

Maxus Enquiries

Management of enquiries made easy through the web

Maxus Enquiries enables you to manage and track your enquiries easily and quickly over the web. It also has a built-in Knowledgebase facility, so you can harness relevant enquiries and create knowledge from them.

Maxus Enquiries has been designed for use by libraries as an integral part of their reference/enquiries/information service. It also lends itself to managing and storing enquiries in a wide range of other environments.

Designed in *WebPublisher PRO*, Maxus Enquiries provides you with total web functionality. Your users submit their enquiries to you via the web; you manage their enquiries in web screens; you answer their enquiries in email messages that Maxus Enquiries generates for you; and, if you wish, you assign relevant enquiries to a Knowledgebase that your users can search via the web.

Your users provide you with their contact details, their enquiry, and information relating to their deadline.

This is all done via a user-friendly screen that includes all the features that you would expect on the web (including drop lists for dates and *WebPublisher PRO* validation lists).

The screenshot shows a web form titled "Maxus Enquiries". Below the title, it says "Please enter your enquiry here and click the Submit button:". The form contains several input fields: "Requestor", "Email", "Phone", "Department *", "Question", "Urgency *", and "Deadline". The "Department *", "Urgency *", and "Answer format *" fields have a note: "* Click to paste from list". The "Deadline" field has three sub-fields: "Day", "Month", and "Year". At the bottom of the form are two buttons: "Submit Request" and "Reset".

When they submit their request, you are sent an email message, a record is automatically created in the Maxus Enquiries database, and your user is also sent a message to confirm that their request has been successfully emailed.

The screenshot shows a database record form with the following fields: "Action", "Staff Member", "Status *", "Enquiry Type *", "Source", "Web Source", "Answer", "Answer format *", "Date Completed", "Time Spent (minutes)", and "Cost (\$)". The "Status *", "Enquiry Type *", and "Answer format *" fields have a note: "* Click to paste from list". There is also a button labeled "Allocate via Email".

As you process the enquiry, you use data entry screens to record relevant information (including sources used, the answer that you provided, time spent, cost).

Maxus Enquiries

Here are the enquiries retrieved by your search

ID 112
Requestor Wendy Martin
Email martinw@mydepartment.gov.au
Phone 06 9876 1234
Enquiry Date November 07, 2004
Urgency d. 1 week
Deadline 03 Aug 2007
Question Could you please do a literature search on the chemical called di-fluoro-epoxy-ethylene and its effects on marsupials.
[Click here to manage this enquiry](#)

You can send status reports or answers to your requestors by clicking on the relevant buttons or links in the Maxus Enquiries web screens.

A button on the screen even enables you to allocate an enquiry to another staff member.

Requestor

Email

Phone

Enquiry Date

Question

Enquiry format * * Click to paste from list

Urgency *

Deadline
 (Use the drop lists at right to set the deadline)

Action

Staff Member

Status *

When the enquiry is completed, you can use the enquiry management screens to assign it to your corporate Knowledgebase, if appropriate. You can also assign a review date if you think the information in the enquiry record is likely to become out-of-date at some point in the future.


Maxus Enquiries

Use this screen to find & view information from the Knowledgebase

Enquiry Date

Keywords

[Information added in the past month](#)



Your users can then search the Knowledgebase as a repository of important information, using a query screen that gives them the power and ease of use that you would expect of *WebPublisher PRO*.