

INSERIMENTO WEBRECALL SITO BCT SYSTEM

1) ACCEDERE AL SITO www.bctsystem.com e cliccare in alto su **CLIENTI**, quindi sul tasto **WEBRECALL**

The screenshot shows the BCT System website interface. At the top, there is a navigation menu with links for "Chi siamo", "Servizi", "Prodotti", "Clienti", and "Contatti". The "Clienti" link is highlighted with a black arrow. Below the navigation menu, there is a search bar labeled "Cerca..." and a "Area riservata" link. The main content area features a "Clienti" section with three orange buttons: "Webrecall", "Teleassistenza", and "Area Riservata". The "Webrecall" button is highlighted with a black arrow. To the left of the "Webrecall" button, there is a list of news categories: "Multi news", "Paghe News", "Redditi news", and "Varie news". To the right, there are three links: "RICHIEDI INFORMAZIONE", "RICHIEDI PREVENTIVO", and "RICHIEDI DEMO". At the bottom of the page, there is a footer with contact information, a newsletter sign-up form, and a navigation menu.

Area riservata

Cerca...

Chi siamo Servizi Prodotti **Clienti** Contatti

Bct System » Clienti

Clienti

Multi news

Paghe News

Redditi news

Varie news

Clienti

Webrecall

Teleassistenza

Area Riservata

RICHIEDI INFORMAZIONE

RICHIEDI PREVENTIVO

RICHIEDI DEMO

Contatti

Bct System s.r.l. - Via Maestri del Lavoro 24/A (zona A 33)
05100 Terni
Tel. 0744.813030
Fax 0744.800410
Email: pa.castellani@bctsystem.com

Iscriviti alla newsletter

Email

ISCRIVITI

Naviga

Chi siamo
Servizi
Prodotti
Clienti
Contatti

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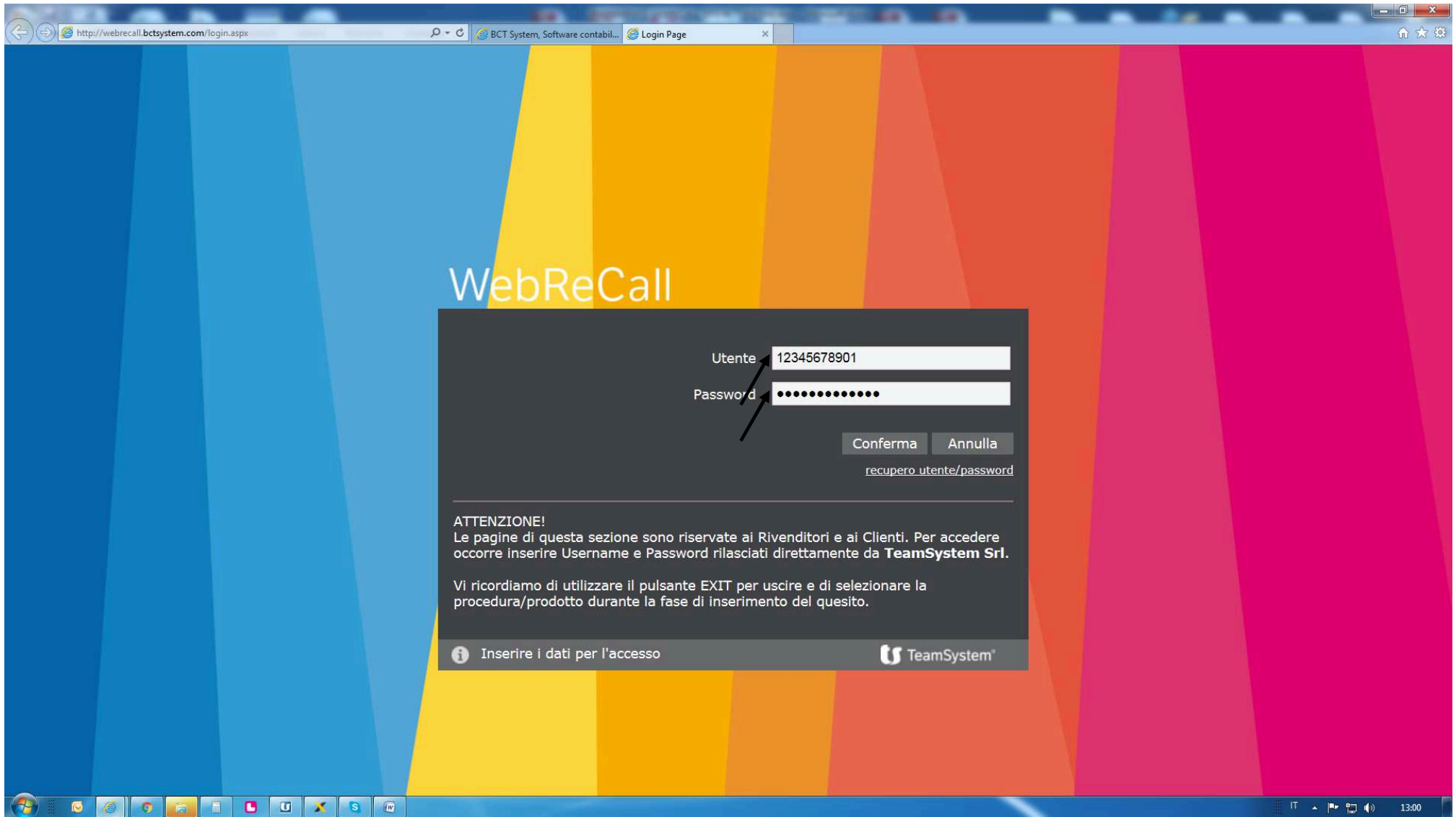
Partita IVA 00653700559 - Iscrizione C.C.I.A.A. di Terni n.04675330585 REA di Terni n. 63986 Cap. Soc. €31.200 i.v.

2) INSERIRE I SEGUENTI DATI:

“USERNAME” = PARTITA IVA

“PASSWORD”= PI + PARTITA IVA

(ES. CLIENTE PROVA CON P.IVA 12345678901, INSERIRE USERNAME = 12345678901 E PASSWORD = PI12345678901)



3) CLICCARE A SINISTRA SU "NUOVA RICHIESTA" O, IN ALTERNATIVA, IN ALTO, SU "ASSISTENZA-NUOVA RICHIESTA"

The screenshot displays the WebReCall web application interface. At the top, there is a navigation bar with the 'WebReCall' logo on the left and the 'TeamSystem' logo on the right. Below the navigation bar, a menu contains links for Home, Servizi, Anomalie, Rich. Impl., FAQ, Assistenza, and Marketplace. A notification icon with the number '22' is visible in the top right corner of the menu.

The main content area is divided into three sections:

- Left Panel:** A large green circular icon with a white telephone handset symbol is positioned above the text 'NUOVA RICHIESTA'. Below this text is a grey button labeled 'Invia'. An arrow points from the 'Invia' button up towards the 'NUOVA RICHIESTA' text.
- PROFILO UTENTE (User Profile):** A table with the following data:

Denominazione	CLIENTE DI PROVA
Applicazione di default	MULTI Gecom Multi Plus
Telefono	
Cellulare	
Recapito Fax	
Posta Elettronica	
Ruolo Azienda	

A 'Modifica profilo' button is located at the bottom right of this section.
- PROFILO AZIENDA (Company Profile):** A table with the following data:

Ragione Sociale	CLIENTE DI PROVA
Recapito Telefonico	
Recapito Fax	
Indirizzo	VIA MAESTRI DEL LAVORO 24/A
Posta Elettronica	
Cap. Località	TERNI
Provincia	TR
Partita Iva	12345678901

'Elenco utenti' and 'Inserisci utente' buttons are located at the bottom right of this section.

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray on the right displaying 'powered by TeamSystem', 'IT', and the time '09:09'.

4) SELEZIONARE LA “PROCEDURA/PRODOTTO”(MULTI, PAGHE, 770, ETC.) E COMPILARE IL CAMPO “OGGETTO/COMANDO” (AD ES. MPRI, CEDOL, ETC); SE NON E’ POSSIBILE INDICARE IL COMANDO SCRIVERE “XXX”, QUINDI CLICCARE SU “AVANTI”

The screenshot displays the 'WebReCall' web application interface. The page title is 'Nuovo Quesito'. The form is divided into several sections:

- Azienda:** Fields for 'Azienda', 'Nominativo', 'N. Telefono', 'N. Fax', and 'Email', all containing 'CLIENTE DI PROVA'.
- Parametri quesito:** Fields for 'Tipo Richiesta' (Assistenza Tecnica), 'Procedura/Prodotto' (PAGHE Gecom Paghe Plus), 'Sottoprocedura/Modulo(R1)', 'Programma', 'Versione/Release', 'Build', 'Priorità' (Urgenza 3), 'Motivo del contatto' (Gestione Ordinaria), and 'Sistema Operativo'.
- Opzioni Ricerca:** Radio buttons for '[Inizia con]' (selected) and '[Contiene]'.
- Oggetto/Comando:** A text field containing 'XXX' and a checkbox for 'Attiva ricerca comando'.

An 'Avanti' button is located at the bottom right of the form. The page footer indicates 'powered by TeamSystem'.

5) INSERIRE IL QUESITO NEL CAMPO “TESTO QUESITO” E CLICCARE SU “CONFERMA E INVIA”

The screenshot displays the WebReCall application interface. At the top, there is a navigation bar with the 'WebReCall' logo on the left and the 'TeamSystem' logo on the right. Below the navigation bar, a menu contains several options: Home, Servizi, Anomalie, Rich. Impl., FAQ, Assistenza, and Marketplace. On the right side of the menu, there are icons for a mail notification (with a red '22' badge), 'Vista', and 'Esci'. The main content area is titled 'Nuovo Quesito' and contains several input fields: 'Versione/Release', 'Build', 'Priorità', 'Motivo del contatto', 'Sistema Operativo', 'Parametri ricerca', 'Oggetto', and 'Modalità di Risposta'. To the right of these fields are several dropdown menus: 'Urgenza 3', 'Gestione Ordinaria', and 'Telefono'. Below these dropdowns are two text input fields, both containing 'XXX'. A large text area for the request body is highlighted in light green and contains the text 'problemi con cedolino', with an arrow pointing to it from the left. Below the text area is a section for attachments, labeled 'Nessun allegato', with a 'Sfogli...' button. At the bottom right of the form, there is a 'Conferma ed invia' button, with an arrow pointing to it from the bottom right. The footer of the page includes the text 'powered by TeamSystem' and a system tray with the time '09:12'.