

Epicor Support Corner – July 2016

Help us grow the Eclipse Knowledge Base!

By Camille Alberico, Eclipse Customer Support Manager and Chris Bohn, User's Group President

In partnership between Epicor and the Eclipse User's Group, we are proud to introduce a program where you can assist the Eclipse community by offering your knowledge and experience as a means to help build up the new EpicCare Knowledge Base. Your submissions will help other users, as well as help you by utilizing other's contributions. The creation of a robust knowledge base ultimately will contribute to rapid self-resolution for many Eclipse support issues, and the new EpicCare support system provides a very robust infrastructure to assist you in getting that self help...if the articles are present!

The Knowledge Base also solves a critical flaw to the old method of support which is to rely solely on the knowledge that resides in someone's head. While that may work for today, that does not provide long term solution to support issues that accompanies support staff turnover.

Beginning immediately, we are introducing a contest to gather knowledge from our very experienced and knowledgeable customers; such as tips & tricks or step-by-step instructions on using the Eclipse system. The winners will be announced at Encounter 2016 in Pittsburgh in September.

Note however that you will have the ability to submit Knowledge Base articles anytime, regardless of this contest. This contest is only to spur a rapid build-up of articles. Going forward, if you ever have a troubleshooting tip, submit it as an article!

Good luck and thank you for helping the user community!

Knowledgebase Contest Specifics

Contest period:

- NOW through September 4th, 2016.
- Winners announced September 13th at the closing session of Encounter 2016 in Pittsburgh, PA. You DO NOT need to be present to win!

Prizes:

- iPad
 - Each approved submission creates an entry in a raffle. The more you submit, the better your chances are at winning.
- Cash
 - The best knowledge submission(s), which most widely benefits the Eclipse customer base, wins a prize
 - This is a subjective prize as determine by Epicor Support staff. Bribes NOT accepted.

Contest Rules:

- Must be a **generic** Eclipse knowledge article that all companies will benefit from (not company specific)
- Must be clear and concise, "bite size", and easy to consume for any end-user
- Must be unique – can't be a copy of an existing record in the Eclipse Knowledge Base

- Can be existing knowledge that you have at your company and are willing to share for the benefit of all Eclipse users

Some examples:

- Creating a Widget
- Creating a New Procurement Group
- Print Queue Management / Troubleshooting
- Creating a New General Ledger Account and Adding it to a Template
- Creating a New Customer Price Sheet

Necessary content for all media entries:

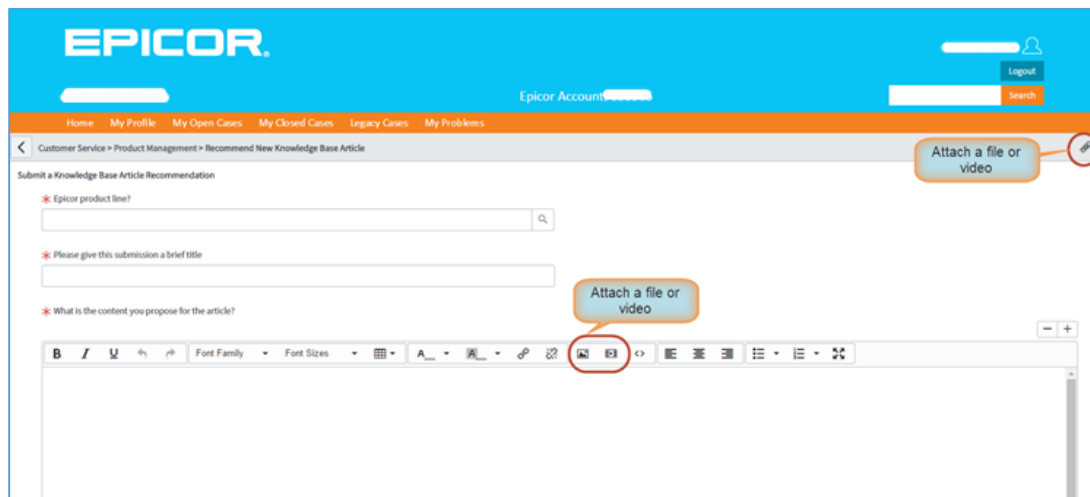
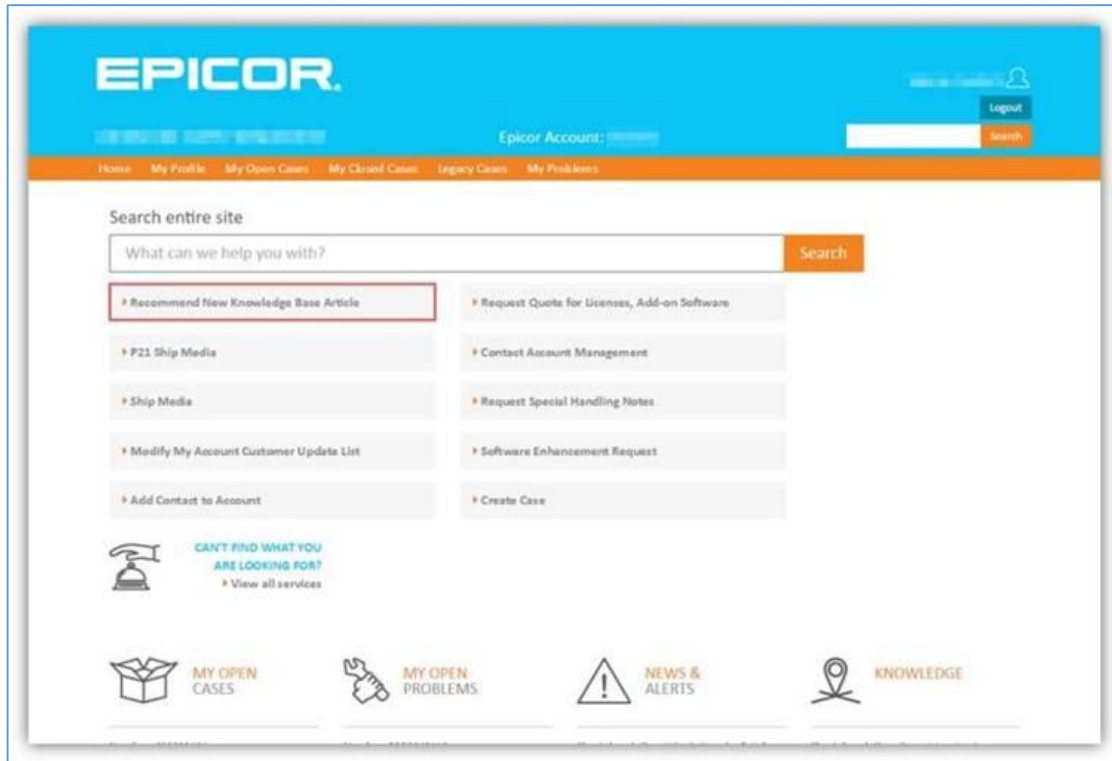
- Is the submission for Solar, Eterm or both?
- Identify the area of Eclipse this benefits. Examples: accounting, inventory, companion product, systems solution.
- For what release level is the knowledge submission?
- For Beginner, Intermediate or Advanced users?
 - If beginner or intermediate, then provide Detailed Steps that a novice can follow
 - If advanced, give high level steps until detail is required
- Where possible, Screen Shots, or video, that show the steps/keystrokes taken,
- Identify any particular authorization keys or control settings that must be set up to achieve the end result

Approval

- Entries will be approved based upon accuracy and completeness
 - The Subject-Matter-Expert (SME), and/or editor should make minimal to no edits for either accuracy or completeness.

Submissions: can be:

- text based - entered right into the knowledge base record shown below
- attached (PDF, Word, Excel) documents
- short video clips
- ALL articles should be submitted on the EpicCare user's portal. Sample screen shot are included below:



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