

NUMARA
FootPrints

What's new in Footprints 9.11

Workspaces –

The terminology has changed and Projects are now called Workspaces.

Navigation Bar –

The first thing that you are going to notice when you login to the new Footprints is that the left hand navigation bar is no longer there. It has been moved and consolidated to the top of the screen. The five buttons that you see there are familiar as they have the same name that they had on the old navigation bar.

Search Text Box –

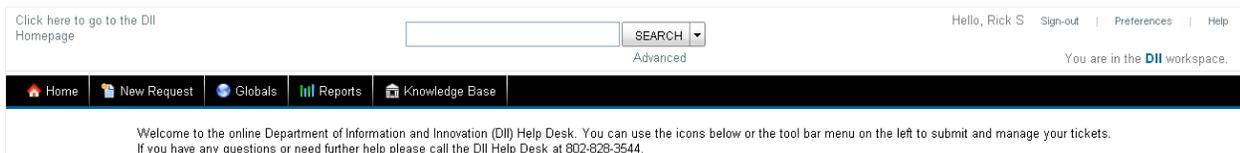
The next thing that you might notice is the Search text box. In the old view you had three radio buttons: Subject; Keyword; Number. You now will make the choice of either subject or keyword by clicking the dropdown arrow to the right of the word Search. Enter a Subject or Keyword and click on search. If you want to find a ticket by number, just enter the number and click on Search. The ticket will be opened.

Preferences –

You will notice that Preferences is now moved to the upper right hand corner of the screen. The items in preferences are the same one you click on Preferences.

Quick Tickets –

Quick Tickets for customers can be found by clicking on New Request and selecting a Quick Ticket from the select dropdown list box. Quick Tickets for customers are no longer displayed as they were in the last version. Agents will get a dropdown when they hover over New Ticket and can select the ticket from there. They also can use the Select Dropdown inside the ticket.



Clicking the Home button will bring you back to the Footprints home page. It works as the Home button did in the previous version of Footprints.



Clicking the New Request button will bring up an empty ticket for you to fill in. This button works as the Submit link worked under Requests or the Submit Requests icon in the previous version.



Clicking the Globals button brings you to the Global Tickets as it did in the previous version.



Clicking reports works a bit different than what you saw in the previous version. When you click reports you will see the following screen:



Any Pre-Defined Reports will be listed in the dropdown menu. Select the report that you would like to run and click Go.



Clicking the Knowledge Base button will bring you to the Footprints Knowledge Base and it functions as it did in the previous version.