

Eloquent introduces technical Webinars for users

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In January 2006 Eloquent introduced a series of technical Webinars for customers throughout the continent and in the Caribbean. Users sit at their own desks or gather in groups to watch Internet presentations given by the technical staff at Eloquent. Regular voice conferencing is used to communicate with the presenter and to exchange ideas with other users.

Since the response to the first three Webinars presented by Steve Kwan were so well received, they will become a regular free offering throughout the year for Eloquent customers. Most sessions are of interest to all customers since they are all really using the same product, the Eloquent WebSuite using the WebGENCAT technology. Some future sessions are planned to focus on the specific applications: library, archives, museum and records management.

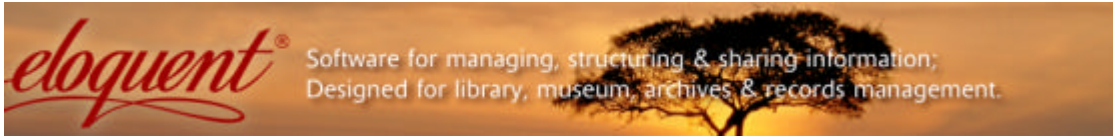
One of our customers, Kathleen Gray of the Westcoast Child Care Resource Centre, followed up with this note of appreciation:

"Kari and I want to let you know how valuable we find the Webinar sessions. Steve organizes them very well and offers a good amount of information. Each time, we have learned something useful we can use right away and have been inspired to try to follow up with other features."

The first Webinar on January 25th demonstrated the various searching interfaces available for all applications. Users saw a number of publicly available customer databases accessed by links on the customer's homepage. The "look and feel" of the interface is custom tailored to reflect the homepage. Users were shown a variety of search and presentation techniques. All were very intuitive using hyperlinks to navigate to related information.

The second Webinar on February 15th taught users the advanced features for fast manual entry of large amounts of data while taking advantage of controlled vocabularies. It demonstrated unlimited field size, unlimited number of sub fields, and the ability to spell check and preview prior to saving. Users were shown how to delete batches of data without leaving orphaned related records behind. They saw that deletions are temporary and can be restored or permanently deleted at a later date with the proper authorization.

The third Webinar on February 22nd showed customers the unique capability in their applications to manage their data's hierarchical structures. They saw



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underlying WebGENCAT technology that automatically establishes links up and down the hierarchy. They were shown how to inherit data from higher levels and eliminate the need to enter data redundantly or to require global changes. Users learned to use batch entry windows with “common” areas to quickly enter lower levels in a hierarchy.

These Webinars enable Eloquent customers to capitalize on the advanced features available in the software they are using. They are encouraged to utilize the integrated email, Internet Browser and Web-based components. Merv Richter, President and founder of Eloquent Systems, is confident that his technical team will stay at the forefront of information technology.