



## April 2007 Newsletter

### What our customers are saying...

"Intercept 4.0 has helped our organization implement a better development process and improve our own internal standards. The system allows us to see the status of our ongoing projects at a glance, including the state of enhancements, requirements, and defects, all in a central location. The task management system helps us drive the development process through to release and allows us to better manage risk along the way."

Clay Alberty  
Quality Assurance Engineer  
[TSS Software Corporation](#)

### Intercept 4.2 Released

Elsinore Technologies, Inc. is pleased to announce that Intercept 4.2 has been officially released. Intercept 4.2 is a service release based on updates to the Elsinore IssueNet Platform. In addition to new features and fixes, this release includes Workspace - a new addition to the IssueNet Platform.

Workspace provides integration to Microsoft Outlook and Visual Studio which allows team members to work with issues and tasks from within their working environments.

If you have any questions about the release, please contact Elsinore technical support services at: [support@elsitech.com](mailto:support@elsitech.com).

### Elsinore IssueNet Dashboard Survey

Elsinore Technologies is currently developing a dashboard analytics product for the IssueNet platform. This product will provide high level analytics in a dashboard format for all IssueNet based solutions. Through the completion of a series of prototypes and internal demos, Elsinore has

created a customer survey designed to help our team focus on the features and capabilities that will benefit our customers the most.

Elsinore Technologies would greatly appreciate your organization's participation in the survey. In addition to helping Elsinore deliver a superior product, your participation will ensure that your organization is included in announcements of demos and product releases.

If you have any questions about the survey, or the new product, please contact Elsinore Product Manager, John Lockhart at: [john.lockhart@elsitech.com](mailto:john.lockhart@elsitech.com).

To take the dashboard survey, [click here](#).

## **New Elsinore Technical Support System Online**

A new Elsinore technical support system is now online. In addition to its new user interface and workflow features, this support system consolidates all of Elsinore's technical support data into its existing 4.2 development database. This seamless integration of support and development processes under the 4.2 IssueNet platform will provide more sophisticated customer support response options and enhanced reporting and tracking options for Elsinore customers. The features of this support system were also developed as the basis of an IssueNet Help Desk solution which will be made available as a packaged solution for Elsinore customers.

If you are an existing user of the Elsinore technical support system, you can continue to use your existing username and password, and all of your current and past tickets will be available. If you have any immediate questions about the new system, please contact Elsinore Technical Support Manager, Sean White at: [sean.white@elsitech.com](mailto:sean.white@elsitech.com).

Elsinore will also be conducting a webinar which will cover the details of the help desk solution, its workflows, and its integration with the Intercept software development solution. If you are interested in attending a detailed overview of the Help Desk solution, please contact Morgan Hefner at: [morgan.hefner@elsitech.com](mailto:morgan.hefner@elsitech.com).

## **Tech Tip: Using the IssueNet Masked Edit Box Control**

This month's tech tip covers the masked edit box control for forms design.

The masked edit box is a control in the IssueNet forms designer which allows you to specify the format required for data entered by users. The masked edit box is useful in a wide variety of scenarios where it is necessary to collect data in a specific format while also making proper data entry easier for users. Common uses of the masked edit box include form elements for: phone numbers, I.P. addresses, product versions, and serial numbers.

[More Information](#)