Content Management

component of BoxesOSv3.0

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Overview

BoxesOS Content Management Component provides an organization with enterprise level tools for creating, managing, organizing, archiving and sharing content. Content can be delivered in many forms such as web pages, emails, polls, documents, RSS, and hot news. Content Management Component enables staff members with little technical skills to create web pages without needing to know any HTML.

1. **Multiple templates (image, multimedia files, etc.):**
   ➢ Templates are applied to each document. This is specified when the author creates/edits the document. An author with additional template designer role can add/modify templates. (This will require HTML skills).
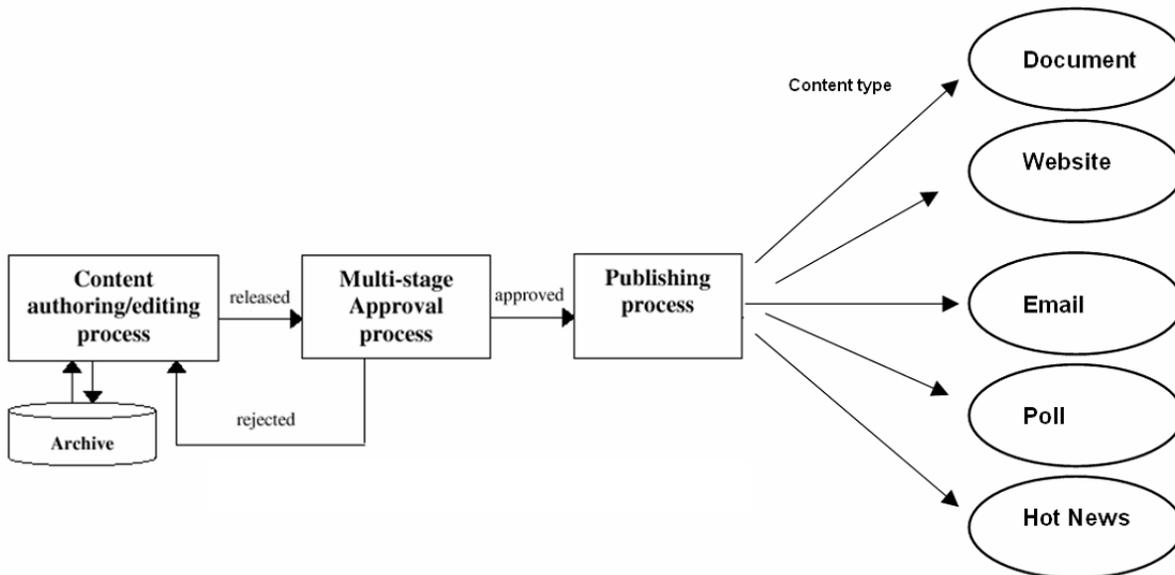2. **Sub-sites:**
   ➢ Allow for the departments and groups to have their own sites. The sub-sites can use the main site template or have a different template.
3. **Role Management** contains a publisher, who publishes the content; an editor, who can modify the content; an author, who creates the content or a reviewer, who reviews and add comments to the content.

Approval scheme management (multi-stage)

4. **Integrated with Central Knowledge Repository**:
   ➢ BoxesOS^{TM} Central Knowledge Repository is a collection and indexing of shareable content. Central Knowledge Repository installs a server index application on the Windows 2003 platform to identify current knowledge assets.
5. **Document check-in & check-out:**
   ➢ This feature allows authors to protect a document from editing. Check in & Check outs works by requiring the users to check-out the document first (document status will be set to 'checked-out').

The document will be locked and cannot be edited by other users. Users can save their works later without checking-in the document if they have not finished.

➢ When a user saves and checks-in a document, the system will:
   i. Archive the document before it is updated.
   ii. Update the changes to the document.
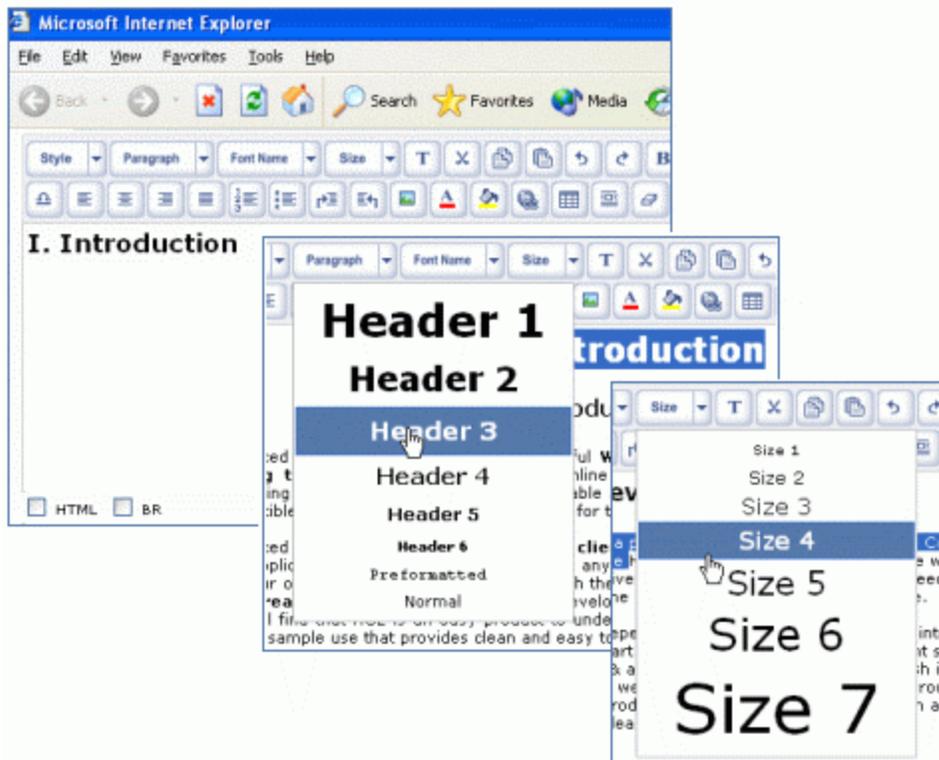   iii. Increase the current version, e.g., 1.1 to 1.2.
   After check-in, the document will be available again to other authorized users.

6. Document versioning & archive

➢ When the user saves and checks-in a document, the current document will be archived before it is updated. The same thing applies when the user deletes a document. The document will be archived before it is deleted. An author can view all of his/her documents' archive lists, and rollback the content if necessary.

7. WYSIWYG Authoring

➢ Epazz BoxesOS^{TM} WYSIWYG authoring tools to include additional features that would assist content creators in providing rich multimedia content for the users. With BoxesOS^{TM} WYSIWYG authoring tools, the content authors will be able to add pictures, tables, and flash movies. The WYSIWYG authoring tool is built-in to all forms. The WYSIWYG authoring tool includes spell check.

Website Management

Web Site Management is the tool all institutes need to manage private and public web sites. This application allows for multiple individuals to change content on a webpage without the need for programming knowledge. Web developers can create a style sheet and assign access levels for editing, adding, uploading and deleting of information.
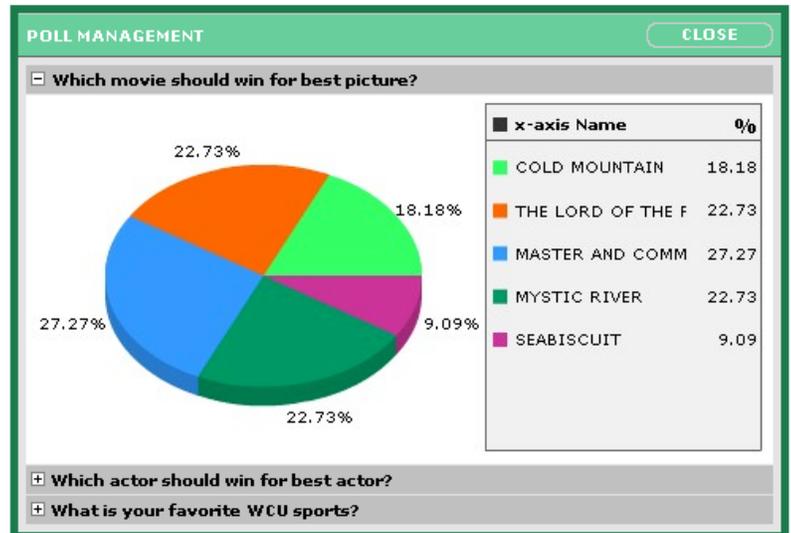
Email Content Management

Email content management can be setup with Email templates, which are created for each stakeholder group and personalized to each user. Administrators would provide grant rights to sub administrators (authors) to create the email templates. The sub administrators can create an email template for each stakeholder group; such as alumni interested in donating. Email content management can be setup to automatically send out the email when the alumni have been added to the system, on a weekly basis or specific date. The email will be entered into the tracking system as an outbound communication. Administrators will be able to log on to BoxesOS™ and see when the email was sent out, which email template was used, who created the email template, and to whom it was sent. Also, using HTML formatted email instead of text formatted email, Epazz can track to see if the user has viewed the email and at what time.

administrators to use advanced metric data software programs to evaluate offerings and support planning activities. The NPS administrators would be able to create reports to analyze metrics data to support evaluations (enrolled students, activity reports for classes).

Poll Results: This is the poll results page.

Poll Management

Poll Management allows the administrators to create surveys. The results of the surveys can be exported into MS Excel. This allows the administrators to use advanced data reduction and data analysis software programs to evaluate offerings and support planning activities. The administrators would be able to create reports to analyze compiled survey results, conduct data reduction, and data analysis to evaluate offerings and support planning activities.

Poll Management collects the evaluations and creates reports for classes. Poll Management allows the institute's administrators to export survey results into MS Excel. This allows the

Hot News Messaging

Hot News Messaging is a collaboration application for the content delivering system of Epazz. Here, your Epazz administrator can create hot news messaging boxes to select user, groups, organization, department or the whole campus. The Epazz administrator can assign another user to manage each box. The box would appear on the FrontPage in a small or a large box form. The user, who is managing the box, can see the sub-admin button next to the messenger button and also can use HTML to further customize it.

The hot news messaging is a way to communicate with select users through informational boxes on the user's front page. The user would see the JavaScript alert that a new hot news messaging box is available. The user would click on the **Option** button, and then click on the content and the check box in order for the box to appear on the user's FrontPage. For example, the Epazz admin can create a hot news-messaging box for the sport department head in which the school would give information on the sport team's score. The theater can send out news on new plays and provide a link to buy tickets.

Central Repository

BoxesOS™ Central Knowledge Repository is a collection and indexing of shareable content. Central Knowledge Repository installs a server index application on the Windows 2003 platform to identify the institute's current knowledge assets. All knowledge assets will be imported into the Dell Storage device. The server index application will import the knowledge assets into a temporary folder before moving into a main folder. The server index application will prompt the institute's administrators to add detailed information about the knowledge assets into the database by using a web form. These forms will allow the administrators to add custom fields therefore allowing the institute to add custom information to the database in the present and at a future date. The institute would be able to group its knowledge objects by program, course, subject, topic, faculty members, users, content, date, etc. This will be searchable by the research assistants.
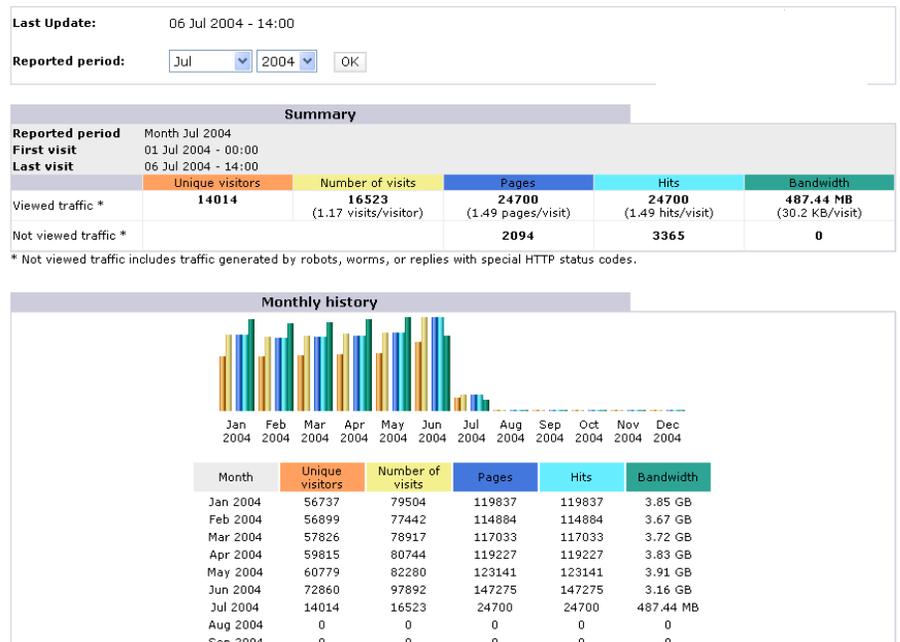
External Content Aggregator

Content Management Component provides a news aggregator for RSS (Really Simple Syndication), which is an XML-based format for distributing and aggregating Web content (such as news headlines). Using RSS, Web content providers can easily create and disseminate feeds of data that include, for example, news links, headlines, and summaries. Content Management lets you add RSS feeds to My Web, My School or FrontPage. Another way many people use RSS feeds is by incorporating content into weblogs, or "blogs". Blogs are web pages comprised of usually short, frequently updated items and web links. Blogging as a publishing tool is used for many purposes: traditional journalism, personal journals, group discussions around a topic, and many combinations in-between.

Web Analysis Tool

Web Analysis tool provides details reports on the interactions and transactions of logged-in site visitors. Also provides reports on the number of click-through and pages visited. Below are screen shot of Web Analysis tool.

Summary
When:
Monthly history
Days of month
Days of week
Hours
Who:
Countries
⊞ Full list
Hosts
⊞ Full list
⊞ Last visit
⊞ Unresolved IP Address
Robots/Spiders visitors
⊞ Full list
⊞ Last visit
Navigation:
Visits duration
File type
Viewed
⊞ Full list
⊞ Entry
⊞ Exit
Operating Systems
⊞ Versions
⊞ Unknown
Browsers
⊞ Versions
⊞ Unknown
Screen sizes
Referers:
Origin
⊞ Refering search engines
⊞ Refering sites
Search
⊞ Search Keyphrases
⊞ Search Keywords
Others:
Miscellaneous
HTTP Status codes
⊞ Pages not found

Last Update:	06 Jul 2004 - 14:00			
Reported period:	Jul ▾ 2004 ▾ OK			

Summary				
Reported period	Month Jul 2004			
First visit	01 Jul 2004 - 00:00			
Last visit	06 Jul 2004 - 14:00			
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	14014	16523 (1.17 visits/visitor)	24700 (1.49 pages/visit)	24700 (1.49 hits/visit)	487.44 MB (30.2 KB/visit)
Not viewed traffic *		2094	3365	0	

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

Monthly history

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2004	56737	79504	119837	119837	3.85 GB
Feb 2004	56899	77442	114884	114884	3.67 GB
Mar 2004	57826	78917	117033	117033	3.72 GB
Apr 2004	59815	80744	119227	119227	3.83 GB
May 2004	60779	82280	123141	123141	3.91 GB
Jun 2004	72860	97892	147275	147275	3.16 GB
Jul 2004	14014	16523	24700	24700	487.44 MB
Aug 2004	0	0	0	0	0
Sep 2004	0	0	0	0	0

About Epazz, Inc.

Epazz Inc. is an enterprise-wide software company that specializes in providing customized web applications to the corporate world, higher education institutions and the public sector. Epazz's unique BoxesOS™ applications can create virtual communities for enhanced communication, provide information and content for decision-making, and create a secure marketplace for any type of commerce all through the medium of the Internet. Epazz is the answer to the increasing information technology demand of the 21st century.

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