





















Quality Workbench 2006/2008 users can add up to 4 of the following options.

	Quality Workbench Options	Modules	Description
	Active Directory, Including Active Directory Sync Utility. (Available with 2008 Patch 3 onwards)	ALL	Allows the synchronisation / creation of your Workbench Personnel from your MS Active Directory users.
	Attachments	ALL	Attach photos, documents, spreadsheets, PDF's and more to your controlled documents, audits, complaints and NCR's. All attachments are stored securely in the database for viewing from any client.
	Auditing on a PDA	Audits	No more printing out your checklists and carrying clipboards around. You can now download audits directly to your laptop or PDA, and then check the results when you are back at your desk.
	Business Rules	ALL	Allows you to predefine the workflow exactly to your requirements. It allows you to route the tasks to the appropriate staff automatically, ensuring that important stages are managed in a timely manner. This stops users receiving irrelevant emails and promotes greater acceptance of the system.
	Complaint Escalations / Transfers	Customer Care	Allows the setting of timescales and email notifications for complaint escalations and delegation of tasks to a suitable person with full traceability. Ensures complaints are handled efficiently and by the appropriate people in your organization. Caters for absent staff through sickness or holiday to keep complaints progressing.
	Configurable Document Cycle	Document Control	Define individual document life cycles for each document. For example, you may require your ISO documents to be formally approved and issued, where as a company telephone list may be always editable and does not require approval/issuing. This feature allows you to have many different levels of control within the same database. Meaning that Workbench can now be used for Content Management as well as Document Control.
	Configurable Tasks & Notifications	ALL	All actions can be sent either internally within the software or through your email application. Powerful configuration panels allow you to determine which emails are sent. Meaning that users are not overloaded with messages that they consider irrelevant, again promoting greater user acceptance.
	Delegation / On Behalf Of	DC, NCR's	This option gives you powerful functions to keep your workflow moving throughout business trips, holidays and illness, etc. Delegation means that only the appropriate personnel are allowed to act on another's behalf ensuring full traceability and accountability is maintained at all times.
	Document Encryption	Document Control	For maximum security selected documents may be encrypted using industry standard 128bit R.S.A. encryption as they are transmitted around your network. This is the same level of security as banks use for your credit card and other financial transactions and means that only the intended recipient may view the document.

	Issue Documents to PDF	Document Control	This function allows you to ensure that your documents are viewed in the industry standard Adobe Acrobat. format. Documents are automatically converted when the document is made public, whilst keeping the document in its original format for future editing.
	Document Reviews Automatic Scheduling	Document Control	Ensures that all your documents are periodically checked for relevance and current validity. Easily manage the scheduling of automatic reviews against any document in your database.
	Reassign Responsibility	Personnel	Remove the problem of staff changes with automatic re-allocation of all Workbench records & tasks. This removes the time consuming job of reallocating a person's documents and tasks to another when they leave or change job roles.
	Groups	ALL	Allows you to 'Group' sets of individual users together to model the structure of your business. Responsibilities and permissions can then be allocated to the group as a whole, simplifying system management and saving time. For example, Create a 'Sales Group'; add the individuals into that group; and then you can assign the 'Sales Group' to any relevant document(s). New sales staff can then simply be assigned to the existing 'Sales Group' instantly allowing access to those documents.
	IntraVista Professional Web S.D.K	DC, CC, NCR's	This gives you a fully configurable web interface, allowing you to not just view your controlled documents but also access many key functions. For example, Document Receipt Acknowledgement, Document Change Request, Document Approval, Complaint and Nonconformance reporting. IntraVista Professional will form the basis of many future web enhancements to the Workbench product suite.
	User Defined Actions	DC, CC, NCR's	Allows you to create your own actions buttons within the software on key screens. These buttons can then be used perform a specific tasks. For example, open a web page, view a file or launch an application such as Webex for collaborative document editing.
	User Defined Analysis	ALL	Define your own custom page within each module using standard check boxes, drop downs and text boxes. This gives you the freedom to define your own entry fields within the database. These can be used to capture information specific to your individual requirements.
	Within Document Searching	Document Control	Allows you to search for documents in your database that contain specific words or phrases within the text.
	Work Flow Progress Assistance	DC, NCR's	Allows you to track the progress for any tasks currently undergoing approval, including document approval progress, change request approval progress, NCR sign-off progress and NCR corrective action sign-off progress. This allows you to easily identify any possible bottlenecks in your workflow.

	<p>Workload Manager Professional</p>	<p>ALL</p>	<p>Workload Manager Professional is an upgrade to the Workload Manger supplied as standard to Quality Workbench users. The Professional version offers task scheduling functions, integration with MS Office tasks and the option to output data to HTML or MS Excel.</p>
	<p>Workload Administrator</p>	<p>ALL</p>	<p>The Workload Administrator utility allows the administrators to see all the outstanding actions either on an 'all users' or 'group' basis. The R.A.G (Red Amber Green) interface means that user configurable thresholds are instantly visible and any overdue tasks highlighted. Other features included a 'current compliance level' indicator, powerful sort and search capabilities and a host of output options for reporting purposes.</p>