SUPPORT

TECH TIPS

Customizin

Using Visual Intercept Studio

What is Visual Intercept Studio?

Visual Intercept Studio is an add-in that allows you to work with Visual Intercept from many of your Microsoft productivity and developer tools. These tools include:

Microsoft Office Tools (versions 2000 through 2003)

- Outlook
- Excel
- Word
- PowerPoint
- Project

Microsoft Visual Studio (Visual Studio 6, Visual Studio .NET, and Visual Studio .NET 2003)

Using the Visual Intercept Studio toolbar you can:

- Create new incidents and submit them into Visual Intercept
- Query for incidents
- Open individual incidents and work with the complete incident information
- Build new incident queries
- Create new incidents from e-mail and task items (Outlook only)

The Most Effective Ways to use Visual Intercept Studio

The Visual Intercept Studio toolbar works best when used as a personal task list. Accordingly, it is designed to be as simple and straightforward as possible. The following describes the ways Visual Intercept Studio can be used most effectively:

Use Visual Intercept Studio's Query Wizard to build queries which fetch only your active issues.

When you use the Query Incidents button to retrieve issues using Visual Intercept Studio, it will always execute the last query you selected. Therefore, Visual Intercept functions best as a personal task list if you have it set to run a query that fetches only those issues you are actively working on.

Use Visual Intercept Studio to manage general tasks in a database separate from your development issues.

Visual Intercept Studio is very convenient for managing generalized tasks. You can set up a separate Visual Intercept database for general tasks and use Studio to manage those tasks from Outlook, Word, and Excel, while using Visual Intercept Web and Desktop for your managing issues in your development database.

Use Visual Intercept Studio's E-mail submission capability to streamline entry of customer support issues.

The New Mail Incident button on the far right of the Visual Intercept Studio toolbar allows you to generate and submit an incident based on the content of an Outlook e-mail or task. This tool is ideal when you have an e-mail thread that develops into an incident. You can simply click on the New Mail Incident button to create a new incident from the e-mail and, at the same time define all of the other properties of the incident such as priority, category, and severity.

How Do I Obtain Visual Intercept Studio?

You do not need a separate license to use Visual Intercept Studio. The license to use the add-in is included with every license of the Visual Intercept Suite. Visual Intercept Studio is also distributed as a part of the Visual Intercept Enterprise Desktop Installer. , To install Visual Intercept Studio, simply run the installer for Visual Intercept Desktop. Once the installation is complete, you will see an item in the Visual Intercept program group for Visual Intercept Studio. Launching this item will open the Visual Intercept Add-In Manager which allows you to select which applications you wish to integrate with Visual Intercept integrated. Once you have used the Add-In Manager to choose those applications you want to use with Visual Intercept Studio, you are ready to go.

If you have other questions about issues not included in or beyond the scope of this Tech Tip, please contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.