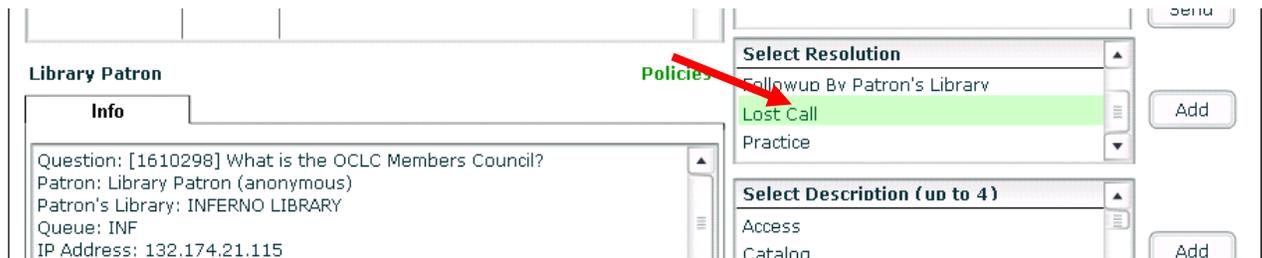
There are new sounds for IM notification and for patron response notification. Additionally, there are visual cues in the chat monitor when the patron has sent a chat message.

Adjustments

The Chat Monitoring Tool now more clearly shows each librarian and which queues are being monitored. Additional tweaks have been made to further reduce the likelihood of duplicated chat session requests.

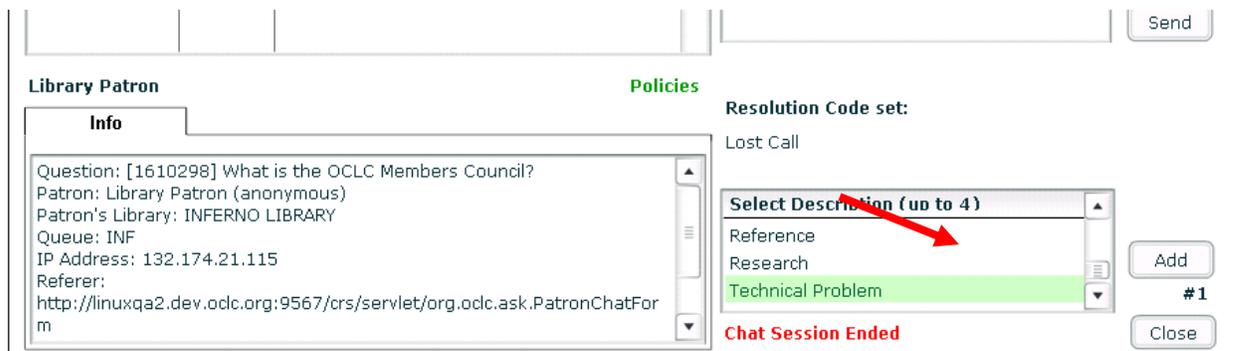
New resolution code for dropped session

A new resolution code, Lost Call, has been added for Flash Chat users. Previously, the only two resolution codes were “answered” and “follow up” (by either chatting librarian or patron library). You can use the Lost Call code whenever a patron ends the call or drops, and you do not have sufficient information to send to follow up. When used, the ended chat session will go immediately to the Closed folder of the appropriate libraries.



Visual feedback that descriptive code selection was successful

Flash Chat librarians will have visual feedback when they select multiple Descriptive Codes. A counter to the right of the code field will immediately indicate how many codes you have thus far selected.



Please go to <http://www.questionpoint.org/education/index.html> to see updated viewlets.

Some Important Reminders

We would like to take this opportunity to remind Flash Chat users of the following:

- ✓ Please visit http://www5.oclc.org/questionpoint/Chat_setup.pdf if you have questions about your browser set up. There are several option settings that are recommended, as well as “best” versions of browsers, VM software, and Flash for optimum performance.
- ✓ Flash Chat users *must* click the Submit button when opening the chat monitor.
- ✓ Make sure your browser’s pop-up blocker is off, or you may not even see the window in which to submit your queue selections.
- ✓ We know some of you still occasionally experience the flashing frame problem: users of IE, with the XP operating system, see the chat monitor screen refreshing frequently, but without accepting any new input. This has been identified as a problem with Microsoft’s “Active X.” We understand that a patch is being distributed by MS, but the update may be dependent on your own network and IT staff. If you experience the flashing frame problem, exit the chat monitor by closing the browser (use the X at the top right of the browser window), then launch chat once again. You should still be in the same session, and will be able to continue chatting.