

Check Out The Menu At TechCon99's Cyber Cafe

by Jennifer Mills

Come visit the Cyber Cafe at TechCon99 and run a BBj™ applet and other product demos, learn about BASIS' software Quality Assurance (QA) process, surf the Online Knowledge Base, check your e-mail and meet the BASIS Technical Support staff live and in person!

Inside the Cyber Cafe, we'll show you a sampling of the many rigorous tests each revision of the BASIS products goes through before it is released, and we'll be explaining and demonstrating our quality assurance processes. You'll find out exactly what we mean when we say, "I've entered a QA memo on this issue." You'll have the opportunity to follow the investigation of a problem from the time it's discovered to the resolution and final testing by our QA department.



We'll show you parts of our internal Tech Support Web page and how we use the Online Knowledge Base and other tools to research and resolve your questions. In addition, we'll show you how we closely track each and every telephone call, fax and e-mail that comes into Tech Support.

We'll have multiple computers available with Internet access so that TechCon99 attendees can check their e-mail accounts while away from home. And because Tech Support is always working with the newest BASIS product line, you can be sure we'll have the latest and greatest BASIS products. We'll also have a demo BBj application available that you can run yourself.

We'll be available for any questions you may have, so come by and meet the faces behind the voices! We look forward to seeing you!

The TechCon99 Cyber Cafe will be staffed by BASIS' Technical Support analysts, who collectively have over 13 years of experience working with BASIS products and 50 years of experience working in software and hardware support.