TECH TIPS EXTRA

hudsonltd2.com/kb1

KNOWLEDGE BASE LAUNCHED!

One year ago, The Hudson Group established a new Tech Support phone system to improve client support services. The Hudson group is pleased to announce the next product in its suite of support oriented applications: *The HWeb Knowledge Base;* designed to allow clients to be more self-reliant and get faster answers to routine questions.

There are many times when you may have a basic, or even a not-so-basic question on a process, configuration or setup issue. You really want the answer and the information now, but you know that it does not warrant a call to the Hudson emergency support line. Your only alternatives in the past were to submit an email request, or to call 617.499.1959, and leave a voice message for the support staff regarding your routine question. Now you have another option: you can consult the **HWeb Knowledge Base.**

The **HWeb Knowledge Base** is available online 24 hours daily and will contain answers to the most frequently asked questions that come into the Tech Support department. Imagine: it is now 23:30, and earlier in the day your local system software was updated. You have just tried to start the HWeb Agent for the first time and you get: *Application Error 438—Object doesn't support this property or method*. What can you do? You could call the

Tech Support Emergency Line, but really would prefer to handle this yourself...if only you knew how. You could send an email and wait for the next business day to get a reply, or you could log into **the HWeb Knowledge Base** at **www.hudsonltd2.com/kb1** *and solve the problem*

> ## "...help yourself to an answer, 24 hours a day!"

yourself—right now! From here, you click on Local System, Common Errors, and then you find your specific error message. The instruction on how to fix your problem is reviewed and you have your software running again in less time than it might take to place a phone call!

Want to learn how to setup and configure VRAS (Virtual Resource Allocation System) on your own? The complete description is now in the HWeb Knowledge Base! Perhaps you have been thinking about instituting a Frequent Rider Program, but have been putting it off. Now you can go to the **HWeb Knowledge Base** and familiarize yourself with the process and do it on your own.

Not only will you be able to

review and print answers and documentation, but you will also be forward the information as a link via email to other staff members or other offices within your company. You will be able to comment on how useful the information was to you. This feedback from you will be used by Hudson staff to further revise the articles and information in **the HWeb Knowledge Base** to make it as effective and helpful as possible.

The **HWeb Knowledge Base** is brand new and its true effectiveness for all clients will increase as more information is added over time. The goal of the Tech Support staff is to take all incoming support questions from clients, and to generate an article for the **HWeb Knowledge Base**. So the next time you look at the **HWeb Knowledge Base** and don't see your question listed, by the time you get a reply back from Hudson Tech Support, you may be directed back into the **HWeb Knowledge Base** for the answer to your question.

Some items will still require additional assistance from a Tech Support staff member, but you will have taken the first step, on your own, toward resolving the issue.

Log in to the HWeb Knowledge Base today, and see how easy it is to help yourself to an answer, 24 hours per day!
www.hudsonltd2.com/kb1

The Hudson Group

28 State Street
Suite 1100
Boston, Massachusetts 02109
617.499.1959

TechTips is edited by:
R. Lyndon Burnham, Jr.
HWeb Development,
Documentation & Marketing