



## ENQUIRease on the Web

### Introduction

A feasibility study was undertaken in 2008 to ascertain the need for a helpline management system which would provide not for profit organizations with a simple easy to use system to record all calls made to their helpline. The system was initially designed to be used in a Microsoft Access environment, but with the advent of the web and remote workers, a new environment was needed.

In 2009, a study was undertaken to ascertain the new environment for the redesign. Various packages were analysed and Alpha 5 was chosen due to the rapid development environment that it offered and the fact that it would link with SQL server (the current preferred database engine of JAC)

ENQUIRease was written and completed testing in July 2010.

### Web Benefits

- No Microsoft Access licence needed
- No servers needed to host application
- Accessible from anywhere using an Internet Browser
- Lost cost start up
- All maintenance and backups handled by JAC
- Allow remote workers access via handheld devices (iPad etc)
- Choice of Internet Browsers
- Integration with Adobe PDF formats
- Integration with Google Maps
- Integration with AFD postcode
- Graphical statistics

### Why switch?

Due to the nature of the work of helpline organisations and the increased need for remote workers to enter data, the web provides an ideal base for database systems. Microsoft licences are increasing in cost and with more demand placed on servers in the day to day environment, switching to a hosted solution is the way forward.

There is no longer a need to create icons for users, setup their access to the server, configure the security, provide remote access and provide printing facilities.

ENQUIRease runs in any Internet browser on any platform (Windows / Linux / MacOS / Android) so as long as the user has internet access they can access the system.

There is a small fee for setting up the system and then you either pay monthly or quarterly to use the system. There is no major capital outlay at the start of the project for the software.

JAC have 80 clients across the UK running various databases, this new and exciting environment provides not for profit organizations with a system which is flexible and accessible from any location around the world.

### **How it works**

JAC have purchased a web server which is hosted by UKFast in a secure data centre in London, with a mirrored site in Manchester. UKFast are one of the top providers of hosted solutions in the UK, with a number of high profile clients using them for data storage. This server hosts the application and data and is backed up each night. Data protection is guaranteed using confidentiality agreements.

The server is connected to the web using a fast 100mb line enabling quick response to requests of the users. All data is stored using Microsoft SQL server using transactional processing enabling the data to be recovered in the event of a hardware failure.

Backups can be restored within 15 minutes should the need arise, with 5 versions of the backup available for retrieval.

Each client is given their own section of the server to enable their application and data to be stored securely, no data is shared across the server.

JAC setup the system initially with a user count, the client is then free to create and delete users as necessary up to the user count limit.

Training is provided using both on-site visits and remote webinars with training videos stored on server so that users can refresh their knowledge.

Users then login using their web browser connecting to [www.jacwebserver.co.uk](http://www.jacwebserver.co.uk), entering their username and password.

Depending on the access granted to the user, they can then use the database as if they were in the office.

All reports and letters are generated using Adobe PDF, and can either be downloaded to the local computer or printed to any printer connected to the local computer.

If required, data can be downloaded into Microsoft Excel for further analysis.

No software is needed on the users computer, the database utilises flash player which needs to be available within the Internet Browser.

All drop down lists and letters are controlled by the Administrator of the database with no interaction from JAC.

### **Why Alpha 5 I have never heard of it?**

Alpha 5 was chosen due to the flexibility of the package and the user base around the world. The product has been around in different forms since 1983 and has been developed by the same family and is still owned by two brothers.

Microsoft has not provided the industry with a development tool for the web which is intuitive to use and allows for rapid development. (In fact, Microsoft uses Alpha 5 themselves!)

We continue to use Microsoft SQL server as this is the industry standard for storing large volumes of data.

For the users of Microsoft Access, you will be familiar with having to logout of the database whenever a change is needed or a report needs to be added. Alpha 5 allows for development without the need for the users to stop working, all the need to do is refresh their browser window and the change is implemented.

For the technical users, Alpha 5 uses code less Ajax to generate the forms and grids within the database and uses action JavaScript to perform complex functions.

### Main functions

- User defined questions
- Return callers (callers can be anonymised)
- Feedback questions
- Risk scoring
- Letter / email production
- Caller help function
- Directory of useful contacts
- Staff roster using flash calendar
- Statistics
- Reports

### The database in detail

Users login via a secure portal:



User ID	<input type="text" value="Operator1"/>
Password	<input type="password" value="••••••••"/>
	<input type="button" value="Login"/> <input type="button" value="Clear"/>
	<input type="button" value="Change Password"/>
	<input type="button" value="Recover Password"/>

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Depending on their user access, various options are displayed on the main screen

Logout  
Current  
Caller  
Roster  
Directory  
Memo  
Reports  
Statistics  
Setup  
User Guide  
Selection  
Calendar  
JAC Site

ENQUIRease  
Helpline Software

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Live Support  
ONLINE  
CLICK HERE TO TALK

**JAC SUPPORT AND NEWS UPDATES**  
JAC's offices will close for Christmas on Wednesday 22 December at 5pm and will re-open on Wednesday 5 January 2011.  
We would like to wish you all a Merry Christmas and a prosperous New Year.  
Please note that the current VAT Rate will change from 17.5% to 20% on the 4 January 2011.

Information and updates from JAC will also be displayed on this page to keep the users informed.

Callers are entered onto the system

Logout  
Current  
Caller  
Roster  
Directory  
Memo  
Reports  
Statistics  
Setup  
User Guide  
Selection  
Calendar  
JAC Site

Click here to search...

Records: 54

Passcode	Alert	Caller ID	Title	First Name	Surname	Email Address	Landline	Safe Landline	Address Line 1	Postcode
sc00byd00		1	Mr	Nathan	Sutton	nathan@jacolutions.co.uk	0800 731 8764	0800 731 8764	18 Aldwych Gardens	PE11 3ZH
tara		4	Mrs	Jenny	Owen		0208 77654 27	010101444443	12 Church Walk	PE11 3RD
tara		5	Mr	John	Smith	john.smith@smith.co.uk		0247 385 385933		
doggers		8	Mrs	Freda	Blogg	fbloggs@alpha.com				
test		10	Mr	Alan	Owen	john@john		3r334343434		
john		11	Mr	N						PE11 3RD
fred		12	mr	Fred	Bloggs				12 Cheese Walk	
1234		17	Mr	G	Raffe	graffe@msn.co.uk	010505 508555			PE6 0BY
12345		18	Mr	John	Jonny					
12345		19	Mr	John	Jonny					

New Record First Prev 1 2 3 4 5 6 of 6 Next Last 10 Records per page

All aspects of a caller are stored for future use

**Caller Information**

Basic Details | Address Details | Biographics

Details

Caller ID: 1  
Passcode: sc00byd00  
Title: Mr  
First Name: Nathan  
Surname: Sutton  
Email Address: nathan@jacolutions.co.uk  
Landline: 0800 731 8764  
Safe Landline: 0800 731 8764  
Mobile: 0781 429 59074  
Safe Mobile: 0781 429 52054  
Code Of Confidentiality Explained:   
Alert:   
  
Critical Info  
**Call between 1 and 2pm only**

Created Details  
Date Created: 03/06/2010  
Created By: Nathan

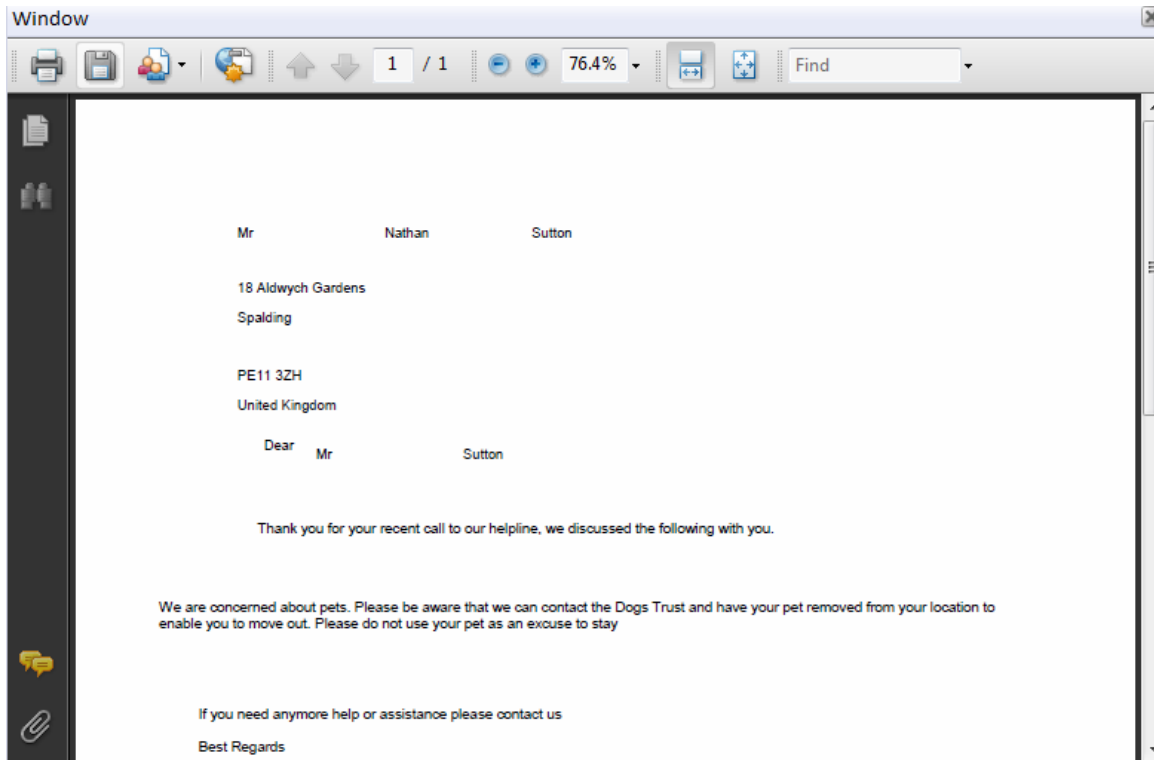
All related information can be retrieved from the caller's record:

- Notes
- Calls
- Feedback
- Risk scores

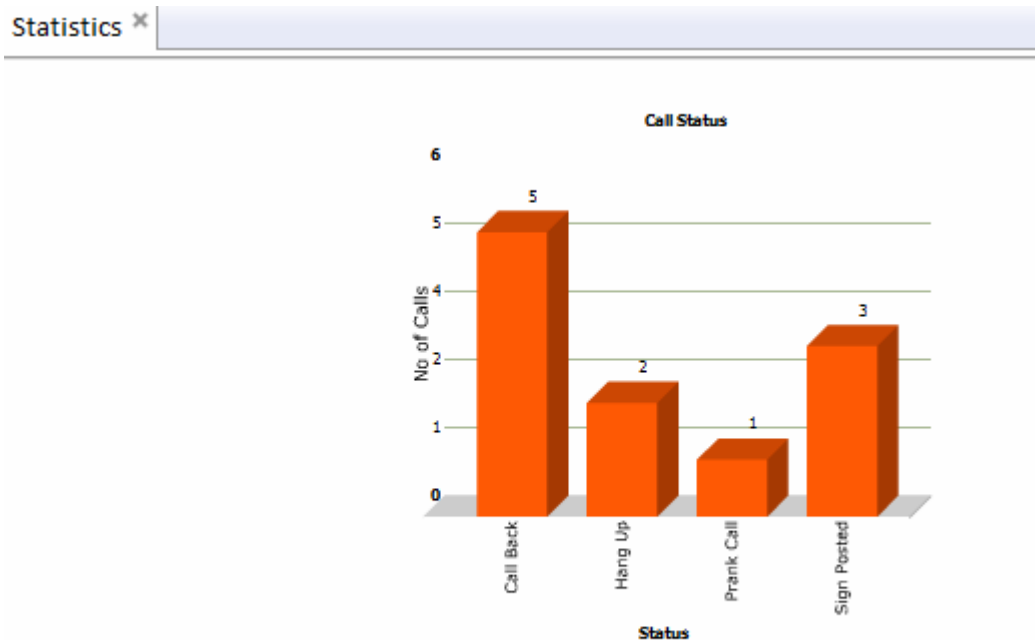
Current calls are displayed and colour coded to ascertain the call type

Passcode	Alert	Caller ID	Title	First Name	Surname	Email Address	Landline	Safe Landline	Address
sc00byd00		1	Mr	Nathan	Sutton	nathan@jacolutions.co.uk	0800 731 8764	0800 731 8764	18 Aldw Garde
Records: 6									
Call Start Date	Call Start Time	Call End Time	Call End Date	Caller Type	Alert	Risk Score	Created By	Date Created	
25/05/2010	09:13			Caller		0	Nathan	01/06/10	
25/05/2010	11:07			Caller		2	Alan		
08/06/2010	12:09			Caller			Nathan		
08/06/2010	12:42			Caller		1	Alan		
20/07/2010	11:24			Local Agency		0	Nathan	20/07/10	
16/09/2010	12:12			Local Agency		0	Nathan	16/09/10	
New Record									

Letters and emails can be produced



Analysis via statistics can be produced at the touch of a button



Reports can be produced. At the touch of a button

Records: 2

Report Name	Report Description	Date From	Date To	Delete
Outcomes	Call Outcomes Breakdown	01-01-2010 00:00	12-31-2010 00:00	<input type="button" value="Print Report"/>

Window

### Call Outcomes

Call Back	5
Hang Up	2
Prank Call	1
Sign Posted	3
	11

All setup is handled by the administrators of the database

Homepage Setup Screen

Setup Menu Question Biographics

Logout  
Current  
Caller  
Roster  
Directory  
Memo  
Reports  
Statistics  
Setup  
User Guide  
Selection  
Calendar  
JAC Site

Question  
Biographics  
Staff  
Caller Setup 1  
Caller Setup 2  
Directory Type Setup  
Memo Type Setup  
Feedback Setup

#### Ethnicity

Records: 2

Ethnicity	Date Created	Created By	Delete
Black	04/07/10		<input type="checkbox"/>
White	04/07/10		<input type="checkbox"/>
	30/11/10		<input type="checkbox"/>
	30/11/10		<input type="checkbox"/>
	30/11/10		<input type="checkbox"/>

10 Records per page

#### Gender

Records: 5

Gender	Date Created	Created By	Delete
Female	04/07/10		<input type="checkbox"/>
Male	04/07/10		<input type="checkbox"/>
Not Disclosed	04/07/10		<input type="checkbox"/>
Other	04/07/10	Nathan	<input type="checkbox"/>
Unknown	04/07/10		<input type="checkbox"/>
	30/11/10	0	<input type="checkbox"/>
	30/11/10	0	<input type="checkbox"/>
	30/11/10	0	<input type="checkbox"/>

10 Records per page

#### Sexuality

## Why JAC

The founder of JAC has been providing systems to charities for twenty years and has a vast knowledge of the not for profit sector, in 2011 JAC celebrate 10 years in business and we are the only company in the UK offering a web based beneficiary management system.

We have a UK based help desk with support available via email as well as our live chat facility.

With over 80 organisations using systems from JAC, you can be satisfied that you will receive a professional service that you can rely on.

For more information or to test drive the database, call Jenny Owen on 0800 7318764.