

## FirstClass 12 - The New Client Experience

### Introduction

I would like to give you a look at what is in store for FirstClass 12.

1. The back-end coding is complete but the User Interface is being developed to give the end user the best experience
2. The User Interface is in a constant state of evaluation and change, so what you see here may change in subsequent beta versions and the released product may look quite different based on beta tester feedback.

## The Home Screen

The new client is an HTML 5 web client that is supported by all modern browsers. With FirstClass 12, we are blending the classic FirstClass feature set with the features of FirstClass Communities (OTSW) to present a new, unified view. The new interface divides your content into 5 different basic areas:

### 1. Your personal preferences.

- From here, you can set your own personal preferences, edit your profile or change your password.

### 2. Your personal information management and workspace on the left.

- This includes access to your preferences, personal file storage areas, drafts, mailbox, contacts and calendar. With FirstClass 12, Administrators will be able to specify, by group, which users have access to these personal items.

### 3. Your collaborative content in the middle.

- This is where you will access your collaborative areas like conferences, group calendars and communities. There is also a section where you can temporarily park your favourite items for quick access.

### 4. Your social content on the right.

- Your social content includes the Pulse - Status Updates of people that you are associated with, your followed friends (My People), Your current IM sessions or Chats and your Watched items. -- Items that you have flagged somewhere in the collaborative areas and for which you wish to stay on top of whenever there is new content related to the flagged item.

### 5. Custom applications along the bottom.

- Your system administrator or third party developers will be able to develop applications that can run entirely within the new web client.



## Personal Preferences and Profile

In the personal area you will be able to:

1. update your status and post to the Pulse
2. access Online help
3. change your password
4. modify your preferences
5. update your profile

The screenshot shows the 'Profile' page for a user named Jo Schmo. The page is divided into two main sections: a left sidebar with a profile picture and a main content area with various fields. The top right corner contains navigation links: 'Preferences', 'Edit Profile', 'Change Password', and 'Logout'. The 'My People' section on the right lists four contacts: Emily Heidrich, James Do, John Doe, and Victorie Borgette, each with a small profile picture and a status update. The main content area contains the following fields: Company (OpenText), Position (Director), Street, Suite/Apt, City, Postal Code, Phone (123.456.789), Mobile (555.888.9955), email (jschmo@somewhere.com), Previous Positions (cashier), Language (English), Groups / Associations (BCAMT), Expertise (FirstClass), Education (BSc), and Biography (I have been in the business for over 20 years.). A circular icon with the number '1' is overlaid on the bottom right of the profile page, near the 'Cancel' button.

Profile

Company: OpenText  
Position: Director  
Street:  
Suite/Apt:  
City:  
Postal Code:  
Phone: 123.456.789  
Mobile: 555.888.9955  
email: jschmo@somewhere.com

Previous Positions: cashier  
Language: English  
Groups / Associations: BCAMT  
Expertise: FirstClass  
Education: BSc  
Biography: I have been in the business for over 20 years.

My People 0 Online

Emily Heidrich  
Share something with Rick!!!  
See Dec 08 2012, 4:03 PM

James Do  
My New Status Again  
See Dec 08 2012, 4:03 PM

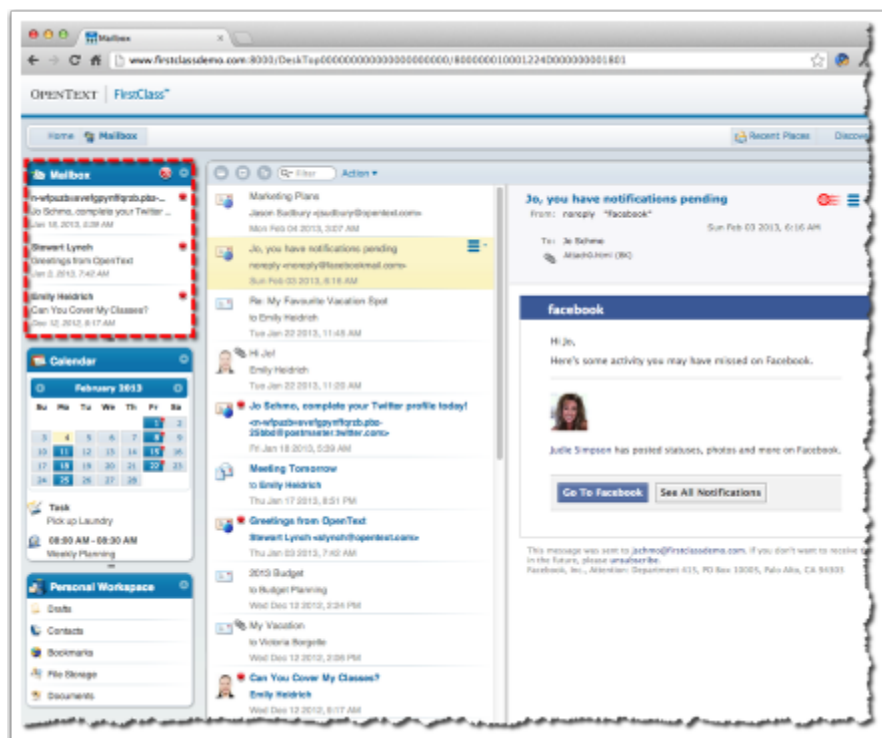
John Doe  
Another update by John Do  
See Dec 08 2012, 4:04 PM

Victorie Borgette  
Looking forward to a great holiday season  
See Dec 08 2012, 4:04 PM

1 Cancel

## Mailbox

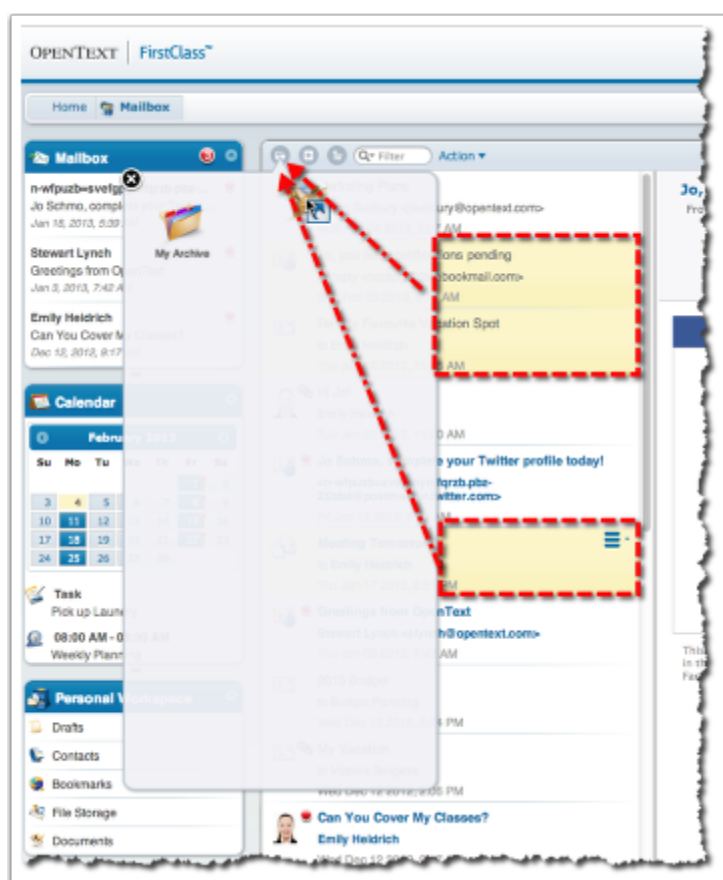
If you are using FirstClass for Mail, you will have access to your mail from the Mailbox widget. All unread items will be flagged and shown to you within the mailbox section on the left. Clicking on the Mailbox title will open and display your mailbox in the center pane. You can go directly to one of the unread messages by clicking on it from the list. Your unread tracking is immediately updated and you have the ability to toggle this on or off.



## Subfolders and Drag and Drop

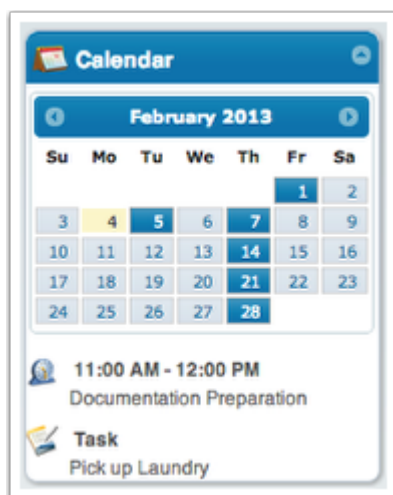
We want to make sure that those who are long-time users of FirstClass will be able to have the same kind of functionality that they are use to with the Desktop Client. This includes the ability to have subfolders within the mailbox, and the ability to drag and drop content between folders. Shift - Clicking on items in the list will allow you to select multiple items and perform actions on all of the selected items.

Just select the items you want to move and drag them on to the folder toolbar button. When you hover over that button your subfolders will be revealed and you can choose which one you want to drop your files or messages in to.



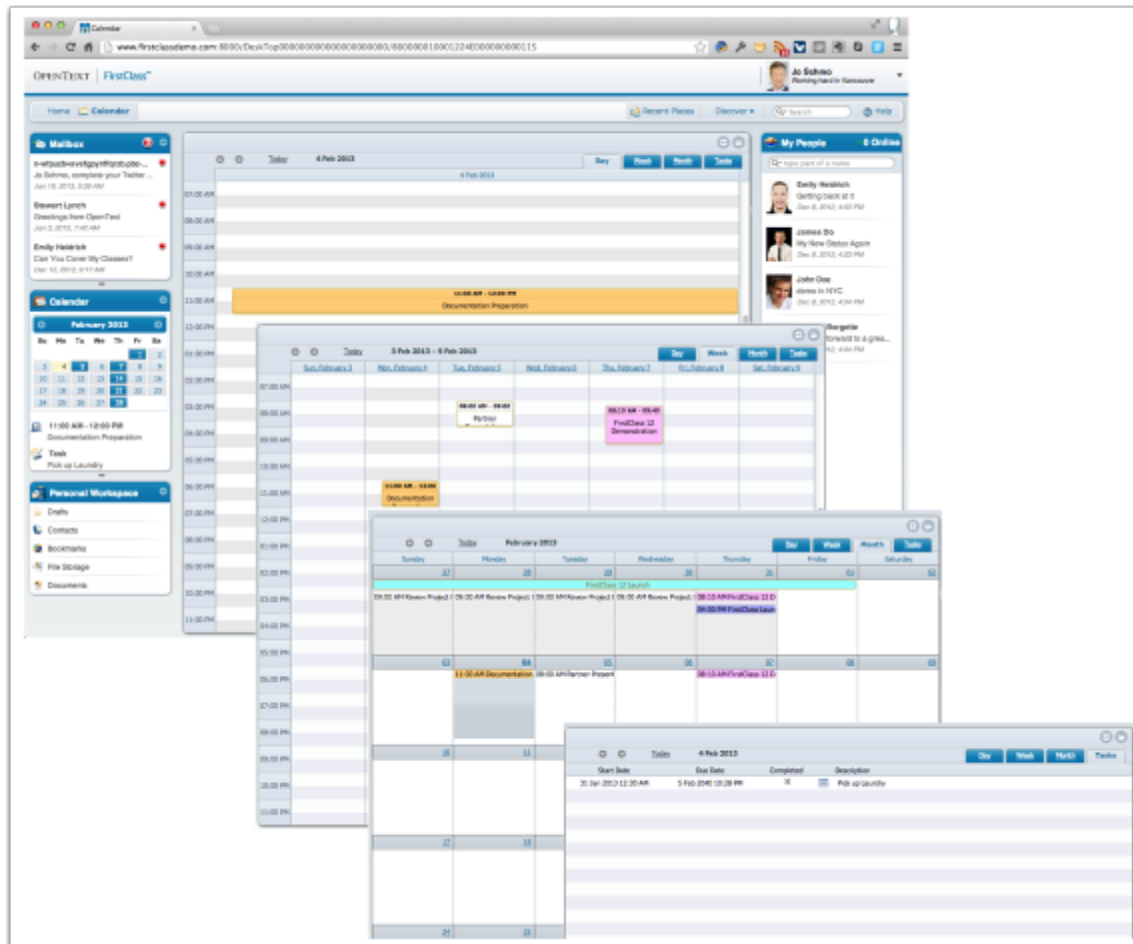
## The Mini-Calendar

Your personal calendar is accessible directly from the left-hand pane. If you have any current events or tasks, they will be displayed in the list below the mini-calendar. Days in which you have events planned are displayed in a different colour.



## Calendar/Task Views

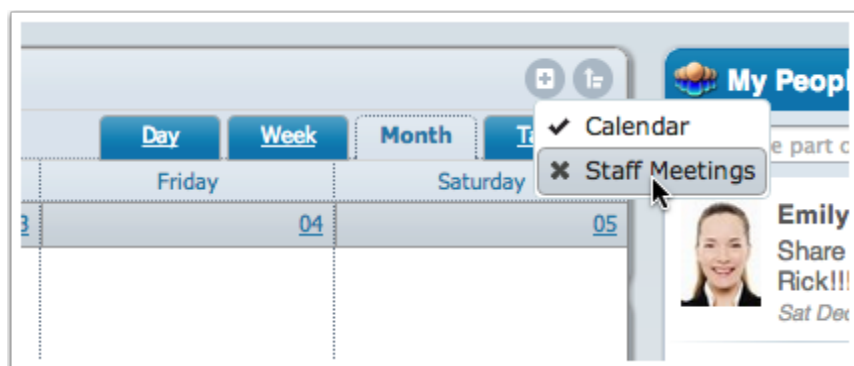
Clicking on the mini-calendar title will display your full calendar in the main pane where you have access to a number of different views - Day - Week - Month - Tasks. In the event that the event detail is too long to read, hovering over the event will pop up more detail.





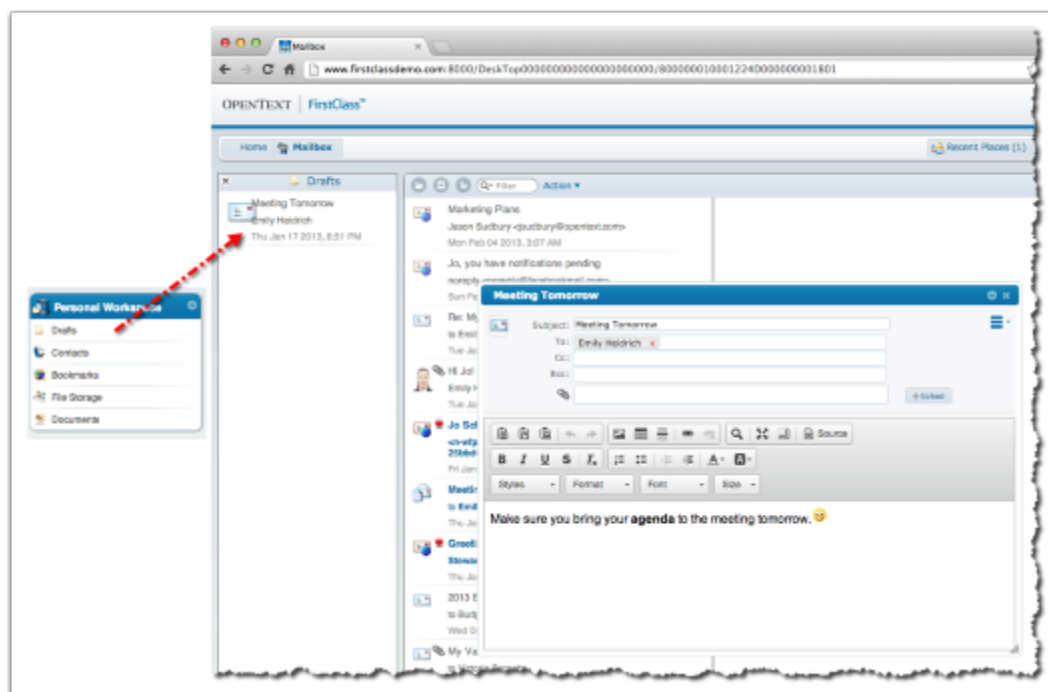
## Calendar Subscriptions (Punch Through Calendars)

If you subscribe to another user's or a group calendar, this will be added as a "punch-through" calendar on your calendar where you will be able to toggle the display on or off as you please.



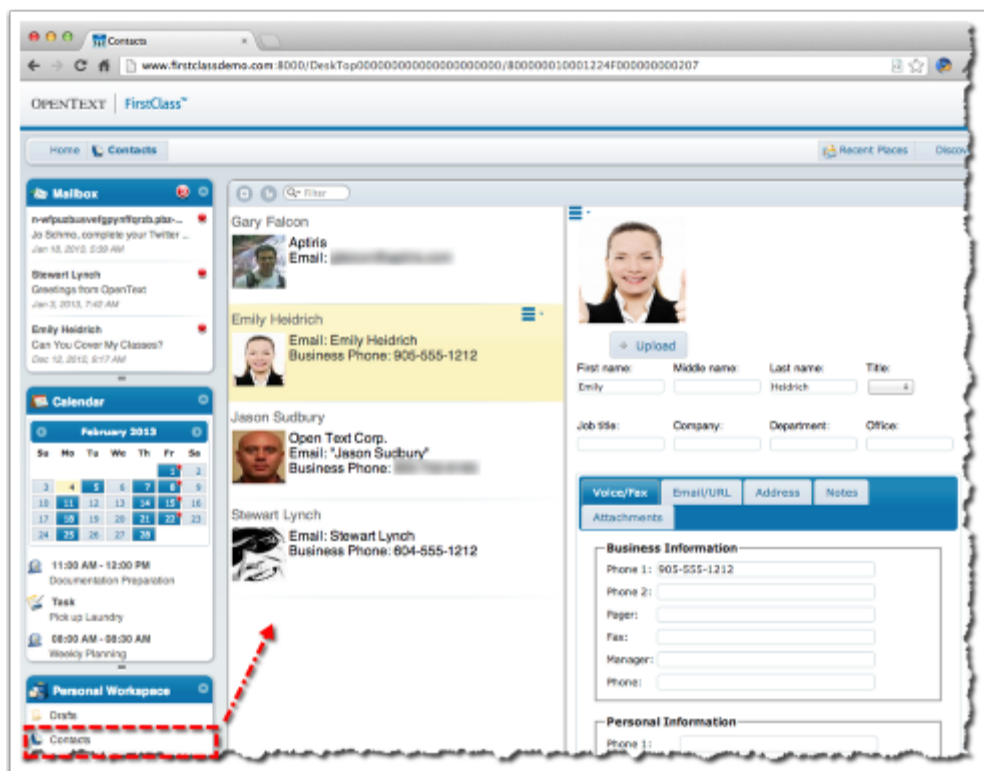
## Drafts

If you prepare an email or a contribution to a discussion area such as a response to a query or a wiki update, but are not yet ready to post it, that draft (unsent item) is displayed in your mailbox, but is also linked to the new "Drafts" item in your Personal Workspace area. If your organization does not include the email option of FirstClass, you will still have access to your draft contributions to your collaborative spaces.



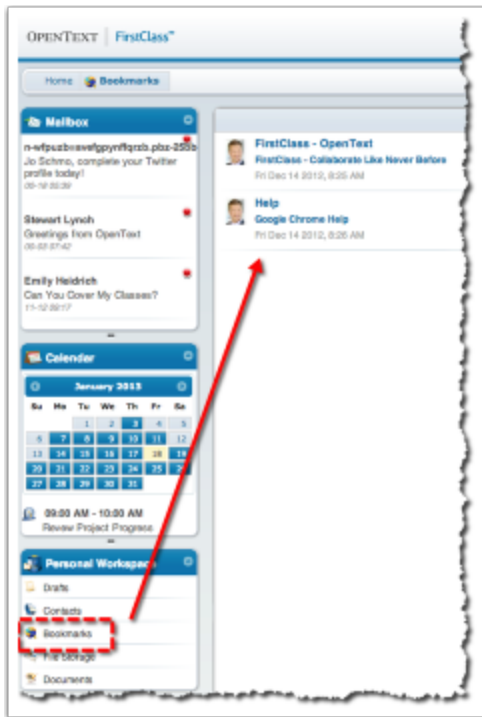
## Contacts and Mail Lists

Permissioned users will have the ability to maintain contacts and mail lists and FirstClass Synchronization services will synchronize the content with your smart phone or PDA.



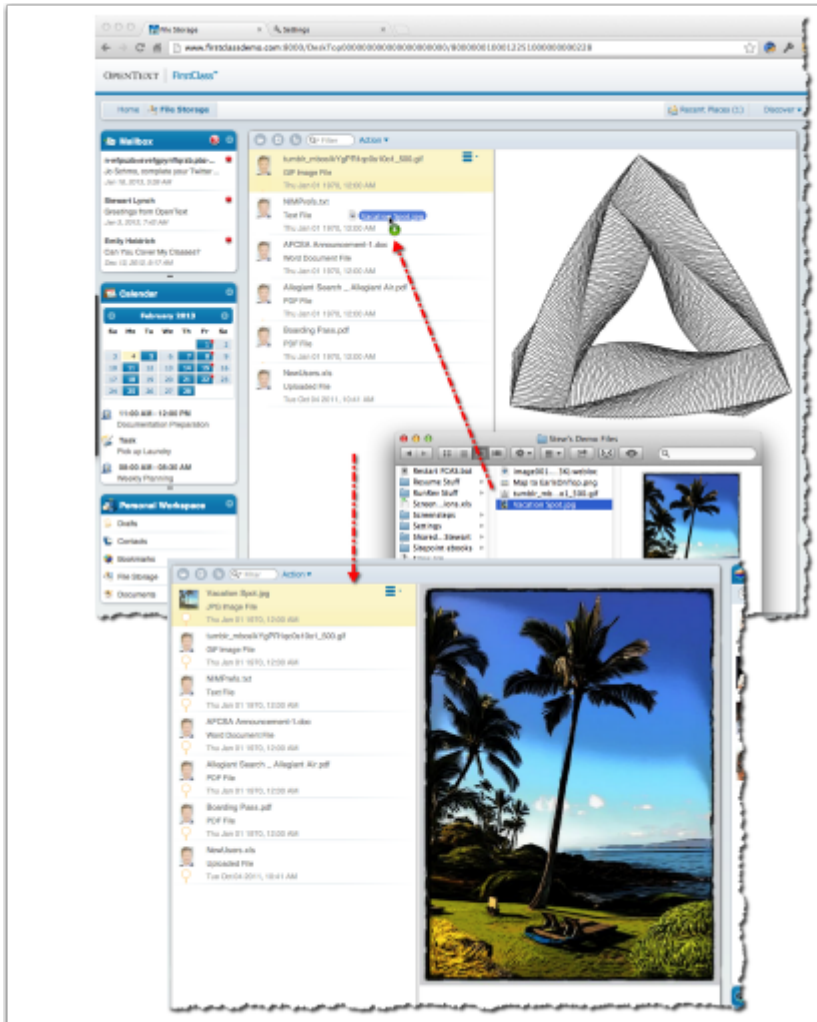
## Bookmarks

Bookmark your favourite locations within FirstClass and not have to worry about synching bookmarks across browsers or workstations.



## Drag and Drop File and Document Storage

You will be able to take advantage of file and document storage areas where you can either upload or drag and drop files from your computer into your cloud-based storage area. It is our intent to provide full document editing capabilities within the client for supported document types. When clicked on, items that can display in a web browser window are displayed in the right pane.



## Collaboration

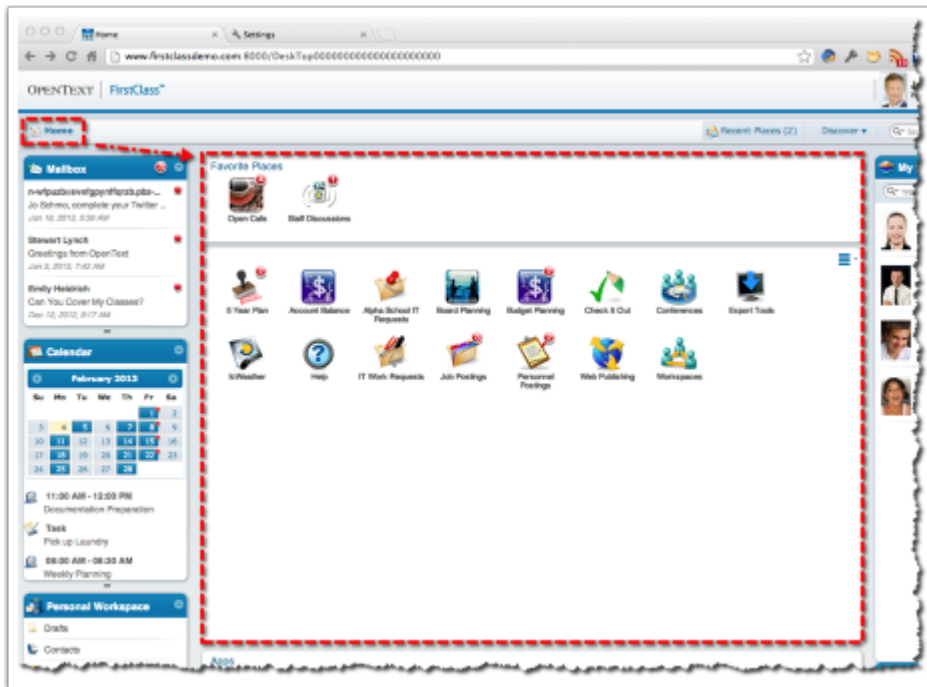
FirstClass has always excelled at collaboration and that is where our strength is. With FirstClass 12, we have access to all collaborative containers.

Communities are rich, collaborative areas where we support full file and document editing and versioning as we have now with FirstClass communities, but will be enhanced to include sub containers and calendars.

Conferences with threaded discussions and sub folders and calendars will now be available through the new web interface.

Going forward, we will be referring to both conferences and communities with the single term, "collaborative containers".

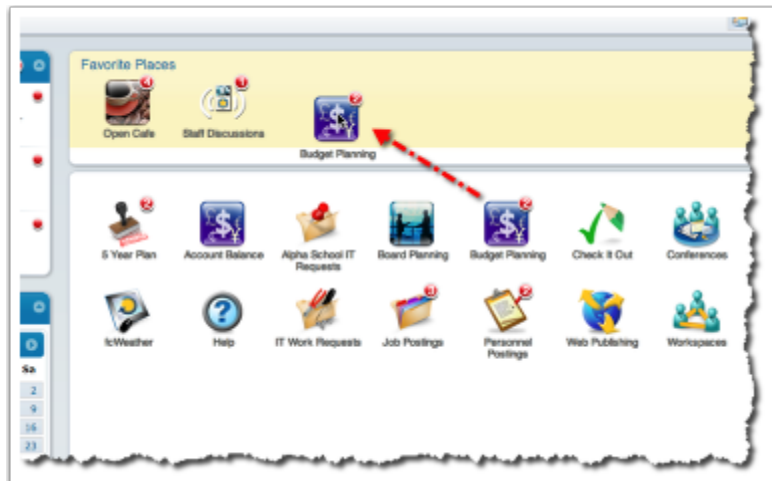
You can access the collaborative areas by clicking on the Home Link in the Navigation bar



## Pinning and Organizing your Important Containers

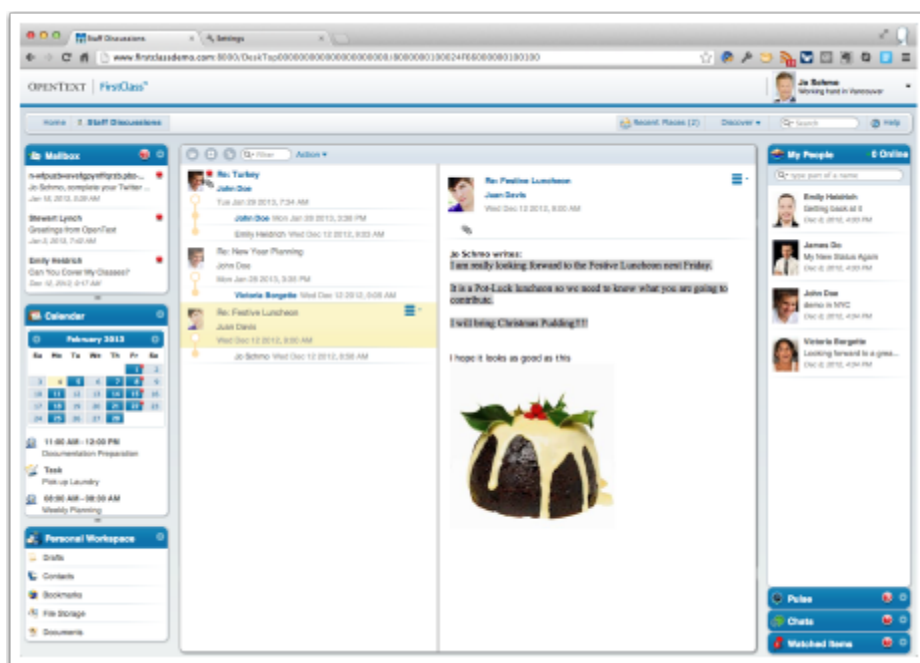
If you have a lot of collaborative containers, you may wish to organize them in such a way that you can focus on those that are the most important to you.

You can drag those specific containers up to the top "Favorite Places" section where they will stick between sessions. Once you are done with them, you can move them back down.



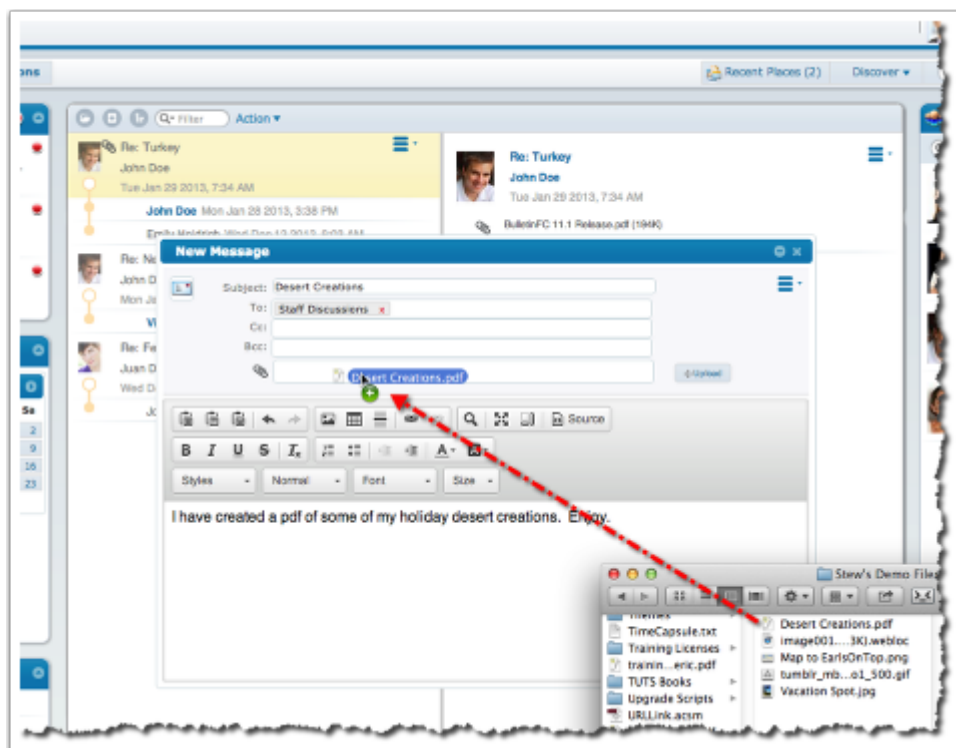
## Rich, Collaborative Discussions

A FirstClass collaborative container supports rich text content, attachments, subcontainers and calendars. Properly permissioned users have the ability to drag and drop content between containers.



## Drag and drop and full editing

The text editor allows for full rich text formatting, embedding of tables and images and supports drag and drop of attachments from the desktop to the attachments list or, when a message is received with an attachment to reverse the process and drag from the message to your local drive.





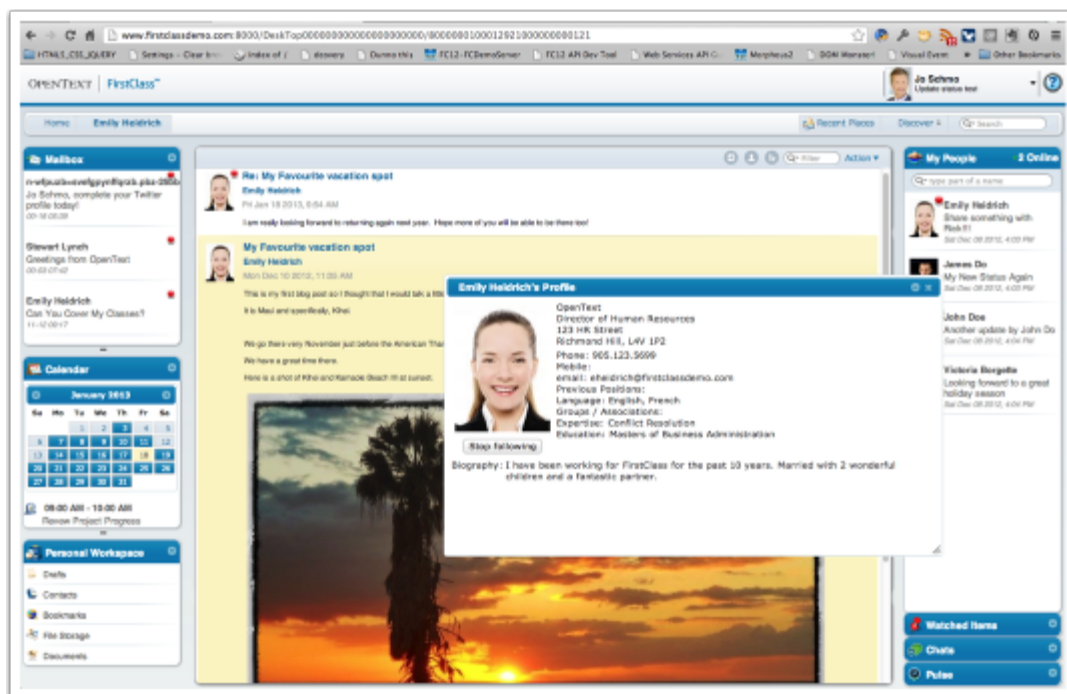
## Your 'My People' List

You can choose to "follow" people and they will be added to your 'My People List'. You will also be able to see if they are online (green ball) or have a new blog entry (red ball). In addition, you will be able to access their blog and profile and engage in an IM session or chat.



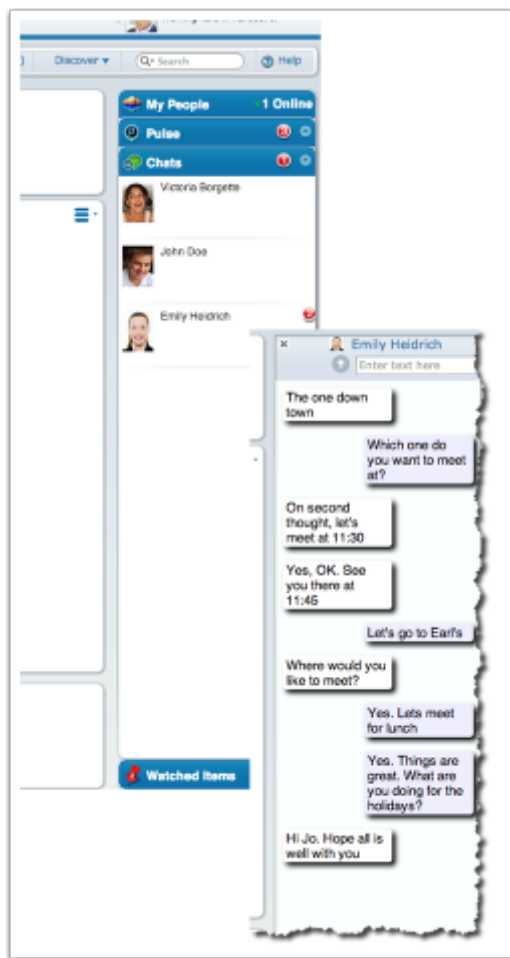
## Profiles and Blogs

Every user can have a profile and blog. Clicking on a person's name in your "My People" list will open their blog. Clicking on a person's picture anywhere else will bring up their profile.



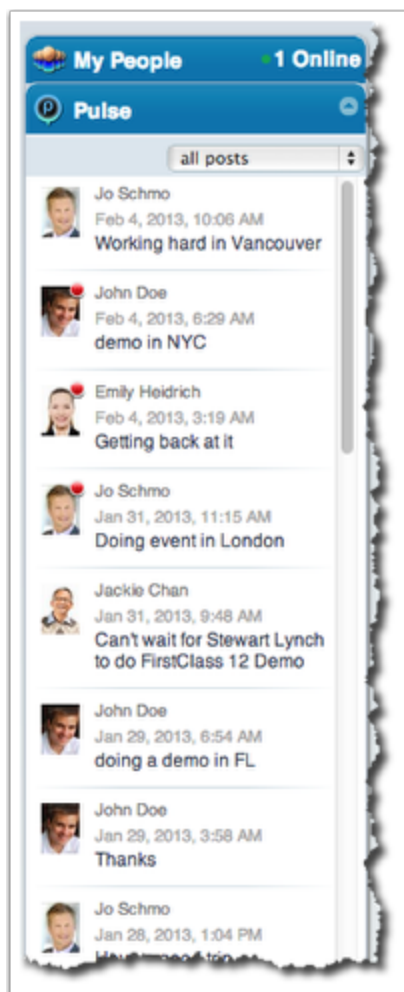
## Chats

FirstClass 12 supports asynchronous chat sessions and if a person is online, have a real time chat with them. Users will be notified as soon as they log in if they missed a chat while offline. Once connected, they can pick up and join in on the conversation.



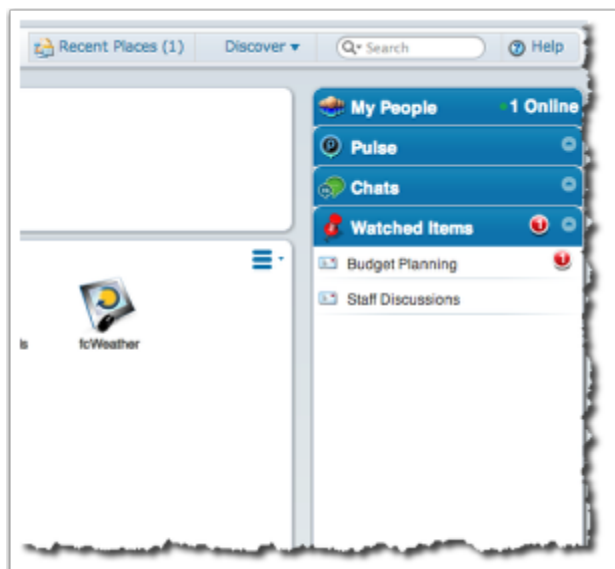
## The Pulse

Each time someone is added to the system, updates their status or adds to their blog, an entry is made in the Pulse. You can view the Pulse for everyone, only the people you follow, or just those associated with your account.



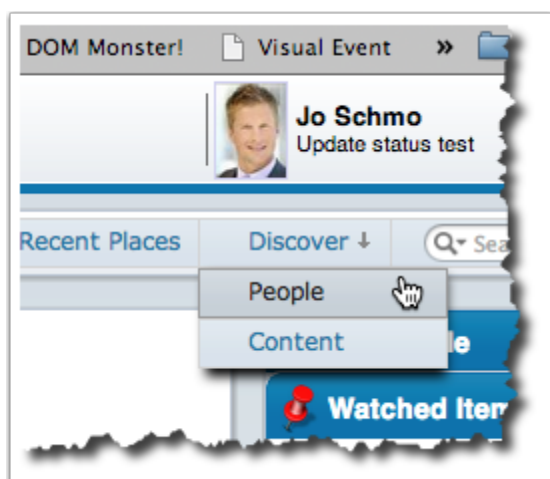
## Watched Items

You can flag items within collaborative containers as ones "to watch" . These are added to your watch list and any new activity is flagged to your attention.



## Search and Discover

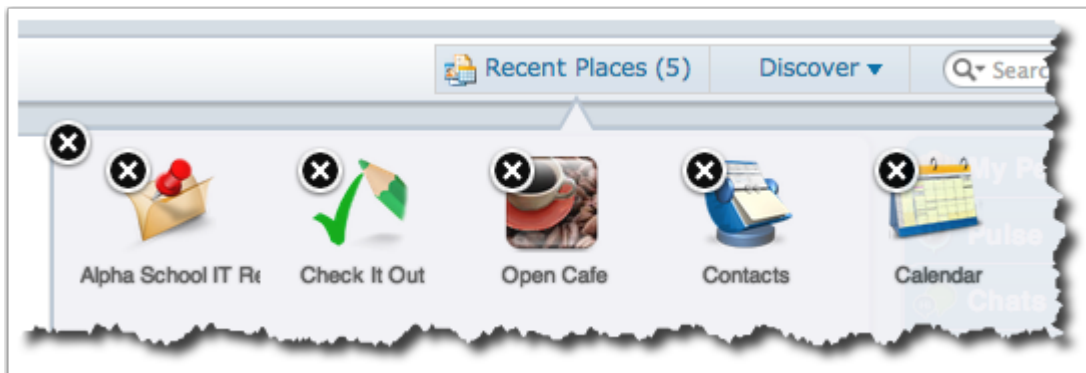
The Discover item on the Nav bar will help you locate active individuals and content on your system, while the Search field will give you access to the indexed content on your server, finding information quickly as you need it.



## Recent Places

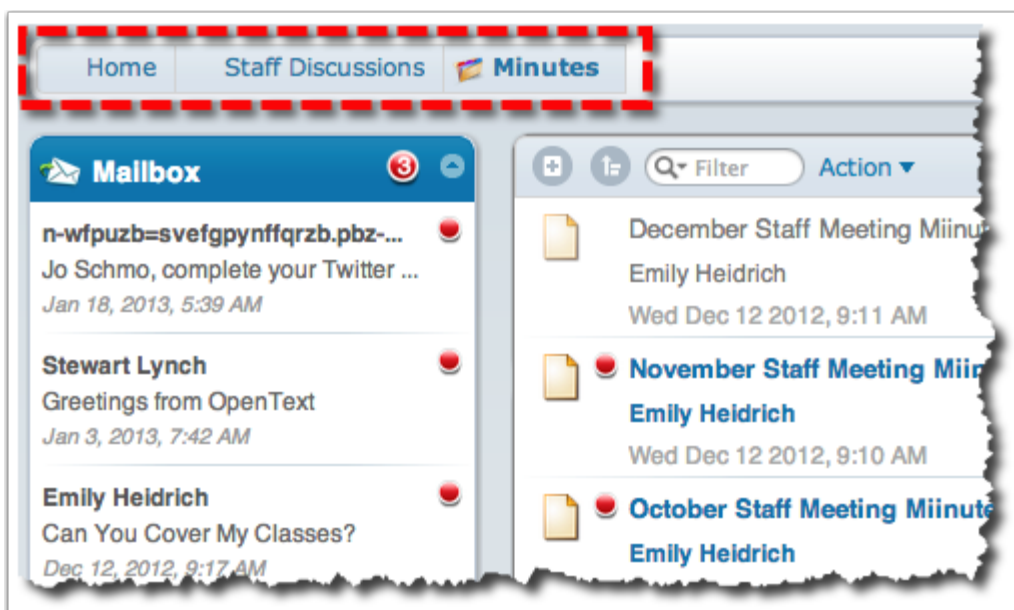
The system will always remember the last 5 locations that you have visited and stores that information in the "recent places" section at the bottom of your window. You can get quick access to this content from here.

Dragging a file or message on to the toolbar button also opens the window and allows you to drag and drop from your current location to one of your recent places.



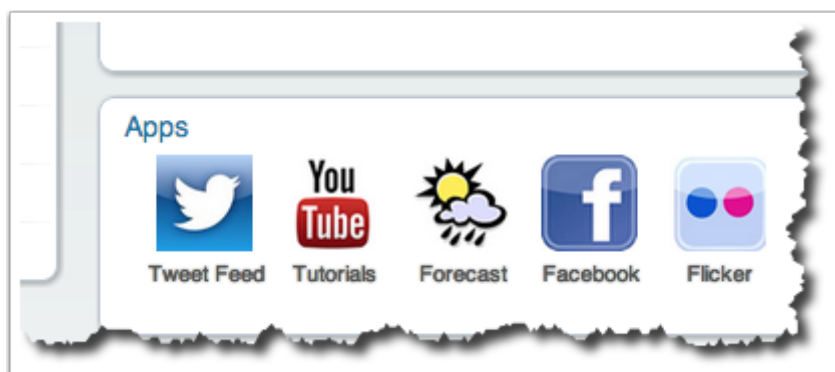
## Retrace your steps - breadcrumbs

If you are deep down into a nested area, you can retrace your steps and return up the path by clicking on one of the path items on the navigation bar.



## Custom Applications

Your system administrator can develop custom, html5 based applications that will run inside the FirstClass web client. Access to these applications are determined by group membership so different groups on your server can have access to a different set of applications.



## Access other Web Services

Third-party applications will allow you to access external web services through their own APIs and it is our intent to support token-storage, enabling secure logins to external sites supporting OAuth.

