

Overview of Suggestion Box


Organizations are constantly seeking feedback and suggestions from their employees in a bid to improve productivity and performance results through employee satisfaction. At times, employees may be hesitant or unwilling to feedback negative issues for fear of being singled-out or ridiculed. Zephyr Suggestion Box helps to overcome this fear by allowing feedback and suggestions without the need to reveal an employee’s identity, and still be able to retrieve responses to their suggestions by the management.

Key Features	
Anonymous Submission	<ul style="list-style-type: none"> • Allow employees to submit suggestion anonymously and not reveal their identity
Password to unlock suggestion	<ul style="list-style-type: none"> • Employees can assign a password to their suggestion, which they can use to unlock the suggestion to view the response to their suggestion
Response Capability	<ul style="list-style-type: none"> • Administrator(s) of the suggestion box can view all suggestion and response to each of the suggestion received

Overview of Help Desk

Zephyr’s web-based Help Desk application is a central platform that allows employees to submit and track their helpdesk support requests. The system instantly generates statistical reports to the IT departments so that actions can be taken quickly and issues resolved at minimum turnaround time.

Key Features	
Issue Submission	<ul style="list-style-type: none"> • Create helpdesk issues to be submitted automatically • Categorize issues by issue type • Track issues for status, resolution, and closure
Issue Resolution	<ul style="list-style-type: none"> • Automatic assignment of helpdesk issues to designated helpdesk support staff • Closure of helpdesk issues and posting of issue resolution and recommendation • Overview of assigned and open issues via the Action Bulletin
Other Administrative Functions	<ul style="list-style-type: none"> • Manage categories of issues (issue types) • Generate statistical reports of issues generated and closed



Pending Suggestions

Suggestion No.	Suggestion	Date	Action
200400003	testing 1 2 3	27 Jul 2004 12:00:00	[Action]
200400002	Can we upgrade testing facilities?	07 May 2004 15:11:12	[Action]

Anonymous suggestions pending response



Helpdesk Request - Action Bulletin

Request No.	Requested By	Requested On	Category	Date Requested	Action
200400004	Wanda Liu-Hwa Fong	18 Jul 2004 14:46:11	Hardware Issues	27 Jul 2004 12:00:00	[Action]

Help Desk Requests pending action

Zephyr Complete Application Suites

- **Zephyr Employee Self-Service**
 - Zephyr E-Leave • Zephyr E-Claims • Zephyr E-Travel Request • Zephyr E-Purchase Order
- **Zephyr Intranet Suite**
 - Zephyr Content Publishing • Zephyr AnyFile • Zephyr Discussion Forum • *Zephyr Event Management
 - *Zephyr Suggestion Box • *Zephyr Survey/Poll • *Zephyr Help Desk • *Zephyr Phone Directory (* To be available soon)
- **Zephyr Portal and Platform**
 - Zephyr Portal • Zephyr Platform

System Requirements

Hardware Requirements

- Minimum Configuration for Application Server and ZESS
- Pentium III 500 Mhz, 1 CPU, 512 MB RAM, 100 MB HDD
- Recommended Configuration for Application Server and ZESS
- Pentium III 1 Ghz, 1 CPU, 1GB RAM, 200 MB HDD

Software Requirements

- Microsoft Windows Platform
- Windows NT 4.0 sp6/Windows 2000 /XP
- Linux
- Solaris 8 and above
- Other Unix system (check with vendor)
- Internet Explorer 5.5 and above

Tested Environments

- Application Servers/Servlet Containers
- Apache Tomcat 4.1/Windows 2000/XP
 - Apache Tomcat 4.1/Solaris 8
 - Apache Tomcat 4.1/Red Hat Linux 7.3
 - Resin 2.1.6/Windows 2000/XP
 - SunONE Application Server 7.0/Windows 2000/XP
 - BEA Application Server 7.0/Windows 2000/XP

Databases

- MySQL 3.23.56, 4.0/Windows 2000/XP
- MySQL 3.23.56, 4.0/Solaris 8
- MySQL 3.23.56, 4.0/Red Hat Linux 7.3
- Microsoft SQL Server 2000/Windows 2000/XP
- Oracle 8.1.6/Solaris 8

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