



Viadesk List of Features

Viadesk enables professionals to work together within their own web environment wherever they are. Document management, a calendar, and extensive features for interaction combine a virtual office with community software. The environment offers a central location for consultation, discussion, and improved communication within an organisation while reducing email traffic.

Viadesk offers a plug 'n' play product so you can start immediately. However, our services do not end once you have started. We are available for questions on our product and we like to think along with you, for instance on how you can improve online collaboration efficiency even further. We also provide custom-made training sessions and workshops.

Features	What you can do with Viadesk
Sharing knowledge <ul style="list-style-type: none">✓ Members✓ Discussion✓ Groups✓ Topics✓ Startpage✓ Question	Collaborating and sharing knowledge efficiently <ul style="list-style-type: none">• Log in and to enter the startpage. Here you can see changes, news, your calendar, as well as your colleagues. This page gives you access to all the tools that you can use to share knowledge with others.• Have discussions or ask questions on the basis of specific topics. Your question will automatically be forwarded to the expert(s) on the topic.• Share knowledge and develop ideas interactively.
Document management <ul style="list-style-type: none">✓ Filing✓ File/Note✓ Dynamic "Abc" tag list✓ Mailbox per group✓ Rating✓ Version management✓ WebDAV✓ Search	Sharing and easily retrieving files <ul style="list-style-type: none">• Share information, images and files in either private or public working groups. The Viadesk environment ensures that everyone always has access to the latest version of a file, wherever they are.• File documents and other files in folders and retrieve them using traditional search functions or the dynamic Abc. This functionality automatically classifies by tag and topic and directs professionals to interesting documents in an intuitive manner.• Use the WebDAV protocol if you want to add/move larger amounts of files.
Planning <ul style="list-style-type: none">✓ Calendar✓ Outlook integration✓ Task✓ Contacts✓ Webconferences	Keeping a joint calendar and integrate it with Outlook <ul style="list-style-type: none">• Record meetings, tasks and deadlines centrally in the calendar.• Accept your appointment either in Viadesk or by email. Upon acceptance, your appointment will be added to your personal –Outlook– calendar.• See at a glance whether your colleagues are available at the date and time at which you are planning a meeting.
Informereren <ul style="list-style-type: none">✓ Blog✓ Email✓ Survey / poll✓ News (message)✓ RSS	Informing and probing the organisation and the public <ul style="list-style-type: none">• Always up-to-date with Viadesk.• Receive an email with recent changes every day.• Probe opinions using surveys and export them to Excel or SPSS.• Publish news messages and blogs within your organisation in no time.• Read external news messages via a RSS feed.
Service & Security <ul style="list-style-type: none">✓ Automatisch uitloggen✓ Back-up✓ Wachtwoordbeveiliging✓ Secure Managed Hosting✓ Secure Sockets Layer✓ Service✓ Workshop	Carefree information sharing: secure and reliable <ul style="list-style-type: none">• Call when you encounter a problem with or have a question about Viadesk.• Feel free to ask for a workshop, training or user tips.• Your information is secure because your environment is hosted in a highly secure data centre where the latest security technologies are used.• Carefree use. We make back-ups. Moreover, our servers are continuously monitored to ensure maximum up-time and performance at all times.



Alphabetical explanation, feature by feature

Interaction and communication

✓ Calendar

The joint calendar allows you to plan meetings and share this information with others so everyone always has a clear picture of all meetings.

✓ File/Note

You can comment directly on files and notes that you add to Viadesk. This makes it easy to find back all comments to a document and it ensures that you have everything at hand when you want to start modifying the document.

✓ Members

Learn more about the other members of the environment from the photographs, and the contact and background information in the facebook.

✓ Discussion

Colleagues can discuss matters and exchange information in a structured manner. All participants can read along and react. Discussions are stored, so you can retrieve them to read them at a later point in time.

✓ Email (box)

Each individual group has its own mailbox. This ensures that the email for a group is kept together in a well arranged way.

✓ Survey/poll

The survey functionality can be used for simple forms, e.g. for event registration but also for extensive questionnaires. Surveys can be used both internally and externally.

✓ Groups

It is possible to create a separate Group for a selection of users, e.g. to

collaborate on a project or within a department.

✓ News(message)

Do you have a news fact that you want to publish? Simply add a news message or a weblog.

✓ Outlook integration

Appointments planned in Viadesk are automatically recognised by Outlook and immediately added to the personal calendar upon acceptance. When you are planning in the group calendar, you can see at a glance whether your colleagues are available or not.

✓ RSS

Read the news of others using RSS feeds. Viadesk checks for new messages every ten minutes and updates the messages.

✓ Startpage

When you log in, you will enter the startpage. It shows recent changes, news, your calendar, your team members and all the tools with which you can share knowledge with others.

✓ Task

You can define tasks with deadlines and priorities. For each task you can select –set– the participants who will be responsible for the execution.

✓ Version management

Version management enables you to work together on documents in Viadesk in a simple manner. Version management allows you to add new document versions without overwriting previous versions. This ensures that no changes will be lost.

✓ Webconferences

A webconference is a online meeting during which you can give presentations and work together on

documents. Viadesk provides webconferences in a traditional way.

Search and find

✓ Filing

You can file information and files in folders. You can retrieve information by topic if you assign metadata to folders and documents.

✓ Tag list, the Abc

Added information can be labelled with a tag. Abc enables you to see all contributions with a particular tag at a glance. By adding descriptions to tags – by means of wikis – you can contribute to the creation of a dynamic list of concepts.

✓ Topics

Every topic has its definition page in the Abc on which all available relevant information has been gathered. You will find everything about a topic that interests you on one place, including the related experts.

✓ Metadata

Information can be traced back easily on the basis of the metadata – tags added by the users. You can search by tag word or view all tags at a glance in the Abc.

✓ Contacts

Contacts can be managed centrally. This makes all contact data and email addresses accessible to all members of the group. It also eases sending e-mailings.

✓ Rating

Users can mark items. It is possible to sort items by their ratings – the number of positive ratings minus the number of negative ratings.

✓ Question

Viadesk offers the opportunity to ask other users questions based on topics. This is very convenient if you are not familiar with each other's fields of expertise. This feature allows you to make optimum use of all knowledge within your network.

✓ Search

You can search in several ways in Viadesk. You often know that the information is available somewhere, but you don't know exactly where. By searching on keywords, in groups and by type you will quickly find what you need.

Management and security

✓ Automatic logout

Viadesk logs out automatically after a specific period of inactivity. This prevents that others have access to your data when you are not at your desk.

✓ Management

Managers can adjust the application to the requirements of the organisation or project. As a manager, you can add users and assign permissions. You can adjust the application to the visual identity of your organisation, specify topics and switch options on or off. You can, for instance, lay out the startpage in such a way that all users see the most important items first.

✓ Log

Use the log to find out what activities were performed by which people. You can also see how often the group is visited and analyse which topics are most popular/pressing.

✓ Secure Managed Hosting

Viadesk is hosted from a highly secured data centre that uses the latest technologies for security. Our servers are continuously monitored

to ensure maximum up-time and performance at all times. A systems engineer is standby 24 hours a day, should anything go wrong nevertheless. Daily backups provide protection against the loss of your important documents.

✓ Secure Sockets Layer

In a Secure Sockets Layer (SSL) security system, security keys are automatically sent back and forth first. You do not have to do anything yourself. SSL has been designed in such a way that confidential information cannot be intercepted.

✓ Service

Service is standard to Viadesk. You will notice this the moment you call with a question or comment. We will help you, if you want to, with the layout of the environment, with best practises, and if something is unclear to you.

✓ Password protection

All users have a user name and a password. Only when they enter these data, will they get access to Viadesk.

✓ WebDAV

WebDAV enables you to check the Viadesk groups, folders and files directly in e.g. Windows Explorer or Mac OS Finder.

About Viadesk

Viadesk has been offering innovative solutions for on-line collaboration, knowledge sharing and community building for over 10 years. Professionals in companies, governments, research institutes, branch and umbrella organisations and educational institutes, both national and international, use Viadesk every day. www.viadesk.com/english